



LEARN. GROW. TRANSFORM.

Leadership and Professional Development Training Solutions

Shaping Today's Talent into Tomorrow's Leaders



ABOUT CCS LEARNING ACADEMY

Upskilling and Reskilling the Workforce of Tomorrow!

At CCS Learning Academy, we believe upskilling should be your organization's strategic advantage. As the training division of CCS Global Tech, we leverage over 25 years of consulting expertise to deliver impactful, customized professional development solutions. We offer a comprehensive array of courses, designed for professionals like you, that ensure your team stays relevant, adaptable, and equipped to meet today's dynamic business challenges.

Unlike many providers, our expertise comes directly from the field. As part of a full-service firm, we stay ahead of industry trends, ensuring our training

reflects the latest tools and trends. This real-world experience shapes our constantly evolving course catalog, giving your team the skills they need to excel.

Our expert learning consultants collaborate with you to develop tailored training programs that align with your business goals, workforce skill levels, and preferred learning styles. Whether it's advancing technical skills, fostering leadership, or promoting diversity, equity, and inclusion, we create solutions that drive tangible results.

The CCS Learning Academy Advantage

WE'RE EXPERTS

We've been active in the professional training space since 1997. We bring **25+ years of experience** and expertise to the table.

WE'RE RELEVANT

We **track industry trends** and adjust our course catalog accordingly. Our offerings reflect what we see happening in the marketplace.

WE'RE FLEXIBLE

We work with individuals as well as teams, and organizations of every size and level. We **customize each solution**, including scheduling, budgeting, and delivery platform.

WE'RE INNOVATIVE

Our diverse pool of instructors and subject matter experts **adapt to client project needs** and conceptualize training solutions.





GLOBAL SUPPORT TEAM

We're a US-based company with a global presence. This allows us to deliver 24/7 customer support as well as respond to training needs across multiple regions.



CCS
LEARNING ACADEMY

LEADERSHIP AND PROFESSIONAL DEVELOPMENT TRAINING

There's more to effective teams - technical or non-technical - than simply performing the physical tasks of the job. Leadership, communication, conflict resolution... Many times, it's these "soft skills" that make the difference between run-of-the-mill performance and hitting it out of the park.

We know leadership and professional development training is critical to attracting and retaining top talent. We include these courses in our catalog to help our clients cultivate well-rounded, fully engaged workers.

We put as much time and research into sourcing high-quality curricula in these key areas as we do our technical offerings. The result? A collection of on-trend courses in a one-stop-shop experience that makes it easy to bring this knowledge to your landscape.

Examples

- Critical Thinking
- Project Management for Non-PM's
- Conflict Resolution Emotional Intelligence
- Squashing Workplace Negativity
- Situational Leadership
- Unconscious Bias, Microaggressions, & Micro affirmations



TRENDING PROFESSIONAL DEVELOPMENT STATISTICS

- Companies with highly engaged workforce are 21% more profitable.
- When considering an organization as a potential place of employment, 81% of employees say it is important to them that an organization offers training programs to help keep their skills up to date.
- Providing e-learning training opportunities increases your retention rate by 60%.
- 70% of workers are tempted to leave their current workplace.

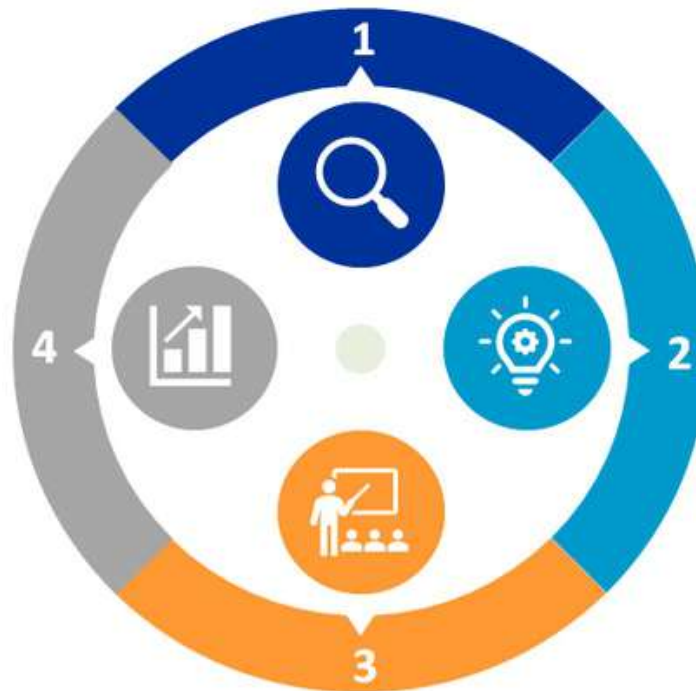


HOW WE WORK

We make bringing professional development easy. Using our tried and tested training system, we deliver effective, customized training solutions to organizations of every size. Here's a snapshot of our process.

IN-DEPTH EVALUATION

Our subject matter experts and instructors evaluate your learning and development needs to ascertain skill gaps.



IMMEDIATE RESULTS

Through practical hands-on learning and real-life scenarios, your staff learn skills they can put to use immediately.

CUSTOMIZED SOLUTION

Your evaluation results help us customize your learning experience, including the delivery platform and budget.

EFFECTIVE DELIVERY

Our certified instructors deliver high-quality training, professional aptitude, and technical expertise via the delivery platform best suited to your needs and goals.

CCS
LEARNING ACADEMY



FLEXIBLE TRAINING PLATFORMS

Traditional in-class, in-person learning is no longer the only choice when it comes to how you bring learning to your team. We offer a range of delivery platforms to ensure you maximize your training dollars by presenting the material in the most effective manner. We work with you to find the best venue for your situation.



IN PERSON

Learn from a live instructor in a hands-on experience that includes peer collaboration and face-to-face interaction. It's adaptable to everyone's learning style.



LIVE ONLINE

Learn from a live instructor who delivers your training remotely via a live web feed. It's a great option for organizations with hybrid work models or teams in various locations.



ON DEMAND

Learn at your convenience with our flexible video- and lab-based interactive training. This gives your team the ability to self-pace their learning.



BLENDED LEARNING

A mix of instructor-led training with computer-based modules; this option accommodates both needs.

CCS
LEARNING ACADEMY



www.ccslearningacademy.com



+1-(858) 788-3836



sales@ccslearningacademy.com



OUR IMPACT ON YOUR BUSINESS

SHORT-TERM IMPACT

- ▶ Recognize and fill skill gaps within your team
- ▶ Build a robust and diverse workforce
- ▶ Boost employee satisfaction and retention

LONG-TERM IMPACT

- ▶ Enhance overall performance and the bottom line
- ▶ Improve leadership
- ▶ Foster and support a corporate culture of lifelong learning and growth

"Orange County Public Works chose CCS Learning Academy to teach a Project Management course that taught our employees how to run projects from inception to conclusion. All attendees expressed satisfaction with the instructor and the content taught. We look forward to scheduling more CCS Learning Academy sessions in the near future!"

Jo-Anna Morris
Orange County Public Works

CCS
LEARNING ACADEMY

CLIENT LIST

- Ross Dress For Less
- Capital Insurance Group
- Thompson Reuters
- Dish.com
- Boston Public Health Commission, MA
- City of Los Angeles
- County of Alameda, CA
- Oakland County, MI
- St. Louis County, MO
- Commonwealth of Kentucky, KY
- Greater Cleveland Regional Transit Authority, OH
- Massachusetts School Building Authority, MA
- Massachusetts Bay Transportation Authority, MA
- Northeast Ohio Regional Sewer District, OH
- State of Maine Department of Labor, ME
- State of Minnesota Management and Budget, MN
- The US Agency for International Development (USAID)
- Wyoming Department of Transportation, WY

AREAS OF EXPERTISE

- ✓ Business & Project Management
- ✓ Leadership Development
- ✓ Professional Skills
- ✓ Business Skills
- ✓ Communication and Media Handling
- ✓ Customer Service
- ✓ Diversity, Equity, Inclusion & Accessibility (DEIA)
- ✓ De-escalation
- ✓ Executive Coaching
- ✓ Assessment – Leadership & DEI
- ✓ Human Resource and Compliance
- ✓ Financial Literacy
- ✓ eLearning
- ✓ Quality (Lean Six Sigma)



CCS
LEARNING ACADEMY



www.ccslearningacademy.com



+1-(858) 788-3836



sales@ccslearningacademy.com



COURSE CATALOG

Business Skills, Leadership Skills, Professional Skills, Diversity, Equity, Inclusion, & Belonging (DEI&B), Human Resources, Customer Service and Sales Training

Training Method: Training courses can be presented in an In-person classroom or virtually using presentation software, video clips, and audio clips. Course training methodology includes knowledge transfer through instructor-led presentation, role-play, case study, and in-depth discussion about participant work environment or scenarios.

Evaluation: Use of role plays, Q&A at the end of each segment, and instructor-solicited feedback will be used to assess learner comprehension and retention of course content.

Course Offerings: Below is a bouquet of courses that can be offered.

BUSINESS SKILLS

- Virtual Team Building and Management Workshop
- Delivering Constructive Criticism Workshop
- Coaching and Mentoring Workshop
- Business Etiquette Workshop
- Presentation and public speaking
- Work-life balance strategies
- Business Writing Workshop

LEADERSHIP SKILLS

- Emotional Intelligence (EQ) for Leaders
- Coaching and Mentoring for Leaders
- Change Management Leadership
- Leading with Your Values
- Situational Leadership Skills Program
- Leadership Learning Engagements
- The New Leadership Basics
- Leadership & Influence Workshop
- Difficult Conversations & Conflict Management
- Effective Accountability

- Five Dysfunctions of a Team
- Servant Leadership
- Outward vs. Inward Mindset

PROFESSIONAL SKILLS

- Essential Ethics
- Facilitation Fundamentals
- Stress Management Workshop
- Emotional Intelligence Essentials
- Critical Thinking Skills Workshop
- Interpersonal Skills Workshop
- Time Management and Multitasking
- Creative Problem-Solving Workshop
- E-mail Etiquette
- Managing at a Distance
- Dealing With Troubled, Toxic or Negative People
- Effective Communication Basics
- Developing a Communication Strategy
- Delivering Constructive Criticism

DIVERSITY, EQUITY, INCLUSION, & BELONGING (DEI&B)

- Diversity, Equity, Inclusion, & Belonging (DEI&B): An Overview
- Unconscious Bias, Microaggressions, & Micro affirmations
- Addressing Bias & Microaggressions in the Workplace
- Redefining Privilege & Allies, Accomplices, and Co-Conspirators
- LGBTQ+ Best Practices
- Active Strategies for Fostering a Culture of Belonging
- Health Equity and Disability Awareness
- Leadership through a DEI&B Lens
- Effective Communication through a DEI&B Lens
- Gender Identity and Sexual Orientation (SOGIE)
- Accessibility and Inclusion for People with Disabilities
- Generational Diversity and Allyship and Advocacy
- Building an Inclusive Culture
- Service Equity and Data Equity
- LGBTQ+ 101
- Disability & Neurodiversity Inclusion
- Moving from Bystander to Upstander

HUMAN RESOURCES

- Performance and Measurement
- Performance Management Workshop
- Performance Mindset Basics
- Employee Engagement and Motivation
- Mindfulness and Employee Wellness
- Individual Contributor Development
- Employee Relations
- Anti-Harassment Policy and Procedures Training
- Work Environment and Culture Change Efforts
- Training for Center Anti-Harassment Coordinators, Fact Finders, and Decision Makers
- Sexual Harassment Prevention for Employees
- Domestic Violence in the Workplace
- Sexual Harassment Awareness & Prevention for Managers and Leaders

CUSTOMER SERVICE

- Cultural Sensitivity and Diversity Awareness

- Customer Retention Strategies
- De-escalation and Conflict Management
- Customer Interaction Best Practices
- Customer Service Leadership and Coaching 6. Service Recovery and Complaint Resolution
- Customer Service Fundamentals for Excellence

SALES TRAINING

- Prospecting
- Sales Fundamentals
- Negotiation and Closing Techniques
- Strategic & Key Account Management
- Core & Advanced Consultative Selling
- Winning Major Sales
- Virtual Selling
- Sales Productivity
- Sales Management & Coaching

MORE WORKSHOPS...

- Mindfulness Training for Focus and Calm
- Managing Stress in Crazy Times
- Communicate to Motivate!
- Communicate with Impact
- The Art and Science of Facilitation – Make Instruction Come to Life!
- Empathy is Key – Understanding Others' Experiences to Help Your Own
- From Rumbling to Rallying – Mitigate Issues Before They Snowball
- Facilitate! Leave the Lecture Behind
- Leading Change – For Good (Change Management Training)
- Crucial Conversations for Leaders
- Create High Performing Teams
- The Art and Science of Facilitation
- Presentation and public speaking skills
- Leadership and influence
- Conflict Resolution
- Communicating with Confidence
- Building empathy
- Continuous improvement



HEADQUARTERS

13475 Danielson Street Ste. 220
Poway, CA 92064
+1 858-788-3836
sales@ccslearningacademy.com

GLOBAL OFFICES

California, USA
Pennsylvania, USA
Ontario, Canada
London, UK

Kolkata, India
Noida, India
Pérez Zeledón,
Costa Rica



Empower Your
Inklash Power
Workforce So



CCSLEARNINGACADEMY.COM

CALIFORNIA CREATIVE SOLUTIONS, Inc.