



# Corporate University

The Greene County Industrial Training Council and Black River Technical College recognize that business and industry have the need to approach the development of their workforce and leadership team in a manner that meets each organization's vision and culture. This is why we have developed the Corporate University structure. Each organization can focus on development plans that meet their strategies for building their leadership teams that help gain and maintain a competitive advantage.

Our Corporate University offers a three tiered structure to develop and sharpen leaders at every level. Each tier offers ideas for development, with the ability to customize specific development requests. Each organization can design their own development matrix. The tiers focus on executive level leadership, supervisors and front-line leaders, and emerging leaders that are beginning to mature into potential leadership candidates.

As organizations engage in the Corporate University track, Black River Technical College (BRTC) Corporate & Community Education staff and the Greene County Industrial Training Council (GCITC) will document and monitor each individual's progress. A report can be sent to participating Corporate University partners to monitor development. As achievement levels set by the participating organization are realized, GCITC and BRTC will prepare certificates of completion with the Corporate University logo along with the participating organization's name and logo. This concept allows each organization to control their Corporate University outcomes and receive recognition for hosting their own university program.

If you are interested in exploring what Corporate University can do for your organization, please contact us by calling 870-239-0969 and ask to speak with Dana Bradford, Patricia Sanderson or Alan Decker.

## Corporate University Structure Course Suggestions:

### Executive Leadership

Target Audience- Executive, Upper Management & Managers

#### The Leadership Challenge

**Model the Way, Inspire a Shared Vision, Challenge the Process, Enable Others to Act, Encourage the Heart.** Send your leaders on a personal journey of self-development and Achieve the Extraordinary by utilizing The Five Practices of Exemplary Leadership model. Each participant will complete a LPI self-assessment survey, examine a set of five key practices that characterize strong leadership and examine how these practices can strengthen their approach and progress on current projects and activities. The outcome of this workshop will allow participants to fine-tune their own leadership skills, making them more consistent, more tangible, and more intentional.

#### Five Behaviors of a Cohesive Team

*The Five Behaviors of a Cohesive Team™* has a simple goal: To facilitate a learning experience that helps professionals and their organizations discover what it takes to build a truly cohesive and effective team. *The Five Behaviors* profile, which provides both individual and team feedback, is grounded in the model described in *The Five Dysfunctions of a Team*, the internationally best-selling leadership fable by Patrick Lencioni. With this program, participants will learn how, as a team, they score on the key components of the model: trust, conflict, commitment, accountability, and results. Additionally, the program is powered by [Everything DiSC®](#), a model that helps individuals to understand themselves and others better. Using these results, participants will be able to create a better, stronger team.

#### Influential Leadership - DDI

To be successful in today's matrixed organizations, leaders need to get things done through other people— often through peers and individual contributors with whom they may not have position power. The Influential Leadership course teaches leaders to apply influential strategies, package their ideas, read their audience, and use appropriate persistence to gain commitment to their idea.

#### Activating Change / Driving Change— Achieve Global and DDI

Activating Change™: Executive Version helps executives prepare their organizations to be change-capable. This is an action-learning session in which participants apply executive-level, high-payoff, change-management practices to one or more current change initiative(s) within their organization. The session is facilitated by an AchieveGlobal executive consultant and is powered by the client's own data, collected via an organization-wide change-capability survey and in-depth one-on-one interviews with executives. Executives participate in a variety of individual and group discussions and activities on the following topics:

- Maintaining the pace, tone, and level of change

- Articulating change messages
- Creating a change-capable workforce
- Monitoring change efforts
- Coaching managers who lead change efforts in their areas

### **Strategies for Influencing Others – DDI and Achieve Global**

The course is designed to show leaders and individual contributors how to package their ideas in such a way that will win over the most skeptical individual. Participants will have the opportunity to enhance their understanding of influencing in the workplace, by learning strategies to effectively capture people’s attention and gain their commitment to take action.

Objective:

- Capture stakeholders’ attention, gain their commitment, and make things happen.
- Leverage their personal power to gain other’s commitment to take action on promising ideas and alternatives that achieve business results.
- Implement new ideas, improvements, and alternatives that will have the greatest impact on organizational objectives.

## **Supervisor Academy**

Target Audience-Supervisors, Administrative staff, Front-line personnel, Sales representatives, Technical Professionals

### **Your Leadership Journey - DDI**

This course arms a new (within their first two-three years) or prospective leader with the knowledge and skills they need to confront the challenges they face early in their leader career. The course encourages the learner to think about the transitions that newer leaders face and how to handle those challenges. Learners will be introduced to three leadership differentiators that are most important to build a positive reputation as well as add to the organization’s success. Additionally, leaders work through the challenges of leading former peers.

### **Communication for Leadership Success - DDI**

Organizations need leaders who can do more and be more in order to succeed in today's complex environment. They need frontline leaders with strong interpersonal skills who can get things done by mobilizing and engaging others.

This foundation course for most Interaction Management® courses helps leaders communicate effectively so they can spark action in others. The course teaches leaders the Interaction Essentials they need to handle the variety of challenges and opportunities they encounter every day in the workplace and beyond

- Achieve results through others by building strong interpersonal relationships.
- Plan for successful interactions with team members in person and virtually.

- Provide meaningful, supportive feedback that motivates team members and helps individuals improve their performance.
- Impact business outcomes by consistently meeting the personal and practical needs of others.

### **Strong Start - DDI**

Research proves the faster an employee gets up to speed, the higher their confidence and job satisfaction. Strong Start® provides leaders with valuable insights and a process to help new hires begin contributing quickly, get and keep them engaged in the job, and position them for success in both their current and future roles within the organization.

### **Working as a High Performance Team – DDI**

This course focuses on the importance of working as a team, not simply carrying their own weight. They must involve, support and share information with their teammates. The individual performers learn the stages of team development and the success factors that will help them advance through these stages to performing “full speed ahead”.

### **Resolving Conflicts with Your Peers – Achieve Global**

This course is designed to help people resolve situations among each other in which are troubling. It will teach participants how to handle any conflict between one another correctly and peacefully as possible.

The more people have to depend upon each other to achieve results under pressure, the higher the instance of conflict. Given the complex web of interrelationships that exist in most organizations today, there is ample opportunity for conflicts-big and small- to arise. Mishandled conflict situations damage work relationships and deplete personal energy and focus, causing productivity to plummet. People and organizations can greatly benefit from learning to handle conflicts skillfully and confidently.

### **Providing Constructive Feedback – Achieve Global**

Employees need to receive regular feedback from their leader to know how well they are doing. Providing others with constructive feedback not only helps to solve problems, but can also work to prevent potential problems from growing to the point where they have a negative impact on others or the organization. This four-hour interactive workshop provides skills that let participants give constructive feedback in a way that builds openness and mutual respect and promotes problem solving and learning.

### **Developing Others – Achieve Global and DDI**

This course is designed to help participants develop others, thereby helping them expand their capabilities so they will have the confidence to work independently and take on new challenges. During the module, participants complete a variety of individual and group activities, skills practices, video segments, and large group discussions that explore the following topics:

- The benefits of developing others
- Key actions for developing others
- Identifying and confirming opportunities to develop others
- Effective listening and asking techniques
- Planning a developmental conversation
- Practice developing others
- Action planning Payoff
- At the end of the module, participants will be able to:
- Describe the role of a manager in developing others.
- Explain how developing others can benefit those being developed, the manager, and the overall organization.
- Recognize the challenges faced in developing others.
- Identify opportunities to develop the skills and capabilities of others.
- Demonstrate a set of key actions for developing others.
- Demonstrate a variety of listening and asking techniques that will help others feel confident in their own decisions.
- Conduct focused development conversations that result in professional development and growth.

### **Delegating for Shared Success / Delegating with Purpose – Achieve Global and DDI**

The purpose of this module is to help participants develop the planning, interpersonal, and follow-up skills critical for successful delegation. During the module, participants complete a variety of individual and group activities, skills practices, video segments, and large group discussions that explore the following topics:

Barriers to successful delegation

- Delegation styles & Delegation planning: task and staff analysis
- Key actions for conducting a delegation conversation
- Delegation follow-through
- Action planning Payoff

At the completion of this module, participants will be able to:

- Assess their delegation challenges and skills to understand their delegation style.
- Evaluate what work they must do versus what can or should be completed through others to delegate appropriate tasks.
- Plan tasks to delegate and align the tasks with the appropriate staff.

Conduct a delegation conversation that results in the employee understanding the task, how it fits into the big picture, and expectations.

- List follow-up actions they can take to ensure delegation success.

### **How to Manage Diversity in the Workplace – Fred Pryor - Custom**

Commitment to diversity awareness is a vital strategy for both positive personal growth and productive business growth. In this program, your employees will develop their own awareness of and sensitivity to the wide variety of people that surround them every day. As a result, your staff will learn to

communicate and interact effectively with coworkers whose background, culture, or personality may be different from their own.

### **Effective Communication / Communicating with Impact – Achieve Global and DDI - Custom**

This course was designed to help participants avoid misleading verbal and visual cues that interfere with clear and concise communication. This course holds dozens of interactive exercises made to help you maintain the skills you learn. You will discover new ways to improve your interpersonal communication skills and what you have learned in this course will allow you to have time to practice and apply the skills in real life situations.

### **Managing Multiple Priorities Deadlines & Projects- Fred Pryor - Custom**

Prioritize crucial projects, manage conflicting demands, reduce pressure and master multiple tasks with confidence. This class will give you powerful time management training techniques that make an impact:

- Plans that really work
- What to do first- when everything is a priority
- Action plans that move projects ahead

Innovative methods that really keep you on track through changing priorities, last-minute alterations, uncertainty, crises and chaos

### **How to Read and Understand Financial Statements – Fred Pryor**

This course is designed to give business owners, managers, and other non-financial professionals an arsenal of tools for understanding, analyzing, and interpreting financial statements. As a result of this course you will have a better understanding of not only financial statements, but of how their information fits into the “big picture” at your organization. You will be able to use the information gleaned from financial statements to plan ahead for your organization, ensure that cash flow is regulated, and make timely, educated decisions regarding new product lines, equipment purchases, business expansion, increasing personnel, borrowing capital, and much more.

### **Finance and Accounting for the Non-Financial People – Fred Pryor**

Essential for business owners, executives, and professionals from non-financial backgrounds

As a non-financial manager, do you find yourself asking, "Where are they getting those numbers?" When it comes to reading financial and accounting reports, confusion and frustration can be costly. It can cost you and your organization time and money — and ultimately affect your bottom line.

This program is your guide to learning the jargon, standard practices, and everyday applications of finance and accounting. Not only will this finance and accounting training help you better understand and interpret reports, you will also learn to prepare financial documents and budgets that display information efficiently using financial equations.

You'll learn how to ...

- Speak the language of those who oversee your organization's finances
- Analyze financial performance reports
- Prepare, submit, and monitor budgets
- Assess the liabilities and payoffs of new business ventures
- Measure your bottom-line results

### **Personnel Law – Fred Pryor - Custom**

It is imperative that everyone in your organization understands Legal hot spots and employer responsibilities. By offering a variety of HR training topics, supervisors, manager, frontline leaders as well as HR professionals will be informed and up to date.

### **Developing Others / Coaching for Peak Performance – Fred Pryor - DDI**

Effective coaching is one of the most important drivers of team member performance. Whether leaders are guiding people toward success in new or challenging situations or helping people improve or enhance their work performance, their ability to coach and provide feedback makes the difference between mediocrity and high performance.

By helping learners understand the importance of three coaching techniques and how to effectively handle both proactive and reactive coaching discussions, this course helps leaders have more effective and efficient interactions.

Objective:

- Encourage people to take ownership of, and be accountable for, their work performance.
- Create a work environment where people are comfortable taking on the risks associated with new responsibilities.
- Boost morale, improve productivity, and increase profitability by coaching for peak performance in each person.

Manage work performance issues in a fair, consistent manner

### **Decision Making / Delegating with Purpose – Achieve Global and DDI**

Delegation is a critical skill for leaders in today's "do more with less" business environment. Fewer resources, changing motivations, virtual employees, and global workforces are just a few of the challenges leaders face as they attempt to meet ever-increasing workplace demands. In this course, leaders learn the skills they need to address these challenges, gain the commitment of team members, develop individual skills and abilities, and enhance the overall capability and capacity of their teams and, ultimately, the organization. Leaders learn to identify the tasks they need to delegate, select the most appropriate individuals, assess capabilities and commitment, and plan the delegation discussion. That discussion includes the level of decision-making authority, amount of support, and methods for monitoring progress and measuring results.

## **Driving Change - DDI**

Approximately 70 percent of workplace change initiatives fail shortly after they are implemented. The likely cause? It's not because leaders don't know what to do to implement workplace change, but rather because they aren't skilled in how to implement change. Effectively implementing change means helping team members to accept and even embrace change more quickly.

Learning Objective:

- Prepare to effectively communicate the business strategies and rationale that are driving the need for change.
- Utilize three actions to accelerate the implementation of workplace change.
  - Describe what's changing and why
  - Seek reactions and feelings
  - Regain a sense of control

## **Resolving Workplace Conflict – Achieve Global and DDI**

This course is designed for leaders and employees to recognize their role in solving conflict in the workplace at any time. During this course leaders and employees will also learn how to act appropriately, and how to handle the situation when there is any sort of conflict that they sense is intensifying. You are introduced to a couple of techniques to help solve the situation like: meditation and coach-and practice.

- Identify the common causes, signs, and impact of workplace conflict.
- Recognize their role in resolving workplace conflict and the accountability their employees have for resolving their own conflicts
- Recognize the warning signs of escalating conflict and determine when to coach or mediate to minimize damage and encourage discovery
- Differentiate between the effective and ineffective behaviors of both leaders and employee when it comes to resolving workplace conflict.

## **Setting Goals and Reviewing Results – Achieve Global and DDI**

This course will show the positive effect of shifting the traditional role of planner and evaluator from the leader, to a shared responsibility between leader and employee. This shift builds employee ownership, and allows the leader to focus on coaching and developing throughout the performance cycle. Leaders will experience how to use effective (SMART) goals to help them and their employees track progress and fairly evaluate outcomes. A well-written performance plan is also a powerful tool for leaders to use when determining where to focus their development and coaching discussions with their employees.

Objective:

- Ensure direct reports take a more active role in managing their performance.



- Manage performance on an ongoing basis while working within the organization's time parameters for goal setting and performance reviews.
- Provide the ongoing coaching and feedback your direct reports need to achieve their goals.
- Increase your direct reports' confidence and commitment to their own success.

### **Problem Solving – Achieve Global – Custom**

Problem Solving is an essential skill in the workplace and personal situations. Planning and structuring will help make the problem solving process effective. The Problem Solving process consists of a sequence of sections that fit together depending on the type of problem to be solved. These are:

- Problem Definition.
- Problem Analysis.
- Generating possible Solutions.
- Analyzing the Solutions.
- Selecting the best Solution(s).
- Planning the next course of action (Next Steps)

The process is only a guide for problem solving. It is useful to have a structure to follow to make sure that nothing is overlooked. Nothing here is likely to be brand new to anyone, but it is the pure acknowledgement and reminding of the process that can help the problems to be solved.

### **Six Sigma – Green Belt - Custom**

This 80 hour Green Belt Certification Course spans 10 weeks in an active learning environment. The course is designed for organizations that want to develop employees to be supply chain, logistics, and problem solving experts. The participants complete rigorous training while completing an actual improvement project in the workplace. The end result is an effectively completed initiative and Green Belt Six Sigma certification from BRTC and complete preparation to take the ASQ Green Belt Certification Exam. Hours completed in Green Belt course can then be applied to the Black Belt Certification course.

Overview:

- Six Sigma & the Organization; Six Sigma and Organizational Goals; Lean Principles in the Organization; Design for Six Sigma (DFSS) in the Organization
- Six Sigma Define; Process Management for Projects; Project Management Basics; Management and Planning Tools; Business Results for Projects; Team Dynamics and Performance
- Six Sigma - Measure; Process Analysis and Documentation; Probability and Statistics; Collecting and Summarizing Data; Probability Distributions; Measurement System Analysis; Process Capability and Performance
- Six Sigma - Analyze; Exploratory Data Analysis; Hypothesis Testing
- Six Sigma - Improve & Control; Design of Experiments (DOE); Statistical Process Control (SPC); Implement and Validate Solutions; Control Plan

## **Six Sigma – Black Belt - Custom**

This 80 hour Black Belt Certification Course spans 10 weeks in an active learning environment. The Course is designed for organizations that want to develop employees to be supply chain, logistics, and problem solving experts. The participants complete rigorous training while completing an actual improvement project in the workplace. The end result is an effectively completed initiative and Black Belt Six Sigma certification from BRTC and complete preparation to take the ASQ Black Belt Certification Exam. The 80 hours completed in Green Belt serve as a prerequisite for entrance into the Black Belt program. If you did not complete the Green Belt certification course at Black River, you will be asked to provide documentation of attendance/certification from an 80 hour Green Belt program held elsewhere.

## **OSHA Record Keeping - Custom**

In an effort to ensure all non-exempt organizations meet employee health, environmental and safety standards, OSHA has been getting tougher on companies and cracking down on record keeping practices in particular. With the complexity of OSHA's rules, regulations and record-keeping requirements, are you confident that your organization is safe from potentially costly penalties, fines and even legal actions?

- The distinctions in OSHA regulations between reporting, documentation & record keeping
- How to determine if your organization is covered by OSHA's record-keeping requirements or if you are exempt
- How to maintain forms 300, 300A and 301 in accordance with OSHA's record-keeping regulations
- Which injuries and illnesses are required to be recorded under OSHA regulations, OSHA records retention requirements and what you need to know to help you research further questions about OSHA record keeping

# Emerging Leaders

Target Audience - Potential Leaders Not Already in a Leadership Role or New Leaders Working Toward Advancement

## **DiSC Personality Profile - DISC**

This process is to help individuals understand their personality traits so they can best maximize their leadership potential. There are four DiSC personality types:

- Dominance
- Influencing
- Steadiness
- Conscientiousness

**Dominance:** The D-type focuses on action and results. High D's are ambitious, goal-oriented, and get things done. Other people may find their style too direct, even blunt, so High D's must learn that not everyone is comfortable moving at such a fast pace.

**Influencing:** The I-type values personal connections. High I's are cheerful, friendly, outgoing individuals, and they enjoy teamwork and group projects. They make decisions based on gut instinct, and they have little patience for detailed facts and figures. Less outgoing personality types might see the high I as unfocused and chit-chatty.

**Steadiness:** The High S emphasizes teamwork, collaboration, and camaraderie. They like everyone to feel on a team to feel included, and are highly conflict-averse. The S-type is laid-back and easygoing, and they don't feel comfortable with fast decisions or rapid change.

**Conscientiousness:** The C-type is organized, analytical, and detail-oriented. They place great value on accuracy and dislike committing mistakes, frequently checking and re-checking their work. The High C approaches problems and decisions with logic and data, and may struggle in ambiguous situations.

Many people are a blend of two different DiSC personality types, with one primary and one secondary style.

### **Predictive Indexing & Personality Profiling - Custom**

The Predictive Index (PI) offers widely adopted skill, behavior, and cognitive assessments used by many organizations to aid in the understanding of how employees, or candidates, will likely deal with employment situations and managerial styles. While some participants in the assessment may worry about selecting the "correct" answers, there are actually no correct nor incorrect answers. Rather the goal of the predictive index is to match the correct people to the correct situations to avoid future conflict. This process can help individuals understand their personality type and make sense of the people they deal with on a daily basis.

### **Myers-Briggs – MBTI**

The purpose of the Myers-Briggs Type Indicator® (MBTI®) personality inventory is to make the theory of psychological types described by C. G. Jung understandable and useful in people's lives. The essence of the theory is that much seemingly random variation in the behavior is actually quite orderly and consistent, being due to basic differences in the ways individuals prefer to use their perception and judgment.

"Perception involves all the ways of becoming aware of things, people, happenings, or ideas. Judgment involves all the ways of coming to conclusions about what has been perceived. If people differ systematically in what they perceive and in how they reach conclusions, then it is only reasonable for them to differ correspondingly in their interests, reactions, values, motivations, and skills."

This process will assist members within your organization to gain insight into their process of perceptions and judgement to make sense of the differences between people to unlock the better communication. Using the 16 distinctive personality types that result from interaction leaders can utilize each person's strength.

## **Pillars of Leadership - Custom**

Leadership does not just happen. It is a mixture of natural born traits and skills development. Understanding purpose coupled with key components that contribute to a greater level of confidence and involvement contributes to strong leadership development. This course will key in on foundational components of leadership to help emerging leaders knowingly and consistently undertake their development as a journey.

## **Building Team Pride & Purpose – Achieve Global**

When team members feel pride in what they do and have a clear sense of purpose, they begin to anticipate success. This anticipation becomes a powerful motivator to deliver better results. And when the results do come, team pride and purpose increase even more—and the cycle continues.

This leadership program helps participants explore ways to unleash the power of pride and purpose in their teams.

## **Communicating for Leadership Success – DDI**

This foundation course introduces leaders to the essential interaction skills that are critical to leadership success. These Interaction Essentials are the core behaviors that leaders need to be effective in the many situations they handle on a daily basis, such as coaching, delegating, and driving change. Leaders will learn how to meet the personal and practical needs of their team members and how to communicate in order to spark action in others to achieve business results. They will also learn how to provide positive feedback that recognizes and motivates individuals and teams as well as developmental feedback that helps others get back on track. This foundation course is a prerequisite for many of the courses in the Interaction Management® Exceptional Leaders series.

## **Driving Change – DDI**

This course helps leaders implement change in the workplace so they can avoid the problems that plague 70% of failed change initiatives. Driving Change provides the skills and resources leaders need to accelerate the process of implementing change with their team members and to create an agile work environment where people are more open to change. Leaders will learn how to use three Change Accelerators to turn resistance into commitment and inspire team members to take ownership of change.

## **Setting Goals & Reviewing Results – DDI**

People are more engaged and strive for better results when they feel ownership of their work in both the process and the outcomes. Unfortunately, leaders fail to engage and reinforce this sense of ownership in performance management discussions. This course will show the positive effect of shifting the traditional role of planner and evaluator from the leader to a shared responsibility between leader and employee. This shift builds ownership with the employee and frees up time for leaders to focus on coaching and developing throughout the performance cycle. Leaders will experience how to use effective (SMART) goals to help them and their employees track progress and fairly evaluate outcomes. A well-written performance plan is also a

powerful tool for leaders to use when determining where to focus their development and coaching discussions with their employees.

### **Delegating with Purpose -DDI**

Delegation is a critical skill for leaders in today's "do more with less" business environment. Fewer resources, changing motivations, virtual employees, and global workforces are just a few of the challenges leaders face as they attempt to meet ever-increasing workplace demands. In this course, leaders learn the skills they need to address these challenges, gain the commitment of team members, develop individual skills and abilities, and enhance the overall capability and capacity of their teams and, ultimately, the organization. Leaders learn to identify the tasks they need to delegate, select the most appropriate individuals, assess capabilities and commitment, and plan the delegation discussion including the level of decision-making authority, amount of support, and methods for measuring and monitoring the delegation.

### **Resolving Workplace Conflict – DDI**

Today's business environment presents new and growing challenges forcing organizations to continually increase productivity, improve quality, shorten cycle time, and reduce costs. Survey after survey confirms that people are working longer and harder at jobs that are more complex and have a wider range of responsibilities. At the same time, the way people work and communicate with one another is changing, creating added stress and complexity. The homogenous, single-function, co-located group is being replaced by dispersed, cross-functional teams with diverse areas of expertise. An unfortunate but natural by-product of these challenges is conflict. While conflict can lead to discoveries such as new ideas and innovative breakthroughs, it can, if allowed to escalate, result in damage to critical working relationships. This course teaches leaders how to recognize the signs of escalating conflict and take appropriate action to minimize damage. Leaders are introduced to two resolution tactics—coach and mediate—and practice using the Interaction Essentials as they coach an associate to resolve a conflict.

### **Managing Multiple Priorities, Projects and Deadlines – Custom**

In this extremely practical one-day seminar, you will learn how to take control of multiple projects, unexpected demands and unplanned situations. Learn how to remain cool, calm and collected even when the pressure becomes overwhelming and threatens your effectiveness.

- Managing Time: How to work with, not against the clock
- Taking Control of Multiple Tasks
- Handling Unexpected, Difficult Situations
- Dealing with Pressure and Stress

### **Maximizing Team Performance – Custom**

Managers can misdiagnose the root causes of team conflict or less-than-optimal team performance when they consider only the capabilities or character of individual team members. Often there are more systemic conditions that undermine a team's cohesiveness, collaboration, or ability to achieve goals. This course focuses on how leaders can work with their teams to build the infrastructure that enables maximum

performance. Leaders gain experience in diagnosing and applying the five Team Success Factors of Results, Commitment, Communication, Process, and Trust. A resource guide and sample Team Charter is included.

### **Coaching for Peak Performance – DDI**

This course helps leaders handle both proactive and reactive coaching discussions. By understanding the importance of four coaching techniques learners can have more effective and efficient interactions. The session incorporates a fast-paced game to understand the techniques. Since both proactive and reactive coaching discussions can be challenging, participants will use their own situations to make the course especially relevant to them.

### **Finance and Accounting for the Non-Financial People – Fred Pryor**

Essential for business owners, executives, and professionals from non-financial backgrounds

As a non-financial manager, do you find yourself asking, "Where are they getting those numbers?" When it comes to reading financial and accounting reports, confusion and frustration can be costly. It can cost you and your organization time and money — and ultimately affect your bottom line.

This program is your guide to learning the jargon, standard practices, and everyday applications of finance and accounting. Not only will this finance and accounting training help you better understand and interpret reports, you will also learn to prepare financial documents and budgets that display information efficiently using financial equations.

You'll learn how to ...

- Speak the language of those who oversee your organization's finances
- Analyze financial performance reports
- Prepare, submit, and monitor budgets
- Assess the liabilities and payoffs of new business ventures
- Measure your bottom-line results

### **Basic Blueprint Reading – Custom**

This course introduces the basic principles of blueprint reading. Topics include line types, orthographic projections, dimensioning methods, and notes. Upon completion, students should be able to interpret basic blueprints and visualize plan features.

This course is aimed at individuals working with blue prints in industry. It is directed at all those who need to read and interpret drawings and for those who need to read various instruments.

### **Lean Manufacturing – TPM - Custom**

Operational excellence means eliminating waste from processes not once but every day. By reconfiguring work so that value flows to customers unimpeded, high-performing companies free up resources and capital, boost return on assets, and set the stage for sustainable growth.

Productivity introduced the cornerstones of operational excellence—lean and total productive maintenance (TPM) – to the West in the 1980s. More than a set of tools, these methodologies depend on systemic change. The principles can be easy to grasp, but not so easy to implement.

### **Computer Basics – Custom**

Participants will learn concepts required to navigate around on the computer and use everyday features.

- Exploring the Computer Environment
- Basic Components and Computer Care
- General Computer Terms
- File Sizes & Storage Space
- Hard Drive Allocation & Using Files & Folders Effectively
- Changing Desktop Settings
- Using Windows Effectively (menus, window use, task bar, etc.)
- Intro to Software & Exploring the Internet

### **MS Word – Beginning, Intermediate, Advanced**

**Beginning:** In this MS 2013 course you will learn...

- Introducing Word Basic Concepts
- Create, Edit, Enhance Business Documents
- Work with Formatting Tools, Proofreading, Spell Checker
- Learn to Format Text
- Create and Format Tables

**Intermediate:** In this course you will learn how to organize long documents, use templates and how to use mail merge effectively.

- Intro to mail merge
- Working with Data Sources
- How to solve common Merge Problems
- Working with Templates, Themes and Style Sets
- Adding Media, Pictures & Clip Art
- Working with Forms
- How to Organize Long Documents

**Advanced:** In this course you gain superior understanding of techniques to create professional business documents. The course will cover how to...

- Organize Long Documents
- Create a Table of Contents
- Use Multiple Headers and Footers
- Use Collaborate Tools
- Learn to Share and Secure Documents

- Use Digital Signatures
- Automate Tasks Using Macros
- Embed and Link Excel, PowerPoint and Web

## **MS Excel - Beginning, Intermediate, Advanced**

**Beginning:** Learn the basics & how to effectively work with spreadsheets! In this course, you will use Microsoft Office Excel 2013 to create, manage, edit and print data.

- Getting Started with Microsoft Excel
- Modifying a Worksheet
- Performing Calculations
- Formatting a Worksheet
- Developing a Workbook
- Printing Workbook Contents
- Customizing Layout

**Intermediate:** In this course, you will use Microsoft Office Excel 2013 to streamline and enhance your spreadsheets

- Create & Modify Embedded Charts
- Formula Functions
- Performing Calculations
- Sorting & Filtering Data
- Formatting a Worksheet
- Using Graphics & Templates
- Customizing Layout

**Advanced:** In this course, you will use Microsoft Office Excel 2013 to better understand complicated charts. Tasks which once took hours to compile now will take only minutes to set up and assemble. You'll learn when it makes sense to use a macro, how to debug a macro, and how to create and manage a Pivot Chart. Key code shortcuts you will learn will transform multi-step processes into single, simple moves. Even the advanced linking and data exchange operations you once dreaded will become easier.

### Advanced Excel Formulas and Functions

- Making the Most of Excel Macros
- Exchanging Data between Excel and Other Applications
- Learn How to Sort to Maximize the Data's Usability
- Auditing: A Visual Map of your Excel Formulas
- How to Build & Manage an Advanced Excel Pivot Chart for Everything Management wants

## **MS PowerPoint - Basic, Beginning, Intermediate, Advanced**

**Beginning:** In this course, participants will learn to work with Microsoft Office PowerPoint 2013 to create electronic presentations.



- Exploring the PowerPoint Environment
- Creating a Presentation
- Formatting Text Slides
- Adding Graphical Objects to a Presentation
- Modifying Objects
- Adding Tables to a Presentation
- Inserting Charts in a Presentation
- Preparing to Deliver a Presentation