

Contract Training • College of Continuing & Professional Studies

About the Program

The College of Continuing and Professional Studies (CCPS) offers non-credit courses at your company site (or other location you choose). When you contract with CCPS to provide training, your employees will enjoy an educational experience that has been tailored to reflect your organization's issues and challenges. One of the ways we do this is by incorporating work-related examples and role plays into learning activities. Another important element of contract training with CCPS is that we can provide ways to measure the outcome of the training, so that you will know how training impacts an employee's knowledge base, job performance and ability to take on new roles.

Each course features a University instructor, handouts, and evaluation tools. Through the right mix of lecture, discussion and audio-visual resources, educators help frame and critique the issues, while developing essential workplace skills. State-of-the-art A-V resources take employees on "electronic field trips" to cutting-edge companies, as well as bring leading practitioners' viewpoints via videotape. Certificates of completion can also be provided to company employees.

Sample Course Descriptions

Interpersonal and Communication Skills for Technical Managers and Professionals

Assess and improve how you communicate and handle conflict in a work situation. Learn how to improve the "people side" of technical jobs.

Service Quality Management: The Advantage

Many businesses recognize the competitive advantages of "service quality" — customer satisfaction. Participants gain a basic understanding of what service quality is and the resources needed to successfully introduce it within an organization. A step-by-step plan for implementing a service quality strategy is introduced, with focus on both the customer and organizational goals.

Small Business Today

Perspectives on how to start and grow a small business. Includes videotaped interviews and on-location features with small business owners in a variety of fields. Business owners explain how they started, their successes, and their set-backs. Topics include valuable lessons on sales, marketing, the law, home office, technology, and telecommunications. There are also case studies about different ways to get into business; buying a franchise; how to write a business plan; the legal formation of business; and, running a professional practice.

Read, Write and Research

Many of today's businesses express a critical need for staff who can communicate effectively in the written form. This English composition course is specifically designed to strengthen writing skills beyond the introductory level. Essay writing, writing a research paper, and writing for business are covered in this innovative course. Course objectives are applied to real-life situations. Program topics include selecting and narrowing a subject, preparing a working outline, composing on the computer, critiquing the first draft, and editing the paper.

Other Courses

- Business Italian, Spanish, Chinese or Japanese
- English as a Second Language
- Internet for Entrepreneurs
- Statistical Process Control
- Making Visual Presentations
- Chemical Dependency at the Workplace
- Corporate Cultures and the Changing Workplace
- Law Office Management
- Process Improvement Techniques
- Fighting Computer Viruses
- Desktop Publishing
- SPSS
- Journaling for the Reflective Professional



For Program Information

For further information or a no-obligation consultation, contact:

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Custom-Designed Courses

If you're interested in a topic not listed here, make a suggestion to the CCPS staff. We can explore the possibility of creating a new non-credit course designed specifically to meet your needs.

Distance Learning

Madonna University provides additional opportunities for non-credit instruction via live, two-way television, linking the Livonia campus with sites in every part of Michigan and other locations further afield. CCPS also hosts a number of seminars by satellite, which makes experts from around the country available for live dialogue and lectures on topics related to business and a variety of other professions.

The Faculty

The College of Continuing and Professional Studies draws on the University's faculty from all academic areas, as well as experts from different fields.

Non-Credit Courses

Take advantage of the vast learning resources of Madonna University with non-credit study.

Through the College of Continuing and Professional Studies, individuals can acquire new skills, enhance existing skills, and explore other areas of interest. Non-credit study is for those who are interested in personal or professional development, but do not want to earn a degree. Learners are welcome to enroll in many of the University's credit courses. Students may earn a certificate of attendance and CEUs (Continuing Education Units) for non-credit courses.

Bachelor of General Studies Program

The Bachelor of General Studies degree program, administered by the College, is an innovative, multi-disciplinary undergraduate program for the non-traditional, returning adult student. The General Studies program is designed as a degree completion program for those individuals who have an associate's degree or equivalent.

Madonna University reserves the right to withdraw or modify information in this brochure.

See Advisor/Admissions Office for current information.

Madonna University guarantees the right to equal educational opportunity without discrimination because of race, religion, sex, national origin, age, or disabilities. 2/03