



## Program Facilitator

This training is presented by Dr. Michael Dunphy, a professional speaker and corporate trainer with more than 30 years of experience helping people and organizations reach their full potential. Having delivered over 600 successful training programs since 1995 for companies including Disney, Siemens,

Pfizer, Merck, Kenan Advantage Group, American Express and the United States Army, Dr. Dunphy can help you develop the skills necessary to find and excel at a job that is fulfilling to you.



## Get started today!

Walsh University offers these training programs at **NO COST TO YOU** in collaboration with partnering community organizations. Professionals from these partnering organizations will guide you through the course, help you to secure a job with a local employer and provide you with ongoing career coaching and assistance.

**For enrollment details, please reach out to your community partner organization or contact Program Director Tim Gray at 330.490.7569 or [tgray@walsh.edu](mailto:tgray@walsh.edu)**

WALSH UNIVERSITY



## SKILLED TECHNICAL WORKFORCE PROGRAM

*Essential Interpersonal Skills  
& Microsoft 365 Training*



## Learn practical skills that today's employers are looking for from Walsh University's nationally recognized program!

The Skilled Technical Workforce Training program offers two short courses that will prepare you to enter the workforce with confidence.

### Core skills:

- Habits for Confident and Successful Behaviors
- Effective Workplace Communication
- Change Management
- Time Management Tools
- Basic Computer Skills
- Introduction to Microsoft 365



Prepare yourself for success! The U.S. Government and State of Ohio are investing in projects that are creating high-paying jobs and career opportunities for Ohioans.

Businesses are hiring individuals who demonstrate they will be productive and reliable employees. The way you dress, speak and present yourself to an employer during the interview process and how you interact with your co-workers and boss while on the job will directly impact your ability to find and keep one of these great jobs.

Walsh University has been recognized regionally and nationally for its contributions to upskilling individuals with the skills they need to excel in the workplace. Skilled Technical Workforce video courses are available online so you may view them multiple times at your own pace to learn the skills you need to succeed.

## Here's what you will learn!

### Essential Interpersonal Skills (1 college credit)

#### Professional Communication in the Workplace

- How to communicate effectively
- Verbal and non-verbal tools

#### Managing Conflict in the Workplace

- Understanding and learning to manage conflict
- Preventing unnecessary conflict

#### Critical Conversations

- What is a critical conversation and why it matters
- Tools for managing critical conversations

#### Effective Time Management

- Why managing your time intentionally is critical
- Tools for effective time management

#### Change Management

- How to approach change successfully
- The Change Management Cycle and how to use it

### Essential Microsoft 365 Skills (1 college credit)

#### Introduction to the Microsoft Office Tools

- **Outlook** – email management
- **Word** – creating, saving and sharing documents
- **Excel** – working with numbers and charts
- **PowerPoint** – basics of presentations
- **Additional Tools** – Adobe Acrobat PDF files, Zoom and other common programs

