

What our program participants have to say about our instructors and programs:

- "Course was fun and interactive. Made learning easier."
- "Time went quickly because everyone was involved in the learning process."
- "Instructor kept a good pace and was aware of each person's ability."
- "Great class. Best yet. I've taken it with other instructors; Mr. Burns was by far the best teacher."
- "The instructor made difficult material interesting."
- "Instructor was great—interesting and engaging."
- "The instructor's experience enabled him to explain the material in a way that was understandable to all."
- "I learned so many valuable tips and tricks that I can use right away in my work."
- "I'm glad I was given the opportunity to join this class. What I learned will save me a great deal of time."
- "The hands-on approach worked really well. Now I know I can put what I learned to work."
- "The instructor taught using language I could understand."
- "Everything went very smoothly. Perfect class!"
- "What I liked best? The Instructor."
- "Material was clearly outlined, instructor used simple examples to facilitate the learning process."



THE PLACE TO GO FOR CUSTOMIZED TRAINING!

- Step 1.** Call the ACC Center: 743-2238 to ask about customized training.
- Step 2.** Tell us what your needs are:
- Who** – needs the training, you, your employee
 - What** – you want to learn - specifically
 - When** – the dates and times that are convenient for you
 - Where** – you want the training to take place – Queensbury campus, Wilton campus, your workplace
 - Why** – do learners need to know; how will they apply what they learn
 - How** – you determine the pace of instruction
- Step 3.** Let us create a customized training solution.

Examples of customizable programs: leadership programs, business writing classes, computer courses (both PC and Mac), safety and OSHA training, ServSafe programs, and many more.

Robert Czerwinski

Robert is principal of Emergency Response Technologies, a firm that provides services to private industry and government in safety and health, regulatory compliance, and emergency services training and management.

Frank Burns

Frank has an extensive background in the hospitality and food service industry. A former Chairman of the NY State Restaurant Association, Frank is a certified ServSafe Food Safety instructor and a certified instructor for both the ServSafe Alcohol and the TIPS programs.

Donna Cleciant

Donna has been a writing consultant since 1988. She has owned her own international writing company and worked for the Dale Carnegie Corporation and Fred Pryor/CareerTrack Seminar Companies.

Alicia Dorsey

Ms. Dorsey holds an MS degree in Occupational Health and Safety Engineering. She was a compliance officer/industrial hygienist for OSHA. She is principal of Dorsey Health and Safety Consulting/The Human Factor, a Queensbury based consulting firm which provides comprehensive analysis of health and safety compliance for her clients.

Sandra Erickson

Sandra has been in the design field for more than 15 years. She is the owner of Erickson Designs, a local graphic design agency. She is skilled in all aspects of computer generated design and layout.

Krieger Solutions, LLC

Alan Krieger leads highly interactive programs that engage participants and focus on practical strategies. He has over 20 years experience as a manager and trainer and is Pres. of Krieger Solutions, LLC. Services include programs on supervisory, leadership, team building, communication & time management skills. Alan designs training programs customized for the specific audience.

Mary Ann Powell

Mary Ann is a Certified Business Teacher, Certified Business School Instructor, and MOUS (Microsoft Office User Specialist). She has over 15 years experience in customized business training and adult education.

Gail Hamel

Gail is the principal of Hamel Resources, L.L.C., a firm specializing in HR consulting and training services. She is a former VP of Human Resources, school teacher, and small business owner and has a wide range of training and everyday technology experience.

For detailed course information, please visit us online at: www.sunyacc.edu/ACCcenter

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PROFESSIONAL DEVELOPMENT

NEW!

Collaborative Workforce Training Initiative

Here's how this initiative will work:

You call the ACC Center to discuss your training needs.

We begin the collaborative process:

We send a brief email to everyone who's asked to be included in the initiative to let them know a training need has been identified.

If you have a similar training need, you respond to our email; so companies with similar training needs respond and the list of interested individuals grows.

We will notify those who have expressed an interest in the training and provide course details.

The result: a group of individuals with similar training needs are able to meet their training needs more quickly than they would have been able to individually. Why? Because the ACC Center has facilitated this collaborative process.

Call (832-7604) or email Leza Wood (woodl@sunyacc.edu) at the ACC Center today to become part of this new initiative.

