Clark College Economic and Community Development

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Clark College Economic and Community Development is Southwest Washington's premier provider of workforce and non-credit learning, serving more than 10,000 people annually. Clark College ECD offers classes at the customer site or at three locations in Southwest Washington, including in the heart of downtown Vancouver at the Columbia Bank Building, the Columbia Tech Center in East Vancouver, and Clark College's main campus in central Vancouver.

Clark College ECD team has the faculty and facilities of Clark College at our disposal plus the expertise of independent subject-matter professionals to create classes that meet your specific industry or business requirements. Clark College ECD has also provided local businesses with customized trade industry training, including machining, welding and mechatronics. If you are unsure of what you need, Clark College ECD can collaborate with you to identify and assess your learning and development needs.

2020 Course Offering Summary

INTERPERSONAL SKILLS (PROFESSIONAL EDGE)

Present a Positive First Impression
This course will focus on how making a positive first impression are the kay to success in the workplace.

Communicating Through Body Language
This course will focus on how body language is not within your total control, so it important to be aware of the message out are sending.

Developing Your Positive Mindset & Emotional Intelligence
This course will focus on how a positive attitude makes an impression on everyone around you; it helps to determine your self-confidence, sets the tone for your interactions with others, and influences your success.

Setting Goals For Success
This course will focus on how goals help us to move forward in life by providing direction.

Develop Digital Communication Skills
This course will focus on when contact is made via digital communication, your actions, attention to detail, the words you choose, and your awareness of those around you all influence the impression you make on others.

Present A Professional Appearance
This course will focus on how your personal appearance and the clothing you wear sends a strong message to others.

Working In Teams
This course will focus on how to build, positive, productive relationships with team members which involves personal accountability, using positive language, and being an effective listener.

Effective Communication: Getting Your Message Across
This course will focus on communicating clearly, directly and in a positive manner will help improve working relationships, enhance productivity and motivate others, while also reducing friction in the workplace.

Communicating Through Conflict
This course will focus on understanding the effect of conflict in the workplace, how to define the issues, and how you can take responsibility and contribute to the situation in a positive way.

Soft Skills In The Work Place
This course will focus on how your words and actions are visible to those around you and how to help create a more enjoyable and productive environment for everyone.

Learning From Feedback
This course will focus on how feedback is an opportunity to learn, to evaluate your directions, and keep you moving forward.

PERSONAL & PROFESSIONAL ENRICHMENT

Behavioral Styles
This course will take a deeper look at how to make the most of your personality strengths, communicate more effectively and build better relationships in business as well as in your private life.

Business Acumen
Effective business leaders require multiple competencies. In this course the audience will learn practical methods to help them gain a better understanding of concepts.

Communicating Effectively
Every interaction is a communication, whether it be written or verbal. Listening skills are an important part of communicating. Learn how to get your message across and listen to others while understanding why they react the way they do.

Conflict Resolution
In this session we will review techniques for an effective conversation that prepares for resolution, provide understanding of the situation, clarifies positions and supports reaching an agreement.

Customer Service
This workshop provides the learner the skills for effectively and efficiently handling customer interactions.

Effective Communication
Learn how to get your message across and listen to others while understanding why they react the way they do.

Expanded Interpersonal Effectiveness Using DISC
The skills learned in the DISC training will increase the overall effectiveness of the people who make up the organization, improve the communication between leaders and co-workers, and reduce stress and prevent conflict through a better understanding of predictable human behavior.

Finance Management
This course is designed to help the employee understand the basic concepts of personal financial planning, consumer credit, banking/financial institutions, investing and retirement.

Generational Difference: How to Engage, Relate & Communicate for Success
Nearly every business today is experiencing a historically unique phenomenon – a mix of four generations in the workplace – Traditionalists, Baby Boomers, Gen X, and Millennials. This results in a complex mix of people working together can create a vibrant and exciting workplace or one of daily challenges.

Negotiation
This course is designed to teach key competencies in negotiation, strategy and techniques to achieve win-win situations.

Professional Communication
This course offers the principles of effective communication and practical exercises that can help build needed communication skills.

Project Management
Students learn how to keep projects on track, scope project and gather requirements, create a project plan, assess project risk, manage multiple projects and enterprise-wide initiatives, schedule, control and manage contracts for repeatable success throughout the organization.

Relationship Building for Non-Sales Employees
Content will focus on building relationships with external and internal customers that are positive and results oriented and techniques that create productive interactions.

Setting Performance Expectations
This course will show the positive effect of shifting the traditional role of planner and evaluator from the leader to a shared responsibility between leader and employee.

Strengths Finder
Using Gallup's StrengthsFinder tool, identify your top five natural talents and then find ways to use them, share them to enhance your communication and workplace relationships.

Technical Writing
Topics covered will include the importance of considering the audience, covering all pertinent information (answering the who, what, why, when, where questions) and explaining jargon as needed.

Time Management

This course is designed to help participants learn how to make the most of their time, organize their office space to maximize efficiency and develop ways to set goals to organize workflow.

Values & Mission Development

This strategic planning session helps organizations develop surveys to determine employee's core values.

Verbal presentations

Training focuses on the importance of preparing thoughts (perhaps on paper) prior to presenting publically.

Workshop Facilitation

This course is designed to provide tools for being a better facilitator.

SUPERVISORY and MANAGEMENT

Your Role as a Supervisor

This training is designed to inform leaders and provide them with options on how to deal with the many complicated that situations you may face them in their role.

Dealing with Conflict and Challenging People

This course helps leaders learn ways to recognize the negative patterns some people perpetuate, and develop the skills and responses to manage conflict more effectively and productively.

Delegating with Purpose

In this course, leaders learn the skills they need to address challenges, gain the commitment of team members, develop individual skills and abilities, and enhance the overall capability and capacity of their teams and, ultimately the organization.

Difficult Conversations and Delegation

In this course, leaders learn the skills they need to address these challenges, gain the commitment of team members, develop individual skills and abilities, and enhance the overall capability and capacity of their teams and, ultimately, the organization.

Emotional Intelligence

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Expanded Interpersonal Effectiveness Using DISC

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High Potential Teams

Leaders learn to diagnose behaviors and conditions that limit team performance.

HR - Competency Process Development

This development and training will consist of the following phases: Phase 1: Systems and Training, Design and Development; Phase 2: Manager Training; Phase 3: Implementation and Application, Training and Consultation.

Interview and Selection

In this session the importance of effective candidate selection, Background, KSAO's and the hiring process, writing interview questions, the interview, evaluating the candidate, skills practice will be discussed and practiced.

Leading Change/Change Management

This course focuses on leader's crucial role in initiating change in the workplace.

Managing Diversity

This course is designed to support supervisors and managers as they adapt practices to meet the demand of diversifying their workforce.

Motivating Others

In this course, leaders learn how to proactively create an environment in which people are highly motivated to perform.

Resolving Conflict/Conflict management

This course teaches leaders how to recognize the signs of escalating conflict and take appropriate action to minimize damage. Leaders are introduced to coaching and mediating, two tactics used to resolve conflict.

Setting Performance Expectations

This course will show the positive effect of shifting the traditional role of planner and evaluator from the leader to a shared responsibility between leader and employee.

Team Building

Customized Learning will design a training for team leaders, team members and/or executive teams to help improve communication, build consensus and enhance social relations.

BUSINESS MANAGEMENT and COMMUNICATION

Accelerating Business Decisions (DDI)

This course teaches leaders an approach for making decisions when speed is important, they have sufficient information and resources, and the risks are reasonable.

Adaptive Leadership (DDI)

Leaders learn to tailor their approach based on the team member's motivations, personality tendencies, the organizational environment, and the situation.

Addressing Poor Performance (DDI)

This course builds leaders' skill and confidence in handling chronic performance problems.

Advanced Coaching (DDI)

Four Advanced Coaching Techniques ensure that leaders no longer miss opportunities to bring out the very best in all direct reports, and they empower those employees to get things done. This is not a skill practice course but instead is a skill building course that offers challenging situations to the participants.

Behavioral Styles

This course will take a deeper look at how to make the most of your personality strengths, communicate more effectively and build better relationships in business as well as in your private life.

Boosting Business Results (DDI)

This course teaches leaders a proactive, strategic process they can apply to leverage their leadership skills so that business objectives will be realized.

Building and Sustaining Trust (DDI)

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Business Acumen

Effective business leaders require multiple competencies. In this course the audience will learn practical methods to help them gain a better understanding of concepts.

Coaching for Peak Performance (DDI)

This course helps leaders handle both proactive and reactive coaching discussions.

Communicating Effectively

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Communicating for Leadership Success (DDI)

This foundation course introduces leaders to the essential interaction skills that are critical to leadership success.

Communicating with Impact (DDI)

This course teaches effective communication skills to enable exceptional performers to meet the personal and practical needs of their internal partners and customers.

Conflict Resolution

In this session we will review techniques for an effective conversation that prepares for resolution, provide understanding of the situation, clarifies positions and supports reaching an agreement.

Creating a Service Culture. The Service Leader's Role (DDI)

This course helps leaders identify barriers to service excellence and provides them with five leader practices to create a service culture.

Customer Service

This workshop provides the learner skills for effectively and efficiently handling customer interactions.

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Developing Yourself and Others (DDI)

In this course, learners are introduced to a practical process to guide their own and their direct reports' development planning efforts.

Difficult Conversations and Delegation

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Driving Change (DDI)

This course helps leaders implement change in the workplace so they can avoid the problems that plague 70% of failed change initiatives.

Effective Communication

Learn how to get your message across and listen to others while understanding why they react the way they do.

Embracing Change (DDI)

This course focuses on the role of individual performers in implementing change in the workplace.

Emotional Intelligence

In this course we offer tools and resources that help individuals to assess their emotional quotient. We then assist in developing emotional intelligence so it can be translated into personal effectiveness and competitive advantage for their organization.

Engaging and Retaining Talent (DDI)

This course provides leaders with a model for determining what drives each individual's engagement as well as methods for proactively engaging and retaining talent.

Executing Strategy at the Front Line (DDI)

This course provides leaders with a model for determining what drives each individual's engagement as well as methods for proactively engaging and retaining talent.

Expanded Interpersonal Effectiveness Using DISC

The skills learned in the DISC training will increase the overall effectiveness of the people who make up the organization, improve the communication between leaders and co-workers, and reduce stress and prevent conflict through a better understanding of predictable human behavior.

Facilitating With Impact (DDI)

Participants learn to clearly convey information and ideas in a manner that engages the audience and helps them understand and retain the content.

Finance Management

This course is designed to help the employee understand the basic concepts of personal financial planning, consumer credit, banking/financial institutions, investing and retirement.

Fostering Innovation (DDI)

This course provides a practical approach—based on four Innovation Practices and innovation actions—and tools and techniques to help leaders and their teams think differently about how they work.

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In this session the importance of effective candidate selection, Background, KSAO's and the hiring process, writing interview questions, the interview, evaluating the candidate, skills practice will be discussed and practiced.

Launching a Successful Team (DDI)

This course provides practical, actionable tools to help members stay on track, avoid the problems that plague many teams, and achieve success.

Leading Change/Change Management

This course focuses on leader's crucial role in initiating change in the workplace.

Making High-quality Decisions (DDI)

Using an engaging simulation, this course teaches a logical decision making process that addresses the critical elements that result in high-quality decisions.

Making Meetings Work (DDI)

This course gives leaders the skills they need to ensure that meetings run efficiently, generate good decisions, and result in clear action.

Making Sense: A Simulation (DDI)

In this engaging business simulation, employees run a business hands-on to realize how and why decisions are made.

Managing Diversity

This course is designed to support supervisors and managers as they adapt practices to meet the demand of diversifying their workforce.

Mastering Interactions Skills (DDI)

Using job-related situations, this supplement helps leaders significantly improve their confidence and mastery in using the IM® leadership skills.

Maximizing Team Performance (DDI)

This course focuses on how leaders can work with their teams to build the infrastructure that enables maximum performance.

Motivating Others

In this course, leaders learn how to proactively create an environment in which people are highly motivated to perform.

Navigating Beyond Conflict (DDI)

In this course, individual performers learn how to recognize the warning signs of conflict and take action to prevent situations from escalating or to work out the conflict if it does escalate.

Negotiation

This course is designed to teach key competencies in negotiation, strategy and techniques to achieve win-win situations.

Networking for Enhanced Collaboration (DDI)

This course will help learners increase personal and team value by teaching them to cultivate a network of associates they can contact for information, advice, and coaching.

Planning and Managing Resources (DDI)

This course helps informal and formal leaders develop the skills they need to use time and manage resources more effectively so they are able to make stronger contributions to your organization.

Professional Communication

This course offers the principles of effective communication and practical exercises that can help build needed communication skills.

Reaching Agreement (DDI)

This course focuses on the dynamics of group agreement and the importance of having everyone's commitment

Reinforcing Leadership Development (DDI)

This course, designed specifically for the managers of frontline leaders participating in an Interaction Management training program, highlights research that managers can't ignore—they can make or break a training initiative.

Relationship Building for Non-Sales Employees

Content will focus on building relationships with external and internal customers that are positive and results oriented and techniques that create productive interactions.

Resolving Conflict/Conflict management

This course teaches leaders how to recognize the signs of escalating conflict and take appropriate action to minimize damage. Leaders are introduced to coaching and mediating, two tactics used to resolve conflict.

Resolving Workplace Conflict (DDI)

This course teaches leaders how to recognize the signs of escalating conflict and take appropriate action to minimize damage.

Setting Goals and Reviewing Results (DDI)
This course will show the positive effect of shifting the traditional role of planner and evaluator from the leader to a shared responsibility between leader and employee.

Setting Performance Expectations
This course helps leaders drive performance and accountability by helping people understand what is expected of them and gaining their commitment to achieving it.

Strategies for Influencing Others (DDI)
This course shows leaders and individual contributors how to package their ideas in a way that will win over even the most skeptical individuals.

Strengths Finder
Using Gallup's StrengthsFinder tool, identify your top five natural talents and then find ways to use them, share them to enhance your communication and workplace relationships.

Strengthening Your Partnerships (DDI)
This course is centered on six Checkpoints that help partners identify and focus on important issues and promote open communication.

Taking the HEAT (DDI)
In this course, individual performers learn how to Take the HEAT in order to turn dissatisfied, angry customers into satisfied, loyal ones.

Team Building
Customized Learning will design a training for team leaders, team members and/or executive teams to help improve communication, build consensus and enhance social relations.

The AR.T. of interviewing (DDI)
This course focuses learners on the responsibility of the interviewer to provide the job candidate with a quality experience and explores the consequences of interviewer behaviors.

Time Management
This course is designed to help participants learn how to make the most of their time, organize their office space to maximize efficiency and develop ways to set goals to organize workflow.

Values & Mission Development
This strategic planning session helps organizations develop surveys to determine employee's core values.

Valuing Differences (DDI)
In this course, individual performers will learn to understand that people have different styles, abilities and motivations, and to leverage these differences to maximize results.

Verbal presentations
Training focuses on the importance of preparing thoughts (perhaps on paper) prior to presenting publically.

Working as a High-performing Team (DDI)
This course focuses on the importance of working as a team, not simply carrying their own weight.

Workshop Facilitation
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Your Leadership Journey (DDI)
This course arms a new (within their first two-three years) or prospective leader with the knowledge and skills they need to confront the challenges they face early in their leadership career.

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DEVELOPMENT DIMENSIONS INTERNATIONAL (DDI) - Talent Management Solutions

"DDI has data-based evidence that its leadership development pays off."
http://www.ddiworld.com/proofofimpact

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BUSINESS PROCESSES

ISO 9000/ISO 9001

This course is developed to provide all of the training your company needs to prepare for a successful transition to ISO 9001: 2015 and/or AS9100 Revision D.

Six Sigma

This highly-interactive program teaches participants how to successfully lead and contribute to improvement projects in a manufacturing environment.

MS Project

Practices, tips, and tricks for applying Microsoft Office Project to manage projects and coordinate communications around projects.

Root Cause Analysis

Students develop skills to use a structured problem solving methodology to solve technical problems in a manufacturing setting.

Lean

This course is designed to plan, lead and manage a lean improvement plan in an organization.

Certified in Production & Inventory Management (CPIM)

The course provides basic definitions and concepts for planning and controlling the flow of materials into, through, and out of an organization

Certified Supply Chain Professional (CSCP)

Certified Supply Chain Professional (CSCP) is a single 24-hr course which concentrates on in-depth training education in supply chain management.

COMPUTERS

Excel Macros & Micros

This course is designed for those with intermediate knowledge of Excel.

Microsoft Access (Beginning to Advanced)

A beginning, intermediate and/or advanced guide for the beginning user to experienced user to navigate Access software and design and enhance a complete database

Microsoft Excel (Beginning to Advanced)

A beginning, intermediate and/or advanced guide for the beginning user to experienced user to navigate Excel software and design a professional spreadsheet.

Microsoft Word (Beginning to Advanced)

A beginning, intermediate and/or advanced guide for the novice user to navigate Word software and create professional documents.

TRADES

Accelerate to Machining
This customized curriculum will be designed to meet your workforce needs and may consist of 140 hours of combined theory and foundational skills learned with hands-on, applied manual and CNC skills developed in the lab.

Blueprint Reading
Demonstrate shop drawing, and the use and interpretation of drawing elements and symbols.

Certified Production Technician
This program is designed to recognize, through certification, individuals who demonstrate mastery of the core competencies of manufacturing production at the front-line through successful completion assessments.

Construction Trades
This program is designed to prepare students for entry level positions in the construction industry.

Geometric Dimensioning & Tolerancing (GD&T)
Students will learn the basic GD&T. Understanding the symbology of GD&T. Determine the meaning of GD&T symbols as seen on drawings.

Machining (Beginning to Advanced)
This course is customized to meet your workforce demands. Instruction and practical application in general shop safety, safe practices of a machine shop environment. Demonstrations and hands-on skills developed in the lab.

Material Resource Planning (MRP)
This course is designed to provide the basic functions of an MRP system to include inventory control, bull of material processing and elementary scheduling and plan manufacturing, purchasing and delivering activities.

Mechatronics
Clark College's Mechatronics Technology (MTX) classes emphasis current concepts and technology by providing practical, hands-on experience with the latest, industry standard equipment.

Metallurgy
Introduction to physical metallurgy, oriented towards the machinist trade.

OSHA 10
This course is designed for construction workers, foreman, job supervisors and anyone involved in the construction industry.

Trade Math
Trade math includes essential math skills used by craftsman, technicians and workers to do the many calculations needed when performing a variety of job tasks. Real life math problems and examples will be used in class to facilitate learning.

WABO Certification
Customized learning can provide a certified welding instructor to determine qualifications and testing procedures for certification of structural welders and welding operators.

Welding (Beginning to Advanced)
This course is customized to meet your workforce demands. Students will learn the technical concepts of welding, heating, brazing, fitting and cutting.

HEALTHCARE

Healthy Living/Nutrition
This course is customized to provide an introductory course to healthy living lifestyles for your employees.

Patient navigation & Advocacy (PNAV)
This highly interactive training program will prepare workers to assist patients in navigating the healthcare system and to be strong members of teams providing coordinated, patient-centered care.

Wellness Cooking
The focus of this course is centered on healthy foods and the accessibility to cooking healthy meals for a busy lifestyle that provide nutrition and energy.