

# OCEAN COUNTY COLLEGE Customized Training and Workforce Development

**TRAINING  
AVAILABLE**  
for your employees!

## OCEAN COUNTY COLLEGE Customized Training and Workforce Development **CALL US TODAY to get started.**



### WHAT WE CAN DO FOR YOU:

- Provide well planned focused training that targets your specific needs
- Deliver vital solutions to your business
- Contribute to enhanced workflow and employee morale
- Provide consultation and professional development opportunities to increase your profitability and productivity



Continuing and Professional Education  
Ocean County College  
PO Box 2001 • Toms River, NJ 08754  
mforcella@ocean.edu  
732-255-0400 Ext. 2157

## Endorsements from Customers

Our members benefited and enjoyed the Microsoft Outlook and Excel training provided by OCC. The training helped a tremendous amount of our members in their daily work to do their jobs more efficiently. Our members found the training to be an extreme benefit and look forward to future courses facilitated by OCC.

**Ocean County Board of REALTORS**

OCC has our sincerest appreciation and highest commendation for providing my team with information about the Continuing and Professional Education customized training programs. These programs exemplify the value in advancing an individual's workforce potential through professional training. After attending the MS Office series, our team member described the classes as truly excellent experiences with a knowledgeable instructional staff that went above and beyond to convey the course work information to their students. Thank you again for the help, we look forward to future programs.

**Ocean Salon Systems  
Lakewood, NJ**

'Ridiculously efficient' is the phrase that comes to mind when we think of OCC. We started working with Business Engagement to assist us with various needs and could not be happier. They have our highest recommendation.

**Accredited Home Elevator Mfg.  
Barnegat, NJ**



## CALL US TODAY to get started.

- Classes during lunch, after work, or weekend scheduling that limits impact on your workflow.
- In-person, online, or with our consortium training delivery.
- Unique professional training, skill certifications, and educational degree options.



## By gaining an understanding of your needs and goals,

we are able to build customized courses with objectives that are tied directly to your organization's strategic plan to enhance skills, increase productivity, and drive revenue growth.

**OCC is a member of the NJ Community College Consortium and participates in free grant funded employability skills training, training-on-demand, customized training for incumbent workers and the advanced manufacturing training Initiatives when available.**

## Contact

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## TRAINING for employees

- **BASIC CUSTOMER SERVICE FOR ALL BUSINESSES**  
Learn the concepts, principles and strategies and how to put them in practice in real world situations with hands-on training on how to treat customers with an exceptional and pleasurable experience
- **CUSTOMER SERVICE: HOW TO ANSWER & WORK ON THE TELEPHONE**  
How to handle every telephone situation and make a good impression in 7 seconds
- **BASIC WRITING SKILLS FOR ALL BUSINESSES**  
Improve employees' personal communication with better effective writing skills
- **BASIC PUBLIC RELATIONS WRITING FOR THE MEDIA**  
Learn how to write media content for a variety of media channels
- **HOW TO SEARCH THE INTERNET & SAVE TIME**  
Learn to do better web searches by creating effective search statements
- **TIME MANAGEMENT**  
Plan the amount of time to spend on certain activities by setting goals for yourself
- **SALES FORCE**  
A multi-faceted Customer Relationship Manager (CRM) product that covers pretty much any type of customer tracking
- **LEAN SIX SIGMA**  
Learn how to apply the Lean Six Sigma techniques to inefficiencies, wastes, and overproduction to enhance any organization
- **PROJECT MANAGEMENT**  
For the small business employee to understand working in the PM setting and for employees advancing to on-the-job project managers and PMP PROJECT MANAGEMENT PREPARATION provides the required education contact hours to sit for PMI's project management professional (PMP) test
- **ENGLISH AS A SECOND LANGUAGE**  
Beginning I, II, III designed for non-native speakers of English

## BASIC SKILLS TRAINING

- **COMPUTERS**  
Windows, Excel, Word, Power Point, Outlook, Microsoft 360, Google, C+, -Sharp, Share Point
- **BASIC MATHEMATICS**  
Develop a progress plan for basic math and measurement requirements of the workplace
- **BASIC MEASUREMENT**  
Develop a progress plan for basic measurement requirements of the workplace
- **BASIC VERBAL COMMUNICATIONS**  
Learn the importance of good verbal and non-verbal communication skills in the workplace