

# PROFESSIONAL DEVELOPMENT COURSES

½-day & 1-day Courses



## ½-day Courses

[davenport.edu/ipex/professional-development](https://davenport.edu/ipex/professional-development)

### **Talk So People Listen**

Use your words to inspire action. Learn to positively control your environment to deliver clear messages and engage others.

### **Difficult Conversations**

How should you prepare? How do you find the right words? Learn to employ the skills required to navigate difficult conversations to improve organizational performance.

### **Negotiating for Results**

Learn to navigate the process of negotiation to save time and money, develop a higher satisfaction with outcomes, and earn a higher level of respect in the community.

### **Leading the Next Generation**

Leverage the differences between the generations to empower leaders and teams to communicate and interact more effectively.

### **Fundamentals of Lean**

Discover the impact of lean thinking on traditional systems as you learn to apply lean tools and concepts in the workplace.

## 1-day Courses

[davenport.edu/ipex/professional-development](https://davenport.edu/ipex/professional-development)

### **Emotional Intelligence (EQ)**

Enhance business acumen to improve collaboration and productivity through interpersonal and intrapersonal awareness. Emotional Quotient™ Assessment included.

### **Finance for the Non-Financial Manager**

From accruals to receivables, this course shows you tools to help make each decision pay off both on the job and on the bottom line.

### **Leading Without Authority**

Learn to achieve results (without relying on authority) by engaging others, managing interactions, and shaping outcomes.

### **Customer-Centric Selling**

It is time to take a different approach to sales. Learn to develop, build, and maintain strong relationships with your customers.

### **Strategic Account Management**

Today, sales professionals need to be strategic and tactical at the same time. Learn the four key practices that will take your sales effectiveness to the next level.

### **Winning Complex Sales**

Learn what top sales professionals do differently to navigate complex deals and win more often.

### **Strategic Planning and Tactical Action**

Gain a stronger understanding of the strategic planning process. Learn to translate your goals and objectives into tactical action plans that can be implemented at all organizational levels.

### **Excel Introduction**

Learn the basics of Excel, by creating worksheets, entering data, using formulas, formatting, and printing workbooks.

### **Excel Workbooks, Functions, and Formulas**

Learn the essentials of managing workbooks, creating models, performing calculations, combining data, and using financial functions.

### **Excel Formatting, Charts, and Reporting**

Perform calculations and visualize data with charts and graphs. Use templates and styles, and manage formatting and advanced reporting.

### **Excel Macros**

Learn how to use Macros to save tons of time and reduce errors. Create eye-catching charts and graphs that bring your numbers to life.

<b>½-day Courses</b>	<b>Grand Rapids</b>	<b>Lansing</b>	<b>Detroit Area</b>
<b>Talk So People Listen</b>	June 5 September 27	May 30 November 14	May 24 November 8
<b>Negotiating for Results</b>	February 27 May 8 November 20	April 25	May 17
<b>Difficult Conversations</b>	March 27 May 22 December 11	February 28 May 16 October 17	March 15 May 10 October 18
<b>Leading the Next Generation</b>	January 16 May 15 September 11	March 28 June 13 Dec. 12	January 11 June 14 October 25
<b>Fundamentals of Lean</b>	February 20 April 17 September 20	N/A	N/A

<b>1-day Courses</b>	<b>Grand Rapids</b>	<b>Lansing</b>	<b>Detroit Area</b>
<b>Emotional Intelligence (EQ)</b>	February 6 April 10 October 30	January 17 April 18 September 12	February 22 June 21 December 6
<b>Finance for the Non-Financial Manager</b>	March 1 June 7 November 15	September 27	October 4
<b>Leading Without Authority</b>	January 23 June 12 September 18	September 26	September 27
<b>Customer-Centric Selling</b>	February 16 May 4 October 12	N/A	N/A
<b>Strategic Account Management</b>	March 9 June 8 November 30	N/A	N/A
<b>Winning Complex Sales</b>	March 23 May 18 November 16	N/A	N/A
<b>Strategic Planning and Tactical Action</b>	March 13 June 14 September 6	September 19	September 26
<b>Excel Introduction</b>	Feb. 15	March 29	March 1
<b>Excel Formatting, Charts, Reporting</b>	April 19	April 26	April 5
<b>Excel Workbooks, Formulas, Functions</b>	March 22	May 31	May 3
<b>Excel Macros</b>	May 24	June 21	June 7

# IPEX specializes in proven programs and courses in all areas of professional development.



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