Customized Training
Business Solutions Showcase

August 25, 2015
8AM-12:30PM
Astroth Community Education Center

HEARTLAND
COMMUNITY COLLEGE
### Schedule

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Speaker</th>
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<tbody>
<tr>
<td>8-8:15AM</td>
<td>Check-in, light breakfast refreshments and networking</td>
<td>Various departments from HCC will be on hand to answer questions. Opportunity to enter to win prizes.</td>
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<tr>
<td>8:15-9:30AM</td>
<td>Welcome</td>
<td>Customized Training and Challenger Learning Center Staff</td>
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<td></td>
<td>Keynote-The Impact of Extraordinary Leadership in Today’s Workplace</td>
<td>Steve Welland</td>
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#### Breakout 1

<table>
<thead>
<tr>
<th>Time</th>
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<th>Speaker</th>
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<tbody>
<tr>
<td>9:45-11:00AM</td>
<td>10 Ways to Build Dynamic Relationships</td>
<td>Brent Kelly</td>
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<tr>
<td>9:45-11:00AM</td>
<td>Rapidminer for Data Mining</td>
<td>Chris Reisinger</td>
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<tr>
<td>9:45-11:00AM</td>
<td>5 Behaviors of a Cohesive Team</td>
<td>Steve Welland</td>
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#### Breakout 2

<table>
<thead>
<tr>
<th>Time</th>
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<tbody>
<tr>
<td>11:15-12:30PM</td>
<td>iPads for Business</td>
<td>Chris Reisinger</td>
</tr>
<tr>
<td>11:15-12:30PM</td>
<td>Leading Others Through Change</td>
<td>Brandon Wardell</td>
</tr>
<tr>
<td>11:15-12:30PM</td>
<td>Information Security Training and Awareness Class</td>
<td>John Poff</td>
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There will also be opportunities to visit with various departments at Heartland Community College that have resources available to help your organization be successful.

Customized Training will be giving away prizes, including free seats in upcoming trainings!

Limited spots are available and advance registration required.
A successful business owner, corporate trainer and former military officer, Steven’s experience as a trainer has brought high demand for his presentation and consulting services. His unique training experiences have provided a strong resource for Ameren, Archer Daniels Midland, Carle Foundation Hospital, Caterpillar, Christie Clinic, Kraft Foods, State Farm, Tate & Lyle North America and ThyssenKrupp.

Steven has also worked with multiple Community Colleges for over 20 years as well as many corporations, government agencies and associations throughout the United States. As a trainer and facilitator Steven inspires individuals, as well as organizations, to reach their full potential; to drive themselves to their unique differences; and to operate consistently at their optimal level of performance. He is consistently rated “excellent” as participants learn to maximize productivity, performance, profitability, and opportunity. Steven is owner and senior consultant for Strategic Development Institute, specializing in the customization and implementation of state-of-the-art experiential training initiatives, skills/training assessments, workforce development and continuous process improvement. He is a Certified Master Trainer for Achieve Global.

KEYNOTE-The Impact of Extraordinary Leadership in Today’s Workplace

It is an issue that every organization must learn to address—We reach into our organizations front line, we select employees with great drive, motivation and potential. We promote them into leadership positions and then we wonder why those great workers turn out to be “no so great” leaders. What is going wrong? What are the skills that are preventing those great workers from continuing down the path to Great Leader?

Join Steven Welland as he shares some of the key skills that years of research and training have clearly identified as the “must have” skills for Great Leadership. Steve will discuss the critical skills that Leaders at EVERY level, simply must develop, if they are going to ever be Extraordinary Leaders. If you want to know what it takes to create extraordinary leaders at every level of your organization, join us for this discussion. Every Leader—from the newly promoted front line leader to the CEO, need to understand and embrace these critical skills. As the instructor for the Heartland College Leadership Certificate Series—Steve will describe the necessary changes that must take place for organizational leadership to be truly effective.

Behaviors of a Cohesive Team

Teamwork is the single-most untapped competitive advantage in today’s professional world. But the process of building effective teams doesn’t need to be complicated—in fact, keeping it simple is crucial. The Five Behaviors of a Cohesive Team is an assessment-driven learning experience for strengthening the effectiveness of intact teams. Powered by Everything DiSC® using Lencioni’s The Five Dysfunctions of a Team proven model, the assessment and personalized profile provide both individual and team feedback.

The Five Behaviors Model is used to help team members learn to work together more efficiently and effectively and become a more cohesive team. A productive, high-functioning team:

- Makes better, faster decisions
- Taps into the skills and opinions of all members
- Avoids wasting time and energy on politics, confusion,
- Avoids wasting time talking about the wrong issues and revisiting
- Creates a competitive advantage
- Is more fun to be on!
Brent Kelly is the CEO of BizzGrizz and certified advisor for “The King of Sales,” Jeffrey Gitomer. He conducts workshops on sales, attitude, networking, communication, productivity, and customer loyalty.

Brent has spent 15 years in the insurance industry and was named one of the top 12 agents in the nation by Agent and Broker Magazine in 2012. He started BizzGrizz in 2015 to help small business owners leverage technology to grow their profits, increase their productivity, and build loyal relationships with their customers.

Brent has presented to businesses organizations, state associations, and conferences throughout the Midwest. His passion is to empower others by providing relatable, educational, and tangible information that business professionals can utilize immediately.

10 Ways to Build Dynamic Relationships

Dynamic relationships with prospects and customers are at the heart of every successful business. Unfortunately, many businesses focus on transactional relationships instead of building personal relationships.

Make a sale, make a commission; Build a relationship, make a fortune. That is the mantra for this workshop that addresses 10 ways every business professional can build upon and create new powerful relationships.

Chris Reisinger has been instructing audiences for 12 years. With a passion for innovation and an eye for technology, Chris finds ways to improve results with ingenuity. Chris earned his M.B.A. from Illinois State University. Since then, he has had many hours of training in financial analysis, data analytics, and reporting software. He also serves as an adjunct instructor, teaching courses on leadership, business, and management. In 2014 Chris was a graduate of Leadership McLean County and also a recipient of the Early Career Achievement from Illinois State University’s College of business.

Rapidminer for Data Mining

Many people have said, “Data is the new oil.” Others have said, “Data is the new oil? No: data is the new soil.” Google CEO Larry Paige said that we are now proceeding more content in two days than what humans produced since the dawn of civilization to 2003. What’s more is that we have the computing power now to learn from that data and extract information. What’s even better, is that many of these powerful tools are free, open source software applications. In this demonstration we will learn how one of these free tools, Rapidminer, can take data from large or small data sources and extract useful information, such as what prospects are more likely to purchase based on past purchasers characteristics and buying history.

iPads for Business

Learn how to use your iPad at work. No, not how to play angry birds when your boss isn’t watching. Learn how to use your iPad for digital notes, keep relevant information together and not scattered all over your desk, network with people easier and have tons of information at your fingertips. Learn which apps help transform your iPad into an indispensable productivity tool.
Brandon Wardell has 15 years of experience providing professional trainings to corporate, state, academic, and government organizations on topics including sexual harassment, risk mitigation, process analysis/improvement, and soft skills. Brandon is director of development and training at Heartland Community College. He was previously employed as a contractor for the Pentagon and Department of Defense where he provided consultation and training to service members, federal employees, government officials, and federal contractors. Brandon has also provided human resource training and consultation to corporations of various sizes with diverse customer bases.

Leading Others Through Change
Change is here to stay. That’s probably no secret to you. For years we’ve all heard that the “only constant is change.” Change is present in every aspect of your life and has become the norm in all organizations. The frequency and pace at which leaders must ask employees to change course or adapt to new systems and initiatives continues to accelerate.

Leading others through change successfully requires thoughtful planning and innovative options. This course will provide you with a clearer understanding of what happens to people when an organizational change initiative occurs. It also introduces the tools and techniques you can use to more effectively lead change efforts in your organization, ultimately allowing you to leave the course feeling better prepared to address the myriad of changes that come your way.


Information Security Training & Awareness Class
The Information Security Training and Awareness Class will educate Client’s organization through business and personal computing curriculum while preparing Client’s staff to make better educated decisions to further enhance information security within Client’s organization.

As business and personal computing continue to merge and transcend into the workplace, appropriate and sound personal security-computing habits are critical to your business as well. This training provides opportunity for further investment in employees via personal computing curriculum related to identifying and avoiding scams, fraud, phishing, ID theft, PC protection, and email and internet usage.
Customized Training: Your Path to Business Solutions.
Training offered where, when and how you want it.

www.heartland.edu/customizedTraining
309.268.8440