

BHFL GROUP



Total Business Solutions

2019 TRAINING CATALOG

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BHFL Small Biz Leadership Development Program

Our program is design for women and minority-owned businesses and we provide high-quality, relevant training programs in business, professional development, and continuing education. Designed for adults, our programs offer high-quality instruction and hands-on skills that transfer directly into leading and managing your business. We offer instructional year-round programs convenient for individuals or entrepreneurs at multiple locations, or even on-site for your organization!

Course	Description
<p>Project Management Certification Program</p>	<p>Course Description: This course is led by PMP Certified instructors by the Project Management Institute (PMI)[®] Registered Education Provider. The course material covers the Project Management Body of Knowledge (PMBOK)[®] Guide and Standards. It will prepare you to take the Project Management Professional (PMP)[®] and Certified Associate in Project Management (CAPM)[®] exams. This course satisfies the 35 hours of project management training required by the Project Management Institute for the PMP Certification.</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> • Become an effective project manager • Learn to lead projects and teams with skill and confidence • Prepare for the PMP[®] and CAPM[®] exams • Gain in-depth knowledge of project management tools and concepts • Be recognized as a leader in your field
<p>Bookkeeper Professional Certificate Program</p>	<p>Course Description: This course will offer the student the fundamental of effective bookkeeping. Additionally, students will receive access to QuickBooks online using a laptop or desktop. The virtual environment allows for hands-on QuickBooks practices inside and outside of the classroom.</p>



	<p>The program teaches the student to work with general ledgers, assets, liabilities, equity accounts, balance sheets, and income statements. The student will also learn to compute and record basic book and tax depreciation, manage bills and invoices, reconcile bank and credit card statements, and provide financial statements for tax preparation.</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> • Using a desktop or laptop, identify parts of the computer screen and keyboard to navigate access to QuickBooks features • Learn how to set up QuickBooks online • Setup and work with lists • Enter sales and invoice transactions • Use features to customize forms • Enter payments, deposits, and pay bills • Link and work with bank accounts • Analyze financial data • Track, reconcile and categorize expenses for sales and tax reporting • Set up payroll for full-time and subcontractors
<p>Outstanding Customer Service!</p>	<p>Course Description:</p> <p>This 16-hour customer experience training is ideal for companies who are seeking positive interactions between employees and customers that improve customers retention and promote employee engagement because of a greater sense of value and commitment to their role. training in customer service and customer care. This course is for anyone who is seeking loyal customers that ensures repeat sales for years to come. People attending this course are in customer-facing or customer support roles, and who want to develop their customer service skills and behaviors.</p> <p>Learning Objectives:</p>



	<ul style="list-style-type: none"> • Effective communication with internal and external customers. • Mitigating and avoiding difficult customer situations. • Assessing and managing customer expectations. • Telephone and email etiquette. • Building positive customer relationships. • Dealing with difficult customers.
<p>Workplace Realities: Creating a Healthy Work Environment</p>	<p>Course Description: The workplace is a convergent of different experiences, perceptions, and ethnic and gender groups – how do we create a culture inclusive for everyone? In this workshop, you will raise your awareness and gain tools to help you create positive relationships with your manager and co-workers</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> • Understand how to resolve conflict and contribute to a culture of inclusion. • Understand your company’s mission, philosophy and values.
<p>Train-the-Trainer: How to Excel at Managing and Supervising People</p>	<p>Course Description: Let’s face it: Most leaders suck at leading. To excel in leadership, you’ve got to add some new tools that are current with the times, and STAY one step ahead of constant, changing times. That means continually updating your skills and seeking out all the freshest ideas, latest strategies and cutting-edge techniques you can get your hands on. That’s where this intensive, hands-on workshop comes in. In just two days, you’ll get the most up-to-the-minute information and exciting discoveries available on how to manage change, motivate, discipline, delegate, inspire, problem solve ... all the critical skills you need to succeed as a supervisor. In this 2-day session, participants will be certified to lead “How to Excel at Managing and Supervising People.”</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> • Use communication tools to speak and write clearly and tactfully



	<ul style="list-style-type: none"> • Use your strengths to outperform the status quo • Make the skills of today’s best supervisors second nature • Deal quickly and professionally with every performance problem • Give criticism in a way that creates positive behavior—not resentment • Use your inner creativity to become a standout at problem solving • Capitalize on your inner strengths to build an unstoppable team Certification includes demonstrating teaching skills in small groups.
<p>DDI – Essentials of Leadership</p>	<p>Course Description: The foundation of being an effective leader of managers lies in establishing good interpersonal work relationships and having the ability to inspire action in others. In this session you will learn a set of essential skills to meet business and driver performance of your managers.</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> • Increase effectiveness by motivating your team and helping your team to be more effective. • Accomplish more in less time, while enhancing your interactions and interpersonal relationships. • Help your team enhance their performance by providing them with feedback they are willing to accept and upon which they can act.
<p>Introverts, Ambiverts & Extroverts: Temperaments of Leadership</p>	<p>Course Description: Do you feel like your leadership effectiveness is somehow hindered by your temperament? Are you overlooked for promotions because of your quiet nature? Do you feel overshadowed by your gregarious colleagues? Do you feel pressured to go against your authentic self to get recognized?</p> <p>You're not alone – a greater percentage of all leaders are introverts, but the workplace favors the extrovert who is outspoken, bold and highly assertive. These traits have changed our definition of leadership and altered our assumptions about what good performance looks like. And while many studies have shown introverts are natural</p>



	<p>born leaders, many business cultures often make it impossible to thrive. There are so many misperceptions and misunderstandings about introverts and extroverts – what is an ambivert? In this session, we will learn more about each one and how their energy affects others.</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> • Awareness: What is an introvert, extrovert and ambivert and why they’re all misunderstood. • Motivation: Three ways to keep introverts motivated, productive and happy. • Energy: How do introverts, extroverts and ambiverts get their energy? • Leadership: Tips for managing your energy and how it impacts others.
<p>Creating Employees Learning Plan</p>	<p>Course Overview: Performance management is an essential component of employee development. Coaching and performance review meeting are important aspects of employee engagement, obtaining outcomes, measuring results, and reinforcing desired behaviors. Remember what the German philosopher Goethe said: “Treat people as if they were what they ought to be and you help them become what they are capable of being.”</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> • Recognize the importance of having the performance management process for employee development • Work with employees to set performance standards and goals • Improve leadership skills in observing, giving feedback, listening, and asking questions. • Learn effective coaching techniques and how to demonstrate what you expect of employees • Know how to make the performance coaching and review legally defensible
<p>HBDI – Training for Teambuilding</p>	<p>Course Description: Whole Brain Thinking™ methodology integrates different leadership approaches into one strong common culture, bridging gaps and unifying employees and groups. Teams and groups, as well as individuals, benefit by</p>



	<p>understanding how they think individually and collectively, expanding awareness, appreciating the strengths of others, and building collaborative relationships across the organization.</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> • Improve individual and team performance. • Improve decision making, problem solving, and planning skills. • Create a unifying culture for diverse teams and individuals.
<p>DDI – Coaching for Performance</p>	<p>Course Description: This course is a skill practice session to help leaders lead a diverse group of contributors and improve performance across the board by developing multi-directional coaching skills by using proactive inquiry techniques for more effective interactions with your team.</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> • Differentiate and seek higher-level coaching opportunities that provide significant pay off to the individual, team, and organization. • Apply advanced skills to conduct more compelling, collaborative and rewarding coaching meetings. • Provide feedback that is action-oriented to achieve business goals. • Monitor and measure the continuous improvement results of coaching throughout the team.
<p>Managing Conflict in the Workplace</p>	<p>Conflicts can arise in any workplace, and it's essential that employees have skills and a level of comfort to resolve these tough situations effectively. Our training facilitates how to assess conflict, how to respond to conflict and practice conflict resolution techniques. This training is designed to lead to a better understanding of how to address and resolve issues early before they escalate.</p>



	<p>Training Objectives</p> <ul style="list-style-type: none"> • Assess workplace conflicts to determine appropriate course of action. • Identify the two behaviors that obstruct joint problem-solving, and how to eliminate those behaviors. • Identify the five elements of the retaliation and how to interrupt the cycle to make joint problem-solving dialogue possible. • In small groups, participate in a role play to apply resolution techniques for joint-problem solving. • How to initiate dialogue with a co-worker to solve a workplace conflict. • Demonstrate techniques that promote cooperation and minimize defensiveness. • How to engage a reluctant co-worker to participate in dialogue to solve a workplace conflict. • Demonstrate two essential tasks that are necessary to shift defensive attitudes. • Recognize and encourage conciliatory gestures how to seize the opportunity to solve the conflict. • Recognize and identify the four behaviors that produce consensus. <p>Attendees will participate in individual and group activities to use resolution techniques.</p>
<p>Understanding Bullying: A Manager's Guide for Managing Incivility in the Workplace</p>	<p>Incivility and bullying are debilitating, toxic non-physical behavior that is harmful to the employee and costly for the employer. These behaviors increase absenteeism, health insurance costs, workers comp claims, and decrease productivity and morale.</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> • Definitions for bullying and mobbing. • Legislation updates. • Identify bullying behaviors. • Review company policies and procedures. • Discuss strategies for addressing and reversing bullying in the workplace.



	This session also includes group and role play activities for participants to practice learned techniques.
Time Management: From Chaos and Exhaustion to Peak Performance	<p>Employees are bombarded with interactions and distractions which can be overwhelming and robs valuable time to complete a deadlines and daily routines.</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> • Minimize the distracting emotions that can accompany heavy workloads. • Recognize what results are intended to be achieved. • Identify key "time wasters."
	<ul style="list-style-type: none"> • Increase self-discipline. • Develop realistic action plans. • Understand the importance of planning and having written goals for each day. • Develop work priorities to make the most of each day. • How to minimize socializing and interruptions tactfully. <p>Develop consistency and persistence with new habits.</p>
Stress Management for the Workplace	<p>Course Description: All is stress is not bad stress. However, workplace stress can negatively impact your health, productivity and personal relationships. Stress in the workplace is the cause for a diverse number of problems including conflicts, lack of concentration, irritability, fatigue and other physical problems.</p> <p>Learning Objectives:</p>



	<ul style="list-style-type: none"> • What is stress? • Understand the different types of stress • List and select at least one technique for managing self-induced and workplace stress • Identify the physical symptoms of stress • Understand how lifestyle choices impact stress • Participate in at one stress management technique
<p>Physical Activity: Make the Rest of Your Life Your Best Life</p>	<p>Course Description: Regular physical activity is important for good health, and it's especially important if you're trying to lose weight or to maintain a healthy weight. Plus, evidence shows the only way to maintain weight loss is to be engaged in regular physical activity. Physical activity reduces risks of cardiovascular disease and diabetes beyond that produced by weight reduction alone.</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> • Why is physical activity important? • The amount of physical activity you need to maintain or reduce weight. • The average number of calories are used in typical activities. • How to get moving – less focus on moving right. • How to stay motivated?



Entrepreneurial Series

BHFL Group's entrepreneurial program, Small Biz Success Hub, started in 2016 and was designed to assist entrepreneurs with starting, growing and sustaining a successful business in the federal and commercial markets. We help small minority and women-owned businesses achieve their goals through providing entrepreneurs training programs, followed by coaching to reinforce learning objectives. Services include face-to-face, online training sessions, business certifications, one-on-one and small group coaching; and business development strategies. Because of our model, entrepreneurs and small business owners find themselves taking their business marginal operations to acquiring funding to operate and grow their business; obtaining contracts to assist in growing their business; and hiring additional employees to assist with their business growth.

Small Biz Success Hub

The Small Biz Success Hub is a ten (10) week training and development program that helps entrepreneurs to identify the basic tenants of operating a profitable small business enterprise. Classes are conducted at the BHFL's Training Center located in Chamblee, GA, online or at a designated location. Classes are conducted weekly and are facilitated by BHFL's training team, business experts and experienced entrepreneurs who share advice, guidance and lessons learned. Other delivery formats include accelerated weekend classes or bootcamps.

For adult entrepreneurs, our training model promotes learning by doing. The attendee will benefit from participating in small group cohorts to facilitate building business relationships. The Small Biz Success Hub offers valuable tools that will save time and money later by making mistakes up front and on paper. The skills learned in these sessions will pay off in other areas of your life, as well.

After participants complete the program, additional coaching services are available to support the entrepreneur or business owner, post training.



Course	Description
<p>Is Owning a Business A Good Fit for You?</p>	<p>Course Description: Completing this class is an important step toward deciding whether or not you should start a business. Business ownership can be an exhilarating, demanding, and lucrative endeavor, but it is not for everyone.</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> • Clarify some of the myths and realities of small business ownership. • Start a self-assessment to determine your readiness to become a small business owner. • Set a plan of action to complete your self-assessments by seeking feedback from stakeholders, such as family, friends, and potential customers.
<p>Planning for a Healthy Business</p>	<p>Course Description: By taking this training, you are taking an important step toward making a very important decision about planning to start and run a healthy business. Business ownership can be an exhilarating, demanding, and lucrative endeavor but it is not for everyone. A key element of success is the ability to plan for the now and to plan. The more you plan, the more informed you can be, which in turn helps you focus your priorities and make great decisions in the process.</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> • Explain how an evolving planning process can help you make key decisions as business owners. • Describe how to convert a vague idea into a resource plan. • Explain the importance of a healthy personal credit score and healthy relationships with lenders. • Describe how a business plan helps motivate stakeholders to understand and support your business ideas. • Explain the benefits of creating a day-to-day action plan for running a small business.



<p>Understanding Banking Services</p>	<p>Course Description: By taking this class, you are taking an important step toward building a better financial future for your business.</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> • Identify the banking services commonly available to a small business and explain how these services work. • Identify the advantages and disadvantages of each of the banking services. • Explain how small business owners decide which banking services are best for your business. • Define several forms of deposit insurance. • Describe some benefits of building effective long-term relationships with a banker or lender. • Describe the role of a personal credit score in the lending process. • Explain the benefits of separating business and personal bank transactions.
<p>Organizational Types (Webinar)</p>	<p>Course Description: Understanding different organizational types and the tax and risk advantages and disadvantages are important steps toward building a better financial future for your business.</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> • Identify general characteristics, advantages, and disadvantages of most common organizational types for small businesses • What is a sole proprietorship? • What is a partnership (general partnership, limited partnership and limited liability partnership)? • What is a limited liability company (LLC) • What is a C-corporation? • What is a S-corporation?



<p>Time Management</p>	<p>Course Description: Time management is best defined as a systematic prioritization of tasks and competing demands to complete the most important tasks within a target timeframe. The goal of time management is to reduce the distractions which lower the number of tasks a business owner completes.</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> • Explain the concept of time management and why is it important to a small business. • Explain the time management practices which are commonly employed by a small business, including: <ul style="list-style-type: none"> ○ Pareto analysis ○ ABC method ○ Eisenhower method ○ POSEC method
<p>Financial Management</p>	<p>Course Description: Financial management is one of your main avenues to success as a business owner. Financial management is the way you know if you are making a profit. Financial management helps you decide what you can afford in terms of store or office location, inventory purchases, employees, and equipment. You need sound financial information to set your prices and select your vendors. Financial management gives you the tools to plan for overall business growth, for diversification of your product lines, or for reaching new markets. Financial management helps you decide which products, services, and markets are profitable. Effective financial management gives you tools to chart your course into the future, adjust your direction when needed, and help you find your way through challenging times.</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> • Explain the concept of financial management and why it is important to a small business and its owner • Identify financial management practices, rules, and tools commonly available to small businesses • Explain how financial management practices, rules, and tools work



	<ul style="list-style-type: none"> • Explain financial management basics for a small business, including: <ul style="list-style-type: none"> ○ Start-up financing ○ Financing for a growing business ○ Financing working capital ○ Financing fixed assets
<p>Recordkeeping (Webinar)</p>	<p>Course Description: The term “record keeping” refers to the orderly and disciplined practice of storing business records. Record keeping is one of your most important responsibilities as a small business owner. The success of your business depends on creating and maintaining an effective record system, whether your business is a sole proprietorship, partnership, or corporation.</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> • Explain the concept of record keeping and why record keeping is important to a small business. • Identify record keeping practices, rules, and tools which are commonly available to a small business. • Explain how these record keeping practices, rules, and tools work. • Identify benefits a small business derives from proper record keeping. • Explain record keeping basics for a small business. • Identify software products available for small business record keeping.
<p>Credit Reporting</p>	<p>Course Description: A small business credit report contains information provided by banks, lenders, investors, landlords, other businesses, and government agencies. A business credit report may include items such as an analysis of credit worthiness, insurance underwriting, employment, certain licenses, continued credit terms, and business needs. Credit reporting agencies collect information on bank accounts, payment histories, judgments, collections, tax liens, and unpaid lawsuits. Credit reporting agencies identify the business using its tax ID number, previous addresses, and former names.</p>



	<p>Learning Objectives:</p> <ul style="list-style-type: none"> • Explain the concept of credit reporting and the impact of credit reports on the operation or growth of a small business. • Identify the credit reports and other reporting systems commonly used to assess the risk of extending credit to a small business. • Explain how credit reports work. • Identify the benefits a small business derives from a positive record of managing its debts and obligations. • Identify risks to a business from credit-related scams or frauds and take steps to avoid or mitigate harm caused by them. • Identify the common business practices and products, tools, and services that are available for a small business to help in proper credit reporting. • Identify strategies for building or improving business credit. • Explain how the personal finances of a business owner impact the ability of a business to get credit.
<p>Risk Management</p>	<p>Course Description: Risk management applies to many aspects of a business. Your business is subject to internal risks (weaknesses) and external risks (threats). Generally, you can control internal risks once you identify them. However, external risks may be out of your control. Not all risks come from negative sources. Risks may come from positive sources, or opportunities. Expansion and growth are opportunities, but they also bring additional risk. The goal is to minimize the effects of risks on your business.</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> • Identify the common risks associated with a small business • Identify the external and internal factors which affect risk for a small business • Identify situations that may cause risk for a small business



	<ul style="list-style-type: none"> • Identify the common warning signs of risk for a small business • Implement, monitor, and evaluate a risk management plan for a small business • Identify software products available for small business record keeping.
<p>Insurance Matters (Webinar)</p>	<p>Course Description: Most states required business owners to be insured for liability at a minimum level whether the autos are used for business or personal use. This course will identify different types of coverage and insurance for your business purposes.</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> • Identify the types of insurance which are required by a small business. • Identify other types of insurance that a small business should consider. • Explain why insurance is important for a small business.
<p>Managing Cash Flow</p>	<p>Course Description: As a small business owner, it is important to know how much cash is moving in and out of your business. You need to think ahead to meet financial obligations and run a profitable business on a long-term basis. This class introduces some basic cash flow concepts that can get you started.</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> • Describe the purpose of cash flow management in a start-up small business. • Assess a cash flow cycle and make some cash flow projections. • Describe how a cash flow statement can help assess and improve the financial health of a start-up. • Identify some ways to manage cash flow in terms of managing costs and potential income. • Identify ways to seek out expert technical assistance to improve cash flow management.



<p>Tax Planning & Reporting</p>	<p>Course Description: As a small business owner, you generally will have the responsibility to pay taxes throughout the year. You need to know about tax requirements, tax payment and return preparation and business accounting. This course will help you to better understand these requirements.</p> <p>Learning Objectives:</p> <ul style="list-style-type: none">• Identify the federal tax reporting requirements of a small business and its owner, and to establish a plan to account and pay for federal taxes• Identify the general state/local tax reporting requirements of a small business and establish a plan to account and pay for state/local taxes.• Identify methods for researching the local, municipal, and county reporting/licensing requirements for a small business.
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BHFL Program Policies

- Our training cost includes printing and shipping of training handouts. To save on cost, we offer a 10% savings to agencies who want to print copies on-site.
- We encourage participating in video/online sessions to reinforce training objectives.
- For onsite training, please provide 5-day notice for scheduled sessions that need to be canceled. Travel expenses incurred due to cancellations will be invoiced for payment. customer must print their own participant guides for the remote field offices.
- Site training that is changed due to BHFL, we will cover expenses at no additional cost to our clients.

BHFL Program Fees

For more information about our fees, please call our corporate office at (404) 819-9549 or (678) 790-0615 or [click here](#) to email.