

Learning and Development



For over 38 years, CCA has used its unique blend of behavioral insight, business experience, and best practices in adult learning to cultivate the skills and behavior change that optimize employee and organizational performance. Our trainings are grounded in an understanding of the psychology of behavior change. They offer concrete and practical techniques that participants can easily apply in their professional roles.



CCA's multifaceted approach ensures we see the big picture, enabling us to provide the best training solution to maximize your workforce potential. We cover a wide array of topics including:

Workplace Effectiveness

- Communication Skills
- Working Remotely
- Stress Management
- Conflict Resolution
- Time Management
- Emotional Intelligence
- Cultivating Resiliency
- Creative problem-solving

Manager Development

- Management Essentials (3-part series)
- Performance Management
- Feedback
- Delegation
- Employee Engagement
- Leveraging Generational Differences
- Managing through Change
- Managing Remote Workers

HR Compliance Risk Mitigation

- Harassment Prevention
- Employment Interviewing
- Substance Use in the Workplace
- Workplace Violence
 - De-escalating Conflict
 - Violence Prevention
- Mental Health Issues in the Workplace

Diversity, Equity, & Inclusion

- Managing unconscious bias
- Engaging in courageous conversations
- Structured Interviewing
- Accessibility
- Diversity & Inclusion
- Micro-inequities in the workplace

Methodology and Delivery

The foundation for any successful training program is a comprehensive consultation. Our team of Learning & Development experts meet with you to assess your organization's different employee populations, unique learning needs, and goals. Then we tailor content and program design specifically for you, collaborating with you to define outcomes to deliver tangible, sustainable results.

We offer trainings in the following formats:

- Onsite
- Virtual
- Adaptive Learning Platform
(select programs available)

Our work doesn't end once the training has been delivered—we carefully evaluate the outcomes and make recommendations for next steps and wraparound support, to ensure that changes will be sustained.

