

2012 Schedule

Location:

Holy Family University - Woodhaven
1311 Bristol Pike • Bensalem, PA 19020
8am - Noon

January 11

Leadership Defined I

February 8

Leadership Defined II

March 14

Communication Matters

April 11

Managing Successful Projects I

May 9

Managing Successful Projects II

June 13

Business & Community Leaders Forum

July 9-13

Individual Executive Coaching

August 15

Coaching with Style

September 12

Effective Presentations

October 18

*Customer Centered Service
Delegate Presentations*

November 14

Delegate Presentations

December 5

Graduation & Delegate Presentations

Upon completing the course, each delegate receives five Continuing Education Units from Holy Family University and a framed graduation certificate from the Chamber.

director spotlight

Collette C. McBratney,
President, CCM Training Co.

- ★ *Passionate*
- ★ *Energetic*
- ★ *Inspiring*



An experienced facilitator, course developer and seasoned coach, Collette brings more than twenty years of leadership to our LDP. From designing training courses to executive coaching, Collette welcomes each new class with energy.

Collette begins her eighth year as LDP's Director. As such, she develops and delivers the year long training program. Our LDP process is tailored to strengthen each delegate's professional and personal success. Based on feedback received from some of the sixty-eight graduates, we're meeting this goal.

Recently, Collette designed and facilitated the 12-week youth oriented social skills "Be Your Best" class for the Salvation Army. In May, Collette received the Distinguished Leadership Award for Business from The Community College of Philadelphia. She continues as Chairperson for WomenForward and serves on the GNPCC Foundation Board.

CCM Training Co. provides management training and performance consulting to its clients. Collette's clients include Independence Blue Cross, Mayfair CDC, New York Life, City of Philadelphia, Holy Family University, Wachovia, AARP and AAA Mid-Atlantic, Inc. to name a few.

Collette and her husband, Bill, reside in Northeast Philadelphia.



Holy Family
UNIVERSITY

GNPCC

leadership development program

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**leadership
development
program**

**Redefining
Leadership**

...making it your own

**The Greater
Northeast Philadelphia
Chamber of Commerce**

Co-sponsored by

Holy Family University

Why you should attend:

- earn five continuing education credits
- add value to your career & company
- grow through executive coaching
- connect & learn from others
- complete a business project

Redefining Leadership...making it your own

mission statement

The GNPCC's Leadership Development Program (LDP) provides high-impact training, executive coaching and supportive services to enhance organizational effectiveness.

goals

- **Equip** attendees to excel in an accelerated, changing business landscape.
- **Enhance** leadership skill and knowledge development through interactive, individual, professional, and tailored training experiences.
- **Educate** delegates for future public service and community involvement by showcasing regional leaders, issues, and mentoring.
- **Enrich** communication, diversity, networking, and relationship building opportunities for community educators and business leaders.

curriculum overview

- Interpersonal skills and communication
- Dynamic leadership and self-confidence
- Magnetic customer service strategies and retention
- Effective business presentations and professionalism
- Successful project management and team building
- Individual coaching and mentoring
- Responsible civic involvement and government education
- Practical, hands-on, personal application
- Delegates receive 5 Continuing Education Credits - certificate given by Holy Family University



The GNPCC expresses its sincere appreciation to all our delegates and participating companies.

3rd Federal Bank
Agusta Westland Philadelphia Corporation
Bensalem Township
Conroy Catering, Inc.
Four Points by Sheraton
GNPCC
Growth Properties, Inc.
Holy Family University
Immaculate Mary Home
Mayfair CDC
Muller, Inc.
Nazareth Hospital
Overington House, Inc.
Payroll Data Systems
Philadelphia Federal Credit Union
Philadelphia NE Airport
Philadelphia Parking Authority
Dr. D. Rooney, DMD
Self-Help Movement, Inc.
ShopRite, Inc.
SPIN, Inc.
Sunoco, Inc.
TD Bank
The Dining Car
The Philadelphia Protestant Home
Washington Savings Bank



enrollment application

Please complete application and send with your check to the Chamber office.

Name _____
Last Name First Name MI

Home Address _____
Street

City, State, ZIP

Home (T) _____

Employer _____

Position or Title _____

Employer Address _____

Office (T) _____

Fax _____

Email (O) _____

(H) _____

Method of Payment:

Tuition - \$1995.00

Cash / / Check / / _____ Credit Card / /
Checks payable to GNPCC - LDP on memo line

Account# _____

Exp Date _____

Name on card _____

Signature _____