



Upper Mohawk, Inc.

Course Catalog

Vist Our Website



“If We Accept Something, We
Must Give Something In Return”

Provider #: 1005781



"As an IACET Accredited Provider, Upper Mohawk, Inc. offers IACET CEUs for its learning events that comply with the ANSI/IACET Continuing Education and Training Standard."

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 321-250-1306

 www.uppermohawking.com



Who We Are & Our Mission

Founded in 1988 Upper Mohawk, Inc. (UMI) is a Native American-owned business as well as a certified Woman-Owned Small Business and a proud participant of the Federal 8(m) Program. We provide technical, management and administrative support to government and commercial organizations. UMI has the capability, flexibility and financial strength to execute a wide array of projects. Our outstanding past performance includes multi-million-dollar projects requiring highly skilled technicians deployed across several locations as well as special projects and single position assignments.

Our mission is to empower organizations with comprehensive, innovative solutions that drives success and fosters growth. Through our commitment to excellence and industry accreditation, we provide unparalleled support and expertise tailored to meet your unique needs.

At Upper Mohawk Inc. we take a personalized approach to training and support, recognizing that the strength of any organization lies in its people. We start with a detailed needs assessment to design customized solutions that fit the unique requirements of your team, whether you're in government, law enforcement, or a commercial entity.

Our comprehensive services focus on Life Skills and Personal Development, offering accredited training programs that help individuals and organizations stay ahead of industry changes. Certified by IACET, ANSI, and IADLEST, our courses are tailored to address specific challenges, enhance skills, and foster lasting impact.

We don't stop at just delivering training—we provide full implementation support and follow-up evaluations to ensure the skills learned are applied effectively and continue to make a difference. By investing in your team's development, you are building a stronger, more adaptable organization, prepared for both current needs and future opportunities.



Current & Past Customers

- United States Law Enforcement Foundation
- Titusville Police Department
- Cocoa Police Department
- Office of Historic Trust Accounting
- Office of the Special Trustee for American Indians
- Administration for Native Americans
- Office of Trust Records

Location Information

UMI is able to provide different location options to host our courses. Below are the available location options to select from.

- **On-Site** - Conference room or meeting room at the company's facility.
- **UMI Facility (Titusville FL)** - Perfect for small groups (up to 15)
- **3rd Party Site** - Great for larger groups, when needed off-site locations will be arranged.

CEU Information

The standard time frame for awarding a CEU is the 60-minute hour. Breaks, lunch periods and time devoted to administrative tasks, such as student introductions and record keeping, are not allowed.

Example: A Learning Event is scheduled for 9:00am—4:00pm with one hour for lunch and two fifteen-minute breaks. Calculation is:

$$\begin{aligned} 7 \text{ hours (9am—4pm)} \times 60 \text{ minutes} &= 420 \text{ minutes} \\ 420 \text{ minutes} - 90 \text{ minutes (lunch \& breaks)} &= 330 \text{ minutes} \\ 330 \text{ minutes} \div 60 \text{ minutes} &= 5.5 \\ 5.5 \div 10 &= .55 \text{ rounded up to } 0.6 \text{ CEU} \end{aligned}$$

All participants will earn certificates for each successfully passed course with the earned amount of CEU's.



Health & Wellness: Finances For Today

Course Description

Health & Wellness: Finances for Today is an 8-hour course designed to increase your knowledge and practices of basic finance in order to promote financial fitness. This course will provide a solid base to build upon as you increase your money management skills and knowledge.

Over the course of the day, we will facilitate discussion and learn how to create and use a spending plan including planning and saving for your retirement. You will put your financial tool kit together, discuss how credit reports and credit scores effect finances, and describe the role money plays in day-to-day stress.

Money and finances play a large role in our everyday lives; both at home and as Public Safety Professionals on the job having daily interactions with the public. This course is not designed to be an all-inclusive course in budgeting and finance, nor is it an investment class, but rather it is an introduction to a complex subject that affects our everyday life.

Money is one of the leading factors in divorce, domestic violence, suicide, and drug and alcohol abuse. Not managing your money can result in the loss of jobs, security clearances, ability to buy/own property and having a secure future.

This course will offer a different set of tools for you to handle your personal finances resulting in less negative financial impact. You will gain the skills to plan out a budget and an understanding of the necessity for planning and building for retirement.

Learning Outcomes

By the end of this training session, participants will be able to:

- Define what a budget is and create a budget plan.
- Establish the elements of the financial tool kit.
- Apply for and analyze your credit report and credit score to see where it stands on the FICO scoring model and to perform the credit repair process.
- Discover the positive results or investing for retirement.
- Identify triggers that create/escalate negative discussions of money within the family and impacts on your job.
- Recognize and discuss compulsive debt habits, affects and whereto go for help.
- Define Compound interest and the math process to see the results of compound interest on your financial life.
- Identify financial stress and the affects within your home and professional life.

Course Length

1 Full Day (8 hours with a 1-hour lunch break and two 15-minute breaks)

Learning Environment

Classroom.

Target Audience

First Responders
Health Care Workers
Corporations
Commercial
Individuals

Class Size

Min 10 | Max 20

Credit Hours

Participants are eligible for 0.7 CEU's upon completion of the full course.

Health & Wellness: Finances For Law Enforcement

Course Description

Health & Wellness: Finances for Law Enforcement is an 8-hour course designed to increase your knowledge and practices of basic finance in order to promote financial fitness. This course will provide a solid base to build upon as you increase your money management skills and knowledge. Over the course of the day, we will facilitate discussion and learn how to create and use a spending plan including planning and saving for your retirement. You will put your financial tool kit together, discuss how credit reports and credit scores effect finances, and describe the role money plays in day-to-day stress. Money and finances play a large role in our everyday lives; both at home and as Public Safety Professionals on the job having daily interactions with the Public. This course is not designed to be an all-inclusive course in budgeting and finance nor is it an investment class but rather it is an introduction to a complex subject that affects our everyday life. Money is one of the leading factors in divorce, domestic violence, suicide, and drug and alcohol abuse. Not managing your money can result in the loss of jobs, security clearances, ability to buy/own property and having a secure future. This course will offer a different set of tools for you to handle your personal finances resulting in less negative financial impact. You will gain the skills to plan out a budget and an understanding of the necessity for planning and building for retirement.

Learning Outcomes

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- Define what a budget is and create a budget plan.
- Establish the elements of the financial tool kit.
- Apply for and analyze your credit report and credit score to see where it stands on the FICO scoring model and to perform the credit repair process.
- Discover the positive results or investing for retirement.
- Identify triggers that create/escalate negative discussions of money within the family and impacts on your job.
- Recognize and discuss compulsive debt habits, affects and whereto go for help.
- Define Compound interest and the math process to see the results of compound interest on your financial life.
- Identify financial stress and the affects within your home and professional life.

Course Length

1 Full Day (8 hours with a 1-hour lunch break and two 15-minute breaks)

Learning Environment

Classroom.

Target Audience

Law Enforcement

Class Size

Min 10 | Max 20

Credit Hours

Participants are eligible for 0.7 CEU's upon completion of the full course.

Lunch

• Provided Meals for Law Enforcement classes: Upper Mohawk, Inc. is pleased to offer a complimentary lunch service during full 8-hour course days for Law Enforcement.

Food Allergies: For participants with food allergies, we recommend bringing your own lunch to ensure your safety. Rest assured; beverages will still be available. Unfortunately, we are unable to make special food accommodations at this time



Provider #: 24808-2406



Stress Management

Course Description

Stress is an everyday factor in your life, how we manage that stress is the question. Not managing stress can lead to health issues, work issues, family issues, and the decline of our overall well-being.

This course is designed to help you identify your stress, the source of your stress, and how to effectively manage or remove the stress. We will identify the health issues stress can cause, and how to create a program/lifestyle change to effectively help manage and overcome stress. Finances, money issues, are among the top 5 factors of stress and overall health problems.

Learning Outcomes

By the end of this training session, participants will be able to:

- Identify the cause of their stress.
- Manage their stress.

Course Length

1/2 Day (4 hours with a 15-minute break)

Learning Environment

Classroom

Target Audience

First Responders
Health Care Workers
Corporations
Commercial
Individuals

Class Size

Min 10 | Max 20

Credit Hours

Participants are eligible for 0.4 CEU's upon completion of the full course.



Effective Communication

Course Description

This is a training course involving continuous instructor/learner and learner/learner interaction. The course relies upon several studies and theories on communication. A key goal of this course is to give each participant a base knowledge for use in daily living, both work and personal. During the course of instruction participants will be required to convey patience, professionalism and enthusiasm for achieving objectives in learning outcomes.

This course enables a participant to achieve basic to intermediate communication skills. Attentive listening, effective verbal skills and identifying barriers to communication will be covered at this level. In addition, participants will recognize all components of basic communication.

Learning Outcome

By the end of this training session, participants will be able to:

- Illustrate barriers to effective communication verbally and/or written
- Demonstrate the importance of basic communication
- Employ the components of communication
- Demonstrate effective listening skills, effective verbal skills through role-play and case study scenarios.

Course Length

1/2 Day (4 hours with a 15-minute break)

Learning Environment

Classroom.

Target Audience

First Responders
Health Care Workers
Corporations
Commercial
Individuals

Class Size

Min 10 | Max 20

Credit Hours

Participants are eligible for 0.4 CEU's upon completion of the full course.



Self Esteem

Course Description

This training session instructs individuals regarding self-esteem, the way we see and think about ourselves. Participants will receive a valuable opportunity to conceptualize the process regarding self-esteem and respect of others. This course will provide opportunities to explore and understand self-esteem and why it is important. This course employs instructor/participant integration, involving classroom discussion, self-evaluation and exercises for cognitive restructuring. Participants will be taught strategies to achieve personal goals that are identified at the beginning of the training session and reiterated at the conclusion of the session.

Learning Outcomes

By the end of this training session, participants will be able to:

- Demonstrate through verbal and/or written means the definition of self-esteem as defined in this instruction.
- Recognize and enhance the factors that develop self-esteem.
- Identify the elements of self-esteem through class discussion and instruction.
- Employ strategies to achieve a self-esteem appropriate for any environment.

Course Length

1/2 Day (4 hours with two 15-minute breaks)

Learning Environment

Classroom.

Target Audience

First Responders
Health Care Workers
Corporations
Commercial
Individuals

Class Size

Min 10 | Max 25

Credit Hours

Participants are eligible for 0.4 CEU's upon completion of the full course



Diversity

Course Description

This highly interactive course is designed for professionals who want to improve their communication skills by increasing their cultural competency. The course also assists professionals in clarifying their personal cultural awareness through self-assessment and offers opportunities to explore cultural differences and likenesses. In addition, included activities provide the needed practice for developing collaborative relationships.

Learning Outcomes

By the end of this training session, participants will be able to:

- Identify the role of cultural competence in the workplace
- Analyze how values are developed
- Increase/develop knowledge of specific cultural groups
- Demonstrate strategies for effective cross-cultural communication
- Conduct personal action planning or increasing cultural competence

Course Length

1 Full Day (8 hours with a 1-hour lunch break and two 15-minute breaks)

Learning Environment

Classroom.

Target Audience

First Responders
Health Care Workers
Corporations
Commercial
Individuals

Class Size

Min 10 | Max 20

Credit Hours

Participants are eligible for 0.7 CEU's upon completion of the full course.



Customer Service

Course Description

This course is designed to enhance your current awareness, reinforcing and expanding your techniques, knowledge, and skills. It's a space to reconsider and possibly change your approaches. Improving a few skills and gaining knowledge in specific areas can significantly boost your performance and success.

Whether we're customers or providers, empathy and a human touch in our interactions can greatly improve the service we offer. Understanding the customer's perspective allows us to deliver better, more personalized service.

Learning Outcomes

By the end of this training session, participants will be able to:

- Define Customer Service.
- State the goal of Customer Service.
- Identify your Internal Customers.
- Identify your External Customers.
- Define Customer Service Provider.
- Identify specific behaviors that contribute to good Customer Service.
- Explain how Customer Service is foundational to carrying out your Fiduciary Responsibilities

Course Length

1 Full Day (8 hours with a 1-hour lunch break and two 15-minute breaks)

Learning Environment

Classroom.

Target Audience

First Responders
Health Care Workers
Corporations
Commercial
Individuals

Class Size

Min 10 | Max 20

Credit Hours

Participants are eligible for 0.7 CEU's upon completion of the full course.



Difficult People

Course Description

This training session will cover the various types of difficult individuals you might encounter in both your professional and personal life. Participants will learn to identify these types, interact effectively with them, and promote a positive work environment that encourages mutual understanding.

This course uses instructor/participant interaction involving classroom discussion, conflict resolution, role-playing, and the development of a toolbox of strategies that will help you as you navigate the different types of difficult people you will come in contact with. Learning and applying the different toolbox strategies will be reinforced throughout the course.

Learning Outcomes

By the end of this training session, participants will be able to:

- Identify the different types of difficult people that may be encountered in professional and personal spaces.
- Understand the different characteristics of each type of difficult people that may be encountered.
- Use developed toolbox strategies when dealing with the different types of difficult people.
- Learn and experience hands on role playing when dealing with each type of difficult person, as well as putting practical strategies in play.

Course Length

1 Full Day (8 hours with a 1-hour lunch break and two 15-minute breaks)

Learning Environment

Classroom.

Target Audience

First Responders
Health Care Workers
Corporations
Commercial
Individuals

Class Size

Min 10 | Max 20

Credit Hours

Participants are eligible for 0.7 CEU's upon completion of the full course.



Building a Successful Attitude

Course Description

Having a successful attitude is paramount to reaching goals. In this course, instruction centers on the environment and the emotional levels involved in attitude. The training session also illustrates the appropriate attitude of successful people, and how they adapted to succeed in a particular environment.

There is a daily checklist to keep with you once you have completed our course. The checklist is to assist in maintaining a winning attitude that has been developed or enhanced. This course will enable a participant to recognize barriers to cognitive esteem building.

Learning Outcomes

By the end of this training session, participants will be able to:

- Define the meaning of attitude as it applies to this instruction
- Distinguish between the affect an attitude can have on self and others
- Demonstrate ways to change from an attitude of failure to an attitude of success through discussion and/or role-play.
- Explain ways to avoid self-sabotage in a class setting
- Describe strategies for negative people, critical people, self-presentation.

Course Length

1 Full Day (8 hours with a 1-hour lunch break and two 15-minute breaks)

Learning Environment

Classroom.

Target Audience

First Responders
Health Care Workers
Corporations
Commercial
Individuals

Class Size

Min 10 | Max 20

Credit Hours

Participants are eligible for 0.7 CEU's upon completion of the full course.



Critical Thinking

Course Description

This training session will help the participant understand what critical thinking is, the techniques used based on the different opportunities presented when utilizing critical thinking, and the importance of tackling the challenges presented by both local and global. This course uses instructor/participant interaction involving classroom discussion, critical thinking role-play. And the development of a toolbox of techniques that can be used as you guide your way through the different scenarios presented to you when utilizing critical thinking. You will gain skills in brainstorming, problem solving, creativity, and creative thinking during this course.

Learning Outcomes

By the end of this training session, participants will be able to:

- Understand what critical thinking is as defined by the instructor.
- Understand what critical thinking techniques can be used when identifying different opportunities are presented.
- Development of a toolbox of techniques that can be utilized when applying critical thinking.
- Learn and experience through role-playing, utilizing the toolbox techniques that are created by putting practical applications in place when utilizing critical thinking.

Course Length

1 Full Day (8 hours with a 1-hour lunch break and two 15-minute breaks)

Learning Environment

Classroom.

Target Audience

First Responders
Health Care Workers
Corporations
Commercial
Individuals

Class Size

Min 10 | Max 20

Credit Hours

Participants are eligible for 0.7 CEU's upon completion of the full course.



Professional Ethics

Course Description

Professional Ethics is designed for professionals who are interested in increasing their understanding, skills and application of ethics. This course is an excellent opportunity for acquiring the requisite continuing education units (CEUs) for a variety of professions or for those seeking to improve their competencies.

Professional Ethics is a highly interactive course designed for professionals who want to improve their understanding, development and application of ethics in the workplace. It will assist professionals in clarifying their personal and professional ethics through self-assessment and offers opportunities to explore ethical dilemmas and appropriate solutions. In addition, included activities provide the necessary practice for developing and applying professional ethics.

Learning Outcomes

By the end of this training session, participants will be able to:

- Define ethics.
- State the goal of professional ethics.
- Identify your ethical responsibilities in the workplace.
- Describe the importance of professional ethics.
- Discuss and engage in dilemma solving using scenarios

Course Length

1 Full Day (8 hours with a 1-hour lunch break and two 15-minute breaks)

Learning Environment

Classroom.

Target Audience

First Responders
Health Care Workers
Corporations
Commercial
Individuals

Class Size

Min 10 | Max 20

Credit Hours

Participants are eligible for 0.7 CEU's upon completion of the full course.



Cross Cultural Competency

Course Description

This highly interactive course is designed for professionals who want to improve their communication skills by increasing their cultural competency. The course also assists professionals in clarifying their personal cultural awareness through self-assessment, and offers opportunities to explore cultural differences and likenesses. In addition, included activities provide the needed practice for developing collaborative relationships.

Learning Outcomes

By the end of this training session, participants will be able to:

- Identify the role of cultural competence in the workplace.
- Analyze how values are developed.
- Increase/develop knowledge of specific cultural groups.
- Demonstrate strategies for effective cross-cultural communication.
- Conduct personal action planning for increasing cultural competence.

Course Length

1 Full Day (8 hours with a 1-hour lunch break and two 15-minute breaks)

Learning Environment

Classroom.

Target Audience

First Responders
Health Care Workers
Corporations
Commercial
Individuals

Class Size

Min 10 | Max 20

Credit Hours

Participants are eligible for 0.7 CEU's upon completion of the full course.



Culture Awareness | Native American

Course Description

This course focuses on the Native American population. Understanding the cultural diversity of the American society is becoming paramount to many businesses and organizations as they grow. Having knowledge of how different cultures function and behave allows each individual to have a greater appreciation for those cultures.

It is important to understand that there is no Native American Culture, singular. This course teaches that there are similarities and differences among the various Native American cultures and discusses some of the main similarities found within the many Native American tribes.

Learning Outcomes

By the end of this training session, participants will be able to:

- Discuss results/positive effects of Cultural Awareness.
- Identify stereotyping behaviors and biases.
- Recognize the complexity of the government-to-government relationship.
- Develop strategies for self-presentation, interaction and understanding with Native Americans.

Course Length

1 Full Day (8 hours with a 1-hour lunch break and two 15-minute breaks)

Learning Environment

Classroom.

Target Audience

First Responders
Health Care Workers
Corporations
Commercial
Individuals

Class Size

Min 10 | Max 20

Credit Hours

Participants are eligible for 0.7 CEU's upon completion of the full course.



Meet Your Instructors

Patricia Barnes

Meet Mrs. Patricia Barnes, the CEO/President and sole owner of Upper Mohawk, Inc., bringing over 35 years of extensive experience in training and development. In addition to leading impactful training workshops, Mrs. Barnes is a prolific author, with insightful articles like "Emotion Attached to Money," "The 13 Signposts of Compulsive Debt Behavior," and "Your Credit: One of Life's Great Mysteries." These articles highlight her deep expertise in financial matters, and she has contributed to numerous publications covering a wide range of topics.

Her extensive body of work has established Mrs. Barnes as a leader in training, development, and financial literacy. Her knowledge not only enriches her workshops but also empowers individuals to gain a clearer understanding of their financial situations. As an invaluable instructor, she offers a wealth of insights that significantly contribute to the professional growth of those she mentors.

Kelly

Meet Kelly, our experienced Education Instructor, who brings a wealth of diverse expertise to our courses. With a background in leadership, organizational management, and law enforcement, Kelly significantly enriches our programs.

Kelly's journey began in the United States Air Force, where they developed the first successful military Neighborhood Watch program and later served at Cape Canaveral AF Station. Following over a decade at the Brevard County Sheriff's Office, Kelly took on a leadership role as the Executive Director at Habitat for Humanity. Most recently, Kelly served as the Deputy Director at Space Coast Recovery, further refining exceptional communication skills.

With a proven track record in leadership and effective communication, Kelly's guidance ensures an enriching learning experience for all of our students.

Terry Spain

Meet Terry Spain, a highly accomplished professional with a proven track record in leading and successfully delivering complex, multi-disciplinary projects across diverse organizational units. Terry's experience spans staff leadership and development, cultural competency, and coalition-building. He excels at addressing multifaceted challenges through analysis and resolution, driving meaningful change.

A 21+ year military veteran, Terry holds a Bachelor of Arts degree and has developed a deep understanding of leadership dynamics. With his exceptional ability to think creatively, leverage individual strengths, and inspire others, Terry is dedicated to helping students achieve their goals and reach their full potential.