



Update job skills, improve productivity, advance management practices, enhance customer service or training objectives through NHTI's Business Training Center.

Register online today at [www.nhti.edu/business-training](http://www.nhti.edu/business-training).



# Business and Industry Training

## CUSTOMIZED & OPEN ENROLLMENT TRAINING

Offers professional development training to update job skills, improve productivity, advance management practices, and enhance communication skills through NHTI Business Training Center.

NHTI Business Training Center provides training services to business and industry through two unique avenues, Customized Training and Open Enrollment classroom training. Both areas offer programs and workshops designed to meet new and existing company-specific training goals and objectives. We specialize in the development, planning, and delivery of quality educational and technical training to businesses in topic areas such as:

- Computer Applications
- Presentation Skills
- Conflict resolution
- Time Management
- Train the trainer
- Emotional Intelligence & Interpersonal Skills
- Leadership & Management
- Communication Skills
- Sales & Customer Service
- Performance Management
- Creating a Positive Workplace
- Health & Holistic Topics

To find out more call **(603) 230-4022** or visit [www.nhti.edu/business-training](http://www.nhti.edu/business-training)

## EMPLOYEE DEVELOPMENT & BUSINESS SKILLS

Partnering with SCORE for the following two workshops

### Marketing for Small Businesses

First, we review the 5P's of Marketing - Product, Positioning, Price, Place, and Promotion. In the 2nd half, you will learn how to apply these principles to your business. Two Hands-on exercises will help you begin to build a successful Marketing strategy for your business.

**Date:** Wednesday, April 8, 5:30-7:30 pm

**Price:** \$15

### Selling for Small Businesses

In this Sales workshop you will learn about the 5 steps of the Sales. You will learn how to navigate all the steps of the Sales cycle from the importance of listening during qualification, killer questions to ask, deal breakers and deal makers, to winning proposal deal closing tricks. Your Marketing led them to you, now learn how to get them to open their wallets!

**Date:** Wednesday, April 22, 5:30-7:30 pm

**Price:** \$15

### Legal Considerations for New Business

This workshop provides a high-level overview of a range of legal issues that entrepreneurs should be aware of when starting a new company. Attend this workshop to learn how to avoid common mistakes and employ preventative measures that can protect and ensure the success of your new business. Workshop topics will include but are not limited to:

- Entity formation
- Contract basics
- IP considerations
- Licenses and regulations

**Date:** Tuesday, April 14, 5:30-7:30

**Price:** TBD

**Please note:** Online registration is not available. For pricing or to register, please call (603) 230-4022.

## FRONT-LINE MANAGERS CERTIFICATE

Designed to help new managers develop skills and confidence, as well as provide experienced managers with valuable tools to enrich their career path.

### Topics include:

- Importance of Human Factors
- Supervisory Success Steps
- Ethics in the Workplace
- The Leadership Perspective
- Contemporary Human Resource and Labor Relations Issues and Trends
- The Growth and Development Journey

**Dates:** Tuesday, April 21 to May 26, 1-4 pm

**Price:** \$775 for Certificate

## FRONT-LINE LEADERSHIP CERTIFICATE

Designed for those who have completed the Front-line Managers Certificate Program or for aspiring and accomplished leaders.

### Topics include:

- Conflict: How to Cause it and How to Resolve it
- Decision Making: Staying Focused, Rational and Minimizing Risk
- Creativity, Innovation and Change: Being the Catalyst
- Engagement: Creating a Workspace the Brings Our the Best in Employees
- Leading Diversity: Not Everyone is You
- Strategic Thinking: Creating a Vision and Making it Come Alive

**Dates:** Wednesdays, May 6- Jun 10, 1-4pm

**Price:** \$775 for Certificate

## COMMUNICATION

### Introduction to Mindful Communication

Designed to introduce participants to the Communicating Mindfully (CM) approach to mindfulness as it applies to communication at home and at work. CM has been shown to increase mindfulness, communication skills, and emotional intelligence.

**Dates:** Wednesday, March 4, 1-3 pm

**Price:** \$59

### Mentoring with Motivational Interviewing

Designed to introduce participants to Motivational Interviewing, an evidence-based practice, person-centered style of communication. It is a process that supports positive behavior changes through a collaborative interaction that strengthens a person's own motivation for change. This guiding style of conversation helps clients discover their own needs and reasons to create decisions, actions and steps they would like to take to achieve them.

**Date:** Friday, March 6, 9:00-11:00 am

**Price:** \$59

## REGISTER TODAY!

For complete course descriptions, prerequisites and to register online visit [www.nhti.edu/business-training](http://www.nhti.edu/business-training)

Questions? Contact the Business Training Center at (603) 230-4022 or [nhtibtc@ccsnh.edu](mailto:nhtibtc@ccsnh.edu).

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## HOLISTIC TOPICS

### Introduction to Spiritual Energies

Learn what Spiritual energies are and how they can positively or negatively impact your life. Learn the basics of what your aura and chakras are, how they are affected by our thoughts and feelings. This class will also help to strengthen your connection to the Divine, learn how to change your thought processes, and to achieve the joyful life you were meant to live. (Recommended before taking Reiki I.)

**Date:** Thursday, March 5, 6:30-8:30 pm

**Price:** \$49

### Reiki I

Learn the history of Reiki. Learn about clearing and protecting yourself and be able to practice Reiki on yourself or others after you receive your attunement. Ends with a guided meditation and you'll receive your certificate. (Intro to Spiritual Energies recommended before taking Reiki I)

**Date:** Saturday, March 14, 10 am-4 pm

**Price:** \$139

### Reiki II

Learn the seven major chakras, the three Reiki healing symbols and their definitions, and practice drawing them. Receive your Reiki Level II attunement. Practice long distance healing. Protecting and clearing yourself. Preparing a space to practice Reiki. Building your Reiki practice. Once you receive your Reiki Level II attunement you are considered a practitioner and can practice Reiki on anyone. You must be certified in Reiki I to take this class.

**Date:** Saturday, April 18, 10 am-4 pm

**Price:** \$169

### Reiki III

Learn what being a Reiki Master means. Understand the 12 Chakras. Learn to work with Reiki Guides and Healing Angels. Understand what healing crisis is. Learn the attunement process. Receive the Master Symbols and practice drawing them and the Master level attunement. The class will practice giving Reiki attunement and Reiki on each other. How to build and grow your practice will be covered. End with a guided meditation and brief discussion period. You must be certified in Reiki I and II to take this class.

**Date:** Saturday, May 16, 10 am-4 pm

**Price:** \$198

## COMPUTER APPLICATIONS AND TECHNOLOGY

See website for additional dates and course descriptions

COURSE	PRICE	DATES	TIME
Windows Review	\$75	March 3	8:30 am-12:30 pm
Microsoft Excel I	\$155	March 4 & 6	8:30 am-12:30 pm
Microsoft Excel Review for Excel 2	\$75	March 9	8:30 am-12:30 pm
Microsoft Excel 2	\$155	March 10 & 11	8:30 am-12:30 pm
Microsoft Excel Work with a friend on an issue	\$75	March 13	8:30-11:30 am
Microsoft Excel Pivot Tables Intro	\$75	March 17	12:45-3:45 pm
Microsoft Excel Functions 3	\$155	March 17 & 18	8:30 am-12:30 pm
Excel Charts & Graphs 2.1	\$75	March 24	12:25-3:45 pm
Microsoft Excel Macros & More 3.1	\$155	March 24 & 25	8:30-11:30 am
Microsoft Excel Fillable Forms 3.1	\$75	March 27	8:30-11:30 am
Microsoft Access 1	\$197	April 6, 7, 13, & 14	9:00 am-Noon
Microsoft Access 2	\$197	May 11, 12, 18 & 19	9 am-Noon

### Have at least 6 people in your organization who need a Computer Applications and Skills Course?

The courses offered under Computer Applications and Technology plus those listed below may be scheduled at your convenience with a minimum of 6 participants. Discounts do not apply.

See website for details or call (603) 230-4022.

Microsoft Outlook Basics  
PowerPoint

Microsoft  
Microsoft Excel

## WINDOWS REVIEW

This is a review of basic Windows Operating System skills for those who may need them reinforced in preparation for moving on to specific Microsoft Office application such as Basic Excel (Excel 1), Word (Word 1) or PowerPoint (Intro to PowerPoint). Topics covered include file management, document editing, keyboard shortcuts, the ribbon, and navigating the internet.

Prerequisites:

- Familiarity with basic Windows screen layout (desktop icons, start button, task bar)
- Able to use a mouse – navigate, pointing clicking, click and drag
- Basic keyboarding – location of commands such as DEL (Delete), END, HOME, BACK SPACE & CTRL (Control) (Note: this is not a keyboarding class.)

**Date:** Tuesday, March 3, 8:30 am-12:30pm

**Price:** \$75

## EXCEL 1 (BEGINNER)

Designed for beginner Excel users, those with a bare minimum of Excel experience, or those whose Excel skills are "rusty." Understand the basics of creating workbooks and entering data. Content includes:

- Spreadsheet terminology
- Exploring the Excel window
- Creating, formatting and modifying worksheets; entering and editing data
- Entering and editing calculations
- Inserting and deleting a data range
- Using AutoSum, AVERAGE, MIN, and MAX
- Formatting text, numbers, rows and columns
- Page Setup options and print preview
- Creating and modifying a basic chart
- Using pre-designed and your own templates
- Creating hyperlinks
- Using comments
- Formatting worksheet tabs

**NOTE:** We will assume little to no prior Excel experience, but do require that users should have a good foundation in the Windows Operating System on a PC (rather than Apple), mousing and keyboarding. Those with questions regarding the requisite skills should contact the Business Training Center office for clarification and sources of preparation if needed.

**Dates:** Wednesday March 4 & Friday, March 6, 8:30am to 12:30pm

**Price:** \$155

## QUICKBOOKS

COURSE	PRICE	DATES	TIME
Introductory Level	\$155	May 5 & 12	5:30-8:30 pm
Intermediate Level	\$155	June 2 & 9	5:30-8:30 pm

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