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**RELEASE DATE: September 9, 2008**

**SUBJECT: Training and Workforce Development Workshops**

**SOURCE: William McDonald, Director of Community Education  
866-0300, ext. 8251**

Herkimer, NY—Herkimer County Community College is pleased to announce upcoming training and workforce development programming.

**Conflict Management** will teach attendees ways to handle difficult situations with composure and self-confidence. Strategies for successful conflict resolution will be reviewed and attendees will learn that not all disagreements have to end in arguments, but instead can be resolved when certain principles are applied. The importance of a manager understanding and recognizing his/her own emotions and how they can contribute to the conflict will be emphasized.

After completion of this workshop, attendees will be empowered with proven strategies to effectively handle conflict in the work place. They will be able to apply these principles to everyday work situations and be more successful in conflict resolution. This is accomplished through lecture, case studies, workshop exercises and role playing.

This workshop is to be held Monday, September 15, 2008 from 9 a.m. - 4:30 p.m. The fee for this workshop is \$119.

**Key Techniques for Coaching and Employee Development** will teach techniques to effectively coach and develop employees. Participants will learn to identify employees' strengths and weaknesses, give positive feedback, criticism and encouragement, and groom employees to reach their fullest potential.

After completion of this workshop, attendees should have a better understanding of the importance of developing employees to their fullest potential. This workshop is to be held Monday, September 29, 2008 from 9 a.m. - 4:30 p.m. Pre-registration is required no later than September 22, 2008. The fee for this workshop is \$119.

For more information and/or a complete course listing, visit our website at [www.herkimer.edu/ce/](http://www.herkimer.edu/ce/). Pre-registration can be completed by calling (315) 866-0300, ext. 8251, Monday through Friday, 8:30 a.m. – 4:30 p.m.

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FOR MEDIA ONLY—FOR FURTHER INFORMATION CONTACT KATHERINE MONTANO, 866-0300 OR 888-GO 4-HCCC, EXT. 8259.