

"The instructors at MCCTC worked with the students with an understanding of their needs. The quality of advice they provided gave a realist approach to employment and personnel issues that may be encountered as Human Resource Professionals." **Beth Reiner, Dearing Pump Co**

"The classes were a perfect blend of curriculum, and many instructors years of experience." **Carol Givens, LifeSkills**

"I love the teaching style of my instructor. Fun informative class. Good group discussions." **Brenda Ritz**

"The instructor was positive, encouraging and very knowledgeable. She really caught our interest, and made the material easy to understand." **Nichole Marxen**

"Our training sessions were awesome-Real World Office Issues" **Marie Lishick,**

**Ohio Rehabilitation Services Commission**

"The Leadership & Supervisory Certificate is an excellent training tool for leaders in all facets of business." **Karen Stacey, Leadership Mahoning Valley**

"This HR program helped jump start my career as a Human Resource Asst. I gained knowledge in HR processes, procedures, laws & practices." **Marla Adams, Corrections Corp. of America**

"I like receiving the handouts for future reference & the student workbooks that came with each phase of the HR certificate course. This will be invaluable material." **Mary Beth Wison, Vista AST2**

Check out our other certificates in :

**Advertising & Public Relations**

**Supervisory/ Leadership**

**Marketing & Sales Solutions**

**Human Resources**

**Advanced Human Resources**

**Strategic Management**

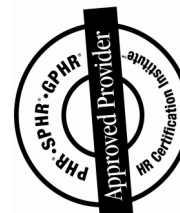
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Classes can be customized to companies specific needs. Training can occur on company site or our site.

**Mahoning County Career Center**

**Adult Workforce Development**  
7300 North Palmyra Road  
Canfield, Ohio 44406



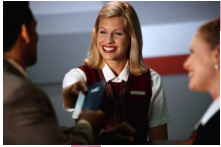
**Mahoning County Career Center**  
**Workforce Development Training**



**Customer Focused**  
**Management**  
**Certificate**

**7300 N Palmyra Rd**  
**Canfield, OH 44406**

**330-729-4100**  
**www.mahoningctc.com**  
**Rebecca.Harris@MahoningCTC.com**



## Customer Focused Management Certificate

A customer focused organization is grounded in the belief that long-term success depends on a commitment to customer satisfaction throughout the entire organization. This program focuses on what it takes to build the culture, the processes and the relationships that will lead to long-term growth and financial sustainability.

The Customer Focused Management certificate incorporates 5 courses listed to receive the Customer Focused Management certificate at a total cost of **\$195.00**.

Total Hours-15

**Evening Session:** Meet once per week on Wednesday.

Start Date: March 7, 2012

End Date: April 4, 2012

Time: 6:00 p.m.— 9:00 p.m.

### Class Topics

- **Aligning your Organization to Meet Customer Demands**
- **Building a Partnership with your Customer**
- **Customer Focused Business Writing**
- **Customer Focused Communication Strategies**
- **Managing & Monitoring Customer Relationships**



### Hear what our students are saying:

*“MCCTC is a great place for you to update your training in your field. The classes & instructors are excellent, and classes are certified! And with their flexible schedule it’s easy to do.”*

**Michelle Moorhead, Ohio Edison/Penn Power Credit Union**

“It’s a great opportunity for good training close to home.

**Ruth King, CTM Labeling Systems**

“I found the availability / topics regarding classes to be generous & updated with the most current research-basically a lot to choose from to meet my particular needs. The environment & overall atmosphere was welcoming & genuine. I would return back to MCCTC for further education. “

**Robert McBride, Homes for Kids**

*“I enjoyed my Human Resources classes and was able to apply the information I learned in my current job.”* **Monica Pawlen, Austintown Schools**

*“The variety of Human Resource topics covered by the instructors bringing years of hands on experience to the classroom provide a foundation on which you can build or enrich a career.”* **Annette Grahovac, Austintown Schools**

*“As soon as I completed the HR certificate program, I got a job as an HR director.*

**Frank Hunt, M&M Manufacturing**

*“I would recommend that anyone in the field of HR/Business Management / Communications / Public Relations consider enrolling in an upcoming course. They examine self-awareness; Personally , I gained a great deal!”*

**Michelle Chevront, V& M Star**

*“Every Chief Officer in the Fire Service should attend for valuable HR information and the better manager techniques you obtain here at MCCTC’s HR Certificate”. **Don Hutchison, Cardinal Joint Fire Dept***

*“The HR Certificate at MCCTC is an exceptional training program for anyone looking to advance his/her career. Top level managers would benefit from this program on a variety of levels. The instructors are knowledgeable, professional & utilize the most up-to-date material to help you become successful.”* **Lisa Solley, Area Agency on Aging 11, Inc.**