The Professional Development Center at Santa Barbara City College is committed to the success of Santa Barbara area businesses and their employees.

CONTACT INFORMATION

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The Professional Development Center offers a broad range of training opportunities designed to address the local business community’s need for employee development. Our program began in 1998 with Santa Barbara County Government and today we provide workforce training in management, customer service, computer applications, office skills, communication, leadership, English as Second Language, and more to public and private organizations in our area.

The Center provides high-quality, interactive, flexible, credit-based workplace training. Courses are taught by faculty with extensive experience in workforce development and in adult learning theory.

Our Training Institutes can be tailored as a year-long series with one course per month, culminating with a celebratory recognition event. Or, the series can be modified to meet your specific needs. You have the flexibility to select the training schedule best suited for your organization.

If you are looking for an employee training and development solution, the Professional Development Center provides the turnkey, cost-effective choice.

www.sbcc.edu/pdc
Ask us about our workplace English as Second Language (ESL), Spanish and bi-lingual Professional Development classes that can be taught at your site (with minimum enrollment required).

These are credit courses taught during the work day. Relevant vocabulary and phraseology are incorporated into each course. In addition, the work experience component of the course provides one-on-one opportunities to further advance the employee’s knowledge.

ESL Conversation, Reading/Writing
These courses focus on terminology and phrasing for the particular occupation. In addition, the reading/writing course deals with relevant work forms and documentation needs.

Spanish in the Workplace
This course is geared toward the manager or employee who needs to improve in using Spanish to communicate with the public or employees. There are three levels of Spanish in the Workplace — beginning, intermediate and advanced.

Bi-Lingual Professional Development (PRO) Classes
These are topics courses such as Customer Service, Working in Teams, Having a Great Work Attitude and Interpersonal Communication that provide not only important training but also serve to further develop English language acquisition skills. The classes are taught in a bi-lingual format.

Management Institute
The Management Institute is designed for current management employees as well as staff you want to cultivate for management. The series is designed to build management and leadership strength through consistency and applied adult learning.

Courses Include
- Effective Supervision, including delegation
- Principles of Project Management
- Monitoring and Evaluating Employee Performance
- Interviewing and Hiring the Best
- Motivating Employees for a More Effective Workforce
- Introduction to Employment Law – (covers sexual harassment)
- Conflict Resolution
- Leading Teams
- Ethics & Integrity in the Workplace
- Strategic Communication
- Building Strength Through Diversity
- Strategic Planning

The Management Institute is a great retention, succession, and career ladder approach for your organization.

Customer Service Institute
The Customer Service Institute is designed for front-line employees and those who directly interact with customers. Each course builds communication and customer service skills while helping employees reach their professional development goals within your organization.

Courses Include
- Excellent Customer Service
- Interpersonal Communication
- Time Management
- Dealing with Criticism and Difficult People
- Dealing with Stress
- Assertion Skills
- Identifying Personality Styles
- Problem Solving and Decision Making
- Generational Diversity
- Looking for a Great Work Attitude

The Customer Service Institute is a great way to enhance customer service and provide new opportunities for your employees.

Training Courses Offered at the Wake Center Campus

Corporate Computer Training
The Professional Development Center offers Microsoft Office training at the Wake Center Campus. These are half-unit credit courses in three levels of MS Office. Courses are taught in our state-of-the-art computer lab in two four-hour sessions one week apart.

- MS Word, Basic, Intermediate, Advanced
- MS Excel, Basic, Intermediate, Advanced
- MS Access, Basic and Intermediate
- MS PowerPoint, Basic
- MS Outlook, Basic
- Social Networking for Business

Workplace Success Professional Development (PRO) Classes
We offer both staff and supervisory training classes at the Wake Center Campus. These courses are designed to help your employees succeed at their jobs as well as give them advancement potential.

To discover how you can train your workforce in a cost effective manner, check out our website at: www.sbcc.edu/pdc