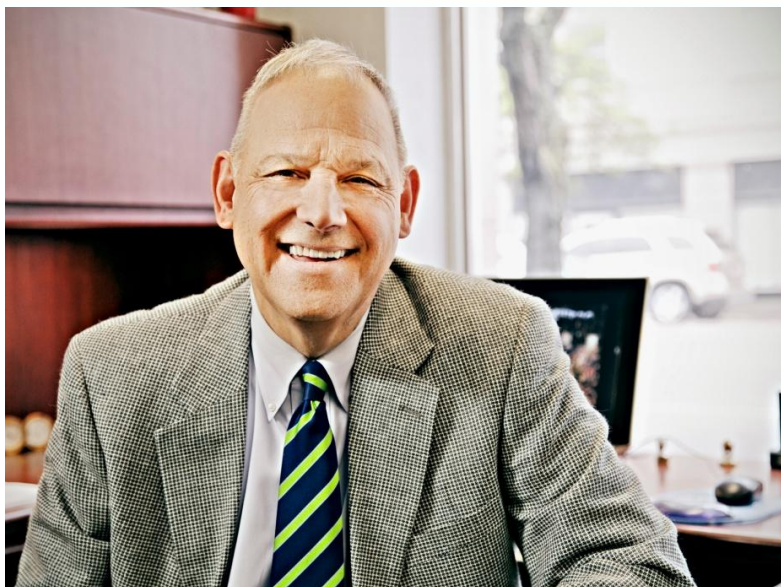


BANKING & FINANCIAL SERVICES



About Workforce Solutions

Workforce Solutions at BCTC provides a comprehensive approach to training that addresses the many factors that influence the decision to your employees.

The customized training programs offered by Workforce Solutions begin with an assessment of your goals and expected outcomes of training. Training will be tailored to the specific needs of your organization and employees; and can be offered in various formats: on-site, instructor-led, online or on one of the BCTC campuses: in Lexington on Cooper Drive, Regency Road, and Leestown Road, or our other campus locations in Winchester/Clark County, Danville, Lawrenceburg, and Georgetown.

CONTACT

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Soft Skills Training

Customized soft-skills professional development training is a specialty of Workforce Solutions. Instructor-led professional development topics include:

- **Spoken Communication**
This may include supervision and management, effective leadership, negotiation skills, presentations, conflict resolution, high performance teamwork, change management, coaching, effective delegation, fundamentals of supervision, staff selection, and performance evaluation.
- **Sales Development**
This may include consultative selling, leading a sales team, dealing with difficult customers, customer contact, and strategic selling.
- **Written Communication**
This may include business letter writing, performance and development reviews, technical writing, reports and proposals.
- **Industry-specific Workplace Spanish**

Computer Skills Training

Workforce Solutions instructor-led computer productivity training offers your employees the opportunity to update their skills in line with the ever changing world of technology. From computer basics to the most advanced topics, Workforce Solutions can meet your needs. Training includes hands-on learning and practice.

Don't see the training program area you are looking for? Call one of our Workforce Solutions professionals who will work with you to develop courses to meet your specific needs.

NOTE: Your organization may qualify for Workforce Investment Network System funding which will pay up to 65% of the cost of training.