

COMMUNITY COLLEGE OF ALLEGHENY COUNTY

Center for Professional Development

Educating our Region's Workforce



We're More than You Know



Education and skills are essential for today's changing economy. The competitive global environment rewards workers who possess sound general knowledge that enables them to adapt to changes in the workplace and continually learn new job skills.

Educating our Region's Workforce

CCAC's Center for Professional Development (CPD) provides leadership in workforce training, supports the economic development of the region and is the trainer-of-choice for employers, with efficient delivery of customized, solution-driven training programs.

Cutting-edge Curriculum

- CCAC's instructors are industry experts who bring real-world experience into the classroom and training facilities.
- Curriculum keeps up with the latest business and technology trends through continual review.

Specialized Training

- Customized corporate training—anytime, anywhere
- Technical and business skills, Information Technology (IT) and computer applications
- Federal, state, county and local agency training
- Insurance professional training
- Professional continuing education credits for attorneys, accountants, real estate professionals and human resource specialists

Information Technology (IT)

The CPD offers a comprehensive selection of software training classes. These non-credit courses are ideal for learning skills you can apply to your job or personal use. In addition to regularly scheduled classes, the CPD is constantly adding special workshops and seminars on the latest topics in software.

Basic Computing & Email

- Basic Keyboarding
- Microsoft Windows®
- Microsoft Office®
- Microsoft Outlook®

Desktop Publishing

- Microsoft Publisher®
- Microsoft FrontPage®

Presentation Software

- Microsoft PowerPoint®

Spreadsheets & Databases

- Microsoft Excel®
- Microsoft Access®

Project Management & Business Analysis

- Microsoft Project®
- Microsoft Visio®
- Crystal Reports



“Bombardier Transportation management wishes to extend a most sincere thanks to your team for their professional and personalized approach to our manufacturing training needs. We also want to thank your administrative staff for their close communication and feedback in keeping this training on track.”

—Lou Messineo, Bombardier Transportation

Technical Skills Information

Manufacturing and technical skills training programs can be customized to fit the needs of any business.

Specific program topics include:

- Heating, Ventilation & Air Conditioning (HVAC)
- Electrical
- Mechanical
- Plumbing
- Construction
- Welding
- Water Management
- Health & Safety
- Programmable Logic Controls
- Hydraulics & Pneumatics

Leadership/Workforce Development

Quality and team courses are offered in management strategies and employee development using custom training materials, as well as training modules developed by Development Dimensions International (DDI) and Achieve Global.

Specific course topics include:

- Managing Difficult Customers
- Team Building through Communications
- Business Communications
- Creative Problem-solving
- Motivating Employees
- Coaching & Counseling
- Preventing & Resolving Conflict
- DiSC Dimensions of Behavior
- How to be Resilient & Adapt in a Changing Work Environment
- Time Management
- Managing Stress
- Presentation Skills
- Interviewing & Selecting Good Employees
- Project Management
- Strategic Planning
- Improving Customer Relations
- Improving Your Bottom Line
- Diversity Training
- Harassment



Frequently Asked Questions

How does the Center for Professional Development determine an employer's training needs?

The CPD experts use the latest technologies to assess training needs. By evaluating, interviewing and surveying management and employees, these experts will develop a customized training program.

Where does the Center for Professional Development conduct training?

The CPD provides training—anywhere, at any time—throughout the region.

Does the Center for Professional Development have instructors and expertise in our very specialized industry?

Yes. The CPD works with a core group of adjunct instructors and subject matter experts who have a wide variety of business experiences. The Center uses industry leaders and speakers to present coursework based on real-world experience and standards.

How much does the Center for Professional Development charge for training?

After a specialist visits with company officials and conducts a formal or informal training needs analysis, a proposal is prepared by the CPD that outlines training recommendations and associated costs. Included in the cost of a customized course are expert instruction, course development, textbooks and supplies.





**Community College of Allegheny County
Center for Professional Development**

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Center for Professional Development Mission

At the Community College of Allegheny County's Center for Professional Development (CDP), we understand that a changing work place requires companies to remain competitive and demands that professionals maintain cutting-edge skills. CPD's mission is to assist our region's companies in this endeavor.

The Community College of Allegheny County (CCAC)

The Community College of Allegheny County is the largest institution of post-secondary higher education in Pennsylvania. The college serves more than 30,000 credit students through 170 degree and certificate programs and offers thousands of lifelong learning non-credit and workforce development courses to more than 40,000 students annually. Now celebrating its 40th anniversary of educating students, CCAC continues to expand its reach within the community through innovative programming and quality education. With four campuses and six centers serving Allegheny County and surrounding communities, CCAC endeavors to fulfill its mission to provide affordable access to quality education and offer a dynamic, diverse and supportive learning environment that prepares the region's residents for academic, professional and personal success in our changing global society.

CCAC is an Equal Opportunity/Affirmative Action institution committed to compliance with all legislation and regulations governing the provision of equal treatment and opportunity to all persons. To request this brochure in an alternate format, call 412.788.7508.