



Customized
Training

@HCC



What is a company's greatest asset?

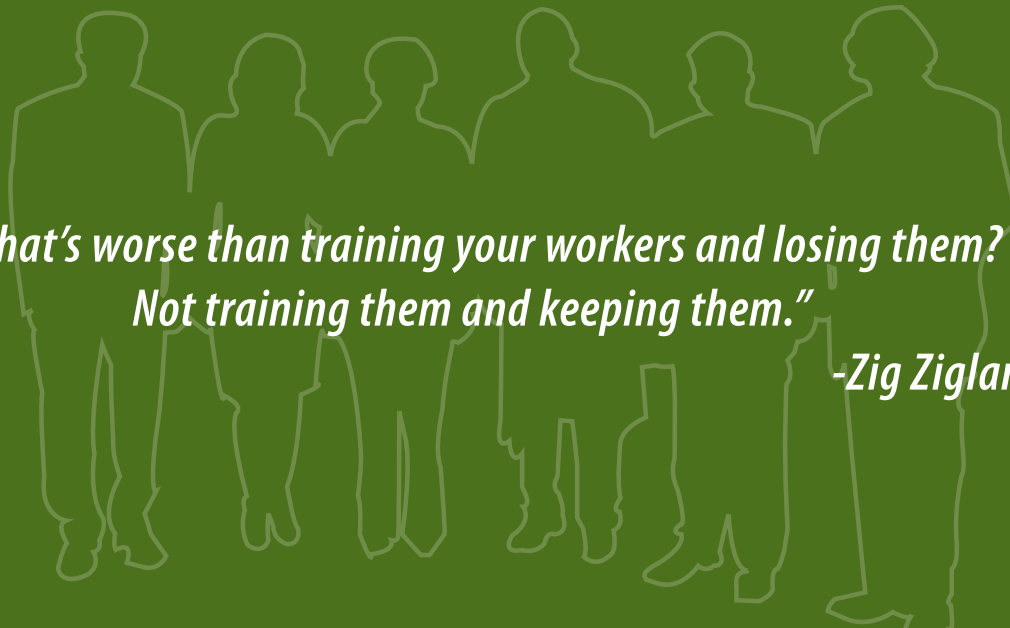
ITS **WORKFORCE**

Employees drive quality, productivity, and ultimately, the bottom line.

TRAINING reduces turnover and helps your company maintain a topnotch workforce that effectively positions your company above the competition.

*"What's worse than training your workers and losing them?
Not training them and keeping them."*

-Zig Ziglar



What is **CUSTOMIZED** **TRAINING?**

Customized training is a business solution.

It allows companies to create training programs tailored specifically to their employees and their organizations.

Why should you choose customized training for your company?

Training improves a company's bottom line through quantifiable outcomes by:

- Boosting employee performance
- Improving quality
- Increasing sales and referrals
- Maximizing employee motivation and communication
- Enhancing customer satisfaction and retention
- Shortening production time
- Decreasing the number of mistakes

"Companies that invest in comprehensive training see a 24% higher profit margin and 218% higher revenue per employee than companies who invest in less training."

- American Society for Training and Development



Contact Michael Boyd at 240-500-2490 or mboyd@hagerstowncc.edu

WHY CHOOSE HCC?

HCC's goal is to increase your productivity, efficiency, and business results.

As a local training provider, HCC understands the importance of community and knows that a skilled workforce is the foundation of a healthy regional economy. HCC's programs offer the diversification required to meet the individual needs of all facets of the economic landscape including:

- Small to medium-sized businesses
- Large corporations
- Nonprofit organizations
- Federal, state, and local government agencies

How does HCC create successful training programs?

HCC is an extension of your Human Resources Department. HCC program managers will work side-by-side with your team through the six phases of training development and delivery.

1. Consultation
2. Assessment
3. Program Development
4. Delivery
5. Evaluation
6. Follow-Up



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HCC OFFERS

Flexibility

All courses are scheduled at your convenience and at your pace. Most courses are available in classroom, online, or hybrid (classroom + online) formats.

Quality

HCC maintains partnerships with leading curriculum partners and manages an expansive instructor network to ensure a high-quality training experience.

Convenience

You choose your training venue. Training can be brought to any site in the tri-state area. If you want to train at HCC, the college maintains two training facilities in Hagerstown, MD.

Hagerstown Community College

(Main campus)

11400 Robinwood Drive

Hagerstown, MD 21742

HCC Valley Mall Center

17301 Valley Mall Road

Hagerstown, MD 21740

Results

HCC's customized training is 100% guaranteed.



Contact Michael Boyd at 240-500-2490 or mboyd@hagerstowncc.edu

TRAINING AVAILABLE

Leadership Skills <ul style="list-style-type: none">• Supervising• Coaching• Mentoring• Evaluating Performance	Individual Skills <ul style="list-style-type: none">• Time Management• Conflict Resolution• Business Writing• Customer Service
Computer Skills <ul style="list-style-type: none">• Microsoft Office Suite• CCNA• A+ Certification• Cybersecurity Institute	Industry-Specific Skills & Certification <ul style="list-style-type: none">• Health and Safety• Childcare• Transportation• Trades (electrical, HVAC, plumbing, etc.)

How do I get started?

Call 240-500-2490 or email mboyd@hagerstowncc.edu to set up your free consultation and assessment.



Learn more at www.hagerstowncc.edu/customized-training

On Average...

205 EMPLOYEES PLAN TO LEAVE

within one year from a 500-employee company
with inadequate training programs.

-American Society for Training and Development

A full-time employee making \$8 per hour

COSTS \$4,800 TO REPLACE.

-American Management Association



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