Focusing on practical, experiential learning solutions.

Providing high quality, experienced instructors.

Offering conveniently scheduled training sessions at your site or at PVCC.
Make your training investment pay off by closely linking educational outcomes with specific business objectives.
Training Is Our Business

Let us help you meet your business goals

Your organization’s most valuable asset is its human capital.

Let PVCC help you review your company’s organizational objectives, evaluate your existing training plan and determine what additional training is needed to match employee skills with company needs.

Let us create a customized 30- or 40-hour certificate program for you.

Some of the most popular topics include:
- The Successful Manager
- Advanced Supervisors and Leadership
- High Performance Team
- Process Improvement
- Customer Service

We can also create one-day or half-day sessions.

Here are some examples:
- Exploring Supervision
- Communication for Supervisors
- Coaching Techniques
- Conflict Resolution
- Supervising Difficult Employees
- Leading When You’re not in Charge

CEUs are available for all of our classes.
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# How Customized Training Works

We recognize that each company is unique with specific training requirements. PVCC offers free consultation and works closely with your representatives to create your curriculum.

**Step 1: We analyze your needs.**
Your challenges are unique. Your training should be, too. We help you assess your training needs by taking the time to listen and understand your challenges. We help you identify gaps between what you have and what you want. From there we determine the training focus. We can use a variety of methods to assess your company’s needs such as:
- Business or organization surveys
- Business or organization tours
- Management/employee interviews
- Employee skills assessments

**Step 2: We design the project.**
Once your needs have been identified we develop and present a training proposal based on your training requirements and learning objectives. We develop a cost-effective proposal which will include recommendations on curriculum, staffing and associated costs.

**Step 3: We develop the curriculum.**
We work with your staff to develop curriculum and delivery methods that meet the unique requirements of your organization.

**Step 4: We deliver the services.**
We deliver focused training to your employees, using the training venue that meets your time line, schedule and preferred location. We can deliver training in one of our corporate training rooms, at your site, at the location of your choice or online.

**Step 5: We evaluate the training.**
Did we meet your objectives? We conduct post training evaluations and report the results to you. What is the impact on your bottom line? We help you assess the project’s impact based on your learning objectives.
PVCC Workforce Services

Partial Client List

- AIDS Services Group
- Alzheimer’s Association
- Battelle Memorial Institute
- Boar’s Head Inn
- Booz Allen Hamilton
- CFA Institute
- Chancellor Street Preschool
- Charlottesville Albemarle Convention and Visitors Bureau
- Charlottesville City Schools
- Charlottesville Fire Department
- Charlottesville Police
- Charlottesville Redevelopment and Housing Authority
- Charlottesville Regional Chamber of Commerce
- Charlottesville Tomorrow
- City of Charlottesville
- Events with Panache
- Express Car Wash
- Federal Executive Institute
- GE Intelligent Platforms
- General Dynamics Shared Resources
- Goodwill Industries
- Habitat For Humanity International
- Ivy Publication
- Jaunt
- Jefferson Area Board for Aging
- Keswick Hall
- Louisa County Chamber of Commerce
- Martha Jefferson Hospital
- MicroAire Surgical Instruments
- Monticello Area Community Action Agency
- Northrop Grumman
- Parham Construction
- Region Ten Community Services Board
- Robertson Electric
- Rosewood Village
- SAIC
- Senior Center, Inc.
- Silverchair
- S.L. Williamson Company
- SNL Financial
- Southern Environmental Law Center
- St. Anne’s Belfield School
- State Farm
- The Colonnades
- The Rose Garden
- U.S. Joiner
- University of Virginia Facilities Management
- Video Gaming Technologies
- Virginia Academy of Family Physicians
- Virginia Department of Aging
- Virginia Department of Correctional Education
- Virginia Department of Education
- Virginia Department of Health
- Virginia Poverty Law Center
- Virginia Society of The American Institute of Architects
- Virginia Tech Institute for Policy and Governance
- Virginia Wetland Professionals
- W.E. Brown
- William & Mary Elderhostel
- WorldStrides
3 Benefits of PVCC Workforce Services

We design, develop, deliver and evaluate exceptional programs that will enhance your employees’ performance. To do this we:

♦ Focus on practical, experiential learning solutions.
♦ Have access to the highest quality, experienced instructors.
♦ Meet your scheduling needs at your site, at PVCC or online.
♦ Measure results and keeping you informed so you’re always in the know.

4 What Our Clients Say About Us

“Since 2008, our licensed trades persons have been required to complete recertification training as a condition of renewing their license. To assist our employees in meeting this requirement, we have coordinated with PVCC Workforce Services to offer this training on site to approximately 140 employees in four different trades each year. We have always been very satisfied with the service we receive – they are very accommodating, efficient and dependable.”

Sarah McComb, HR Generalist, U.Va. Facilities Management

“Using customized training with PVCC Workforce Services was a great experience. We would certainly hire them again for future training needs. The Program Manager was quick to respond to our request and the instructor was able to customize several independent courses with little guidance. All of our employees had a great experience.”

Blair Williamson, President, S.L. Williamson Co.

“The new center at PVCC offers a great variety of classrooms and equipment, which allowed us the flexibility to host several concurrent training events in this one convenient location. The event staff was experienced and professional, helping us coordinate the entire planning process and ensuring everything went smoothly during our three-day conference.”

Steve Reed, Sustainable Building Specialist, EarthCraft Virginia - Habitat for Humanity Virginia
Supervisors and managers in your organization need effective training to motivate their employees to achieve high performance results. A few of our supervisory and management courses include:

- Building High Performance Teams
- Coaching Skills
- Communication Skills
- Constructive Conflict Resolution
- Customer Service Skills
- Diversity
- Essentials of Leadership
- Executive Coaching
- Motivating Employees
- Performance Management
- Project Management
- Role of the Supervisor/Manager
- Situational Leadership
- Stress Management
- Team Building
- Time Management

Call us today to get started with your customized leadership, management or supervision class. 434.961.5354 or workforce@pvcc.edu
In today’s flatter organizations, people work as both team members and as individual contributors. Training your non-supervisory employees is just as critical as developing your supervisors. Here are some of our current workshops designed for employees. Many are also suitable for supervisors and managers.

- Communication Essentials
- Conflict Management
- Customer Service
- Leadership Skills for New Leaders
- Making Effective Decisions
- Presentation Skills
- Stress Management
- Workplace Readiness
In today’s fast-paced business world organizations are striving to complete work faster and more efficiently than their competitors. One of the keys to business success is the science and art of project management. Project management can be used to:

- Shorten a project’s life cycle
- Restructure the organization
- Maximize shrinking budgets with expanded responsibilities
- Provide consistent reporting and tracking

Our Practical Project Management Program is for companies looking for practical skills and applications. Our program uses a case study model contextualized to your organization. The learning tools are projects real to your team. With this approach you not only learn good PM skills and methodologies, but you also leave with a real work product.

**Course Overview**

- Project Management Overview
- Project Planning
- Project Resource Management
- Critical Success Factors and Risk Management
- Project Assessment Control and Closure

**Contact us today to get started with your customized project management class.**
434.961.5354 or workforce@pvcc.edu
Computer and Software Applications

Specialized Training for the IT and Intelligence Industry

Do you need to meet the DoD 8570.1 requirements? PVCC Workforce Services offers cost-effective training to help you meet your Level I, II, or III IAT & IAM requirements under the new regulations.

♦ Security+
♦ Network+
♦ CISSP

MS Office Suite 2010
Basic, Intermediate and Advanced

♦ Access
♦ Excel
♦ Outlook
♦ PowerPoint
♦ Publisher
♦ Word

Adobe Creative Suite

♦ InDesign
♦ Illustrator
♦ Photoshop

The Analyst Boot Camp (ABC)

The ABC, offered in partnership with ATIC, is highly specialized training for the intelligence industry. All of the training modules can be customized for your organization.

♦ OSINT
♦ HUMINT
♦ SIGINT
♦ IMINT
♦ GEOINT
♦ MASINT
♦ Analyst Thinking
♦ Analyst Writing
9 Health and Safety

OSHA 10
This 10-hour course provides instruction on a variety of general industry safety and health standards for workers. Topics include inspections and citations, scaffolding, fall protection, electrical and excavation safety and more.

OSHA 30
This 30-hour course is designed for safety directors, field supervisors and foremen. It covers all of the OSHA 10 subjects plus emergency planning, supervising for safety, health hazards and controls, and material handling and storage.

OSHA Train the Trainer
This four-day course prepares participants to become outreach trainers and to conduct the OSHA 10 and OSHA 30 classes. OSHA standards are reviewed as well as instructional approaches and how to use visual aids and handouts.

Heartsaver CPR and AED
An American Heart Association certified instructor teaches participants how to administer CPR and to use an Automated External Defibrillator (AED).

Heartsaver First Aid
An American Heart Association certified instructor teaches participants how to manage medical emergencies and illnesses in the first few minutes before professional help arrives.
PVCC Workforce Services offers consulting and training in Lean Six Sigma. Based on the Toyota manufacturing model, Lean Six Sigma has been successfully applied to all industries.

Contact us today to create your process improvement plan. Our team works with you to design a program that meets your needs. 434.961.5354 or workforce@pvcc.edu
PVCC Workforce Services offers more than 1,000 noncredit courses for business, professional development, healthcare certifications, computer applications, IT certifications, video game design, languages and more.

Visit our Web site to browse our online course catalogs for:

- Entry-level courses for careers and personal enrichment
- Certificate-based courses
- Occupational Spanish
- Courses for entrepreneurs
- Courses and certificates in green and sustainable energy

**Benefits of Online Training**

- Available to employees 24/7
- Expert instructors teach the classes
- Affordable alternative to in-person training
- Ed2go Web sites can be customized with your company logo

Contact us today to customize any online offering for your organization.

434.961.5354 or workforce@pvcc.edu
Behavioral and skills assessments give you the insight you need to hire, develop and promote the people who can make a difference in your organization. The proper use of assessment tools can help you increase retention, improve productivity and overall job satisfaction while avoiding costly hiring mistakes. How does this happen? Employees tend to be more engaged and productive when they are recognized for their contribution, appreciated for their uniqueness, understood by their peers and listened to by their employers.

Workforce Services provides a variety of assessment tools to help employees understand their talents, skills, abilities and relationships with others. These assessments can be used in a variety of ways from discovering basic skills competency to improving team building or better understanding the work dynamic of a group.

**Assessments Include**

- DISC
- Myers Briggs Type Indicator (MBTI®)
- Career Readiness Certificate
- Emergenetics
- Strengths Finders
- 360 Evaluations

We partner with you to determine the consulting and training you need.
Gail White

Gail White is the Program Manager for Corporate Training in the Division of Workforce Services at PVCC. She holds a master’s degree in education from Indiana University, Bloomington, and a bachelor’s degree in English and education from State University of New York College at Fredonia. Since 1995 she has been working with businesses in the areas of staff and program development. Currently she works with businesses in Charlottesville, Albemarle, Greene, Buckingham, Nelson, Louisa and Fluvanna counties to identify, design and deliver customized training programs.

Ms. White completed the Workforce Development Academy at the University of Virginia School of Continuing and Professional Studies, the MSBCoaching Institute and the ASQ Lean Six Sigma Green Belt I Training. She is certified in Emergenetics and DISC, is a board member of the Albemarle Charlottesville Human Resources Association and a member of the Society for Human Resource Management. Ms. White has also been a professional skating coach for the past 20 years.
Why Use PVCC Workforce Services?

There are many off-the-shelf solutions available today. They can be expensive and not exactly what you need. We will get you where you want to go with a far higher return on your investment.

Training Will Cost Your Company Money
Not Training Will Cost You Business

Contact us today to get started!

Gail White
Program Manager, Corporate Training
PVCC Workforce Services
gwhite@pvcc.edu
434.961.5354