



February 2021

# NEWSLETTER

TRINIDAD STATE CONTINUING & COMMUNITY EDUCATION

## 5 REASONS TO INVEST IN EMPLOYEE PROFESSIONAL DEVELOPMENT

Finding and keeping good employees is one of the most important things any business can do. Busy business owners may not have time to think about providing professional development opportunities for their employees, but in the long run having capable employees to keep your businesses running smoothly and professionally can make your job much easier. According to Inc.com, the five top reasons you should be investing in employee development are:

1. It helps attract and keep great employees.
2. It helps you create promotable employees.
3. It keeps employees engaged at work.
4. It helps you save and earn money.
5. It forces you to look to the future.

Trinidad State offers a variety of training opportunities for your employees:

Credit courses toward our many degrees or certificates, non-credit live or online options, or training customized to meet the specific needs of your business. Call Donna at 719-846-5724 to discuss your needs today.



Trinidad State employees participate in professional development during the annual in-service (2019)



Trinidad State is an affiliate of the  
talentFOUND network

TalentFOUND connects individuals and businesses with the most relevant tools and resources of the Colorado talent development network, helping students, job seekers, workers, and employers create their own unique paths to career and business success.

<https://talentfound.org/>



## *What's in Your Future?*

Upskilling and reskilling are related, but not the same thing. Think of upskilling as updating your current skills to meet the new needs of your current job. Reskilling, on the other hand, is pivoting to perform a new job when your previous job no longer exists or has become less in demand.

What both upskilling and reskilling have in common is the need for continuous or lifelong learning.

The summer 2021 schedule of classes will be posted on our website in mid-March. Don't see what you are looking for? Call Donna at 719-846-5724.

<https://trinidadstate.edu/schedule/>

For more information or to register, contact: Donna Haddow-Continuing Education Coordinator  
719-846-5724 | [donna.haddow@trinidadstate.edu](mailto:donna.haddow@trinidadstate.edu) | 600 Prospect Street, Trinidad, CO 81082



**The only thing worse than training your employees and having them leave is not training them and having them stay ~Henry Ford~**

## GOING THE EXTRA MILE

### How to Provide Top Notch Customer Service

Discover a number of dynamite methods to bring out your best and also do the same for the people you work with. You will learn how to measure customer service—from your company's point of view and from the customers—and discover how to anticipate the needs of your customers.

You may already understand that top-notch customer service begins with knowing your customers and their needs, but do you know how to evaluate those customers, or better yet, what to do with the data once you have it? You will take a look at that, as well as identify how your customer service stacks up right now, and how you can build on even the sharpest of service policies. Plus, you will learn how to communicate, resolve complaints, and build long-lasting customer service programs.

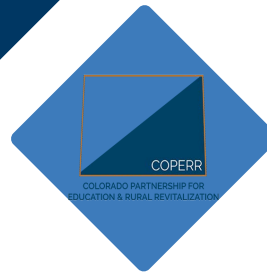
Online self-paced course

<https://www.ed2go.com/tsjc/online-courses/managing-customer-service/>

### ***Don't let the name fool you - the Summer Gunsmithing program isn't just for Gunsmiths***

Did you know you don't have to be into Gunsmithing to take advantage of many of the courses offered through our summer Gunsmithing program? Students can learn skills that are useful in areas such as machining, art, knifemaking or tool making. We also offer a variety of courses through The Heritage School at Trinidad State. For a complete list of courses visit [trinidadstate.edu/nra](http://trinidadstate.edu/nra)

Don't see what you're looking for? Give us a call at 719-846-5724



## CONSTRUCTION

<https://coag.gov/coperr/>



Trinidad State will begin offering intensive four-week Construction Technology classes on March 15. Students will spend their mornings in class and their afternoons at the job site. The students will receive a stipend of \$12 an hour for their afternoon work. By the end of four weeks, students with perfect attendance will receive enough compensation to pay for about 70 percent of the college in-state tuition. They will also receive basic hand tools and a tool belt worth about \$350. Books needed for the class are also provided at no cost. For information or to register, contact Connie Rivale-Peraza at 719-846-5014.

## Talent Development Playbook

In response to requests from businesses, the Colorado Workforce Development Council created the *Talent Development Playbook* to help businesses hire, train, and keep talented employees and identify and implement the talent development strategies that best meet their needs.

In these challenging and uncertain economic times, refining your approach to attracting, hiring, developing, and retaining highly talented employees is an investment in the ongoing strength and competitiveness of your business.

This resource provides an overview of evidence-based talent development strategies, the business benefits of the strategy, tips for how to get started, and case studies on how Colorado employers are putting the strategies into practice.

You can download the playbook by visiting <https://cwdc.colorado.gov/talent-dev-playbook> or, email [donna.haddow@trinidadstate.edu](mailto:donna.haddow@trinidadstate.edu) to have PDF copy sent to you by email.

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