Corporate Education and Continuing Professional Education Course Catalog
Corporate Education

Corporate Education at Prairie State College (PSC) delivers customized, high-quality service to the business community.

Solutions are available for all types of business needs.

Workforce: Preparing candidates for employment success
Workplace: Placing the right candidate with the right companies
Work Solutions: Providing customized training solutions for existing staff or new staff

The advantage of using Business Solutions includes having experts in education deliver excellent corporate training:

• We understand adult learners.
• Classes are offered in a variety of formats to meet specific company needs.
• Training is cost effective.

Training locations vary depending on company needs:

• PSC’s main campus offers small training rooms, a conference center, and equipment.
• PSC’s Matteson Area Center offers convenient training.

For more information contact:

Susan Sebastian, business solutions specialist, at (708) 709-7895 or email at ssebastian@prairiestate.edu

prairiestate.edu/ced
Corporate Education Customized Programs

Soft Skills

• Leadership Development
• Business Communications
• Conflict Management
• ESL
• Customer Service
• Marketing/Sales
• Small Business Tools

Industrial Skills

• OSHA 10-hour (available in English or Spanish)
• ISO 9000
• HazMat
• Welding
• Industrial Test Preparation
• Coming soon. . . Multi-Skill Maintenance Mechanic
• Coming soon. . . Green Certification

Transportation/Logistics/Warehouse

• CDL Truck Driver, includes customized training
• Fork Lift Operator
• Coming soon. . . Rail and Intermodel Credentials

Technology

• Microsoft—Word, Excel, Outlook, and PowerPoint
• Coming soon. . . IT Certifications

Special Interest Content

Call us at (708) 709-7895, and we will develop a solution to address your unique business concern. We also can deliver Lean Training and Business Best Practices.
Continuing Professional Education

The Continuing Professional Education Department at Prairie State College (PSC) offers Continuing Education (CE) credits and Continuing Professional Development Units (CPDU) for professionals.

**What is CE?**
Continuing Education (CE) is a standard unit of measurement, used to quantify continuing adult education and training activities, particularly those required in a licensed profession, in order for the professional to maintain the license. One CE hour equals one clock hour of attendance. After completion of the initial CE hour, credit is given in one-half hour increments.

**What is a CPDU?**
The Illinois State Board of Education requires teachers to complete Continuing Professional Developmental Units (CPDUs) and/or Continuing Education Units (CEUs). One CPDU can be earned per contact hour and one CEU (five clock hours) is equivalent to five CPDUs.

**Who are CE’s provided by?**
PSC has received approval from the Illinois Department of Financial and Professional Regulation (IDFPR) to offer CE courses to social workers, licensed professional counselors, licensed clinical professional counselors, nursing home administrators, speech pathologists, advanced practical nurses, registered nurses, and licensed practical nurses.

**How are CEs/CPDUs obtained?**
Hours are awarded through attendance verification, a certificate of attendance, and evaluation questionnaire. PSC will either provide a certificate at the event or mail a certificate to a designated contact person within 10 days.

**What is the length of the courses?**
Course content and timeframe is customized to match the needs of a specific audience.

**Who do I contact to plan training for our group?**
Julie DeLong, manager, conference and community services
phone: (708) 709-7919
Email: jdelong@prairiestate.edu
ENCORE: 6 Secrets to Show Stopping Patient Satisfaction
All the world’s a stage and you are the star! Take center stage and let the spotlight shine on your true strengths and passions, as opposed to letting your inner critic – and other obstacles – steal your applause. Connect with your audience and have them asking for an encore. Being a show stopper at work helps you to exude confidence. Shift from damaging attitudes to empowering mindsets.

Inside Out Empowerment: Helping People Change Their Unhealthy Behaviors
People thinking of making changes in their lives often look externally rather than focusing on their own thoughts and behaviors to manage life’s issues. Inside Out Empowerment teaches individuals to attribute the problem to the correct individual, and then works with the problem owner at adjusting his or her behavior. Healthcare professionals may be in situations to provide guidance for patients/clients in this self-reflective process.

Stress Reduction through Laughter for Healthcare Professionals
More than 70% of all illnesses have some connection to stress. Discover how laughter boosts the immune system, which is the master key to good health. Find out how to increase your healthcare team member’s productivity and motivation, resulting in decreased absenteeism, burnout, and turnover.
WAAMM™: Communication Skills that Matter Most
WAAMM™ is a principle for helping busy people focus on What Actions and Attitudes Matter Most. As a result of this workshop, participants will learn communication strategies when working with patients, team members, and physicians that leave them feeling more in control and productive.

Who Takes Care of the Caregivers?
Many professionals are caregivers by definition. Most also have roles of responsibility towards parents, kids, partners, and friends. The role is socially encouraged and becomes a part of some individuals’ identity. Unfortunately, those who are predominantly “givers” often have trouble receiving or asking for what they want or need. The result is a kind of burnout which often resembles “walking depression.” It may also lead to inappropriate behaviors.

Working with the Adult Child who is the Parent Caregiver
The adult child who is the parent caregiver may feel helpless in the role of caring for a loved one with a chronic illness. When a hospitalization is involved, it is not uncommon for a caregiver to feel as though they have lost control. As healthcare professionals, discussing healthcare issues with the adult child of your patient/client is common. This session provides information on how to communicate effectively with the caregiver.

Virtual Dementia Tour
The virtual dementia tour offers insights into the physical changes that come along with aging, including changes in vision, hearing, and gait. Through experiential exercises, the participant will have their senses altered and will be asked to complete a series of daily tasks. The result is a professional with additional insights on how to work with seniors in his/her care in a positive and effective way.

Taking Care of Me by Reducing Stress - Therefore Providing Quality Care to Patients
Stress is the response the body has to the demands made upon it. Originally the “flight or fight response,” it puts bodies on alert to deal with potential trouble or dangers. Stress also motivates healthcare professionals to plan ahead and to accomplish tasks. However, too much stress can have a negative impact on the professional and the way he/she cares for their patient. During this interactive session, positive stress coping techniques to assist health professionals will be provided. Participants will walk away with a plan on how to manage stress effectively.
**A Fresh Look at Addictions**
This workshop explores the varieties of addictions, who is affected, the possible causes for the growing number of addictions, and alternative considerations for recovery.

**Compassionate Laughter - Jest for Your Health**
Research has shown that laughter and humor help patients heal faster, experience less pain, and improve their outlook on life. During this interactive workshop, participants will review the benefits of humor and laughter, including getting along with other people, and dealing with the frustrating and sometimes depressing aspects of life. This workshop offers healthcare professionals the opportunity to learn and try out a variety of laughter techniques in a classroom environment. Those attending will leave with new ideas on ways to use laughter with patients as a coping technique.

**Successfully Communicating to a Patient with a Hearing Impairment**
“What did you say?” “Pardon me?” “Can you repeat that?” When communicating with a patient with a hearing impairment, important information may become lost. Program attendees will be given a brief background of the anatomy of the hearing mechanism and participate in a hands-on activity where they personally experience how it feels to function with a hearing impairment. In addition, they will be provided with strategies and tips on how best to create a listening situation for patients with a hearing impairment.

**Hearing Loss in Our Noisy World**
Environmental noise has an effect on our daily understanding of verbal communication. Participants will learn the basic anatomy of the hearing process in its relationship to hearing loss, the existence of hazardous noise in our everyday environment, and ways to monitor it.

**Conflict Resolution**
We know that conflict comes in all shapes and sizes. Through the process of defining conflict, understanding the various conflict styles, and reviewing methods for responding to conflict, participants will be equipped to handle a variety of difficult situations.

**HBC-The Three Point Survival Code**
This workshop offers participants the opportunity to identify and understand three factors of life: human factor, balance factor, and choice factor. When these three factors are understood and applied to any conceivable situation, individuals are then equipped with a solution-oriented plan.
Personal Skills and Health

Getting Focused for Life
This interactive seminar provides goal-setting principles that can be applied to making changes in both personal and professional life. Specific focus is given to overcoming internal obstacles and creating solutions. Participants also learn techniques for developing a resilient mindset for creating and sustaining success in many areas of their life.

Stress Reduction
Learn to reduce the level of stress by changing reactions to the source of the stress. Techniques for reducing stress on the job are discussed.

Successfully Dealing with Stressful Times
Learn about the attitudes and procedures that allow individuals to get the best out of any conceivable situation, allowing them to effectively handle crisis using the Triple A method. This method deals with three primary areas: The assessment, the adjustment, and the activation. Participants learn to increase their comfort level with managing the unexpected by being able to accurately assess levels of concern, as well as how to determine the best viable options.
Universal Principles of Teambuilding
This workshop is designed to teach universal principles necessary for developing and maintaining effective teamwork by using the “Seven Laws of Internal Intelligence.” If the principles are applied, participants are able to improve communication, identify common goals, and work in the spirit of harmony toward those identified goals.

WAAMM™: Five Steps to Managing Your Life’s Priorities©
Over-commitments, multi-tasking, and competing priorities can keep one from feeling balanced and productive. WAAMM™ is a principle for helping busy people focus on What Actions and Attitudes Matter Most. Participants learn strategies for staying focused on priorities that will accelerate the advancement of goals and leave them feeling more in control, productive, and alive.
Prairie State College Speakers Bureau Members

Members of the PSC Speaks Professional Speakers Bureau are experts on a variety of topics and have many years of professional speaking experience. Tell us your educational objectives, audience dynamics, and expected outcomes, and a member of our team will be your trusted advisor to select the speaker who fits your goals and budgetary requirements. Whether it be a motivational talk, keynote addresses, or workshop, we have a speaker to match your needs.

To view a sampling of our speakers in action, visit prairiestate.edu/bus/corptraining-speakers.html.