



Custom Business Solutions

Client Training Catalog

Contents

CBBCS Training Introduction..... 5

Personal Development..... 6

 PD0001 Workplace Practices 6

 PD0002 Organizational Skills..... 7

 PD0003 Communication Skills 8

 PD0004 Career Development..... 8

 PD0005 Problem Solving 10

 PD0006 Business Writing..... 11

 PD0007 Public Speaking..... 12

Management/Leadership 12

 ML0001 Management Development 12

 ML0002 Professional Motivation 13

 ML0003 Decision Making Skills 13

 ML0004 Systems Thinking 14

ML0005 Governance and Leadership.....	15
ML0006 Strategic Planning.....	15
ML0007 Facilitation.....	16
ML0008 Organizational Behavior	16
Quality Service	17
QS0001 Customer Service in the Public Sector.....	17
QS0002 Encouraging the “Customer First” Attitude.....	18
QS0003 Supervising Staff with a Focus on Customer Service	18
QS0004 Determining and Anticipating Customer Expectations.....	19
QS0005 Providing Information Accurately and Completely	19
QS0006 Gathering and Using Customer Feedback	20
QS0007 Internal Customer Relations	20
Specialized Training and Development.....	21
SD0001 Health and Diet	21
SD0002 Safety and Awareness.....	21
SD0003 Early Childhood Health and Development.....	22

SD0004 Human Resources 22

SD0005 Exam Development..... 23

SD0006 Risk Management 24

SD0007 Paraprofessional Certification 24

SD0008 Information Technology Training..... 24

SD0009 Child Welfare..... 25

Miscellaneous Training..... 26

MC0001 Continuing Legal Education (CLE) 26

MC0002 Continuing Professional Education (CPE) 26

CBBCS Training Introduction

Carrie Brooks-Brown Consulting Services, LLC. (CBBCS) invites you to browse the courses chosen by the State of Arizona to provide to various agencies. CBBCS has been providing training services across various entities, including federal, corporate, and non-profit organizations, for the last 13 years. We can provide training in many formats in order to meet your needs, including the following:

- **Computer Based Training:** CBBCS can provide training modules that are both interactive and informative on the computer
- **Webinar:** Training directed by our expert trainers through a live session on the computer
- **E-Learning:** Internet-based Programs to provide training
- **Train the Trainer:** CBBCS trainers directly train those responsible for providing direction and leadership to the employees of an organization, and provide the tools to provide training themselves
- **State Facility:** CBBCS trainers will come to any State of Arizona agency and provide courses for various sized groups.

- **Vendor Facility:** CBBCS offers the State of Arizona the ability to have state employees come to our Tempe, AZ location to receive direct training.

CBBCS can provide both structured and customized classes tailored to your organization's needs. CBBCS' cross-functional team of training facilitators has over 30+ years of combined training experience who can meet your training needs using various approaches and modalities.

Personal Development

PD0001 Workplace Practices

Training will center on various interrelated parts of work place practices including a(n):

- focus on the economic importance of the skills and provides a theoretical basis for importance of these skills.
- discussion on the foundational skills such as understanding how one learns most effectively.
- exploration of reading, writing, and computation, the skills on which technical competence is built.
- understanding of effective communication skills in the workplace including active listening and reading non-verbal cues.
- creation of problem solving and creative thinking skills building the adaptability skills to enable workers to

demonstrate flexibility in the workplace.

- discussion of self-esteem, motivation through goal setting
- discussion of employability and career development, the developmental skills needed for staff to keep and hold jobs and to move up the career ladder.
- examination interpersonal skills, teamwork, and negotiation, the group effectiveness skills that enable people to work together productively.
- analysis of organizational effectiveness and leadership, the influencing skills to bring a task to completion.
- presentation of the applied approach, including a model for establishing a workplace basics program.

Format: Computer Based Training, Webinar, E-Learning, Train the Trainer, State Facility, Vendor Facility

PD0002 Organizational Skills

This session will be the perfect resource for the modern age of fast-paced organizations and lifestyles. Recognizing that just one organizational system is not for everyone, the training will present solutions which will provide various different systems to match the basic personality types. Whatever a person's style, whatever their habits, this training contains remedies to keep them organized and coordinated as part of a team. The class focuses on achieving objectives through prioritizing tasks and developing an action plan. Also, there is a strong focus on managing both your personal space and time to achieve your goals set forth.

Format: Computer Based Training, Webinar, E-Learning, Train the Trainer, State Facility, Vendor Facility

PD0003 Communication Skills

The "Communicating Effectively with Others" workshop will include methodologies of how to improve interpersonal communication including overcoming barriers to effective communication, supportive communication, speaking, persuasive communication, active listening, nonverbal communication and electronic communication. The training will also focus on the specialized forms of communication such as personal counseling, helping relationships, the power of dialogue, conducting effective meetings and writing memos, reports and proposals. Finally, the training will explore diversity and intercultural communication encompassing learning cultural awareness, increasing cultural competence and generational diversity.

Format: Computer Based Training, Webinar, E-Learning, Train the Trainer, State Facility, Vendor Facility

PD0004 Career Development

This training is designed to enrich the knowledge of employees who are seeking to learn more about viable approaches for facilitating career development in organizations. Information is provided for assisting

individuals to learn how to chart their careers in the organization and helping organizations to develop and utilize human resources more effectively. Several topics are dealt with in depth, such as career development strategies, career change, and executive assessment. A career development model is introduced with its four component parts: career catalyzing, career exploration, and career management. Also, the significance of data gathering in the self-exploration process is stressed. A new perspective on the use of assessment centers for organizational or individual development is also presented.

Format: Computer Based Training, Webinar, E-Learning, Train the Trainer, State Facility, Vendor Facility

PD0005 Problem Solving

Training focuses on the five main stages in the organizational problem solving process. This course will show the benefit of addressing the “root” cause of the problems, and providing effective solutions. The five main steps of the organizational problem solving process are:

Finding the Problem

Formulating the Problem

Making the Choice of the Solution

Implementation of the Solution

Audit & Review of Results of the Implementation

Format: Computer Based Training, Webinar, E-Learning, Train the Trainer, State Facility, Vendor Facility

PD0006 Business Writing

This training will assist employees in conveying a message with less difficulty and more confidence. The focus will be on developing clear and concise writing skills. This training will show employees how to improve their overall writing skills to produce actionable results in the following:

- * Presentations
- * Memos and letters
- * Plans and reports
- * Fund-raising and sales letters
- * Resumes
- * Speeches

Format: Computer Based Training, Webinar, E-Learning, Train the Trainer, State Facility, Vendor Facility

PD0007 Public Speaking

The training defines the art of being the best by helping today's employees become capable, responsible speakers and thinkers. With a strong focus on the practical skills of public speaking and grounded in theories of rhetoric, the training covers all major aspects of speech preparation and presentation, along with overcoming the fears of being the leader of a group. Also, the course will instruct participants of how to determine your target audience, and focusing on presenting information that is clear and concise and meets the goals of your target audience.

Format: Computer Based Training, Webinar, E-Learning, Train the Trainer, State Facility, Vendor Facility

Management/Leadership

ML0001 Management Development

Management development is the overall concept that describes the many ways that organizations help employees develop their personal and organizational skills, either as managers in a management job or with an eventual management job in mind. In this training, employees will learn how building the skills through internal management development are critical to the effective functioning of their organization. Managers in the workplace are the single most important factor in employee engagement, employee motivation, and building a productive workplace. Managers are the key to employee retention.

Format: Computer Based Training, Webinar, E-Learning, Train the Trainer, State Facility, Vendor Facility

ML0002 Professional Motivation

The training course that will cover topics related to intrinsic and extrinsic human motivation in the workplace. Using an interactive approach, the training will look at how to identify motivators. The class will look at the changing perspectives on motivation including coverage of the various theoretical frameworks such as needs theories, expectancy theories, goal theories, quit theories, reinforcement, reward and punishment, participation as a motivator and other related topics.

Format: Computer Based Training, Webinar, E-Learning, Train the Trainer, State Facility, Vendor Facility

ML0003 Decision Making Skills

This course will look at the current approaches to decision making in organizations today. Employees will learn about the various dimensions of making complex decisions looking at topics such as: ethical decision making, how to generate alternatives, exercising moral imagination, how to identify options and making and implementing programmed and non-programmed decisions. The training will look at the various models of

decision making, who should be involved and the many techniques available to assist the process. Additionally, the course will focus on understanding the risks, and the benefits of the each decision made. This course will look at creating contingency plans, and identifying the correct decisions to be made.

Format: Computer Based Training, Webinar, E-Learning, Train the Trainer, State Facility, Vendor Facility

ML0004 Systems Thinking

This training introduces the extraordinary world of Systems Thinking to curious managers and employees. The training opens the door to a way of thinking about things that has profoundly influenced thinkers and doers in the fields of business, politics, economics, biology, psychology. But now, in business and academia, in the public sector and in the search for solutions to the environmental problems we face, Systems Thinking is being talked about everywhere. This training will cover systems thinking from the perspective of contemporary theorists such as Russ Ackoff. The use of systems thinking used as a metaphor to look at organizations will be discussed as well using Gareth Morgan's classic model of metaphorical analysis.

Format: Computer Based Training, Webinar, E-Learning, Train the Trainer, State Facility, Vendor Facility

ML0005 Governance and Leadership

This training focuses on how government and public organizations (e.g. non-profit organizations) serve their stakeholders, the manner in which their services are carried out, how resources are managed and how regulatory powers are complied with and/or managed. It will additionally focus on the different types of leadership, the expectations of leaders, and the way the role of leader is perceived in different sectors. The course addresses the implications of public leadership, and the practice of public governance.

Format: Computer Based Training, Webinar, E-Learning, Train the Trainer, State Facility, Vendor Facility

ML0006 Strategic Planning

The training is designed to cover the state model for strategic planning as well as the core elements of an effective process for formulating a strategic plan. The training will look at goal setting in organizations, operational planning, planning for a turbulent environment and innovative approaches to planning. The companion subject of strategic management in the public sector will be covered as well as scenario planning.

Format: Computer Based Training, Webinar, E-Learning, Train the Trainer, State Facility, Vendor Facility

ML0007 Facilitation

The course will cover an array of process tools in a totally accessible way in order to facilitate effective groups. It delves into the underlying ethics of facilitation to clarify complex questions. Managers will be surprised at the subtle way it will help them gain a new understanding of a number of important facilitation dilemmas. It will allow access in to effectively convey an approach to the target audience, and develop strategies to reinforce a confident message.

Format: Computer Based Training, Webinar, E-Learning, Train the Trainer, State Facility, Vendor Facility

ML0008 Organizational Behavior

This training provides an overview of the diagnostic approach to understanding various organizational behaviors in today's work place. Many of the topics covered in other training classes will be brought together in a framework to be used by managers to understand the dynamic forces at their work place. Thoroughly tested theories will be covered in order to enhance the knowledge base of the manager participants.

Format: Computer Based Training, Webinar, E-Learning, Train the Trainer, State Facility, Vendor Facility

Quality Service

QS0001 Customer Service in the Public Sector

The course presents the summation of fifteen years of research, observation, and teaching about what public sector executives should do to improve the performance of public enterprises done by Mark Moore. Useful for practicing public managers, this training explicates some of the richest lessons learned from several hundred cases used at Harvard's Kennedy School of Government illuminating the broader lessons for all government employees. Within Moore's framework, the training addresses four questions that have long bedeviled public managers: What should citizens and their representatives expect and demand from public executives? What sources can public managers consult to learn what is valuable for them to produce? How should public managers cope with inconsistent and fickle political mandates? How can public managers find room to innovate?

Format: Computer Based Training, Webinar, E-Learning, Train the Trainer, State Facility, Vendor Facility

QS0002 Encouraging the “Customer First” Attitude

The training focuses on the role of all public employees in delivering public goods and services to stakeholders (or customers). Practical strategies are provided in order to develop this attitude in the culture of the organization using some of the motivational frameworks discussed in the motivation training session.

Format: Computer Based Training, Webinar, E-Learning, Train the Trainer, State Facility, Vendor Facility

QS0003 Supervising Staff with a Focus on Customer Service

Training will cover the various supervisory strategies used to infuse the spirit of customer satisfaction and how it can contribute to employee satisfaction as well, particularly if the team's goals and reward system include a performance indicator that measures customer satisfaction. Increasingly, customer satisfaction is being used as a key performance indicator in public agencies and managing the staff whose actions are suppose to model excellent customer service is another challenge for the public manager.

Format: Computer Based Training, Webinar, E-Learning, Train the Trainer, State Facility, Vendor Facility

QS0004 Determining and Anticipating Customer Expectations

The class will cover the various methodologies for collecting data in order to determine the needs of their constituents or customers. Through the use of feedback, research, and statistical models, the target consumers can be identified. This course will focus on identifying who the customer is of any job function, either a manager, senior management, or outside company or individual. It will look at determining the expectations of your customer based their goals and the effect of your work.

Format: Computer Based Training, Webinar, E-Learning, Train the Trainer, State Facility, Vendor Facility

QS0005 Providing Information Accurately and Completely

Within the modern practices of performance measurement/management, this training will look at strategies for compiling performance data for public organizations. The different types of measures (input, output, outcome and quality) will be defined for the agency. The concept of the Balanced Score Card or "Dashboard" will be presented and discussed as well.

Format: Computer Based Training, Webinar, E-Learning, Train the Trainer, State Facility, Vendor Facility

QS0006 Gathering and Using Customer Feedback

The training will introduce the subject of how to first gather feedback from stakeholders and/or stakeholders (internal & external) as well as the approaches to analyzing the data for interpretation. An introduction to the development of data collection instruments such as surveys will be discussed. How to look at quantitative and qualitative data in analytical terms will be covered including modern research methodologies.

Format: Computer Based Training, Webinar, E-Learning, Train the Trainer, State Facility, Vendor Facility

QS0007 Internal Customer Relations

The course will look at the process of identifying the internal customers of a specific work unit in a public organization. In the public sector, this also means the analysis should be done at different levels of large government agencies. It also means the analysis should also include an inter-agency identification of stakeholders as well such as the internal stakeholder such as centralized services. Learning how to identify both internal and external customers of a public organization is the purpose of this training event.

Format: Computer Based Training, Webinar, E-Learning, Train the Trainer, State Facility, Vendor Facility

Specialized Training and Development

SD0001 Health and Diet

A comprehensive course providing well-being training, including health, diet and exercise. The goals are to develop strategies for a healthy workplace environment with a focus on life expectancy and healthcare. It will show how to determine both a maintainable schedule, and how to approach a healthy and active lifestyle.

Format: Computer Based Training, Webinar, E-Learning, Train the Trainer, State Facility, Vendor Facility

SD0002 Safety and Awareness

The goal of the course is to improve safety awareness. Workplace safety and awareness training will provide informational guidance through proven studies and real structure for accident prevention. It focuses on creating an environment where safety protocols, and action plans in the event of an emergency are the standards.

Format: Computer Based Training, Webinar, E-Learning, Train the Trainer, State Facility, Vendor Facility

SD0003 Early Childhood Health and Development

The early childhood health and development course focuses on real-life solutions to problems demonstrating the benefits to parents or guardians, the benefit of their hard work and effort. The class reinforces how parental and guardian decisions affect the development of children. Focus will be on developing methods to create an environment for children to learn and grow, both personally and socially.

Format: Computer Based Training, Webinar, E-Learning, Train the Trainer, State Facility, Vendor Facility

SD0004 Human Resources

The Human Resources training will shed light on the critical issues HR professionals face daily. The training will provide current information, tools, tips, checklists, and road maps to guide managers and HR professionals through the maze of people and legal issues, from recruiting and retaining the best employees to terminating poor performers. Some of the associated topics include:

- * Individually manage each employee
- * Manage a multi-generational workforce

- * Appraise job performance
- * Coaching and counseling
- * Provide equitable pay, benefits, and total rewards strategies
- * Identify legal pitfalls

Format: Computer Based Training, Webinar, E-Learning, Train the Trainer, State Facility, Vendor Facility

SD0005 Exam Development

Exam Development is a structured course designed around creating evaluation tools that clearly match and define what is expected learning. Exams need to be developed in a way that is fair and balanced, and reiterate concepts developed throughout any course. The production of an exam should follow a structured curriculum, and created interactive approaches where all concepts are covered. Exams should be a product of what is learned by the participants.

Format: Computer Based Training, Webinar, E-Learning, Train the Trainer, State Facility, Vendor Facility

SD0006 Risk Management

The risk management course is designed around a two-step approach for prevention, identification, and the action steps required to address issues when they arise. Focus of the course is on the importance that all team members understand what strategies need to be created to detect and correct problems.

Format: Computer Based Training, Webinar, E-Learning, Train the Trainer, State Facility, Vendor Facility

SD0007 Paraprofessional Certification

A paraprofessional course is designed to provide expert level training in various fields.

Format: Computer Based Training, Webinar, E-Learning, Train the Trainer, State Facility, Vendor Facility

SD0008 Information Technology Training

Information Technology training is designed to keep employees and employers current. A wide range of services that can be taught include any of the Microsoft Office Suite.

Format: Computer Based Training, Webinar, E-Learning, Train the Trainer, State Facility, Vendor Facility

SD0009 Child Welfare

Child welfare course focuses on helping parents and guardians identify potential issues and create positive responses with their solutions. All criteria for this course are to create a positive environment, and develop strategies with parents and the community to effectively care for children.

Format: Computer Based Training, Webinar, E-Learning, Train the Trainer, State Facility, Vendor Facility

Miscellaneous Training

MC0001 Continuing Legal Education (CLE)

CLE courses can vary based on need, but will address any topic as needed as part of continuing education.

Format: Computer Based Training, Webinar, E-Learning, Train the Trainer, State Facility, Vendor Facility

MC0002 Continuing Professional Education (CPE)

CPE courses can vary based on topics that need to be addressed, but will utilize as needed as part of continuing education.

Format: Computer Based Training, Webinar, E-Learning, Train the Trainer, State Facility, Vendor Facility