

Customized Business Training

Did You Know CCM Works Directly with Companies and Organizations?

For over 25 years, the Center for Business and Technology at CCM has been successfully providing business and staff development solutions to diverse organizations and industries in the greater Morris County area. This past year we served over 300 companies and over 4,000 employees.

We can help you:

- Solve Problems better and faster - **Revitalize Innovation**
- Increase Efficiency - **Reduce Labor and Operating Costs**
- Minimize Employee Turnover - **Maximize Productivity**
- **Improve Customer Retention**
- **Strengthen Internal/External Communications**
- **Grow your Market Share and Maximize Profit Margins.**

We provide services to:

- Customize workforce development solutions specifically for your unique environment (**programs with demonstrated gains of up to 30 percent ROI**).
- Design a staff development plan, a corporate university, or simply add to what you already have in place.
- Identify what competencies will support your organization's strategic plan and business objectives.
- Implement targeted solutions which utilize Needs/Skills Assessments, Performance Consulting, Tailored Training Programs, Certification Programs, On-Line Training and Coaching.
- Offer options ranging from private pay to grant funding that work within your budget.

The Center for Business and Technology will come to your location to understand your business and workplace culture at no cost. This allows us to design training programs which can be delivered on-site, off-site or on-line. Off-site courses can be held at our Randolph or Morristown facilities. You decide the dates, the time, a given course length and the delivery options.

Your payoff comes in two key ways:

- Lower Training Costs
- Increased Workplace Productivity, Efficiency and Profitability

We welcome you to find out more about us and learn how our workplace programs can benefit your organization.

Please contact us for a free consultation:

Center for Business and Technology at CCM
Email cbt@ccm.edu or call 973-328-5185 for Training Solutions Assistance

or visit www.ccm.edu/businesscommunity/businesssolutions (<http://www.ccm.edu/businesscommunity/businesssolutions>) for Services/ Training Topics Information

Sample Topics

Sampling of Courses for Your Business

Business / Personal Development Skills

Business Writing	Performance Management
Business Communications	Team Building
Customer Service Skills	Supervisory/Management Skills
Conflict Resolution	Change Management
Diversity Management	Work Life Balance
Emotional Intelligence	Strategic Planning
Team Effectiveness	Innovative Thinking
Time Management	Marketing & Sales
Critical Thinking Skills	Multi-Generational Mgmt.
Stress Management	Succession Planning
Presentation Skills	Leadership Development

Technical Skills

Business Math	Mechanical Prototyping
Blue Print Reading	Computer Integrated Mfg. (CNC)
Microsoft Office Suite	General Mechanical Skills
GDT	Logistics
Supply Chain Management	Lean Thinking
Project Management	Social Media
Lean 5S	Program Development Languages
Lean Visual Production	Database Tools
Six Sigma	Web Design/Development Specialist Certificate
Business Process Improvement	Networking Fundamentals
GMP & GLP	Cisco CCNA Network Technician Certification
MS Office Specialist Certification	COMPTIA A+ Certification

Language Skills

English as a Second Language Occupational Spanish (ESL)

Get details on hot in-demand programs we can provide for your business at www.ccm.edu/businesscommunity/businesssolutions/indemand (<http://www.ccm.edu/businesscommunity/businesssolutions/indemand>).

Testimonials

Maximizing Success for Morris Businesses.....

- AAA New Jersey Automobile Club (p. 2)
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- Dassault Falcon Jet (p. 2)
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The Center for Business and Technology at County College of Morris (CCM) has played a key role in the delivery of **productivity focused training programs** for over 25 years. Here are some examples of customized solutions that increased **business success**:

DASSAULT FALCON JET: Robin Moriates, Training and Development Manager. The world leader in the integration of advanced and innovative airborne systems turned to CCM to increase their competitiveness through programs to upskill leadership and technology skills for their workforce. Robin feels, "Our relationship with CCM has been invaluable to the organization and training department. CCM, a strategic learning partner, has provided us with robust workshop topics from Leadership Development, Communications, Computer Skills and Presentations training. The facilitators are highly engaging and deliver interactive sessions. CCM is very flexible in customizing training content and ensures that the programs are relevant to our teams. The interactive exercises and activities make the training interesting and energizing for all participants."

TANGOE, INC.: Beth Turano, Implementation Manager – Training. As a proven leading edge global provider of Communications Lifecycle Management (CLM) software and services to a diverse range of international businesses, Tangoe needs a highly skilled workforce to keep the company on top of its game. They reached out to CCM to improve technical skills and increase productivity. Beth related, "The training provided by CCM, as part of the NJBIA grant funding, allowed us to provide Excel training to over 60% of our NJ workforce....The instructors did a great job working with the different skill levels within each class as well as working to understand our business environment and specific needs. As a result of this training, participants are already putting to use what they learned! We look forward to more Excel training and exploring other topics as well. Partnering with CCM was easy and successful and such a wonderful way to provide our employees with training."

JEWISH COMMUNITY HOUSING CORP.: Laurie Loughney, Chief Operating Officer. A major provider of senior housing and elder care services for seniors in the greater Morris area, this organization turned to CCM for technical skills training geared for impact. Laurie shared regarding Excel training provided to her Site Manager, "(my Manager) diligently applied what she learned in the (CCM) course....she created a Marketing Management Program (and) because of her initiative (and the training received) the company did not have to buy an \$8000 software program."

She further commented, added Critical Thinking Skills training has allowed advanced "problem solving techniques (to be) incorporated into JCHC quality assurance (practices)".

ATLANTIC HEALTH SYSTEM: Amanda Raddin McGrath, Coordinator Organization Development. This recognized leader in quality health care and advanced medical technology chose to work with CCM to improve workforce communications and technology skills critical to their mission. Amanda relayed that "CCM is responsive to our needs....The course material is clearly presented and made relatable to the audience...our employees walk away with valuable tips and knowledge." She additionally stated that the courses Atlantic Health selected to be delivered by CCM "....are useful to (our) employees because they improve their day to day work environment, team work, (and) learning how to cope in stressful situations and (to) communicate better."

AAA NEW JERSEY AUTOMOBILE CLUB: Betsy Adey, President. This leading provider of road side assistance, car care, travel and insurance offerings called on CCM to support the transformation of their business to be a sales-focused culture. Betsy recounts how this collaboration has unfolded, "AAA New Jersey Automobile Club began the process of exploring a training grant from the Department of Labor with County College of Morris over a year ago. Our goal was to give our employees the skills they need to succeed in a competitive and demanding business environment. CCM's Center for Business and Technology guided us through the complex process of getting a grant. They monitored grant availability, assisted us in writing the grant, and made sure that we were first in line to receive an \$80,000 training grant. We are currently in the process of implementing a year-long sales and sales management training program developed by CCM. We are thrilled to receive the funding needed to offer a training program to our employees that will address our corporate goals and have a direct impact on our bottom line. We are two months into the training and employee feedback has been very positive. We are extremely grateful for the expertise and commitment we received from CCM that made this possible."

THE MIGROUP: Donna Collins, VP Domestic Client Services. As a global relocation outsourcing company, The MIGroup finds that strong communications, critical thinking and customer service skills are paramount to their success. They reached out to CCM to help achieve the attainment of these professional development goals for their employees. Donna shared that the grant course training "allows us to achieve these goals in a cost effective way and allows us to bring value to our clients and team members." She added they were "able to heighten the quality of customer service" and that "the courses (delivered) through CCM have been a wonderful asset."

GLAXOSMITHKLINE: Gilbert Shanga, Manager, Biostatistics. This major global healthcare company connected with CCM to implement a professional effectiveness program (Leadership Development focused). Gilbert commented "in particular, we really appreciated the kind of flexibility you (CCM) had in serving our specific needs for our Medical Department." He further reported "My colleagues....scored the training with high marks....the training was well delivered and received."

METEM CORPORATION: Elise Mundrick, Director, Human Resources. A leading innovator and supplier of advanced machining and engineering solutions for turbine engine super-alloy components in the power generation and aerospace industries

worldwide, Metem came to CCM to strengthen management communication skills, knowledge of computer technology and ESL training for their production workforce. Elise shared regarding the delivery of our training services that, "CCM transformed Metem's desire to offer pertinent on-site training opportunities to our employees into reality! Their responsiveness and flexibility, coupled with high level of professionalism, met the challenges of our busy, growing, multi-shift organization. The (delivery) process is simple, with minimal administration required on our part, and maximum results! The courses exceeded our expectations, as the instructors truly took the time to address the individual concerns our employees raised-and thus even solved a few everyday operational challenges! Our employees appreciated the opportunity to enhance their personal skills, in a format that accommodated their busy schedules, as we continue to expand and grow our in-house technology. CCM is a valued business partner and we look forward to offering more learning opportunities in the near future."

The above snapshots are just a few examples of how CCM can design and tailor programs to meet specific objectives while **saving your company money**. To learn more, visit us at <http://www.ccm.edu/businesscommunity/businesssolutions/>.

To find out how we can do the same for your company and employees, contact us at cb (cbt@ccm.edu)**t@ccm.edu** (cbt@ccm.edu) or **973-328-5188**.

Grant-Funded Training

Grant-Supported Training for Your Employees

Take advantage of cost-free training through a special state grant program! Classes are held on the Randolph campus at no charge to your company. All registration for the Grant-Supported Training Program must be done through CCM's Center for Business & Technology. Classes available in **Business/Communication Skills** and **Computer Skills**.

For registration, information and schedule, go to <http://www.ccm.edu/businesscommunity/businesssolutions/grantsupported/>.

Topics are offered as a full day course (9:00 am - 5:00 pm). We encourage you to share this opportunity with friends, family and coworkers and join thousands of others who have benefited from the training we provide.

NOTE: For Employers and Employees

These classes are provided at no charge to your company.

However, employees must meet the following eligibility requirements:

- Public employees and unemployed persons are NOT eligible for this program (a special program for unemployed can be found at <http://rtwnj.org>)
- Employees must work either part-time or full-time for a New Jersey business
- Employees must be paid by their employer at their usual hourly rate while in training (companies with less than 250 employees are exempt)

- Employer's valid FEIN Number is required (Tax ID number - see your Human Resources Dept.)
- For PC courses, employees must have Windows knowledge and keyboard/mouse skills

Funding Options

Cost Effective Training for Your Employees with County College of Morris!

CCM, as a **recommended training provider for the New Jersey Department of Labor**, can help you access varied **grant training funds** which are currently available to develop and upgrade the skills of your workers. **We can also design competitively priced private pay programs specifically tailored to your business.**

Customized Training Grant programs cover the following:

- Course Development for Topics
- Class Materials (most topics)
- Instructor and Delivery

View a sample of Workforce Development Courses for Your Business at <http://www.ccm.edu/businesscommunity/professionalprograms/>

NEW Grant Opportunities for Businesses - The New Jersey Department of Labor and Workforce Development spearheaded the creation of **three Talent Development Centers** at institutions of higher education to serve as "centers for excellence" for providing workforce training and skill development focused on a specific, key industry in New Jersey: Advanced Manufacturing Health Care and Transportation, Logistics and Distribution. These centers will also serve as anchors for expanded high-quality, employer-driven partnerships and will further build the capacity of the state's higher education institutions to provide education and training aligned with the needs of the state's key industries.

CCM is a strategic partner for these centers to connect Morris Area businesses and support each Talent Development Center's primary mission of providing industry-focused training for dislocated, currently employed, and incumbent workers.

To Gain Access to All Our Funding Programs, Contact Us Today at

973-328-5186 or email us at CBT@CCM.EDU