

Business & Community Partnerships
207-741-5951
(f) 207e 741e 5631
bdowney@mainecc.edu
8 Broadway – South Portland



Workforce Training Programs

Management, Supervisory Skills & Leadership

- Transition from Peer to Supervisor
- Decision Making and Problem Solving
- Risk Taking and Innovation
- Introduction to Supervision
- Creating a Positive Work Environment
- Developing Your Employees
- Conflict Management
- Time Mastery
- Critical Thinking/Successful Negotiations
- The Principles and Qualities of Genuine Leadership™
- Providing Constructive Feedback™
- Giving Recognition™
- Planning for Performance Discussions™
- Clarifying Performance Expectations™
- Correcting Performance Problems™
- Conducting Performance Reviews™
- Identifying Work Priorities and Setting Verifiable Goal

- Managing Your Priorities

Communications

- Managing the Generations
- Pace™ Palette Assessment
- What's My Communication Style?
- I-Speak Your Language®
- Myers Briggs Communication Style Indicator
- Exploring Cultural Differences in the Workplace
- Business Writing
- E-Communications
- Presenting with Skill & Confidence
- Advanced Presentation Skills/Video Lab
- Great Meetings! Great Results

Customer Service

- Guiding Customer Conversations®
- Serving a World of Customers®
- Reaching for Stellar Service®
- Caring for Customers®
- Healing Customer Relationships®
- Dazzling Your Customers®
- Reaching for Stellar Service®: Coach's Version
- Recognizing Others for Stellar Service®

Project Management

- The Art & Science of Project Management

Team Building

- Myself as a Trust Builder Workshop
- Leader as Trust Builder Workshop
- Trustworks! 360 Online Leadership Assessments

Healthcare

- Critical Care Transport Program

Workshops for Non Profits & Foundations

- Introduction to Federal Grant Writing
- Introduction to Foundation Grant Writing
- Successful Fund-raising for Non-Profits & Foundations
- Strategic Planning & Board Development

Licensing & Certification

- Electrical Code Update 2008
- Refrigeration and Air Conditioning
- High Pressure Boiler Operator
- Propane & Natural Gas: Basic Principles & Practices
- Propane & Natural Gas: Appliance Installation
- Propane & Natural Gas: Appliance Service
- Large Equipment Endorsement
- Maine Plumbing Code