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# Customized Training Solutions



## What Our Customers Are Saying

*"CBI has provided VDOT with the type of training that is useful from the time you leave the classroom. Each lesson is tailored to the needs of the individual student, and each student walks away with the knowledge needed to increase individual performance and company efficiency. Without CBI our use of the current Microsoft package would be very limited and our efficiency would be considerably less than it is today. CBI is playing a vital role in the education of VDOT personnel in Southwest Virginia."*  
*Michael Hollon, VDOT*

Have a specialized training need? Call CBI first. We'll work to provide a highly qualified trainer that meets your scheduling and fiscal needs.

The Center for Business & Industry  
email: [cbi@vhcc.edu](mailto:cbi@vhcc.edu) phone: 276.739.2496  
[www.vhcc.edu/cbi](http://www.vhcc.edu/cbi)



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# Have a Training Need?

The Center for Business & Industry is your training resource for personal, professional and technical development.

CBI's training services bring together in one location an extensive curriculum of technology, business, and professional development courses, including programs from internationally renowned training organizations. We can integrate and customize these resources to best fit your needs.

## Our Team

Training is our core business and over the years we have learned a thing or two about developing and delivering training that works in companies just like yours. Our staff, instructors and trainers are ready to assist in developing and implementing a training plan that supports your business model and helps achieve your business goals.

Our commitment to business and industry in Washington County, western Smyth County, and Bristol, Virginia, shows in the variety of clients we serve. Regardless of your business size, we are equipped to help you reach your potential and to achieve your strategic goals. Satisfied clients include:

AEP  
AFG Glass  
Alpha Natural Resources  
Electro-Mechanical Corp.  
Epoch  
First Bank & Trust  
General Dynamics  
Holston Valley Distributing  
Line Power  
Kennametal  
Prime Choice Foods  
Scholle  
Strongwell  
Town of Abingdon  
Utility Trailer  
Virginia Department of Forestry  
Virginia Metals  
Virginia Department of Transportation  
Washington County Schools

## Our Tools

### Assessments

Assessments are a part of what we do to better serve our business and industry clients. CBI offers the following assessments to help you make a better educated decision during the hiring process and to help identify training needs before they become a performance issue that leads to turnover.

- ACT Work Keys & The Virginia Career Readiness Certificate
- Bennett Mechanical
- DISC
- Let Me Learn
- SOS II

### Customer Service Training

We all know that it takes a large investment of time and money to win a customer but only seconds to lose one due to service issues. Our customer service training programs not only focus on the importance of providing stellar service but also provide key takeaway tools your employees can utilize to continue delighting your customers and growing your business.

### Computer Training

The average US worker already spends one-third of his/her workday at a computer and one-quarter of the workday on the Net. Is your software investment producing the results you want or would computer training enhance your return on investment? CBI provides training for all Microsoft desktop applications, AutoCAD, and web development, just to name a few.

### Professional & Supervisory Development, Leadership and Critical Skills

A 2003 survey of employers in Smyth County, Virginia, found the most common traits of a good employee were a positive work ethic, a positive attitude, and desire to learn and be trained. In fact "soft skills," or what CBI likes to call critical skills, were top among the 60 plus traits identified in the study.

CBI has many resources to provide supervisory, leadership, personal development, and critical skills training to your employees. In partnership with AchieveGlobal and other leading researchers and developers of leadership and management programs, CBI is able to offer high quality, affordable training.

### Command Spanish®

Has your company identified the need to communicate with Hispanics? We can help. Believing that occupational Spanish is an important part of the curriculum for the 21st Century, Command Spanish®, Inc. has rigorously researched community needs and produced a wide variety of intelligent, no-nonsense programs for adult learners who need job-specific Spanish. Occupational Spanish is real Spanish that is taught to real people who have real language needs.

- Spanish for Industry, Manufacturing & Warehousing
- Spanish for Nursing
- Spanish for Hotel and Restaurant Staff
- Spanish for Law Enforcement Officers
- Spanish for Construction Sites
- Plus many more

### Safety & Occupational Health Training

Quality training protects and improves the health, safety, and well-being of your employees and positively impacts your bottom line. CBI offers a variety of training options that will improve your business performance by keeping workers safe, skilled, and productive.

- OSHA 10 & 30 hour General Certification
- New Miner, Inexperienced Underground Certification
- Personal Protective Equipment
- First Aid & CPR
- Electrical Safety
- OSHA 10 hour Construction Certification
- HAZWOPER
- Bloodborne Pathogens
- Fitness & Wellness

### Technical and Trade Related Training

Staying competitive is the name of the game in today's global economy. Keeping your skilled workers trained on the latest technology is critical to help you maintain your competitive edge. CBI can help. We're ready to deliver a variety of customized, trade related training to your employees.

- Fork lift certification
- Blue print reading
- PLC
- Statistical process control
- Welding
- CNC

## Convenience

We realize that for our business clients, time is money. Our training programs make the best use of valuable hours spent away from the job. CBI training programs can be offered at your location, in modern facilities on the VHCC campus or at a neutral location. We also realize that not everyone works 9 to 5. We can provide training during work hours, at night or on weekends.