



# Supervision and Business Communications

**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 for positive results
- Manage conflict that is creating morale problems, job interruptions, time and money lost
- Eliminate misunderstandings
- 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 135G Train the Trainer

NCBU 136G Communicating for Positive Results

## 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, and communication, leading to increased productivity, employee retention and sales revenue.



Ask about **job training funds** to  
**help pay** for this training

New Hampshire  
**jobTrainingfund**

For more information please contact:  
Great Bay Community College  
Business & Training Center  
(603) 427-7651  
greatbaybtc@ccsnh.edu

# Course Curriculum

## **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, 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 135G Train the Trainer**

This 18-hour hands-on learning experience will teach strategies to:

- Analyze a variety of communication situations and problems
- Strengthen listening skills
- Engage in more productive dialogs with positive outcomes
- Eliminate potential misunderstandings
- Employ techniques to deal with challenging situations

## **NCBU 136G Communicating for Positive Results**

This 12-hour interactive class is designed to:

- Improve a trainer's ability to train effectively
- Introduce the basics of adult learning theory
- Enhance the understanding of the needs of the learner and different learning styles

## **Check out our other options**

**Online Courses:** Business Communication, Management, New Media Marketing, Social Media and more. Visit our online course menu at [www.greatbay.edu/btc-online](http://www.greatbay.edu/btc-online)

**Business & Industry Training:** The Business and Training Center can provide industry specific training at your workplace. Funding may be available for qualified businesses through the NH Job Training Grant. Contact us for more information.

For program info and course descriptions, please visit [www.greatbay.edu/courses/business-training](http://www.greatbay.edu/courses/business-training)

For general questions, please call **(603) 427-7652**

To register for classes, please visit: [www.greatbay.edu/btc-reg](http://www.greatbay.edu/btc-reg) or call **(603) 427-7610**

*The Business and Training Center reserves the right to cancel or reschedule any workshops/courses due to insufficient enrollment or circumstances beyond our control.*

## **Business & Training Center**

320 Corporate Drive, Portsmouth NH 03801

[www.greatbay.edu/btc](http://www.greatbay.edu/btc)

**To Register call (603) 427-7610 or stop by the campus**



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