



North Lake College
DALLAS COUNTY COMMUNITY COLLEGES

**CONTINUING EDUCATION &
WORKFORCE TRAINING**

5001 N. MacArthur Blvd.

Irving, TX 75038

972-273-3316

Lunch & Learn

The fall Lunch & Learn Seminars from 11:30am to 1:30pm, each Thursday in October, are designed to give you essential information in a relaxed environment conducive to learning. Grab a bite to eat at North Lake College's Café operated by Subway, or bring your own food to munch. Mark your calendar for one, two, or all four seminars, and bring a friend!

Effective Teamworking Tips

Explore ideas and solutions that increase the performance value of individuals as a collective group. This workshop presents techniques to help teams work more productively and move forward with common ideas and goals.

MGMT 1007.77050 - 10/6 – K216

Motivation Techniques

This interactive presentation demonstrates winning techniques for inspiring teams and organizations to action. Learn to use persuasive authority through the 7 Elements of Successful Motivation. Learn how to exhibit understanding, boosting your confidence and ability to gain acceptance of ideas and cooperation.

MGMT 1007.77051 - 10/13 – K216

***If a company is paying an employee's tuition, a letter on company letterhead stating the company's agreement to pay (with authorized company signature) must accompany registration form.**

Handling Difficult Customers

Knowledgeable service is the key to successful relationships with customers. Discover the keys to breaking barriers with difficult customers, resulting in additional sales and repetitive business. Learn how the art of conversation can transform a difficult situation into a winning opportunity. Materials provided.

MGMT 1007.77052 - 10/20 – K216

Difficult Conversations

Master the art of effective conversation with proven strategies for handling difficult situations in the workplace. These techniques keep the conversation cool, professional, and under control. Materials provided.

MGMT 1007.77053 – 10/27 – K216

\$20 per course. Register in person or over the phone* by calling 972-273-3115 or 3116

***For individuals registering by phone, a credit card number is required for payment. Please include card type (Visa, Mastercard, etc.) and expiration date.**