Business Training Center

El Camino College Business Training Center

Expert Instruction, Exceptional Results

Achieve Profitable Results

Maximize Employee Performance

Optimize Company Productivity

ADVANCED CUSTOMIZED TRAINING SOLUTIONS

Catalog of Business Training Courses

2025

Our Mission

As one of the largest community college–based economic development programs in the state, it is the mission of the El Camino College Business Training Center (BTC) to help businesses remain successful, viable, prosperous, and able to develop a competitive edge in today's global economy. With a proven track record of improving the bottom line for every kind of business and industry, large or small, the BTC specializes in the areas of manufacturing, international trade, and small business. Areas of specialized training include: basic workplace skills, business skills, computer skills, continuous improvement, and safety training.

Our Service

The BTC is a part of the El Camino College Community Advancement Department, the economic development arm of the college. Located off campus in the City of Hawthorne, the BTC provides a variety of services to help businesses and individuals. Since 1999, the BTC has trained thousands of employees in various companies throughout the state. We have the experience and knowledge to make a positive impact on your staff and the overall operations of your company. We are deeply committed to this mission and will work with your organization every step of the way to ensure successful implementation and quantifiable results.

We are experts in the field of adult learning, and our instruction includes a variety of activities designed to reinforce different learning styles and foster team development. Our instructors and consultants are screened and hired based on industry knowledge and expertise, strong training skills, and a demonstrated ability to deliver the highest quality instruction. Companies look to the BTC as a trusted resource for business solutions.

The BTC provides a number of training-related services designed to save employers time and money, including:

- Conducting training-needs assessments
- Developing training plans
- Customizing curriculum that meets business needs
- Providing pre-screened qualified trainers
- Delivering training on-site at your company

The BTC has an agreement with the State of California Employment Training Panel (ETP) to provide specific types of customized training to qualified employers. Many of the instructional costs are offset through the ETP program. As an employer, you can avoid the costly regulatory research, paperwork, red tape, and other complexities of dealing directly with the state by using the BTC Center for ETP-funded programs. We have more than twenty years of experience working directly with multiple employers and the ETP.

Divisions of the Business Training Center

Business Training Center (BTC)

The BTC provides on-site training solutions in a wide number of technical areas, including leadership & supervision, communications, teamwork/collaborations, manufacturing, computer skills, workplace Safety, continuous improvement, and basic skills such as vocational english as a second language and math. Many of the costs associated with these training programs can be offset for qualified businesses through the Employment Training Panel.

Small Business Development Center (SBDC)

The SBDC helps business start-ups and established businesses through no-cost/low-cost workshops, one-on-one no-cost consulting with a business expert, and assistance with applying for business loans at no charge.

Business Training Center

Business Training Center
13430 Hawthorne Blvd.
Hawthorne, CA 90250

phone: 310-225-8258
email: edavidson@elcamino.edu
www.ElCaminoBTC.com

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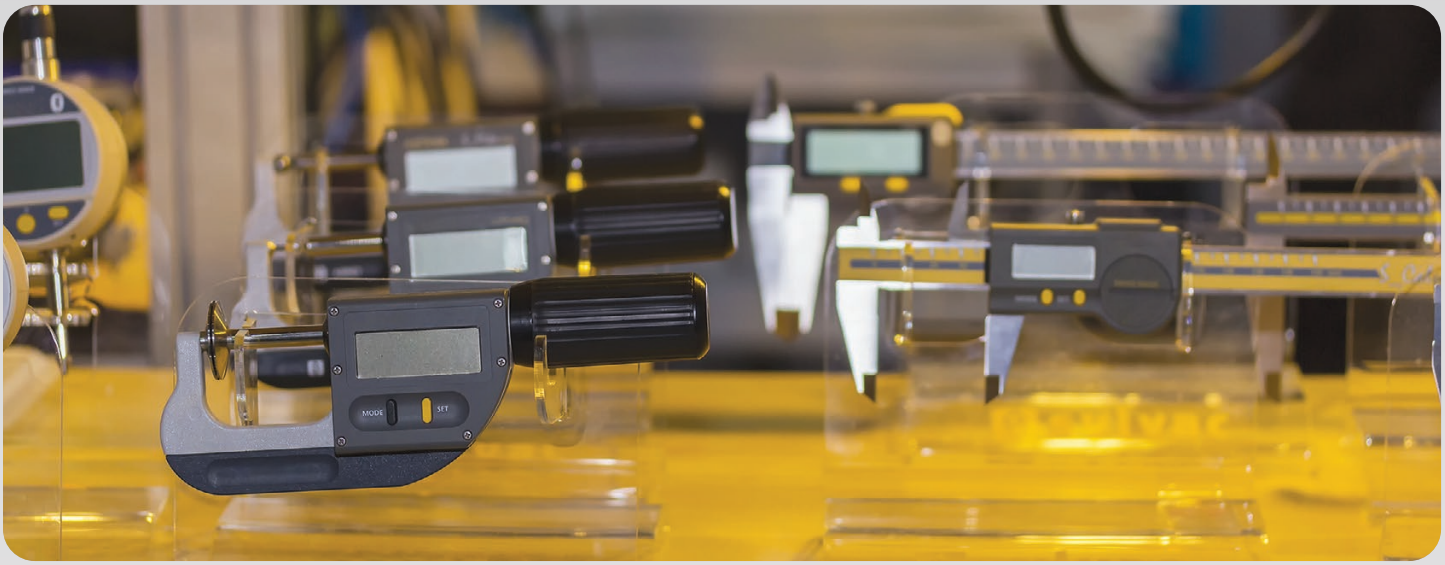
Geometric Dimensioning & Tolerancing

This course is intended for workers who must apply or interpret geometric dimensioning and tolerancing to engineering drawings. We will cover interpretation per ANSI/ASME Y14/5M-2009.



BENEFITS

- Understand the difference between standard dimensioning and geometric dimensioning
- Better understand geometric control symbols
- Understand the implications of using geometric controls for manufacturing, inspection, and cost
- Understand design considerations, best practices, and pitfalls of using geometric controls

REQUIRED DURATION

28 hours conducted in 4-hour sessions

TARGET AUDIENCE

Engineers, CAD designers, inspectors, senior machinists, senior operators, and anyone working with geometric controls in their engineering drawings

COURSE CONTENT

- Datums and datum reference frames
- Feature control frames
- Material condition modifiers
- Form tolerances (circularity, flatness, straightness, cylindricity)
- Orientation tolerances (perpendicularity, angularity, parallelism)
- Profile tolerances (line profile, surface profile)
- Position tolerances (true position)
- Runout tolerances (total runout, circular runout)

Inspection Techniques

This course will cover the correct use, reading, and care of common metrology equipment found in many manufacturing facilities' inspection rooms.

BENEFITS

- Understand what instrument to use when taking specialized measurements
- Understand correct techniques for the use of each instrument type
- Learn techniques for more efficient inspections

REQUIRED DURATION

28 hours conducted in 4-hour sessions

TARGET AUDIENCE

Inspectors, senior machinists, machine operators, engineers, and anyone who uses metrology equipment

COURSE CONTENT

- Linear scales
- Dial calipers
- Micrometers
- Height gages with test indicators
- Dial indicators
- Pin gages
- Gage blocks
- Sine bars and sine plates
- Inspection of standard dimensions/ tolerances
- Inspection of geometric dimensions and tolerances

Print Reading

This course is intended for workers with little or no formal training in print reading. At the end of the course, participants should be able to read, interpret, visualize, and understand simple engineering prints, as well as understanding the basics of complex print interpretation.

BENEFITS

- Better understand print reading interpretation
- Understand how to calculate size limits for features in the drawing
- Ability to visualize engineering prints
- Navigate between features in a part and the corresponding features in a print
- Not having to ask for help from coworkers or supervisors when reading a print

REQUIRED DURATION

28 hours conducted in 4-hour sessions

TARGET AUDIENCE

Front-line manufacturing personnel, inspectors, machinists, machine operators, buyers, analysts, sales associates, and anyone who works with prints on a regular basis

COURSE CONTENT

- History of prints
- Understand title blocks
- Print revisions
- Types of lines used in prints
- Interpret multi-view drawings
- Interpret orthographic projections
- Understand section views
- Understand auxiliary views
- Understand standard dimensions and tolerancing practices

Microsoft Access – Level 1

This indispensable course will equip participants with the proper tools needed to work in a database environment. Participants will have a clear understanding of the parts that make up a database and will learn to create lookup tables and data tables. They will get a solid understanding of how to create relationships between tables and will learn the importance of a primary key versus a foreign key to connect tables. Participant will be able to assign the correct data type to the fields (column names). They will learn to design and create data entry forms and will create queries to filter data. They will learn to design and create reports.

BENEFITS

- Design and create tables to store data
- Create relationships between tables
- Design and create queries to show selected data
- Design and create user data entry forms
- Display and create reports to email or print
- Maintain a history of transactions

RECOMMENDED DURATION

12 hours conducted in 4-hour sessions

TARGET AUDIENCE

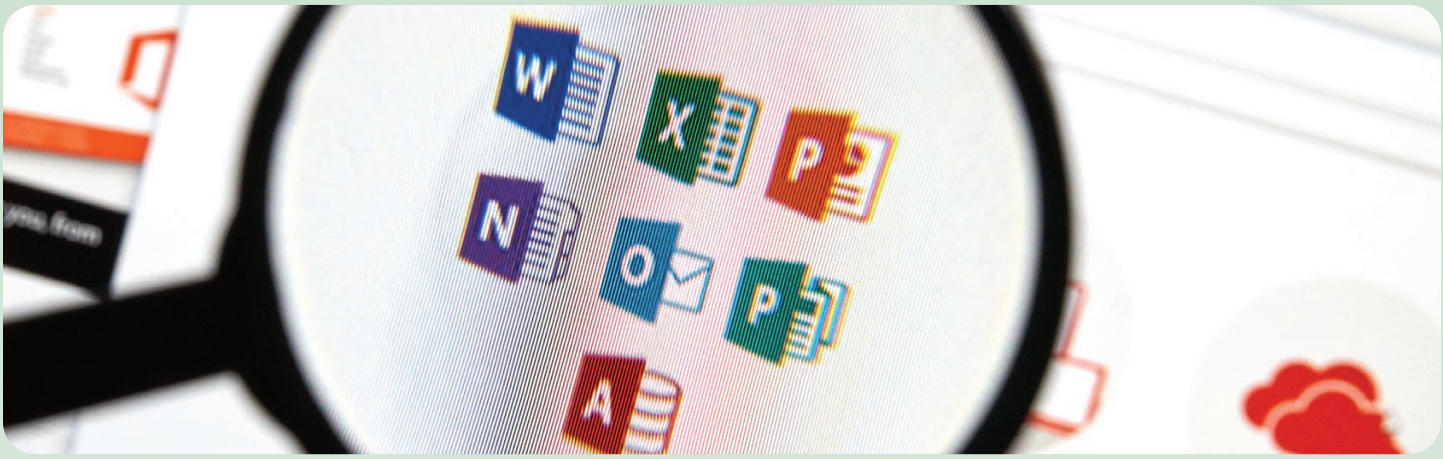
Employees of all experience levels and job classifications who are interested in creating a database to keep track of customer purchases, inventory, or production

COURSE CONTENT

- Learn to create tables
- Choose the right data type for each field
- Learn about field properties
- Learn to create table relationships
- Design and create forms
- Learn to use controls on forms
- Create simple queries
- Design and create reports

Microsoft Access – Level 2

This indispensable course will equip you with the proper tools needed to further your knowledge of databases. Participants learn the different types of queries. They will learn to import and export data from and to other applications. Participants will learn to use the Macro Builder, Expression Builder, and Code Builder to further the functionality of controls. They will learn how to safeguard their data.



BENEFITS

- Learn to create different types of queries
- Build code for control buttons
- Use Combo Boxes and Lists to select data
- Learn to export data to shape in Excel
- Learn to import data back into Access tables
- Print database documentation
- View object dependencies
- Safeguard your data

RECOMMENDED DURATION

18 hours conducted in 3-hour sessions

TARGET AUDIENCE

Employees who have completed Microsoft Access – Level 1 and who are interested in creating complete databases with menus and action buttons

COURSE CONTENT

- Learn to create different types of queries, such as: Make Table, Append, Update, Crosstab, Delete, and Parameter
- Learn form controls and their properties
- Add controls to reports
- Use the Database Documenter
- Use Object Dependencies to view an object's associations to others
- Run Analyze Performance and Analyze Table to see the health of the database
- Split database to safeguard tables
- Define the properties applicable for users
- Compact and repair a database
- Back up a database
- Save a database as an executable file

Microsoft Excel – Level 1

This indispensable course will equip participants with the proper tools to start working in Excel. Participants will get familiar with Excel's order to process calculations. They will understand the importance of cell addresses and methods to reference cells. They will learn the two jobs of the Name Box. Participants will also learn best practices in writing formulas. Some basic commands, functions, and formulas will be learned in this level. Participants will learn to use the formatting tools to shape cells and content. They will learn to use shortcut keys to be more proficient.

BENEFITS

- Learn the different cell referencing methods
- Understand Excel's order of operation
- Learn to work with shortcut keys
- Learn to build basic formulas and functions
- Understand how to name cells
- Use Conditional Formatting to identify duplicate entries

RECOMMENDED DURATION

9 hours conducted in 3-hour sessions

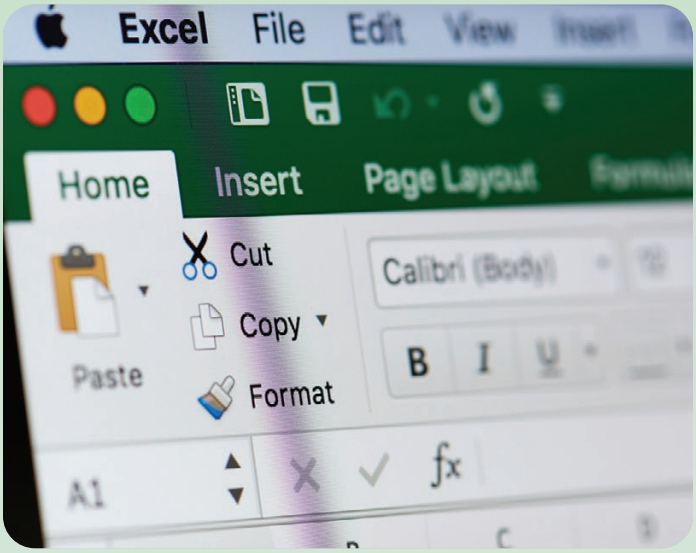
TARGET AUDIENCE

Employees of all experience levels and job classifications who would benefit from using Excel for reporting; sales, inventory, and tracking orders and other functionalities that require calculations

COURSE CONTENT

- Learn the Excel environment
- Learn to shape cells and content
- Use Quick Access Toolbar for shortcut keys
- Use keyboard shortcuts to work faster
- Learn the jobs of the Name Box
- Learn Excel's order of operations
- Use names in formulas
- Learn basic functiona, such as SUM, AVERAGE, COUNT, CONCATENATE, RIGHT, LEFT, MID, LEN
- Learn to use built-in commands, such as Text to Column and Conditional Formatting

Microsoft Excel – Level 2



This indispensable course will equip participants with the proper tools to up their skills in Excel. Participants will learn to use the Insert Function dialog box to construct functions. They will learn to create nested functions and how to write their own rules in Conditional Formatting. In this level, participants will learn to work with Tables, Pivot Tables, Pivot Charts, Slicers, and Timelines. Participants will create interactive dynamic dashboards.

BENEFITS

- Become productive with dynamic reporting using Pivot Tables and Pivot Charts
- Create presentable interactive dashboards to illustrate key performances of data
- Learn to identify data with Conditional Formatting
- Get aggregated results based on defined criteria

RECOMMENDED DURATION

15 hours conducted in 3-hour sessions

TARGET AUDIENCE

Employees with basic Excel experience and job classifications that would benefit using Excel for data analysis and reporting. Those that need to track data and measurables to make decisions

COURSE CONTENT

- Learn to use the Insert function to construct formulas
- Learn intermediate level functions: SUMIF, SUMIFS, COUNTIF, COUNTIFS, DSUM, VLOOKUP, HLOOKUP, LOOKUP, MATCH, OFFSET, and INDEX
- Learn to use built-in commands, such as Data Validation, Remove Duplicates, and Advanced Filter
- Manage data using Tables
- Learn to work with Pivot Tables and Pivot Charts for Data Analysis
- Construct different measures to illustrate in Pivot Tables and Pivot Charts
- Design and create interactive dynamic dashboards
- Learn to identify data with Conditional Formatting

Microsoft Excel – Level 3

This indispensable course will equip participants with the proper tools to reach higher stages of knowledge in Excel. Participants will learn to manage larger data collections. They will be able to build queries to return partial data based on criteria. Participants will learn to automate their work by building macros. They will be able to share and track changes made by other users. They will be able to use add-ins for helpful tools like Solver. Participants will work with the What-If Analysis commands.

BENEFITS

- Automate repetitive steps using macros
- Understand how Visual Basic for Applications works
- Learn to query large data collections to create reports
- Track data changes made by others
- Use Solver to find best solutions
- Use What-If Analysis tools to create scenarios for data analysis

COURSE CONTENT

- Create relative reference macros
- Create absolute reference macros
- Learn to work with Visual Basic for collection
- Understand data connections
- Share and track data changes
- Use Solver to examine results for decision-making
- Build scenarios with Goal Seek, Scenario Manager, and Data Table

RECOMMENDED DURATION

18 hours conducted in 3-hour sessions

TARGET AUDIENCE

Employees with solid Excel experience and job classifications that would benefit using Excel for data analysis and reporting; also those who have a need to automate repetitive tasks

Microsoft OneNote

This course will equip participants with the proper tools needed to organize all pertinent files, objects, and links to files and folders that can be stored in one location. Participants will create notebooks with pages on any topic, subject, or project. They will learn to integrate OneNote with other programs. They will learn to send a print job to OneNote. Participants will learn to collaborate with other users.

BENEFITS

- Learn to organize all pertinent files into a notebook by topic, subject, or project
- Learn to add pages and subpages
- Print to OneNote
- Integrate OneNote into other programs
- Collaborate with other users

RECOMMENDED DURATION

9 hours conducted in 3-hour sessions

TARGET AUDIENCE

Employees of all experience levels and job classifications who are interested in keeping pertinent files and information organized in notebooks with relevant pages

COURSE CONTENT

- Create a notebook
- Use page templates
- Work with sections
- Work with pages and subpages
- Insert and embed files
- Link to files and folders
- Insert audio and video
- Password protection
- Share your notes

Microsoft Outlook – Level 1

This valuable course will equip participants with the proper tools needed to read and write emails. Participants will learn to convert an email into a meeting, appointment, or event directly into the calendar. Participants learn to convert an email into a task. They will learn to direct emails to recipients from the address book(s). Participants will learn email etiquette for a business environment. They will learn to prioritize emails, as well as categorize it.

BENEFITS

- Learn to email and manage emails in the inbox
- Identify the important emails instantly
- Recall or resend an email
- Create a calendar event from an email
- Set alarms to events on a calendar
- Print or email a calendar
- Keep notes as reminders
- Set up groups in the address book

RECOMMENDED DURATION

9 hours conducted in 3-hour sessions

TARGET AUDIENCE

Employees of all experience levels and job classifications who are interested in sending and receiving emails and keeping track of calendar events

COURSE CONTENT

- Learn about the To-Do bar
- Learn about the inbox
- Learn to write email using business etiquette
- Understand who gets to see the email
- Understand when to apply tracking for a delivery receipt and read receipt
- Learn the email options that can be applied, such as Delay Delivery, Expires After, Direct Replies To, and set importance level
- Learn to recall or resend an email
- Understand voting buttons
- Learn about calendar
- Schedule appointments, meetings, or events directly from an email
- Flag emails for handling at a specific time
- Learn about tasks
- Learn to set up new contacts
- Learn to add contacts to groups

Microsoft Outlook – Level 2

This valuable course will equip participants with more useful tools needed to have a good handle on email, the calendar and tasks. They will learn to create rules and alerts to automate actions on emails received or sent. Participants learn to create quick steps for email handling. They will learn to create templates. Participants will learn to create letters, envelopes, and labels using mail merge. They will learn to organize the inbox and archive old emails.

BENEFITS

- Learn to automate the handling of email with rules and alerts
- Learn to manage incoming email with Quick Step
- Learn to save text or objects to be reused
- Learn to apply field codes
- Create letters, envelopes, and labels addressed for groups of recipients
- Print or email a calendar

TARGET AUDIENCE

Employees who have completed Level 1 and who are interested in expanding their knowledge of how to handle their email, calendar and tasks more proficiently

COURSE CONTENT

- Create Quick Parts to insert into email
- Learn to apply conditional formatting to incoming email
- Learn to automatically handle email with rules and alerts
- Learn to set Quick Steps to handle email driven by user
- Learn to create letters, envelopes, and labels for multiple recipients or groups
- Create templates
- Use field codes

RECOMMENDED DURATION

9 hours conducted in 3-hour sessions

Power BI Desktop

This program is in high demand. It facilitates large data sets from multiple file types to come into one visual – enabling the user to get results with a simple drag and drop. This indispensable course will equip participants with the proper tools to create multiple data analysis reports with useful illustrations. Participants will be able to create measures to get key performance indexes of their organization's products and services. They will be able to create matrixes to compare data in time segments, as in month over month and year over year.

BENEFITS

- Automate reporting with a simple refresh
- Work with different data types
- Display sophisticated dynamic dashboards
- Get real-time data
- Share data with others
- Manage large data sets
- Create measures to get real-time performance of your products and services

RECOMMENDED DURATION

24 hours conducted in 3-hour sessions

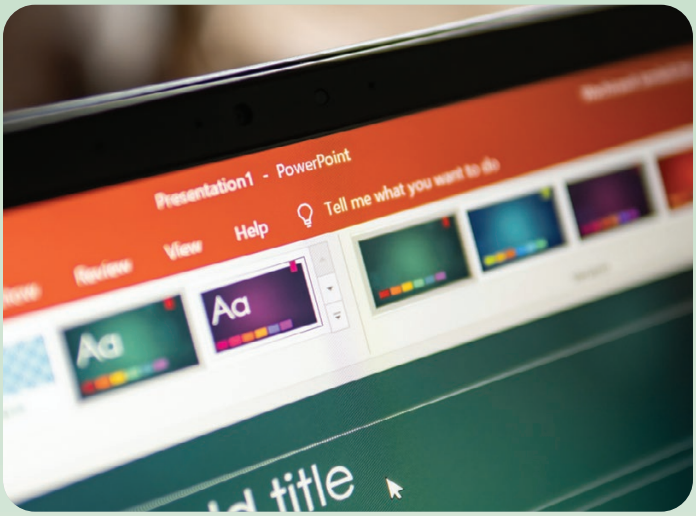
TARGET AUDIENCE

Employees with solid Excel Pivot Table and Pivot Chart experience and job classifications that would benefit using visualizations for data analysis and reporting; also those who have a need to connect to large data collections.

COURSE CONTENT

- Learn about DAX
- Understand data modeling
- Understand data connection
- Understand Lookup Tables and Data Tables
- Create matrixes
- Create measures
- Learn functions, such as SUMX, AVERAGEX, CALCULATE, IF, SWITCH, FIND, VALUES, FILTER, RELATED, RELATEDTABLE, HASONEVALUE, SELECTEDVALUE, AND CONCATENATEX
- Create calculated columns
- Create dynamic visualizations

Microsoft PowerPoint



This valuable course will prepare participants with the proper tools to create a professional-looking presentation of slides to deliver to any audience. They will be able to understand the concept of proper branding requirements. Participants will learn to use the different layouts, and apply themes and formatting. They will learn to automate their presentation with transitions and timing. Participants will learn to apply animation to slide objects. They will learn to rehearse proper timings for show.

BENEFITS

- Design and create professional presentations
- Learn to automate the show
- Learn to transition smoothly from slide to slide
- Learn to get the proper slide-transition timings
- Display graphs, pictures, and other illustrations
- Learn to pause your presentation and resume as needed

COURSE CONTENT

- Learn the different layouts
- Choose the proper theme
- Learn to create sections
- Learn to change a bulleted list to SmartArt
- Learn to create animation
- Learn to add transitions to slides
- Insert objects
- Use Excel worksheets in the presentation
- Use timer to rehearse

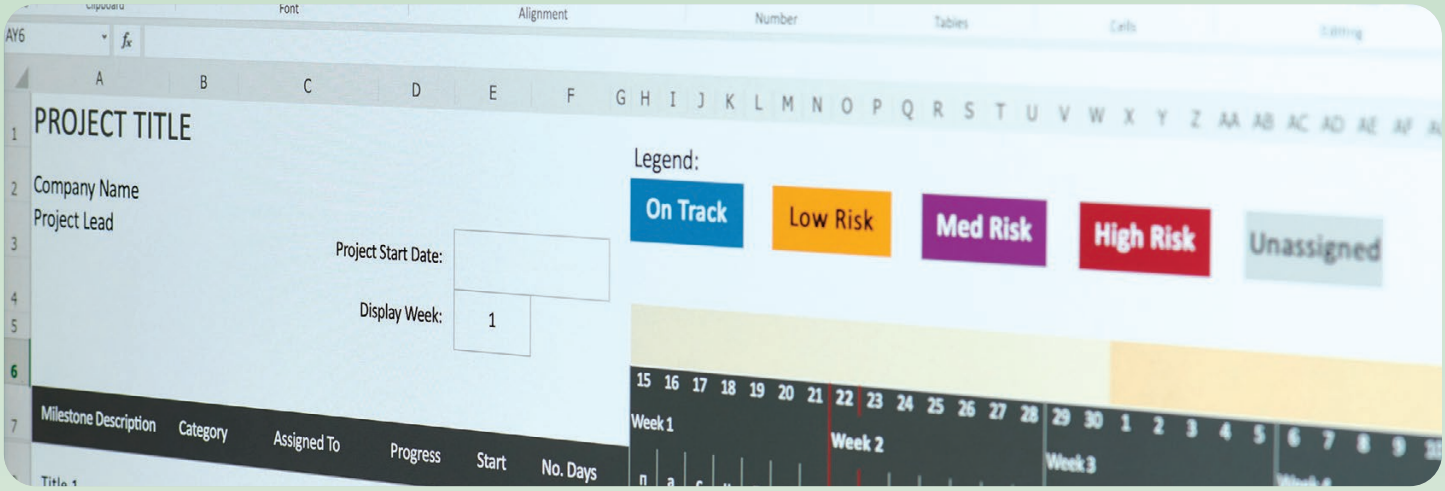
RECOMMENDED DURATION

9 hours conducted in 3-hour sessions

TARGET AUDIENCE

Employees of all experience levels and job classifications who are interested in creating presentations for any audience

Microsoft Project – Level 1



This indispensable course will equip participants with the proper tools needed to manage projects. Participants will learn to organize projects into phases and outline the tasks within each phase. They will learn to set durations to tasks and assign resources, as in people, materials, and cost. Participants will learn to prioritize the flow of projects. They will learn to track the status of tasks and assess if a project is falling behind its trajectory.

BENEFITS

- Learn to set the proper calendars to match projects
- Organize projects into manageable phases
- Define the tasks to complete projects
- Prioritize the flow to complete tasks
- Assign resources to projects
- View summary of cost at any time
- Monitor projects using Gantt charts

RECOMMENDED DURATION

12 hours conducted in 3-hour sessions

TARGET AUDIENCE

Employees of all experience levels and job classifications who are interested in organizing their projects in a manner that would enable them to track progress and cost

COURSE CONTENT

- Define projects' objective, as in deliverable, service, or finished product
- Prepare a calendar for a project
- Define the phases and timelines
- Organize tasks into phases
- Define the duration and priority of tasks
- Identify the cost of resources
- Assign resources to tasks
- Save baselines to monitor progress

Microsoft Project – Level 2

This indispensable course will equip participants with the proper tools needed to manage projects. Participants will learn to track progress. They will learn to make adjustments to projects. They will learn to create reports of progress, cost, and assignments. Participants will learn to create visual reports using graphs to make timeline comparisons. They will learn to export visual reports into Excel and Visio. They will learn to manage many projects within a master project.

BENEFITS

- Learn to monitor projects with tracking
- Make comparisons of project progress using baselines
- Learn to reassign resources
- Level tasks for resources
- Monitor costs
- Generate reports
- Delay or reinstate projects
- Create visuals in Excel and Visio

COURSE CONTENT

- Start tracking progress
- Compare progress using baselines
- Leveling tasks assignments to resources
- Merge projects
- Create a master project
- Learn to halt, delay, or reinstate a project
- Create useful reports to track projects' progress and cost
- Create visual reports in Excel and Visio

RECOMMENDED DURATION

12 hours conducted in 3-hour sessions

TARGET AUDIENCE

Employees who completed Level 1 and are interested in managing their projects and creating useful reports

Microsoft Word – Level 1

This course is designed to prepare participants to create professional-looking documents. It provides a solid understanding of the importance of styles in Word. In this level, emphasis is given to the composition of the different sections of constructing a professional letter. Participants will learn to use the options under the Font and Paragraph groups to shape their documents. Participants will learn to check and make corrections to spelling and grammatical errors.

BENEFITS

- Construct professional-looking documents
- Become more adept at finding alternate words using the built-in thesaurus
- Learn the spelling of words
- Check sentences and paragraphs for grammatical errors

RECOMMENDED DURATION

9 hours conducted in 3-hour sessions

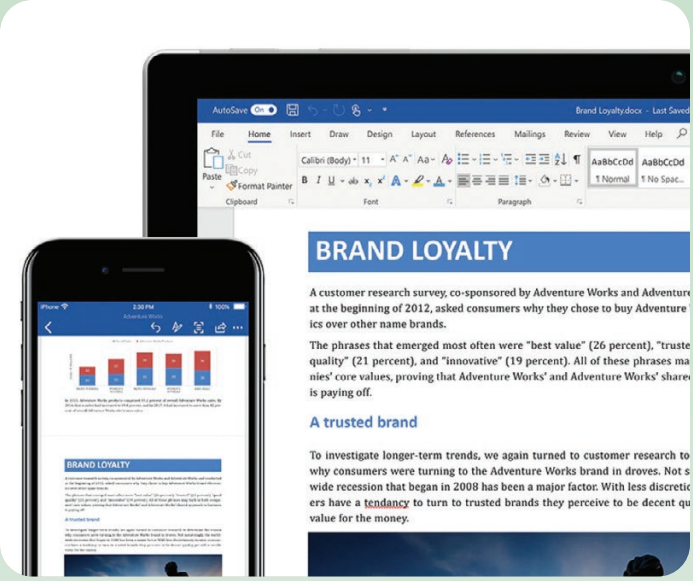
TARGET AUDIENCE

Employees of all experience levels and job classifications who are interested in creating documents that follow basic rules and standards of a professional-looking format

COURSE CONTENT

- Understand the different ribbons of command buttons and contextual menus
- Use the Quick Access Toolbar to place the most useful command buttons as shortcuts
- Learn all about Styles
- Learn to shape a document using the font and paragraph command options
- Construct paragraphs and proper spacing
- Review spelling and grammar
- Preview a document before printing

Microsoft Word – Level 2



This course is designed to prepare participants with more tools to produce from a simple document to a multiple page document. It provides a solid understanding of section breaks and pagination. Participants will learn best practices in using styles to manage document content. They will learn to insert graphical items and manage text behavior. The navigation pane will be used to relocate paragraphs. Participants will learn to work with document's header and footer. They will also learn to complete multiple page documents with a table of content and cover page.

BENEFITS

- Create the proper pagination for different sections of a document
- Create the fitting margins and spacing, font and font size
- Shape the document with themes
- Insert document's header and footer
- Develop a complete documentation to include pagination, table of contents, table of figures, and cover page
- Watermark document for proper handling
- Understand the different formats to save a document

RECOMMENDED DURATION

12 hours conducted in 3-hour sessions

TARGET AUDIENCE

Employees of all job classifications who are interested in growing their skills in Word to the next level to produce multiple-page documentation with the proper professional presentation

COURSE CONTENT

- Learn the importance of link styles
- Apply section breaks
- Apply pagination formats for each section
- Learn text behavior with graphical items
- Insert captions in graphical items
- Select the proper margins and spacing
- Create custom watermarks
- Create document's header and footer
- Save document to different formats

Microsoft Word – Level 3

This course is designed to equip participants with a higher skill level to build and manage documents. It provides a solid understanding to create Quick Parts. Participants will learn to work with Objects, Fields, and the Building Blocks Organizer. They will learn to mark entries for indexing. Participants will learn to create envelopes and labels. They will have a solid understanding of Mail Merge. Emphasis will be provided on identifying changes in the document with tracking. Participants will learn to create interactive forms using content and ActiveX controls.

BENEFITS

- Create the complete documentation package from beginning to end
- Develop fields and rules to include in mail merge documentation
- Learn to work with form controls and do some coding
- Learn to publish interactive forms
- Keep parts of the document stored to be reused
- Track changes in the document

COURSE CONTENT

- Understand the value of Quick Parts
- Recognize the built-in fields
- Learn to create and apply field code
- Learn to mark document entries to pull into index
- Learn to bookmark
- Create Mail Merge
- Design and build interactive forms
- Learn to safeguard documents

RECOMMENDED DURATION

12 hours conducted in 3-hour sessions

TARGET AUDIENCE

Employees with an intermediate skill level in Word who are interested in growing their skills to an advanced level

8-Discipline Problem-Solving (8D)

This course is designed to allow key members of the company to understand, apply, and implement the 8D Problem-Solving methodology in their organization. 8D incorporates all important aspects of problem investigation and management into a single structured process.

BENEFITS

- Understand and use the 8D process to solve problems
- Work on and contribute to a problem-solving team
- Apply appropriate problem-solving tools throughout the problem-solving process

RECOMMENDED DURATION

24 hours conducted in 4-hour sessions

TARGET AUDIENCE

Formal and informal leaders within an organization interested in solving problems

COURSE CONTENT

- D0 – Plan
- D1 – Select the Team
- D2 – Describe the Problem
- D3 – Interim Containment
- D4 – Define/Verify Root Causes
- D5 – Identify Corrective Actions
- D6 – Implement Corrective Actions
- D7 – Prevent Recurrence
- D8 – Recognize Team

APICS CPIM Part 1 & 2 Training

Since 1973, the CPIM program has been globally recognized as the standard of professional competence in production and inventory control and has educated tens of thousands of manufacturing professionals on essential terminology, concepts, and strategies related to demand management, procurement and supplier planning, material requirement planning, capacity requirement planning, sales and operations planning, master scheduling, performance measurements, supplier relationships, quality control, and continuous improvement.

BENEFITS

- Increase your functional knowledge of production and inventory management
- Improve efficiency across the processes of your organization's supply chain.
- Streamline operations through accurate forecasting
- Predict outcomes more accurately
- Maximize customer satisfaction by delivering products and services just in time
- Increase profitability by optimizing your organization's inventory investment
- Enhance your credibility among peers, employers, and customers

RECOMMENDED DURATION

CPIM Part 1: 40 hours, CPIM Part 2: 60 hours

TARGET AUDIENCE

Supply chain managers, buyers and planners, materials managers, production planners and consultants

COURSE CONTENT

CPIM Modules

CPIM Part 1

- Module 1 – Basics of Supply Chain Management

CPIM Part 2 (prerequisite: successful completion of CPIM Part 1)

- Module 1 – Strategic Management of Resources
- Module 2 – Master Planning of Resources
- Module 3 – Detailed Scheduling and Planning
- Module 4 – Execution and Control of Operations

APICS Certified Supply Chain Professional (CSCP) Training

The APICS CSCP training is designed to help participants master essential technologies, concepts, and strategies related to end-to-end supply chain. In this training participants will learn core concepts in supply chain management, strategy, design, compliance, and operations.

****Eligibility Requirement****

Participants are required to meet ONLY ONE of the following requirements:

- 3 years of related business experience OR
- Bachelor's degree or international equivalent OR
- Hold one of the following: CPIM, CPIM-F, CIRM, SCOR-P, CPM, CPSM, CTL, CSCP, or CSCP-F credential

BENEFITS

- Learn to boost productivity, collaboration, and innovation
- Discover how to positively affect lead times, inventory, productivity, and bottom-line profitability
- Understand how to manage the integration and coordination of activities to achieve reduced costs and increase efficiencies and customer service
- Gain the knowledge to effectively and efficiently manage worldwide supply chain activities

TARGET AUDIENCE

Supply chain managers, materials managers, operations managers, master planners and schedulers, demand managers, procurement managers, supply chain analysts, and consultants

COURSE CONTENT

- Supply chain design
- Supply chain planning and execution
- Supply chain improvements and best practices

RECOMMENDED DURATION

40 hours

APICS Certified Logistics, Transportation, & Distribution (CLTD)

The CLTD program helps participants demonstrate in-depth knowledge of a broad range of supply chain logistics topics to set them apart from their peers – proving their high level of knowledge and skills.

****Eligibility Requirement****

Participants are required to meet ONLY ONE of the following requirements:

- 3 years of related business experience OR
- Bachelor's degree or international equivalent OR
- Hold one of the following: CPIM, CPIM-F, CIRM, SCOR-P, CPM, CPSM, CTL, CSCP or CSCP-F credential

COURSE CONTENT

- Logistics and supply chain overview
- Capacity planning and demand management
- Order management
- Inventory and warehouse management
- Transportation
- Global logistics considerations
- Logistics network design
- Reverse logistics and sustainability

TARGET AUDIENCE

Logistics, transportation, and distribution professionals across all industries, especially logistics managers/engineers, supply chain logistics managers, traffic managers, transportation/fleet managers, warehouse operations/distribution managers, reverse logistics managers

RECOMMENDED DURATION

40 hours

Design for Six Sigma (DFSS)

DFSS is used to design or redesign a product or service based on what the customer needs are. Like traditional Six Sigma (DMAIC), DFSS is a business process management method with a heavier focus on statistical tools to determine the needs of the customer. It spans industries including finance, marketing, engineering, and much more and focuss on the techniques and tools to develop a greater understanding of the customer needs.

BENEFITS

- Learn tools and techniques to convert customer needs to new products, processes, and services
- Spend valuable effort on the front end to reduce the amount of "fixing" once launched
- Learn the gated process of DFSS

TARGET AUDIENCE

Anyone involved in the process of designing goods or services. This can include, but is not limited to, sales and marketing, customer service, engineering, and manufacturing.

COURSE CONTENT

- Design for X
- Design of Experiments (DOE) and Taguchi methods
- Design Failure modes and Effects Analysis (DFMEA)
- Kano Analysis and Pugh Matrix
- Quality Function Deployment (QFD)
- Theory of Inventive Problem Solving (TRIZ)
- Design for Manufacturability and Assembly (DFMA)

RECOMMENDED DURATION

40 hours

Lean, Kaizen, and 7S

This course clearly demonstrates how the powerful concepts of Lean can greatly benefit all companies. It will also show participants how many specific Lean tools, such as Kaizen and 7S, can be adapted to operate in their environment. Participants will walk away with specific ideas and tools they can implement immediately to make real improvements resulting in waste reduction and increased profits. Lean principles apply to organizations of all sizes and sectors including health care, office and administration, service, manufacturing, mining, aerospace, food processing, high tech, medical technology, and government.

BENEFITS

- Understand how Lean principles can transform your company's thinking and give your organization a competitive edge
- Communicate using the language of Lean based around the Toyota Production System
- Apply Lean techniques to manufacturing, operations, and support areas to reduce costs, inventory, waste and lead times, as well as improve cycle times, quality, response times, and customer satisfaction

RECOMMENDED DURATION

Program length will be tailored to fit the individual company's objectives.

TARGET AUDIENCE

Anyone looking to make their lives easier by improving their information and material flow

COURSE CONTENT

- Lean enterprise and change management
- Pull versus Push versus Flow
- Team-building and waste identification
- Cell layouts and organization
- Visual management and mistake-proofing
- Heijunka mixed model-scheduling

Lean Office

Most organizations have a large percentage of their workforce working on computers. Lean principles and tools apply just as much in the office environment as the manufacturing floor. Companies can actually benefit exponentially more from transactional improvements due to the repetitive nature of transactions.

RECOMMENDED DURATION

16 hours conducted in 4-hour sessions

TARGET AUDIENCE

Anyone with the drive to improve personally and professionally

OPTIONAL ADD-ON SEGMENT

Lean Six Sigma Green Belt

COURSE CONTENT

- Cellular workforce
- Flow
- Heijunka
- Line balancing
- Standard work instructions
- Takt time
- Visual management and 7S

Lean Six Sigma Training
(White, Yellow, Green, and Black Belt)

Lean Six Sigma implementation is the first step toward all Continuous Improvement activities and is a proven method for delivering consistent incremental improvement to any organization. The benefits of effectively implementing Lean Six Sigma are numerous for manufacturing, service, and office environments. This program is designed to provide employees on all levels with both a technical and practical foundation for implementing Six Sigma. The program encompasses all aspects of a business, including management, service delivery, production, design, and customer satisfaction.

BENEFITS

- Understand how Lean and Six Sigma complement each other
- Utilize both DMAIC and PDCA for improved project structure
- Apply tools and techniques for immediate positive impact
- Actively participate in a Six Sigma team

RECOMMENDED DURATION

16-120 hours based on belt level

TARGET AUDIENCE

Employees on all levels with both a technical and practical foundation for implementing Lean Six Sigma

COURSE CONTENT

- Lean Six Sigma
- Benefits and operational impact
- Consensus and communication
- Lean Six Sigma team project approach
- Productivity and implementing best practices
- Project management (basic)

PREREQUISITE

- White, Yellow, and Green Belt: No prerequisite
- Black Belt: Proof of successful completion of a recognized LSSGB training program or proof of LSSGB certification

Materials and Inventory Management Using MRP and Lean

Effective management of materials from demand to use is critical in today's ever-changing and globally competitive environment. This training provides core principles of inventory control and materials planning. Training can include basic principles of Lean manufacturing and how to transition from centralized order and inventory processes to point-of-use or supermarket systems.

BENEFITS

- Understand Materials Requirements Planning (MRP), Manufacturing Resource Planning (MRP II), and Enterprise Requirements Planning (ERP) systems
- Understand the inputs/outputs and risks of inefficient data management in materials management planning
- Understand various methods and techniques of materials management
- Supplier input and risks to a production schedule and how to improve flow

RECOMMENDED DURATION

Program length will be tailored to fit the individual company's objectives.

TARGET AUDIENCE

Buyers and planners, material managers, stock and inventory control professionals, production managers

COURSE CONTENT

- Materials Management 101 – the basics of managing materials
- How MRP, MRP II, and ERP manage data and how to harness that power
- Inventory management techniques and strategies
- Utilizing Lean tools, such as supermarkets, point-of-use, Kanban
- Basics of supply management processes and strategies
- Master planning best practices and the Master Production Schedule (MPS)
- Integrating new technologies in data management or manufacturing production processes and understanding their impact on scheduling

OPTIONAL ADD-ON SEGMENT

APICS CPIM

Process Mapping

It is crucial to understand the three versions of any process (what I think it is, what I want it to be, and what it actually is). Process mapping allows organizations to "see" and then analyze work and information flow to successfully diagnose process issues, structural problems, poor controls, and people issues. Proven techniques, including process mapping tools, documentation of standard operating procedures, and value-added vs. non-value-added activity analysis, are used to implement successful process management improvements.

BENEFITS

- Identify process improvement opportunities
- Workwith others to uncover the "hidden factory"
- Understand how each process relates to the success of the whole operation
- Understand what type of process map to use (flowcharts, swim lanes, decision maps, and spaghetti diagrams)

RECOMMENDED DURATION

24 hours conducted in 4-hour sessions

TARGET AUDIENCE

Process doers looking to investigate and improve processes

OPTIONAL ADD-ON SEGMENT

Problem-Solving and Decision-Making

COURSE CONTENT

- Success factors for process improvement
- Critical process elements
- Evaluate whether non-value-added operations should be outsourced
- Use project management techniques for process improvement
- Process mapping: collecting the data and creating a process map
- Analyze the data and identify desired process improvements
- Steps to implement recommended processes
- The operational impact of cultural and organizational issues
- How to use flowcharting symbols
- Create process maps
- Developa functional activity flow chart
- Link automation and information technology to your process improvement effort

Project Leadership and Management

Projects require a balance of managers and leaders to be successful. There are several techniques to managing projects with each one having their pros and cons. Adapting one's leadership style to situations within the management structure is critical to one's success.

BENEFITS

- Understand the importance of project management
- Explain the stages of project management
- Describe the roles in a project and the skills of an effective project manager
- Use tools and techniques, such as Gantt charts, Pert charts, RACI, and more
- Learn when and how to utilize different leadership styles

RECOMMENDED DURATION

40 hours conducted in 4-hour sessions

TARGET AUDIENCE

This course is designed to allow key members of the company to understand, apply, and implement project management.

COURSE CONTENT

- Leadership styles, decision-making techniques, and problem-solving
- Styles to include waterfall, scrum, earned value management, goal directed, critical chain method
- Manage conflict within the team
- Budget creation, management and close out
- Manage and lead people
- Risk management and mitigation using FMEAs
- Understand what is meant by a project
- Appreciate and use the concepts, techniques, and decision tools available to project managers
- Increase awareness of potential conflicts and problems that can occur on projects
- Have methods for keeping the team focused and motivated
- Recognize what steps must be taken to complete projects on time and on budget

Quality Management Systems (QMS)

This training will enable the participant's organization to implement, maintain, or improve compliance to quality management system requirements and will help improve operational efficiencies related to compliance with: 1) ISO (International Standards Organization) 9000; 2) AS (Aerospace Standard) 9100; 3) NADCAP (National Aerospace and Defense Contractors Accreditation Program), or 4) other industry standards (EN/JISQ 9100, TS16949, QS9000, etc.).

BENEFITS

- Understand the types of quality systems and standards applicable to the industry
- How third-party accreditation works and how to maintain compliance
- Understand how specific requirements apply to the work being done
- How work instructions facilitate or inhibit compliance to requirements
- How the audit process works and why it is important to the organization
- The importance of specific elements of standards and how to identify and document processes for compliance
- Understand where customer standards may exceed industry standards

RECOMMENDED DURATION

Program length determined by selected course

TARGET AUDIENCE

Quality professionals, leaders, and managers

QMS COURSES

- ASQ Certified Manager of Quality/ Organizational Excellence Certification Preparation, 40 hours
- ASQ Certified Quality Auditor (CQA) certification preparation, 40 hours
- ASQ Certified Quality Engineer (CQE) certification preparation, 40 hours
- ASQ Certified Quality Inspector (CQI), 32–40 hours
- ASQ Certified Quality Technician (CQT) certification preparation, 40 hours
- Auditing (CQA) Fundamentals I, II, & III 8 hours each
- Internal Auditing, 24 hours
- Introduction to Quality Engineering, 32 hrs
- ISO 9001:2008 or AS9100C Internal Auditor Training, 40 hours
- Quality Audits for Improved Performance, 24 hours

Risk Analysis Using Failure Mode and Effects Analysis (FMEA)

Identifying and understanding risk are the first steps to preparation. Eliminating the possibility of the risk factor happening is ideal, but in some instances, mitigation is the only option. Using techniques like FMEA helps to be comprehensive and effective in your risk analysis process.

BENEFITS

- Identification and categorization of risk
- Quantitative and qualitative FMEAs
- Elimination and mitigation techniques

RECOMMENDED DURATION

20 hours conducted in 4-hour sessions

TARGET AUDIENCE

Professionals in the areas of risk identification, elimination, and mitigation such as customer service, quality, manufacturing, supervision and management

COURSE CONTENT

- Reasons and benefits for risk management
- Examples and applications
- People involved
- Risk identification techniques
- Risk assessment tools
- Risk response action plans and implementation
- Control and monitor activities

OPTIONAL ADD-ON SEGMENT

Problem-Solving and Decision-Making

Statistical Process Control (SPC)

This dynamic training is designed to allow key members of the company to understand and implement SPC techniques in the workplace. The course focuses on company-specific processes and is ideal for operators, engineers, managers, and supervisors. The mathematics and statistics in this course are presented with a focus on understanding and interpretation, rather than formulas and number crunching.

BENEFITS

- Understand and implement Statistical Process Control
- Collect data from your process and develop an attribute control chart
- Perform a process capability study
- Collect data from your process and develop SPC charts
- Interpret SPC data and analyze SPC charts to identify opportunities for improvement

RECOMMENDED DURATION

32 hours conducted in 4-hour sessions

TARGET AUDIENCE

Operators, engineers, managers, and supervisors.

COURSE CONTENT

- Fundamentals of SPC, continuous improvement philosophy, theory of variation, speaking with data and teamwork
- Creating, reading, and understanding control charts
- Process capability studies and histograms
- Attribute charts
- Shewhart, CUMSUM, EWMA charts
- Gage R and R studies

OPTIONAL ADD-ON SEGMENT

Lean Six Sigma Green and Black Belt

Supply Chain Management

This course provides an understanding of supply chain management principles and practices to enable an organization to improve operations and reduce costs associated with logistics, inventory management, and supplier input.

BENEFITS

- Understand supply chain management principles
- Understand the fundamentals of transportation systems and movement of goods
- Apply inventory management techniques and learn cash flow management techniques related to manufactured goods
- Manage supplier risk in a production manufacturing environment
- Understand how effective materials management processes improve the bottom line

RECOMMENDED DURATION

40 hours conducted in 4-hour sessions

TARGET AUDIENCE

Buyers, planners, purchasing professionals, supply chain managers

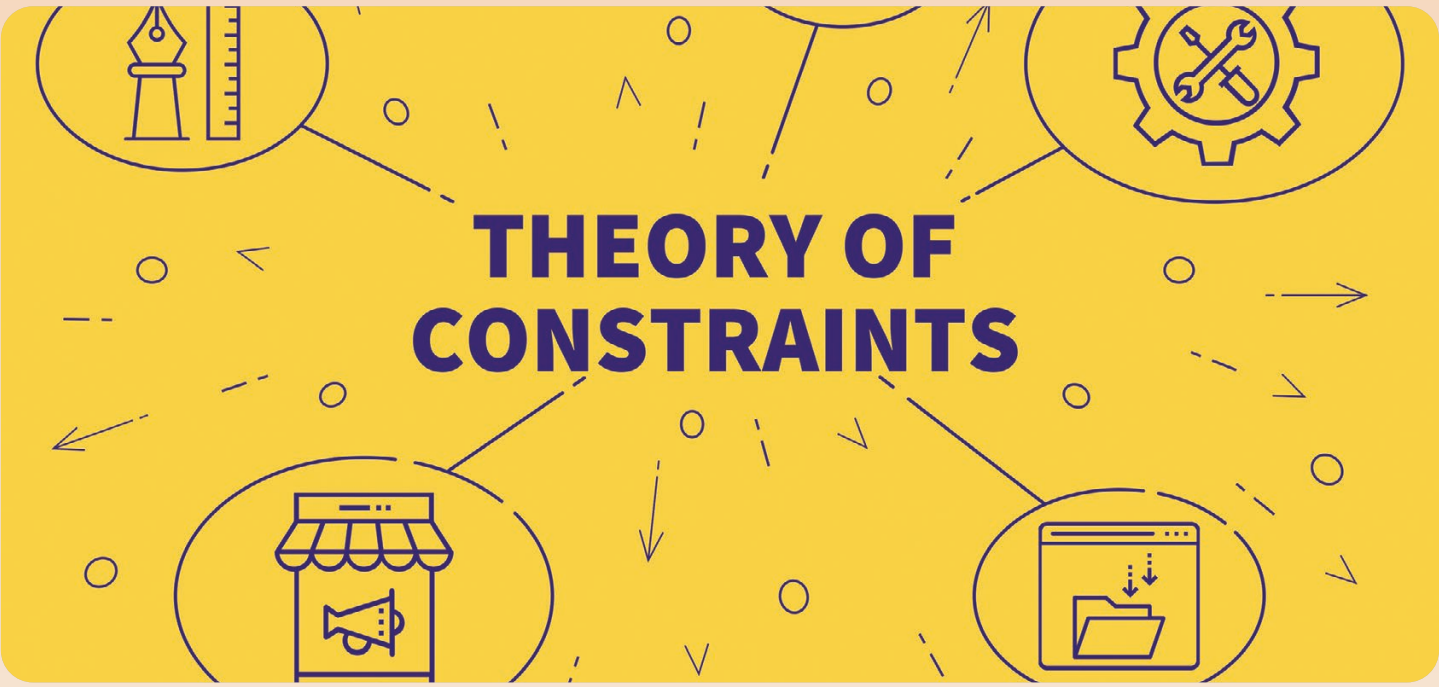
COURSE CONTENT

- Fundamentals of Supply Chain Management
- Purchasing and contract negotiations
- Basics of logistics management – movement of goods
- Inventory management techniques and warehousing
- Materials resource planning and scheduling basics
- ITAR compliance and import/export control

OPTIONAL ADD-ON SEGMENT

APICS CSCP

Theory of Constraints (TOC)



The Theory of Constraints (TOC) is an overall management methodology geared to help organizations identify limiting factors (constraints) standing in the way of achieving their goal(s). The fundamental premise of the TOC is that organizations can be measured and controlled by variations on three measures: throughput, operational expenses, and inventory. In this course participants will learn how to identify the current constraint and prioritize improvement activities through a highly focused methodology for creating improvements in a short amount of time.

BENEFITS

- Identify constraints limiting the goal and make quick improvements
- Identify types of constraints: people, procedures, equipment
- Improve your process flow and consistency

RECOMMENDED DURATION

20 hours conducted in 4-hour sessions

TARGET AUDIENCE

Leaders interested in learning a different approach to solving problems

COURSE CONTENT

- Definine processes and identify constraints
- Conduct cycle time studies
- Use the drum, buffer, rope technique to improve your process

Basic Workplace Skills

This course focuses on helping participants learn and develop the skill set necessary in today's world to become a desirable candidate for employment by an organization and to increase the chances of promotions within that organization. Skills such as problem-solving, conflict resolution, work ethics, basic computer skills, teamwork, adapting to change, and communicating effectively are all highly desirable in today's job market.

BENEFITS

- Improve "hire-ability" factor
- Develop skill sets for promotions
- Empower employees with confidence
- Increase comprehension
- Reduce miscommunication
- Increase understanding of modern work ethics
- Improve ability to interpret instructions & make decisions

RECOMMENDED DURATION

40 hours conducted in 4-hour sessions

COURSE CONTENT

- Reading & writing skills
- Effective communication skills
- Basic workplace math
- Problem-solving
- Basic computer skills
- Today's workplace ethics
- Resolving conflicts

TARGET AUDIENCE

Individuals wanting to increase their employability and/or be promotable within an organization

Business Etiquette

This indispensable course will equip participants with the business acumen to be recognized as a confident, well-respected, and influential to the organization's success. In this engaging and supportive learning environment, participants will gain a clear understanding of personal branding, workplace etiquette and civility, best practices for communicating with others, basic time- and priority-management principles, and stress-reduction techniques.

BENEFITS

- Enhance overall sense of pride and positive self-esteem
- Become more productive with a greater sense of control and less stress
- Create greater understanding among individuals and strengthen work relationships
- Increase level of appreciation for cultural and generational diversity
- Inspire customers' trust and confidence in job performance and output

RECOMMENDED DURATION

24 hours conducted in 4-hour sessions

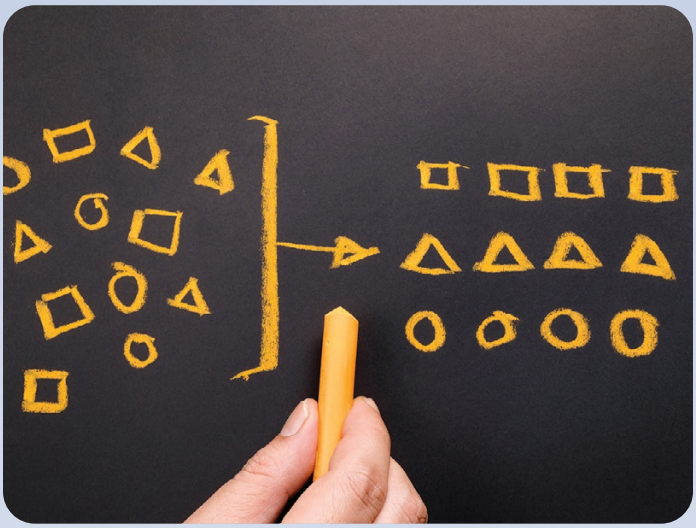
TARGET AUDIENCE

Employees of all experience levels and job classifications who are interested in creating a more credible, poised, and confident presence at the workplace

COURSE CONTENT

- Explain the importance of a compelling personal brand and proper behavior alignment
- Describe the dos and don'ts of workplace etiquette
- Explain how to communicate effectively and professionally across all communication channels (e.g., email, text message, video conferencing, telephone, meeting, presentation, documentation)
- Recognize and adapt to the different communication styles and communication preferences of others
- Identify the value of differences and ways of promoting inclusiveness in a diverse workforce
- Select prioritization techniques that promote greater work efficiencies
- Develop an action plan to cope with, manage, and reduce sources of stress

Change Management



In today's rapidly changing world, organizations and its employees must respond, embrace, and adapt themselves to changes in order to remain competitive. This program helps change agents maximize the opportunities associated with environmental changes while responding successfully to challenges and resistances to changes. Participants will learn how to develop initiative strategies to communicate changes in an engaging and encouraging manner that will influence a positive impact on morale, processes and productivity.

BENEFITS

- Influence yourself and others to have more agile and resilient mindset toward change
- Defuse and manage employee resistances to change more effectively
- Gain support, commitment, and ownership for changes and to maintain momentum throughout the change initiatives
- Create organizational capacity to anticipate and prepare for changes
- Create positive impact on morale, processes, and productivity
- Increase customer satisfaction and gain repeat business by adapting and meeting customers' changing needs and expectations

RECOMMENDED DURATION

24 hours conducted in 4-hour sessions

TARGET AUDIENCE

Business professionals who are interested in having a more agile and resilient mindset toward change as well as change agents and change champions who need to gain organizational support, employee engagement, and individual commitment to change initiatives

COURSE CONTENT

- List external and internal factors that drive change at your organization
- Identify common barriers and objections to change
- Identify strategies to gain support, employee engagement, and individual accountability for change initiatives
- Describe the transition phases during the change cycle
- Explain your role as a change catalyst and leader of change champions through persuasive communication, influential coaching, and employee engagement
- Create a plan for sustaining change strategies, measuring progress, and celebrating successes

Conflict Resolution

Conflict in the workplace is inevitable, unavoidable, and even healthy if managed effectively. The problem is not the existence of conflict itself but rather how you choose to respond to it. We have all experienced the stress resulting from unresolved conflicts. Conflict can cause irreparable harm to effective working relationships and cost the company loss of productivity.

BENEFITS

- Recognize your own conflict patterns
- Learn how your individual attitudes and actions impact others
- Develop coping strategies for dealing with difficult people and situations
- Spend less time and energy with unproductive conflict
- Learn to effectively resolve conflict and increase productivity and efficiency

RECOMMENDED DURATION

24 hours conducted in 4-hour sessions

TARGET AUDIENCE

Supervisors, managers, and employees who want to distinguish between disagreements and conflict and identify professional strategies to resolve conflict positively and proactively

COURSE CONTENT

- Conflict vs. disagreement
- Explore trigger words and actions
- Discover the barriers to conflict management
- Reduce emotional impact to all participants
- Listen to others' points of view for better understanding
- Recognize that people deal with conflict in different ways
- Assess conflict situations and resolve conflict diplomatically
- Express needs and problems openly without placing blame or criticizing
- Determine common ground and how to reestablish trust
- Mediate disputes between team members

Customer Service Excellence

This training course will provide participants with a practical framework for delivering quality customer service. Participants will learn how to actively listen to the customer's needs, understand the customer's expectations, and guide the conversation to achieve a superior level of customer satisfaction. The course provides participants with proven methods for effective communication and customer resolution techniques back at the job. Participants will also learn how to manage their response to challenging customer situations to achieve a more productive and satisfying work outcome.

BENEFITS

- Increase your credibility with customers
- Identify and meet/exceed customer expectations
- Defuse and manage challenging customer situations more effectively
- Respond appropriately to any customer situation and assist in quickly finding a creative, workable solution to your customer's problem
- Increase customer satisfaction and gain repeat business
- Incorporate service recovery techniques to respond and reframe challenging situations

RECOMMENDED DURATION

40 hours conducted in 4-hour sessions

TARGET AUDIENCE

Customer service representatives, technical and support personnel, field service representatives, and other customer contact employees who want to expand or refresh their customer service skills or account managers who want to train their customer service staff

COURSE CONTENT

- Define customer service
- Identify the four needs of a customer
- List the communication components of any customer service interaction
- Explain how to persuade customers to expand their products/services usage
- Describe how to defuse irritated customers
- Explain the difference between a reactive and a proactive mindset
- Describe your internal customers
- Describe the components of building a team culture of mutual respect
- Explain how to manage conflict while maintaining strong relationships
- Describe problem-solving strategies that lead to creative and productive outcomes

Diversity, Inclusion, and Belonging (DIB)

This training course will provide participants will the knowledge and skills to recognize the multidimensional aspects of individual identity, understand biases, and demonstrate behaviors that promote inclusion, belongingness, and trust. Participants will also gain skills to help foster and support an inclusive and respectful work environment.

BENEFITS

- Recognize the uniqueness and multidimensional aspects of individual identity
- Improve self-awareness and self-management of biases
- Increase trust and cooperation among diverse team members
- Promote a more positive, inclusive work environment

TARGET AUDIENCE

Business professionals at every level and in all functional areas working in or leading teams who need to improve their ability and influence when communicating and interacting with coworkers from diverse backgrounds and experiences

COURSE CONTENT

- Define Diversity, Inclusion, and Belonging (DIB)
- Explain why biases exist and their impact on innovation, productivity, and engagement
- Describe the six dimensions of diversity that can influence our perceptions, beliefs, behaviors, and responses
- Explain the benefits of an inclusive and belonging work environment
- Describe the difference between a proactive and reactive mindset in a diverse environment
- Identify strategies to promote and maintain a comfortable, inclusive, and productive work environment

RECOMMENDED DURATION

4 hours

Diversity - Generational

For the first time in history, five generations are working side by side at the workplace. By taking this training course, participants will increase their understanding of various perspectives from each generation and identify the different generational preferences of communication, feedback, interaction, and motivation methods. Participants will identify the challenges and opportunities that are associated with a multi-generational workforce and move beyond generational stereotypes to ensure an inclusive and respectful workplace.

BENEFITS

- Increase understanding and acceptance of different viewpoints from the various generations
- Identify preferences of communication and interaction methods, feedback approaches, and motivation strategies from the different generations
- Recognize the importance of seeing beyond generational stereotypes and valuing the uniqueness of individuals in the workplace
- Increase your circle of influence by customizing your message and approach to meet the various needs of a diverse workforce
- Reduce interpersonal conflict and ensure more successful teamwork

TARGET AUDIENCE

Business professionals at every level and in all functional areas working in or leading teams who need to improve their ability and influence when communicating and interacting with coworkers of every generation

COURSE CONTENT

- Differentiate among the five different generations in the workplace
- Examine the key historical events that impacted each generation and describe the effect on workplace behavior
- Identify strengths and challenges that each generation may bring to the team
- Demonstrate key skills from the M.E.E.T. Method (Make time to discuss, Explore differences, Encourage respect, Take responsibility) to improve interactions with cross-generational teams
- List ways to customize your approach with others to meet the diverse preferences of motivation, interaction, communication, and feedback
- Describe strategies to encourage respect, inclusion, and belonging among team members and in feedback

RECOMMENDED DURATION

8 hours conducted in 4-hour sessions

Ethics in the Workplace

This course offers participants a comprehensive and contemporary foundation of workplace ethics and values. Emphasis will be placed on evaluating one's ethical behavior and determining how individual core values impact decision-making and job performance. Participants will learn about relevant compliance issues and the timeless principles of personal character and integrity. This highly integrated program builds upon participants' ethical skills and knowledge using practical teaching and real-life scenarios to influence and sustain a culture of ethics and compliance.

BENEFITS

- Develop critical thinking skills that help recognize ethical issues
- Maintain a respectful workplace
- Protect the resources and information of the company, customers, and fellow employees
- Avoid conflicts of interest
- Adhere to all rules and regulations governing the organization

TARGET AUDIENCE

Employees of all experience levels and job classifications who are interested in creating an ethical mindset and presence in the workplace

COURSE CONTENT

- Define workplace ethics
- Describe the company's core values/code of conduct
- Recognize characteristics of an ethical employee
- Identify common ethical violations by employees
- Determine one's own core values and their impact on job performance
- Create a practical model to help make ethical decisions

RECOMMENDED DURATION

24 hours conducted in 4-hour sessions

Ethics Leadership

Ethical leadership is centered on values, integrity, fairness, transparency, and decency. This informative training course will provide participants with the skills necessary to foster, influence. and sustain a culture of ethics and compliance. Participants will learn how to serve as ethical role models and set the ethical tone for their team. This highly interactive course will help participants recognize the ethical and unethical behaviors in their employees and create a framework designed to influence ethical actions from their employees and hold their employees accountable to those standards.

BENEFITS

- Practice techniques for fostering a positive meeting climate
- Foster employee engagement and retention of valued employees
- Reduce pressure to compromise ethical standards
- Increase employee willingness to report misconduct
- Improve customer service and customer loyalty
- Protect the positive reputation of the organization

RECOMMENDED DURATION

24 hours conducted in 4-hour sessions

TARGET AUDIENCE

Aspiring, newly appointed, and experienced leads, supervisors, managers, and executive leaders who want to foster and maintain a team culture of ethics and compliance

COURSE CONTENT

- Set the stage for a positive climate
- Plan objectives and setting a meeting agenda
- Help participants to come prepared for a meeting
- Communicate clearly and assertively during a meeting
- Enhance relationships with participants through communication
- How listening and questioning work together during a meeting
- Resolve conflict in meeting settings
- Recognize barriers to communication
- Improve nonverbal communication skills
- Manage time/tips to keep the meeting moving
- Follow up on action items
- Identify and avoid things that hinder effective meetings

Human Resources Management for Supervisors

This training program will provide participants with a practical and legally compliant framework for managing their employees and addressing challenging employee issues. Participants will learn the importance of consistent enforcement of human resources rules and regulations and their company's policies and procedures. The course will also examine best practices for talent acquisition, onboarding, and training programs. Participants will learn how to create circumstances that motivate their employees and discover proven ways to recognize and reward outstanding performance. This course offers strategies for goal alignment with performance standards, employee assessment, managing performance, and taking corrective actions. Participants will learn how to manage employees through the lens of state and federal employment legislation.

BENEFITS

- Learn how to apply legally defensible strategies in all aspects of employee management
- Discover best practices for recruiting, selecting, and retaining highly engaged and productive individuals who are the right fit in the long term for the success of the organization
- Ensure staff is empowered with the proper support and guidance for success through effective onboarding, training, and mentorship programs
- Create circumstances that influence employee motivation and discover best practices for recognizing and rewarding outstanding performance
- Learn proven strategies for facilitating the different types of coaching (coaching for success, improvement, and performance problem)

RECOMMENDED DURATION

32 hours conducted in 4-hour sessions

TARGET AUDIENCE

High-potential employees, newly appointed leads or supervisors, and experienced managers who want to gain a better understanding of human resources management through the lens of legal compliance and best practices

COURSE CONTENT

Employment Regulations
Explain the basic employment regulations and company policies and procedures that impact their roles and their responsibilities to their staff

Recruitment, Selection, and Retention
Describe proven strategies to identify, recruit, hire, and retain employees who have both the competencies and commitment to effectively perform the assigned tasks and meet department and organizational goals

Human Resources Management for Supervisors *continued*

Onboarding, Training & Development, Mentoring
Describe best practices and successful trends in successful onboarding, training, and mentoring programs

Motivation, Rewards, and Recognition
Identify results-based strategies and circumstances for motivating, recognizing, and rewarding individual employees as well as successful work teams

Performance Management
Describe legally defensible strategies and procedures for performance coaching, evaluation and disciplinary actions

Leadership for Frontline Supervisors

This course will provide participants with a practical framework for understanding management and human resources issues and applying the best business practices back at the job. Participants will learn the importance of maintaining a balance between achieving results and developing people. This course will provide supervisors with the skills to influence and direct other people's performance. Participants will learn how to effectively delegate responsibility and create circumstances that motivate and inspire their employees to achieve the desired results. Furthermore, this course will provide an overview of tools and techniques for evaluating, coaching, and disciplining employees.

BENEFITS

- Communicate clearly and persuasively to manage priorities and get the desired results
- Lead others to manage themselves against shared performance expectations
- Use empathy and active listening skills to promote trust, support, and understanding
- Gain credibility with colleagues and team members by handling conflict with diplomacy and tact
- Overcome resistance to change through persuasive communication, encouragement, and coaching

RECOMMENDED DURATION

40 hours conducted in 4-hour sessions; course topics may be interchangeable with other leadership topics shown in this catalog

TARGET AUDIENCE

High-potential employees, newly appointed leads or supervisors, and experienced managers who want to refine their skills with current and proven leadership strategies

COURSE CONTENT

Essential Skills for Emerging Leaders

- Describe the crucial mindset shift from employee to supervisor
- List strategies for establishing rapport with staff while maintaining respect and compliance
- Define your role and relationship with your staff (boss vs. buddy)
- Describe the qualities that followers expect and respect in a leader
- Describe the various leadership styles and their influence on employee performance

Communicating with Confidence and Credibility

- Define clear communication goals to achieve your desired results
- List the essential elements of the communication process
- Describe the perceptual filters and assumptions that can lead to misunderstandings
- Identify your communication style and the communication styles of others
- Demonstrate your ability to tailor your message to improve your audience's comprehension

Leadership for Frontline Supervisors *cont.*

Delegating for Improved Productivity and Employee Development

- Identify common barriers and objections to delegation
- Describe the experiences and outcomes of ineffective vs. effective delegation
- Explain the five "rights" of delegation
- Describe ways to ensure that the ownership of the delegated tasks remains with the appropriate employee

Inspiring Employee Motivation, Engagement, and Commitment

- Define motivation and explain its impact on employee behavior
- Describe your circles of influence/control and how to use them to manage your situation
- Explain the application of motivational theories to current work situations
- Identify ways to build and reinforce employee motivation

Coaching and Counseling for Peak Job Performance

- Explain the importance of a performance management framework that encourages a continuous and collaborative process with staff
- Identify the coaching and planning tools that will assist in leading meaningful discussions with your staff
- Describe the interaction process that will have employees feeling understood, involved, and encouraged to reach productive outcomes
- Describe ways to handle emotionally charged responses or objections from the employee

Leading with Emotional Intelligence

- List the five competencies of emotional intelligence (EQ)
- Explain the impact of emotional intelligence on professional contributions and decisions
- Identify strengths and development areas using the Emotional Intelligence Model
- Create an EQ development plan to better manage oneself and others at work

Team Building

- Identify the various types of team formations
- Explain the stages of team building
- Identify the five dysfunctions of a team and its impact on team functionality
- Describe methods of building supportive networks among team members
- Identify conditions that build team cohesiveness

Conflict Resolution Strategies and Management

- Determine conflict management strategies that are most appropriate in various situations
- Identify ways to develop flexible responses to workplace conflicts and high-trust relationships
- Leverage potential conflict situations as opportunities for critical conversations that enhance work relationships

- Identify coping strategies for dealing with challenging people and situations

Change Management

- List external and internal factors that drive change at your organization
- Identify common barriers and objections to change
- Describe the transition phases during the change cycle
- Explain your role as a catalyst of change through communication, encouragement, and coaching
- Create a plan for sustaining change strategies, measuring progress, and celebrating successes

Generation Diversity and Inclusion

- Differentiate among the five different generations in the workplace
- Examine the key historical events that impacted each generation and describe the impact on workplace behavior
- Identify challenges and strengths that each generation brings to the team
- Select coaching techniques to encourage respect, inclusion, and belonging among team members

Marketing and Sales

In today's competitive market, every employee needs to be able to market their organization's product or services. Participants in this program will learn to develop a strategic marketing plan and cultivate the skills needed to communicate the benefits of their company's products and services. They will also learn to identify their target audience and respond to a potential customer's buying signals. The content includes the essential elements required to build effective rapport, understand the customer's needs, and gain commitment for the sale.

BENEFITS

- Understand the relationship between marketing and sales
- Develop a marketing plan with actionable and attainable sales goals
- Increase effectiveness as a company sales and marketing representative
- Use principles of persuasion to effectively communicate the benefits of their products and services

RECOMMENDED DURATION

30 hours conducted in 4-hour sessions

TARGET AUDIENCE

All employees who want to contribute to increasing sales and customer retention levels

COURSE CONTENT

- Role and scope of sales and marketing
- Market research methods
- Identify customer demographics: who they are, what they want, and how they buy
- Competitors and market trends
- Determine sales and marketing strategies
- Characteristics of a successful salesperson
- Effective communication for face-to-face/ telephone sales
- Manage customer responses
- How to gain commitment to the sale
- Learn how to make a sales presentation

Meeting Facilitation

Meetings can be a waste of time or positive, focused, and productive work sessions. Learning to lead effective meetings is paramount to the latter. This workshop gives managers, supervisors, and team leaders the tools they need to ensure meetings run efficiently, generate good decisions, and result in clear action. In this workshop you will also be provided tools for building a focused agenda and handling disruptions with confidence and ease. Participants will learn how to plan, run, and participate in highly productive meetings that facilitate information exchange and reach desired outcomes.

BENEFITS

- Practice techniques for fostering a positive meeting climate
- Set meeting objectives and agendas to ensure a more productive meeting
- Help meeting participants prepare and contribute effectively
- Develop effective listening and questioning techniques to facilitate information exchange during a meeting
- Deal with disruptive behavior

RECOMMENDED DURATION

8 hours conducted in 4-hour sessions

TARGET AUDIENCE

Formal and informal leaders within any organization who can effectively drive change and are facilitating meetings

COURSE CONTENT

- Set the stage for a positive climate
- Plan objectives and setting a meeting agenda
- Help participants to come prepared to a meeting
- Communicate clearly and assertively during a meeting
- Enhance relationships with participants through communication
- How listening and questioning work together during a meeting
- Resolve conflict in meeting settings
- Recognize barriers to communication
- Improve nonverbal communication skills
- Manage time/tips to keep the meeting moving
- Follow up on action items
- Identify and avoid things that hinder effective meetings

Performance Management

This course will provide supervisors with the skills to influence and direct other people's performance. Participants will learn how to effectively create circumstances that inspire their employees to achieve the desired results. This course will provide an overview of the tools and techniques for coaching, evaluating, and disciplining employees. Participants will also develop skills and insight to communicate and facilitate change in a manner that will inspire commitment and ownership from others.

BENEFITS

- Apply performance coaching methodologies that create trust, set clear goals, and inspire your team toward greater performance and delivered results
- Foster a work environment that thrives on personal motivation, adaptability, collaboration, and accountability
- Learn how to apply legally defensible strategies in all aspects of employee performance management

RECOMMENDED DURATION

40 hours conducted in 4-hour sessions

TARGET AUDIENCE

High-potential employees, newly appointed leads or supervisors, and experienced managers who want to refine their skills with current and proven leadership strategies

COURSE CONTENT

- Explain the importance of a performance management framework that encourages a continuous and collaborative process with staff
- Identify performance standards for evaluating staff performances
- Describe effective strategies for measuring and tracking employee performances
- Identify ways that you can create circumstances to influence employee motivation
- Describe the interaction process that will have employees feeling understood, involved, and encouraged to reach productive outcomes
- List the essential components of a Performance Improvement Plan (PIP) that will encourage changed behaviors at the job
- Identify the factors to consider when faced with a termination decision
- Identify examples of effective and ineffective written performance evaluations
- Describe the essential preparation and facilitation components of an effective evaluation session
- Describe ways to handle emotionally charged responses or objections from the employee

Problem-Solving and Decision-Making

No matter how carefully or methodically you plan your work, problems will arise. This program covers how to avoid "quick fixes" and introduces a more systematic approach to solving problems collaboratively. The participants will learn the basic problem-solving process as well as essential tools and techniques for when they get stuck on a particularly tough problem. The program allows participants to actively apply problem-solving tools to solve challenges they're currently facing in the workplace and acts as a key element of a continuous quality-improvement process.

BENEFITS

- Define the problem from different perspectives
- Quantify the gap existing between the current state and the desired state
- Understand approaches to pinpoint the root causes of a problem and avoid common pitfalls
- Distinguish between a symptom and an underlying cause as well as between a cause and a solution
- The difference between fixing and solving problems
- Collect data to use in problem-solving
- Stimulate creative solutions to solve the problem
- Measure and maintain the results
- Demonstrate effective decision-making guidelines

RECOMMENDED DURATION

24 hours conducted in 4-hour sessions

TARGET AUDIENCE

Anyone with problems who is interested in solving them in a more efficient and effective manner

COURSE CONTENT

- Styles of solving problems starting with the definition of "a problem"
- Techniques to identify the causes such as 5 Whys and Fishbone Diagram
- Decision-making techniques pros and cons
- Implementation and sustainment of improvements

Sexual Harassment Prevention Training for Supervisors

SB 1343 requires California employers with five or more employees to provide two hours of sexual harassment and abusive conduct prevention training to all supervisors. Training and education must be provided once every two years as specified under the new law. To assist employers in meeting the minimum training requirements as defined by SB 1343 legislation, we offer highly interactive and legally compliant courses designed and taught by a credentialed subject matter expert.

Throughout the multifaceted course, learners will be engaged in practical exercises and collaborative discussions designed to cultivate inclusive and respectful behaviors back at the workplace.

BENEFITS

This course provides supervisors with essential information about their unique responsibilities and legal obligations in preventing and responding to harassment, complying with policy and expectations, and creating a respective and inclusive work environment.

RECOMMENDED DURATION

2 hours

TARGET AUDIENCE

All supervisors employed by companies with five or more employees

COURSE CONTENT

- Define sexual harassment
- Describe offensive behaviors that can be considered harassment
- Differentiate between the two types of harassment
- Define abusive conduct
- Explain the components of a harassment-free workplace policy
- Explain supervisory responsibilities in harassment procedures and investigations
- Explain how retaliation is addressed in the workplace
- List the protected categories of workplace discrimination
- Identify strategies to promote and maintain a comfortable, productive work environment

Sexual Harassment Prevention Training for Employees

SB 1343 requires California employers with five or more employees to provide one hour of sexual harassment and abusive conduct prevention training to all nonsupervisory employees. Training and education must be provided once every two years as specified under the new law. To assist employers in meeting the minimum training requirements as defined by SB 1343 legislation, we offer highly interactive and legally compliant courses designed and taught by a credentialed subject matter expert. Throughout the multifaceted course, learners will be engaged in practical exercises and collaborative discussions designed to cultivate inclusive and respectful behaviors back at the workplace.

BENEFITS

This course provides nonsupervisory employees with a comprehensive understanding of the key aspects of harassment, from appropriately identifying and responding to harassment situations to their role in harassment prevention.

RECOMMENDED DURATION

1 hour

TARGET AUDIENCE

All employees employed by companies with five or more employees

COURSE CONTENT

- Define sexual harassment
- Describe offensive behaviors that can be considered harassment
- Differentiate between the two types of harassment
- Define abusive conduct
- Explain the components of a harassment-free workplace policy
- Explain how retaliation is addressed in the workplace
- List the protected categories of workplace discrimination
- Identify strategies to promote and maintain a comfortable, productive work environment

Stress Management

This course will provide participants with the techniques to effectively respond to the stressors in their lives and remain composed and resilient in challenging situations. This course is designed to acquaint the participant with key elements of stress management. Topics include the recognition of stress, causes of stress, and techniques to manage stress in order to have a more productive and satisfying professional and personal life.

BENEFITS

- Recognize how you respond to stress and develop strategies for remaining composed and poised under pressure
- Discover powerful tips and tactics to help lessen the intensity and duration of the stressors
- Learn stress-reduction techniques to reflect and reframe work stressors in order to transition to a more proactive, productive, and refreshed mindset
- Maintain your emotional composure and achieve positive interactions at work

RECOMMENDED DURATION

4 hours

TARGET AUDIENCE

Business professionals who want to better manage their life stressors and create a more productive and positive outcome

COURSE CONTENT

- Identify symptoms of stress
- Discuss the impact that stress has on one's emotional and physiological well-being as well as work performance
- Describe the sources of stress
- List strategies for improving self-awareness and self-management of triggering events
- Establish methods for gaining perspective between stimulus and response
- Develop a personal action plan for coping, managing, and responding effectively to life stressors

Strategic Planning and Management

This course will provide participants with a practical framework for formulating a strategic plan that will help the organization advance and grow. Participants will learn the skills necessary to identify strategies to better position the organization for long-term competitive advantage. Participants will discover how to translate strategy into action. In addition, they will learn how to execute strategy and deliver results through people and processes. This course will also provide an overview of the tools and techniques for establishing strategic planning, monitoring and controlling mechanisms that ensure positive results. The program has been designed to enhance and build upon the participants' current abilities in the strategic planning process. Participants will learn the importance of detecting the strengths, weaknesses, opportunities, and threats (SWOT) that drive strategy.

BENEFITS

- Develop a unique competitive advantage using proven strategic planning tools and initiatives
- Align organization with strategic planning goals by integrating strategy, objectives, metrics, and performance
- Create a committee of influencers to support you with assigned responsibilities and accountabilities
- Develop realistic strategic meeting agendas and guidelines to gain agreement and plan execution
- Incorporate metrics and schedule meetings to assess milestones and progress toward goals

RECOMMENDED DURATION

24 hours conducted in 4-hour sessions

TARGET AUDIENCE

Managers, supervisors, and business professionals who want to expand their strategic planning skills and strategic management perspectives

COURSE CONTENT

Mission, Vision, and Values

- Define strategy and its role in business
- Explain the essential components of the strategic management process
- Describe the relationship among leadership, culture, stakeholder interests, and strategic outcomes
- Create vision, mission, and values statements

Environmental Analysis and Long-term Objectives

- Conduct an environmental analysis using appropriate tools
- Assess the remote, industry, and operating environments
- Perform a SWOT analysis
- Create a set of long-term objectives from the environmental analysis
- Align the vision and values of an organization to meet its long-term objectives

Strategic Planning and Management *continued*

Goals and Action Plans

- Identify critical success factors for plan implementation
- Create a strategic road map to outline the implementation process
- Translate the strategic road map into the annual operating plan with departmental and business unit objectives, action plans, and budgets

Strategic Plan Execution

- Analyze best practices in strategic management
- Evaluate real-world applications of strategic management
- List methods to ensure staff assumes "ownership" for implementation
- Describe the importance of communication, organization, and culture

Strategic Plan Evaluation

- Explain the importance of using SMART goals to measure success
- Describe steps of monitoring progress toward completing goals and action plans
- List ways to set the stage for strategy planning being a process and not a one-time event

Team Building

This course is designed to provide participants with team building strategies that can help create meaningful and cooperative working relationships with clients, customers, team members, managers, and internal customers. Effective teamwork helps to increase employee engagement, efficiency, and productivity. Participants will learn the strategies for building trust among team members, addressing problems directly and quickly, aligning members toward common goals, holding members accountable to consistent standards, and influencing members to be highly engaged and results-focused.

BENEFITS

- Build trust among working relationships
- Improve decision-making processes
- Resolve conflicts
- Enhance internal and external customer service
- Encourage creative problem-solving

RECOMMENDED DURATION

24 hours conducted in 4-hour sessions

TARGET AUDIENCE

Employees who are part of a team, department, or function with a common goal or purpose

COURSE CONTENT

- Explain the stages of team building
- Describe the critical components of a team and its impact on team functionality
- Identify strategies for aligning goals with team performance
- Explain the components and benefits of a win-win agreement
- Demonstrate empathic listening to address issues relevant to team performance
- Explain the importance of seeking out and valuing divergent perspectives
- Identify conditions that build team cohesiveness
- Describe methods of building supportive networks among team members

Time and Priority Management

The course enables participants to understand the processes to make them more effective while minimizing activities that “steal time” and reduce personal productivity and the sense of achievement. Participants will learn skills that improve planning; assertiveness; priority setting; decision-making; communication; and email, office, and paper management.

BENEFITS

- Prioritize tasks and goals, and then manage multiple priorities
- Learn scheduling strategies to increase effectiveness and productivity
- Identify methods to deal with distractions and eliminate interruptions
- Enjoy a more balanced lifestyle
- Feel more in control of their daily activities
- Reduce stress resulting from lack of effective time management

RECOMMENDED DURATION

24 hours conducted in 4-hour sessions

TARGET AUDIENCE

People who want to learn new techniques for time management and take control of multiple priorities with greater ease

COURSE CONTENT

- Set your essential priorities
- Set goals and planning for success
- Identify time wasters
- Organize to increase productivity
- Handle and organize your email
- Organize your office and workstation
- Daily planning
- Mind mapping
- Decision-making
- Manage meetings
- Effective delegation
- Control telephone time
- Learn to set boundaries

Basic English

This course is designed to help participants develop indispensable English speaking and writing communication skills applicable in the workplace and home environment Participants will learn the various parts of speech, punctuation, common word usage, and the mechanics of writing sentences and paragraphs. Throughout the course, participants will develop effective skills to write emails, letters, and other business documents.

BENEFITS

- Improve and enhance effective English communications
- Enhance speaking, writing, and listening skills
- Empower employees
- Increase comprehension
- Reduce miscommunication
- Expand English fluency

RECOMMENDED DURATION

40 hours conducted in 4-hour sessions

TARGET AUDIENCE

Anyone wanting to improve understanding of basic English concepts, including non-native English speakers who want to improve their English communication skills

COURSE CONTENT

- The eight parts of speech
- Complete sentence structure
- Sentence building blocks
- Topic sentences for paragraphs
- Unity and coherence in paragraph writing
- Applying writing skills to emails
- Punctuation
- Spelling
- Word usage
- Pronunciation

Business Writing – Level 1

This training course will provide participants with a practical framework for overcoming writer's block, producing coherent and concise sentences, and adhering to the standard rules for proper usage and grammar. By understanding how to transform a blank page into a clear and comprehensive message, participants will return to the job with greater confidence and ability to deliver professional and persuasive written communications. During this highly interactive course, they will receive immediate feedback as they apply what they have learned in hands-on exercises and activities. In addition, they will receive feedback on their in-class and on-the-job writing samples.

BENEFITS

- Overcome fear of writing by learning writing prompt techniques
- Write coherent sentences that are professional, persuasive, and to the point
- Gain credibility by using proper grammar, usage, and punctuation
- Avoid costly and embarrassing mistakes by using proofreading techniques to review and edit messages before sending to your recipients

RECOMMENDED DURATION

24 hours conducted in 4-hour sessions

TARGET AUDIENCE

Business professionals who want to improve their grammar skills and increase their confidence with all types of business writing

COURSE CONTENT

- Identify your greatest writing concerns and fears and their impact on performing your job
- Describe techniques for transforming a blank page into a clear and concise message
- Identify the purpose of your communication and construct an outline of your key supporting points
- Construct sentences that are concise and meaningful
- Explain the appropriate grammar usage regarding verb tenses, subject and verb agreement, pronouns and their antecedents, punctuation, numbers, and figures
- List the most commonly misspelled words
- Develop writing templates for frequently used communications to external customers, vendors, and employees

Business Writing – Level 2

This training course will provide participants with proven techniques to compose powerful and professional written communications that get attention and prompt response or action. Participants will learn how to get the desired results through specific, measurable, and time-bound requests. Participants will also learn how to organize their writing with the reader's needs in mind. They will learn how to avoid the most common grammar, punctuation, and usage errors and apply proven proofreading and editing techniques when reviewing their written communications.

BENEFITS

- Project credibility and professionalism
- Quickly organize thoughts and create content
- Get the desired response and action from readers
- Minimize misunderstandings

RECOMMENDED DURATION

24 hours conducted in 4-hour sessions

TARGET AUDIENCE

Business professionals who want to fine-tune their business writing and get the desired results through clear, concise, and persuasive written communications

COURSE CONTENT

- Describe the essential components for various writing requirements
- Explain the seven Cs of effective written communications
- Organize the content with consideration to the reader's needs and expectations
- Identify the most common grammar, punctuation and usage errors
- Develop writing templates for frequently used communications to external customers, vendors, and employees

Optional Add-on Segment to Writing Class: Specialized Content

This add-on segment teaches participants how to write clear and concise technical content for both technical and nontechnical audiences. The participants will learn how to clearly state definitions, physical descriptions, product specifications, procedures, test and laboratory results, requests for proposals, and other technical documents.

RECOMMENDED DURATION

6 additional hours to the Writing Course for a total of 30 hours in 3-hour sessions

TARGET AUDIENCE

Professionals in engineering, science, IT/computer, R&D, and other technical areas of all experience levels and job classifications

Interpersonal Communications

This training course will provide participants with a practical framework for building effective business relationships and getting the desired results through respectful, concise, and persuasive communications. Participants will learn how to use active and empathetic listening and appropriate feedback to build understanding and clarify real issues. Participants will discover ways to optimize their sphere of influence (e.g., proper business etiquette, "can do" attitude, problem ownership, and problem-solving techniques) to improve business relationships with others internally and externally to the organization. Participants will also acquire the skills to respond appropriately to challenging interactions and behaviors while maintaining positive business relationships.

BENEFITS

- Develop credibility based on respect and trust
- Get desired results through concise and persuasive communications
- Improve understanding through active and empathetic listening
- Solve problems by clarifying the real issues and roadblocks
- Minimize conflict and build commitment and follow-through from others
- Respond professionally and tactfully with challenging situations and difficult behaviors

RECOMMENDED DURATION

32 hours conducted in 4-hour sessions

TARGET AUDIENCE

Business professionals who want to maximize their positive impact on others through effective interpersonal communication skills

COURSE CONTENT

- Describe the communication process and reasons for misunderstandings
- Explain how using S.M.A.R.T. communications can influence your ability to get the desired results from others
- List effective ways to follow up, follow through, and improve responsiveness during the communication process
- Differentiate among your spheres of control, influence, and concern and focus on what's most important and relevant to your job and working relationships
- Assess your communication style and the styles of others and adapt your communication approach to ensure others feel understood, involved, and encouraged to reach productive outcomes
- Describe the lens of understanding and how to use it to flex your communication style with people displaying difficult behaviors
- Demonstrate active and empathetic listening skills to understand the issues and build understanding and trust
- List the ten most effective ways to have better conversations with others

Presentations

This course will provide an overview of the tools and techniques for delivering impactful, influential, and memorable presentations. Participants will learn how to deliver dynamic content with power, poise, and passion. In this course, participants will enhance their ability to interact and engage with audience members by observing and responding to verbal and nonverbal cues, understanding audience perspectives, and bridging and expanding upon audience comments and responses. During the highly interactive course, participants will receive personal coaching and immediate feedback as they rehearse and deliver a videotaped mini-presentation.

BENEFITS

- Build confidence and poise to present to any audience
- Present compelling, persuasive, and interactive presentations without notes
- Increase the impact and strength of your messages by choosing the most effective visual aids in various circumstances
- Use verbal and nonverbal elements to enhance presentations
- Expertly handle challenging questions and situations

RECOMMENDED DURATION

32 hours conducted in 4-hour sessions

TARGET AUDIENCE

Business professionals who need to develop their presentation skills, speak in front of groups, or sell ideas to others

COURSE CONTENT

- List ways to reduce speaker anxiety and stress
- Deliver an impactful and persuasive message by identifying your audience's needs, wants, and priorities
- Develop and organize clear and compelling presentation content
- Identify techniques for effective composition of visual content and support materials
- List ways to respond professionally to questions from the audience
- Identify techniques for handling challenging behaviors from audience members
- Describe the benefits of rehearsing, adhering to time constraints, and speaking without notes

Vocational English as a Second Language for Manufacturing (VESL)

This course is designed to help participants develop indispensable English communication skills applicable in the workplace environment. Participants will learn terms and phrases relevant to their respective industries. The focus is on common words and expressions used in organizations that allow them to most effectively communicate with their supervisors and coworkers to become an integral part of the workforce.

BENEFITS

- Improve and enhance effective communications
- Reduce error rates
- Empower employees
- Increase morale
- Decrease scrap rate
- Improve efficiency

RECOMMENDED DURATION

40 hours conducted in 4-hour sessions

TARGET AUDIENCE

General industry workers with limited English speaking or writing skills who need to communicate more effectively with coworkers, management, and clients

COURSE CONTENT

- The English alphabet
- Cardinal and ordinal numbers
- Writing, spelling, vocabulary, and grammar usage
- Manufacturing overview
- Frontline worker roles
- Cost control and quality
- Safety in the workplace
- Work communications
- Teamwork
- The problem-solving process
- Production basics
- Production materials
- Production processes
- Continuous improvement and quality concepts
- Lean manufacturing

HAZWOPER 8-Hour Refresher

HAZWOPER (Hazardous Waste Operations and Emergency Response) is an OSHA requirement for workers who may be exposed to, or come in contact with, potentially dangerous substances. This training is an 8-hour refresher course additionally required by OSHA for those employees after the initial 24- or 40-hour training.

The course consists of nine modules, each module ending with a quiz. A 70% or higher is required on each module in order to receive an OSHA Certificate of Completion.

BENEFITS

- OSHA 29 CFR1910.120 compliance
- Situation preparedness for hazardous materials incidents
- Help ensure safety of workers
- Avoidance of OSHA penalties and fines
- Potential reduction of company workers' compensation insurance rate (MOD rate)

REQUIRED DURATION

One 8-hour day required per OSHA 29 CFR1910.120 f

TARGET AUDIENCE

General industry workers who are exposed or potentially exposed to hazardous substances or potentially hazardous materials

PREREQUISITE

This is an annual refresher course. You must have completed HAWOPER 40-Hour or 24-Hour within the last year to take this course.

COURSE CONTENT

- Recognize OSHA regulations and requirements
- Demonstrate an understanding of site characterization
- Identify the principles of toxicology and their relationship to various types of chemical exposures
- Describe potentially hazardous situations involving corrosives, solvents, oxidizers, & chemicals
- Identify the types of personal protective equipment (PPE) and be able to choose the correct type
- Understand different principles, levels, and methods of decontamination
- Recall characteristics of the confined space permit system, such as main confined space atmospheric hazards and types of ventilation concerns that are associated with confined spaces
- Identify components of OSHA's Hazard Communication Standard
- Understand and summarize various considerations in an emergency situation
- Define a medical surveillance program

HAZWOPER 24-Hour

HAZWOPER 24-Hour (Hazardous Waste Operations and Emergency Response) is an OSHA requirement for workers who may be exposed to, or come in contact with, potentially dangerous substances on a worksite only occasionally for a specific limited task. This training fulfills the requirements for certification under OSHA 29CFR, Part 1910.120 (e), and other applicable state regulations for certification. The course consists of fourteen sections covered during 24 hours of class time. Successful completion of the course awards an OSHA HAZWOPER-24 card to course participants from the Department of Labor within 4-6 weeks.

BENEFITS

- OSHA 29 CFR1910.120 (e) compliance
- Situation preparedness for hazardous materials incidents
- Help ensure safety of workers
- Avoidance of OSHA penalties and fines
- Potential reduction of company workers' compensation insurance rate (MOD rate)

REQUIRED DURATION

24 hours conducted in 3 days required per OSHA 29 CFR1910.120 (e)

TARGET AUDIENCE

General industry workers who are exposed or potentially exposed to hazardous substances or potentially hazardous materials on a worksite only occasionally for a specific limited task and are required by law to be HAZWOPER certified

COURSE CONTENT

- Understand the purpose of OSHA and its role in regulating occupational safety
- Use Site Characterization to identify problems that may exist in a workplace and measures that can be implemented to eliminate hazards
- Identify potential hazardous materials that exist in the workplace and the possible methods, symptoms and preventative measures of exposure
- Encourage the use of Safety Data Sheets (SDS) to identify and properly handle hazardous materials
- Implement procedures for treating workers in the event of hazardous exposure
- Familiarize yourself with materials, compounds and mixtures that may present flammable, explosive, chemical, or radioactive hazards
- Emphasize the importance of personal protective equipment in limiting hazardous exposure
- Establish an effective site control program to limit the risk of exposure to only those working in the hazardous work zone

HAZWOPER 40-Hour

This intensive 40-hour HAZWOPER (Hazardous Waste Operations and Emergency Response) training course fulfills the requirements for certification under OSHA 29CFR, Part 1910.120, and other applicable state regulations for certification, which is an OSHA requirement for anyone who works with hazardous materials. The course covers the history of hazardous materials, regulations, identifying hazardous materials, labels, toxicology, emergency response, personal protective equipment, decontamination procedures, air sampling, and confined space entry.

BENEFITS

- OSHA 29 CFR1910.120 requirements fulfillment
- Situation preparedness for hazardous materials incidents
- Help ensure safety of workers
- Avoidance of OSHA penalties and fines
- Potential reduction of company workers' compensation insurance rate (MOD rate)

REQUIRED DURATION

40 hours conducted in 5 days required per OSHA 29 CFR1910.120 (e)

COMPLIANCE NOTE

After the 40 hours of initial training, workers must have at least three days of supervised field experience before they can be allowed to enter a hazardous waste operation worksite: donning, using, and removing personal protective equipment required for their job site(s) in accordance with OSHA 29 CFR 1910.120

TARGET AUDIENCE

Workers who are involved in clean-up operations; voluntary clean-up operations; emergency response operations; and storage, disposal, or treatment of hazardous substances or an uncontrolled hazardous waste site

COURSE CONTENT

- Understand the purpose of OSHA and its role in regulating occupational safety
- Use site characterization to identify problems that potentially exist in a workplace and corrective measures that can be implemented to eliminate those hazards
- Identify hazardous materials existent in the workplace & possible preventive measures of exposure
- Understand and make use of Safety Data Sheets (SDS) to identify and properly handle hazardous materials
- Identify materials, compounds and mixtures that may present flammable, explosive, chemical, or radiological hazards
- Identify and emphasize the importance of personal protective equipment in limiting hazardous exposure
- Establish an effective site control program that limits the risk of exposure to those working in the hazardous work zone
- Implement procedures for treating workers in the event of hazardous exposure

OSHA-10 General Industry

This 10-hour General Industry training course is intended to provide workers with general awareness, recognition, and prevention of hazards in the workplace. Participants will be introduced to the basic practices of identifying, reducing, eliminating, and reporting hazards associated with the workplace.

BENEFITS

- OSHA 29 CFR 1910 compliance
- Reduction of company workers' compensation insurance rate (MOD rate)
- Typical reduction in workplace accidents and injuries of 15-35%
- Decreased absenteeism, disability claims, and employee turnover
- Compliance with mandatory laws for OSHA training in some U.S. states
- Customizable to specific industry requirements

REQUIRED DURATION

10 hours, typically conducted over a 2-day period required per OSHA

TARGET AUDIENCE

All general industry workers including but not limited to manufacturing, health care, warehousing, and logistics

COURSE CONTENT

- Introduction to OSHA
- Walking and working surfaces
- Exit routes and emergency action plans
- Hazardous materials
- Personal protective equipment
- Fall protection
- Electrical safety
- Hazard communication
- Industrial hygiene/bloodborne pathogens
- Safety and health programs
- Ergonomics
- Fire prevention and protection

OSHA-30 General Industry

This 30-hour General Industry training course is a comprehensive program intended to provide anyone involved in general industry with the basic practices of identifying, reducing, preventing, and reporting hazards associated with the workplace. The course is specifically designed for safety directors, foremen, managers, and supervisors who need a deeper understanding of OSHA compliance. After successful completion of the course, participants will receive an official, laminated, lifetime OSHA-30 card in the mail within 4-8 weeks.

BENEFITS

- OSHA 29 CFR 1910 compliance
- Reduction of company workers' compensation insurance rate (MOD rate)
- Typical reduction in workplace accidents and injuries of 15-35%
- Decreased absenteeism, disability claims, and employee turnover
- Compliance with mandatory laws for OSHA training in some U.S. states
- Customizable to specific industry requirements

REQUIRED DURATION

30 hours, typically conducted over a 5-day period required per OSHA CFR-1910

TARGET AUDIENCE

General industry leads, foremen, supervisors, and managers including but not limited to those in manufacturing, health care, warehousing, and logistics

COURSE CONTENT

- Introduction to OSHA
- Walking and working surfaces
- Exit routes and emergency action plans
- Hazardous materials
- Personal protective equipment
- Fall protection
- Electrical safety
- Hazard communication
- Industrial hygiene/pathogens
- Safety and health programs
- ergonomics
- Fire prevention and protection
- Confined spaces
- Lock-out/tag-out
- Inspections, citations, and penalties
- Occupational noise exposure

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