

# Customized Training



*Tailored to meet specific needs of the client*

*Affordable*

*Delivered on-site*

*Curriculum, staff and expertise easily transferable*

*Broad spectrum of educational possibilities*

Call or email  
to discuss  
your specific  
training needs



**WAYNE - FINGER LAKES**  
Board of Cooperative Educational Services

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**WAYNE - FINGER LAKES**  
Board of Cooperative Educational Services

131 Drumlín Court  
Newark, NY 14513



**WORKFORCE  
DEVELOPMENT**

## *Training Opportunities*

**Work & Human  
Relationship Skills**  
designed to meet the  
needs of the individual  
and the workplace.  
Sessions are targeted to:

*Improve Customer Service*  
*Boost Morale*  
*Build Better Leaders*  
*Empower Teams*  
*Foster Trust*  
*Enhance Well-Being*



*Begin the journey  
with us*

**Postsecondary Adult  
Career Education**



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## TRAINING OPPORTUNITIES



Training is available to organizations who desire to improve the quality of employee skills in the human and work relationships area. The list of courses is open to customizing as needed to meet desired outcomes.

Typical audiences range from job-specific teams, work sites, organizations to various job readiness and skill-building organizations for the currently unemployed. Past attendees have come from health care related organizations, Department of Labor employment preparedness programs, and civil service employee groups.

Courses can be presented on a format to fit client needs ranging from a 2 hour presentation to a customized program lasting over several days. Courses can also be spaced and timed to meet client/participant schedules .

*Now offering:*  
**GUEST SERVICE GOLD**  
Nationally recognized credential  
in Guest Services

## COURSE SELECTIONS:

- **Presentation Skills** *sharpen your skills in presenting to groups large or small*
- **Team Building** *cooperative skills; team roles; productivity through teamwork*
- **Leadership Skills** *leadership & management models; mentoring skills*
- **Managing Multiple Tasks** *organizational skills for multi-taskers*
- **Communication Skills** *listening skills & communication styles; assertiveness*
- **Dealing With Difficult People** *understanding personality styles; communication & assertiveness skills*
- **Quality Customer Service** *needs of the customers & organization; relating with understanding and humor*
- **Stress Management** *define causes & plan to manage stress at home & work*
- **Managing Change** *understand the issues that impede change; adapting to changes*
- **Teaching Adults** *understanding learning & working styles; cognitive coaching*
- **Parenting Skills** *parenting styles; discipline skills; action plan for improvements*
- **Emotional I.Q.** *Understanding how your emotions affect your working relationships*



## TRAINING SPECIFICS:

Includes all training materials, hand-outs/resources. Computer and projection devices supplied by trainer. Fee TBD based on clock hours.



Attendees will receive Certificate of Participation reflecting classroom training hours.

Client provides classroom space, AV stand, screen or wall space, and any refreshments desired for their participants.

*Developed by the Office of:*  
**P.A.C.E.**

**Postsecondary Adult  
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