

RALEIGH, NC, September 26, 2013 **/24-7PressRelease/** -- Bruce Clarke, president and CEO of CAI, a human resource management firm that helps organizations maximize employee engagement while minimizing employer liability, announced the company's October 2013 schedule of training and development seminars. All courses will be held at CAI's Raleigh location at 2900 Highwoods Blvd., unless otherwise noted.

-**"PHR/SPHR Certification Study Course"** is a series of study courses that will help participants prepare for the Professional in Human Resources (PHR) or Senior Professional in Human Resources (SPHR) certification from the Human Resources Certification Institute (HRCI). The program will be led by David Siler, SPHR, GPHR, managing partner of Distinctive HR, Inc., and will take place on Tuesday, Oct. 1 through Tuesday, Nov. 26 from 6 p.m. to 9 p.m. For more information, visit <http://bit.ly/a8r0NJ>.

-**"Essentials of Project Management"** is a one-day course that will help participants gain the knowledge and skills needed to successfully develop and execute projects that meet business goals. The course will begin with a discussion of the four main phases of managing a project before covering the details of setting the scope, schedule, goals and resources for projects. Participants will then learn how to build a comprehensive project plan that includes information about forward and backward planning, milestones, work breakdown structure, task durations, budget, risk management, and all surrounding communication efforts. The course will take place on Wednesday, Oct. 2 from 9 a.m. to 4 p.m. For more information, visit <http://bit.ly/9loTKV>.

-**"HR Six Sigma Green Belt Certification Program"** is a fast-paced, three-day program for human resources professionals who would like to facilitate their organization's adoption of Six Sigma methods to improve business processes. Participants will learn the steps of the DMAIEC improvement method: define, measure, analyze, improve, execute and control. Upon completion of the program, attendees will receive Green Belt Certification. The program will take place from Thursday, Oct. 3 through Thursday, Oct. 17 from 9 a.m. to 4 p.m. For more information, visit <http://bit.ly/b1mYkm>.

-**"GPHR Certification Study Course"** is an interactive eight-session study course that will prepare participants for the Global Professional in Human Resources (GPHR) examination. The study course will be led by David Siler, SPHR, GPHR, Managing Partner of Distinctive HR, Inc. During the course, attendees will study the six functional areas of the human resources body of knowledge, including strategic management, international employee relations, global compensation and benefits, and international assignments. The program will take place every Friday from Oct. 4 through Nov. 22 from 9 a.m. to noon. For more information, visit <http://bit.ly/dwFmzi>.

-**"Improving Communication Using the DISC Assessment"** is a program designed for individuals who wish to advance their careers by improving communication skills. During the course, participants will learn the four primary DISC styles, identify their own style and develop strategies to communicate with others. The program will take place on Tuesday, Oct. 8 from 9 a.m. to noon. For more information, visit <http://bit.ly/arscN0>.

-**"Maximizing the Performance: The Power of Feedback"** is an interactive course that will teach attendees how to develop effective, constructive feedback skills to help others reach their full performance potential. During the course, participants will learn the difference between reinforcing and developmental feedback, practice strategies for effectively delivering feedback, and learn how to handle pushback from employees. The program will take place on Tuesday, Oct. 8 from 1 p.m. to 4 p.m. For more information, visit <http://bit.ly/dvUKXG>.

-**"Practical Management I Certification Series"** is a skill-building series of eight courses that will assist managers and supervisors in sharpening their basic management skills, increase their effectiveness as leaders and improve the performance of their employees. During the course, participants will learn to analyze and better communicate with varying DISC styles, apply communication skills and coaching to help others through challenges, and create a plan for motivating team members. Each of the eight courses of the series may be taken individually. The first course of the program, which can be taken before or after the "Practical Management II Certification Series," will take place on Tuesday, Oct. 8, and the final course will occur on Wednesday, Nov. 6 from 9 a.m. to 4 p.m. For more information, visit <http://bit.ly/atYYsN>.

-**"Developing Others Through Coaching"** is an interactive course that will teach participants how to effectively utilize coaching skills to get the most out of internal teams. When used correctly, coaching can be a highly effective way to help employees perform at the top levels of their potential. Participants will discover when to apply coaching skills, how to become a thinking partner for employees and how to use coaching to achieve business goals. The program will take place on Wednesday, Oct. 9 from 9 a.m. to noon. For more information, visit <http://bit.ly/bm3w8g>.

-**"Inspiring Employee Motivation"** is a three-hour course that will teach participants how to create a motivating work environment. During the course, attendees will discuss different motivation styles and discover the tools necessary to inspire employees and increase productivity. The program will take place on Wednesday, Oct. 9 from 1 p.m. to 4 p.m. For more information, visit <http://bit.ly/cQrnVB>.

-**"Ask the Expert - Responding to an EEOC Investigation"** is an interactive presentation led by Phillip J. Strach, attorney with Ogletree, Deakins, Nash, Smoak & Steward law firm. Strach will guide attendees through the process of an investigation by the Equal Employment Opportunity Commission (EEOC). In addition, he will provide strategies for how to respond to various aspects of the EEOC investigation, including a Request for Information (RFI) or on-site visit. The course, available in person or by webinar, is a free program for CAI members only. It will take place on Thursday, Oct. 10 from 8:30 a.m. to 10 a.m. For more information, visit <http://bit.ly/14dWodA>.

-**"Communication and Conflict Resolution: Mastering the Key Skills for Working Effectively with Others"** is a full-day course that will teach attendees how to build productive work relationships by utilizing effective communication skills and working toward collaboration. Attendees will identify their own conflict triggers and identify strategies to help them avoid or manage potential conflict. Additionally, attendees will learn strategies for working with conflicting personalities and how to better manage their responses. The course will take place on Friday, Oct. 11 from 9 a.m. to 4 p.m. For more information, visit <http://bit.ly/d7hjER>.

-**"Using LinkedIn to Find Your Next Great Employee"** is a one-day course designed for HR and recruiting professionals who want to learn how to best leverage LinkedIn to find, attract and converse with top-quality candidates. Instructor William Blackmon, founder and CEO of Apogee Social Media Group, will teach the best steps, strategies and tactics for using key features and applications within LinkedIn. To attend this course, participants must have an established LinkedIn account and bring their account information and laptop. The program will take place on Monday, Oct. 14 from 9 a.m. to 4 p.m. For more information, visit <http://bit.ly/163GLXE>.

-**"Steps to Delegating Effectively"** is a half-day course that will instruct attendees on how to assess delegation styles and examine strategies for delegation success. Participants will complete a personal assessment that will identify two or three skills in need of development for more effective delegation. Through this course, attendees will gain a better sense of effective delegation strategies that will benefit the operations of business overall. The course will take place on Tuesday, Oct. 15 from 1 p.m. to 4 p.m. For more information, visit <http://bit.ly/axMYV6>.

-**"Time Management: Analyze, Strategize and Attack"** is a three-hour course that will help participants take control of their day by discovering how to analyze, strategize and attack for better time management. Participants will learn how to focus on the highest-value activities and eliminate the time-wasters. The course will offer a review of the three-step process for managing time, defining key work goals and identifying activities that are of high priority. The course will take place on Tuesday, Oct. 15 from 9 a.m. to noon. For more information, visit

<http://bit.ly/aSTqke>.

- "Fundamentals of Management Certification Program" is a two-day interactive program designed to help managers master the key competencies associated with effective leadership: leadership vision, values and character; communication; coaching; and credibility. During the course, participants will practice applying the skills necessary to inspire optimal performance and productivity in their employees. By the end of the course, participants will be able to develop a personalized leadership action plan, eliminate filters that hinder effective communication, and define levels of individual credibility. The course will take place on Wednesday, Oct. 16 and Thursday, Oct. 17 from 9 a.m. to 4 p.m. For more information, visit <http://bit.ly/bIWEzs>.

- "Leading Productive Meetings" is an interactive half-day course that will teach attendees the major elements involved in planning and conducting effective meetings, and how to properly follow through after meetings. Attendees will learn how to create meeting guidelines and expectations, prepare a comprehensive meeting agenda, identify strategies for handling disruptive meeting members and demonstrate the skills needed for leading an effective meeting. The course will take place on Wednesday, Oct. 16 from 9 a.m. to noon. For more information, visit <http://bit.ly/c5lcST>.

- "Managing Change" is a three-hour program that will teach participants how to navigate through change in both the professional and personal realms. This interactive program will give participants the opportunity to engage in discussions and exercises that will review the natural reaction of people to change and help build awareness around personal perception to change. The program will take place on Wednesday, Oct. 16 from 1 p.m. to 4 p.m. For more information, visit <http://bit.ly/b6zLiA>.

- "Time Mastery: Taking Control of Your Time" is a full-day program that will help participants take control of their time and accomplish more. Prior to the program, participants will complete the Time Mastery Profile assessment and during the course, will analyze the results and learn how they are applicable to each participant's job. Participants will learn a system for successful prioritization and discover how best to deal with interruptions and avoid procrastination. The program will take place on Tuesday, Oct. 22 from 9 a.m. to 4 p.m. For more information, visit <http://bit.ly/aJLJQz>.

- "Accounting and Finance for Non-Financial Managers" is an interactive course that will help

attendees become fluent in the financial language of business. The course will provide instruction on how to read financial statements, understand budgets and monitor budgetary performance. Attendees will receive hands-on training with practice exercises that will demonstrate how basic finance and accounting procedures impact business operations and can guide business decisions. The course will take place on Wednesday, Oct. 23 from 9 a.m. to 4 p.m. For more information, visit <http://bit.ly/pvfmxl>.

-**"Customer Service Excellence Certification Program"** is a highly interactive, two-day program designed to help attendees maximize customer relationships. Participants will learn new tips and strategies for handling customer interactions, including anticipating needs, demonstrating a positive attitude and understanding the best way to serve each client. The program will take place on Wednesday, Oct. 23 and Thursday, Oct. 24 from 9 a.m. to 4 p.m. For more information, visit <http://bit.ly/bPWx8O>

-**"Essentials of Effective Negotiating"** is a highly interactive, full-day course designed to teach participants the different types of negotiation that can help drive business forward. During the course, attendees will discuss three key negotiation skills, including power of perception, power of inquiry and power of listening. Additionally, attendees will learn the benefits of negotiation and develop individual strategies for negotiation in the workplace. The program will take place on Tuesday, Oct. 29 from 9 a.m. to 4 p.m. For more information, visit <http://bit.ly/uJAPV1>.

-**"Team Leader Certification Program"** is a two-day, interactive program that will help prepare team leaders to perform at higher levels. Through group discussions, exercises, role-plays and action planning, attendees will develop the skills necessary to succeed and gain a better understanding of how to apply them to specific workplace situations. At the end of the course, attendees will be equipped to apply strategies to effectively communicate with and influence others, and to manage difficult employee behaviors. The program will take place Tuesday, Oct. 29 and Wednesday, Oct. 30 from 9 a.m. to 4 p.m. For more information, visit <http://bit.ly/cHsA4n>.

-**"Improving Your Basic Business Writing Skills"** is a one-day program that covers the basics of business writing. A discussion led by Dr. David Covington, a business and technical writing professor at NC State University, will review the fundamentals of business grammar and style. Participants will learn how to write sentences with clarity and impact, avoid common grammatical errors, and organize documents for higher readability. The program will take place on Wednesday, Oct. 30 from 9 a.m. to 4 p.m. For more information, visit <http://bit.ly/cZF7uq>.

CAI Announces October 2013 Training Seminars And Development Programs In Raleigh

Written by Australian Business

-**"Leveraging Your Emotional Intelligence"** is an interactive workshop that will focus on emotional intelligence, self-awareness and relating to others. During the workshop, participants will assess their own levels of emotional intelligence and utilize techniques to achieve greater self-awareness, self-control and self-motivation. The program will take place on Thursday, Oct. 31 from 9 a.m. to 4 p.m. For more information, visit <http://bit.ly/msEkja>.

QUOTES:"We are pleased to announce the schedule of seminars for October, including a wide variety of interactive and up-to-date courses covering the latest topics affecting local professionals," said Clarke. "These seminars enable us to continuously provide area professionals with relevant information needed for professional growth and development to strengthen the Triangle's business community."

NEW MEDIA CONTENT: CAI Blog: <http://blog.capital.org>

CAI on Facebook:<http://www.facebook.com/CAI.HR.NC>

CAI on Twitter:<https://twitter.com/#!/caihhr>

CAI on LinkedIn:<http://linkd.in/XayavY> <http://linkd.in/zw66nS>

DETAILS:- All events are open to both CAI members and nonmembers, unless otherwise noted.

ABOUT CAI:CAI is a trusted resource for HR, compliance and people development. With locations in Raleigh and Greensboro, CAI is a membership-driven organization that helps North Carolina employers maximize employee engagement and minimize employer liability through human resources and management advice, training, news, survey data, public policy advocacy and consulting services. For more information, please call (919) 878-9222 or visit <http://www.capital.org>.