

Selling Dynamics

If you can't sell your point of view, you can't sell your product...Go beyond the babble to understand the truth and lies about why we buy & and why they will now buy from you!

RBUTR 758-B01 – Friday, 5/11, 8:00AM-11:00AM, Butler Main Campus, Continuing Education Building, Room 18, Instructor: Sinopoli, (3 Hours), Tuition: \$75.

RBUTR 758-C51 – Thursday, 3/22, 6:30PM-9:30PM, BC3 @ Cranberry, Room 124, Instructor: Sinopoli, (3 Hours), Tuition: \$75.

RBUTR 758-L51 – Tuesday, 3/27, 6:00PM-9:00PM, BC3 @ Lawrence Crossing, Room 134, Instructor: Sinopoli, (3 Hours), Tuition: \$75.

New Training! LEAN Certification

Butler County Community College and Catalyst Connection have joined together to bring training to the area designed to prepare the participants to successfully apply Lean principles, and to play an active role in their organization's improvement efforts. Structured to accelerate learning, this program provides the participants with a rock-solid foundation in Lean principles coupled with hands-on application experience. The program includes six days of classroom instruction and a minimum two days of practical application which will be held on the BC3 main campus. Additionally, program participants attend a roundtable session where selected topics are explored in detail while personal experiences (both successes and failures) are shared.

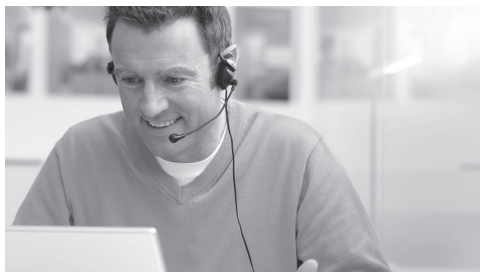
The programs six classroom topics include: Lean 101: Principles of Lean Manufacturing, Value Stream Mapping, Becoming A Change Agent/Kaizen Method, The 5S System for Workplace Organization, Cellular Manufacturing, and Set-Up Reduction Training.

Key Benefits: Participants will gain the knowledge required to successfully cut costs and reduce lead times, minimize implementation missteps, collaborate with others to more quickly generate impacts.

Practical Application Includes: A minimum of two days of expert support in the selection and implementation of a meaningful Lean application in your operation, opportunities to observe and/or participate in the onsite implementations of others in the program, and roundtable discussions with peers, facilitated by Lean experts.

RWDCT 133-B01 – Thursdays, 1/12, 1/19, 2/9, 2/16, 3/15, 3/22, 4/19, 4/26, 8:30AM-4:30PM, Butler Main Campus, Continuing Education Building, Room 18, Instructor: TJ Bloom, Tuition: \$3,500.

New! Customer Service Skills Workshop



This program is designed to give participants a process to understand communicating effectively with both internal and external customers. Techniques will be shown how to resolve issues, maintain professionalism and deal with more effectively with difficult people. Explore customer service keys for successful people and positive vs. negative listening skills and body language.

RWDCT 713-M51 – Monday, 3/26, 4/2, 4/16 & 4/23, 6:00PM-9:00PM, BC3 @ LindenPointe, Room TBD, Instructor: Sinopoli, Tuition: \$150.

Notary Training

Notary Publics administer oaths, witness and authenticate documents, and perform other authentication duties. The college partners with the PA Association of Notaries to offer training to anyone wanting to begin a career as a notary.

First Time Notary Seminar

The PA Notary Public Law specifically mandates the hours of basic notary education for all individuals who are applying for a notary commission for the first time after July 1, 2003. (Those who have an original appointment date on or before July 1, 2003 are exempt from this requirement.) **This is a state-approved First Time Notary Training Seminar** that fulfills the three-hour mandatory education provision for new Pennsylvania notaries. NOTE: Only the First Time Notary Seminar and the Reappointment Seminar meet the state requirements for education. This class covers the following topics:

- The Notary Public Law
- Notarial Seal and Register
- Acceptable Forms of Identification
- The Seven Notarial Powers
- Electronic Notarization
- Problem documents
- Wills
- Powers of attorney
- Deeds and mortgages

NBUTR 204-B52 – Wednesday & Thursday, 2/29 & 3/1, 6:00PM-9:15PM, Butler Main Campus, Continuing Education Building, Room 18, Instructor: PAN, Tuition: \$184.

NBUTR 204-L52 – Wednesday & Thursday, 3/21 & 3/22, 6:00PM-9:15PM, BC3 @ Lawrence Crossing, Room 128, Instructor: PAN, Price: \$184.