Effective communication: the route to success for sales and customer service professionals, team leaders, supervisors and managers. Whether you are aspiring to a supervisory role, a seasoned manager, working in customer service or delivering sales presentations, we can help you develop the skills to succeed!

- Interpret your customers’ needs and creatively integrate them into your messages
- Communicate the right things in difficult situations.
- Manage conflict that is creating morale problems, job interruptions, time and money lost.
- Make presentations more powerful, interesting and persuasive.
- Increase employee retention

Job outlook for 2012-2022 for managers is expected to grow as fast or faster than the average for all occupations. Median hourly wages range from $28.83 to $58.15 for the various sectors.

Source: US Department of Labor Bureau of Labor Statistics

Program Courses:
- NCBU 126G Frontline Supervision
- NCBU 127G Smart Supervision for Managers
- NCBU 128G Customer Service Communication Skills
- NCBU 130G Powerful Presentations

NEW Program!
Developing Human Talent in the Manufacturing Sector
- NCBU 132G Leveraging Employee Talent
- NCBU 133G Team Performance for Production & Productivity
- NCBU 134G Demand-driven Training

Who should attend?
These courses are designed for people who would like hands-on, interactive training that will increase their level of skills in supervision, management, customer service and sales that will lead to increased productivity, employee retention and sales revenue.

Ask about job training funds to help pay for this training

For more information please contact:
Great Bay Community College
Business & Training Center
(603) 427-7651
greatbaybtc@ccsnh.edu
NCBU 126G Frontline Supervision
In this highly interactive dynamic and fast-paced course, you will learn to:
• Identify your leadership style to maximize your effectiveness, to solve problems and resolve conflicts to manage challenging situations
• Develop a team vision and set reasonable and attainable goals to increase productivity and maximize performance

NCBU 127G Smart Supervision for Managers
Supervisors and managers will learn and practice facilitating change while encouraging customer focus, innovation, planning and strategic methods. Course modules include:
• Becoming a leader of change
• Creating custom organizational and communication planning maps to increase productivity
• Utilizing performance appraisals to implement change
• Coaching your team leaders to become effective change makers

NCBU 128G Customer Service Communication Skills
Increase the quality of service to your clients and enhance your own effectiveness by:
• Getting to know your customers and taking their “temperature” through empowered listening
• Identifying the appropriate format for client consulting and problem solving
• Learning tracking phrases to keep clients focused and using questioning techniques that naturally obtain more information
• Realizing how to deal with difficult cases.

NCBU 130G Powerful Presentations
Develop presentation strategies and techniques used in sales, internal marketing, external presentations and conferences and customer service that will help create new customers and strengthen relationships. Powerful presentations are also effective in motivating groups of teams. Includes:
• Unique strategies to identify your customers, analyze them and determine their influence
• Create a customization plan that highlights the components of your product, service or message.
• Successfully design a presentation matching your client/audience interest and needs
• Use any type of visual aid more effectively
• Handle objections before they happen

Developing Human Talent in the Manufacturing Sector

NCBU 132G Leveraging Employee Talent
Managers, supervisors or leads will learn to increase productivity through job specific targeted soft skills, assessment of the talent pool, utilization of collaborative teams and implementing effective tracking systems that keep everyone on task.

NCBU 133G Team Performance for Production and Profitability
Participants will experience motivating teams and increasing collaboration to meet quality standards and production goals. Starting and sustaining work teams, including cross-functional teams included.

NCBU 134G Demand-driven Training
Participants will learn to create real “hands-on” behavioral changes and transfer of knowledge by going beyond just presenting information. This highly interactive workshop trains the trainer in how to increase employee retention and quickly utilize their skills back on the job.