Customized Training Catalog

Thompson M-TEC
Career and Corporate Training

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Services …

In addition to providing training services, we also provide consultation services through our own subject matter experts (SMEs). Our SMEs are leaders in their fields. They combine real-life business knowledge with the ability to provide customization and consultation in order to maximize successful outcomes for our clients, regardless of size or industry.

Your consultant will be selected for you based on your unique needs. It's important that we match their expertise with your challenges in order to provide the best and most efficient fit for your company. You can choose to have your consultant embedded with your organization permanently or temporarily, or conduct visitation on an as-needed basis. Your needs come first!

We are known for providing expert training and facilitation services for educational and business organizations in addition to providing consulting in a variety of in-demand categories:

- Custom Course Development
- Appreciative Inquiry
- Business & Strategic Planning
- Creative Problem Solving
- Executive & Team Coaching
- Needs Assessment
- Project Management & Governance
- Industrial & Organizational Psychology:
    - Employee Selection
    - Talent & Career Development
    - Mentoring Programs
    - Culture Change
    - Performance Management
    - Succession Planning
    - Custom Training Development

These services have the potential to significantly impact our clients' organizations. Similar consultation has positively influenced the following outcomes:

- Retention efforts aimed at redirecting skilled workers from their intended retirement yielded a 30% improvement
- Retention improved by 87%
- Employee engagement increased by 40%
- On-the-job performance improved by 23%
- Project success increased by 25%
- Increase in revenue by 26% without one additional sale; simply due to efficiencies.

Series Makes the Difference …

Instead of attempting to piecemeal a training program together, try using our proven combination of courses to meet your specific needs:

Business Communication Series:

- Business Writing and Grammar
- Business Writing for Impact and Influence
- Effective Written Communication and Email
- Conquering Challenging Conversations.

Effective Leadership Series:

- Understanding Yourself as a Leader
- Coaching to Bring Out the Best in Others
- Controlling Chaos and Thriving Under Pressure
- Emotional Intelligence in Leadership
- Building Effective Communication and Feedback Skills
- Motivation and Employee Retention

First Time Supervisor Series:

- Making the transition from Co-Worker to Team Leader
- Principles of Supervision & Leadership
- Resolving Team Conflicts
- Conducting Effective Performance Evaluations

Human Resources Master Series:

- Employee Engagement and Retention Workshop
- Conducting an HR Audit
- Using Motivational Interviewing to Screen Job Candidates
- Maximizing Effectiveness in a Multi-Generational Workplace

Microsoft (MS) Office Master Series:

- MS Outlook levels 1 and 2
- MS Word levels 1, 2 and 3
- MS Excel levels 1, 2 and 3
- MS PowerPoint 1 and 2

Performance Management Series:

- Performance Management & Metrics
- Effective Performance Evaluations
- Giving and Accepting Feedback
- Gaining Commitment to Present Goals

Personal Effectiveness Series:

- Using Positive Influencing Skills in the Workplace
- Thriving in a Time of Change: Tools for Working in a Changing Organization
- Creative Problem-Solving and Decision-Making
- Conquering Stress and Anxiety through Mind/Body Awareness

Powerful Presentation Series:

- PowerPoint 1
- PowerPoint2
- Facilitation Excellence (2-day)

Project Management Leadership Series:

- Controlling Project Risks: Managing Threats and Promoting Opportunities
- Human Resources, Stakeholder and Communications Management
- Time Management and Scheduling
- Project Benefits Realization
- Ensuring Project Success

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AI for Business

AI for Business Efficiency: Streamlining Operations and Reducing Costs

- Class 1: The Role of AI in Modern Business
- Class 2: Automating Everyday Operations
- Class 3: Customer Service and Decision-Making with AI

Mastering Business Communications in the AI Era

- Class 1: Fundamentals of AI-Assisted Communication
- Class 2: Advanced AI Communication Tools & Applications
- Class 3: Ethics & Strategy in AI Communication

Leadership in the Digital Age: Adapting to Technological Change

- Class 1: The Impact of Digital Transformation on Leadership
- Class 2: AI-Driven Decision-Making & Strategic Leadership
- Class 3: Managing Change & Fostering an Innovation Culture

The AI-Powered Employee: Boosting Productivity Without Burnout

- Class 1: Getting Started with AI for Personal Productivity
- Class 2: Automating Repetitive Work Without Losing Control
- Class 3: Advanced Productivity Tactics and Real-World Case Studies

AI Ethics and Compliance: Navigating Workplace Challenges

- Class 1: Foundations of AI Ethics
- Class 2: Legal & Compliance Considerations in the Workplace
- Class 3: Building an Ethical AI Culture

AI in Sales and Marketing: Automating Growth Strategies

- Class 1: Foundations of AI-Driven Marketing
- Class 2: Lead Generation & Campaign Automation
- Class 3: Sales Optimization with AI
- Optional Class 4: Ethical Use of AI in Marketing

Personal Branding in the AI-Driven Market

- Class 1: Building a Strong Online Presence with AI
- Class 2: Content Creation and Thought Leadership
- Class 3: Growth, Networking, and Career Leverage

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AI for Business (continued)

AI-Powered Marketing & Content Creation

- Class 1: Content Creation 101 – Writing with AI
- Class 2: Personalization at Scale
- Class 3: SEO, Analytics & Optimization
- Class 4: Social Media & Campaign Automation

The AI-Enhanced Entrepreneur: Scaling Your Business with Smart Automation

- Class 1: Buying Back Your Time – Automate the Grind
- Class 2: Building Repeatable, Low-Maintenance Systems
- Class 3: Operating Like a Team of Ten

Automating Business Tasks with AI: A Hands-On Zapier Workshop

- Class 1: Automation Foundations + Building Core Workflows
- Class 2: Advanced Flows + Testing
    - Shortened Version: Automating Business Tasks with AI: A Hands-On Zapier Workshop
    - Part 1: What is Zapier + Why It Matters
    - Part 2: Hands-On – Build Your First 2 Automations
    - Part 3: Create a Personal Workflow

Introduction to Generative AI and Prompt Engineering

- Class 1: Understanding Generative AI + Core Capabilities
- Class 2: Prompt Engineering Fundamentals
- Optional Class 3: Advanced Prompting Techniques

AI in Marketing: Generating Images and Videos with AI

- Session 1: AI Image Creation for Marketing
- Session 2: AI Video Creation + Content Strategy

AI Chatbots for Business: How to Build and Deploy Your Own AI Assistant

- Session 1: Planning and Building
- Session 2: Deployment, Integration, and Optimization

AI for Solopreneurs & Small Businesses: How to Scale Without Hiring

- Session 1: Building Your Virtual AI Team
- Session 2: Streamlined Workflows for Growth

Business Analysis, Design & Agile

- Agile for Business Analysts
- BA26 Requirements Eliciting
- Business Analysis
- Business Analysis and Requirements Gathering
- Business Analysis Essentials
- Business Analysis for IT Professionals
- Consulting Skills for the Business Analyst
- Finance for the Non-Financial Leader
- Finance in Capital Markets
- Gathering High Quality Business Requirements
- High-Quality Business Requirements
- Integrated Business Planning
- Market Analysis
- Modeling Techniques for the Business Analyst
- PBA04 — PMI Professional in Business Analysis (PMI-PBA) Exam Preparation Course
- Preparation for the CBAP Certification Exam
- Preparation for the CCBA Certification Exam
- Project Management Skills for the Business Analyst
- Writing Effective Business Cases
- Writing Effective Requirements

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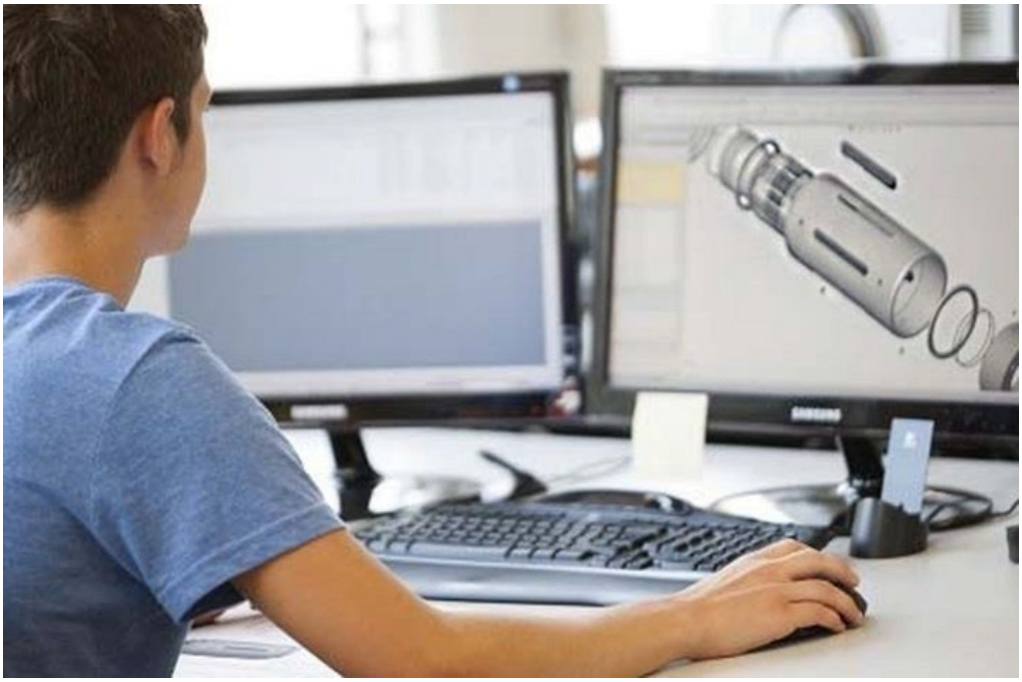
CAD/CAM/Product Life Cycle Management (PLM)



AutoCAD

- 2012 Advanced
- 2012 Basics
- 2012 Commercial Design
- 2012 Residential Design
- AutoCAD Beyond the Basics
- AutoCAD Essentials
- AutoCAD/AutoCAD LT Fundamentals
- Revit
- Revit Architecture

CATIA

- Design V5
- Fundamentals V6
- Manufacturing SmarTeam
- Manufacturing V6
- V5 Advanced Modeling
- V5 Fundamentals
- V5 Surface
- V6 ENOVIA

Creo (formerly Pro/Engineer)

- Advanced Assembly Design Using Creo Parametric 2.0
- Advanced Modeling Using Creo Parametric 2.0
- Detailing Using Creo Parametric 2.0
- Introduction to Creo Parametric 2.0
- Surfacing Using Creo Parametric 2.0
- Update to Creo Parametric 2.0 from Creo Elements/ pro 5.0
- Update to Creo Parametric 2.0 from Pro/ Engineer Wildfire 4.0

Unigraphics NX

- Advanced Assemblies
- Fundamentals
- Intermediate NX Design and Assemblies
- Large Assembly Management Manufacturing Fundamentals
- Mechanical Free Form Modeling Design for the Experienced CAD User
- NX Boot Camp for Managers Teamcenter Visualization Basic Design
- NX Drafting Essentials
- NX Free Form NX 7.5 Update Sketch Outline
- NX New User Training
- NX Overview for Moderate Users
- Synchronous Modeling and Parametric Design

Windchill

- Building Publication Structures with Windchill Service Information Manager 10.1
- Building Windchill Structures with Windchill Service Information Manager 10.1
- Business Administration of Windchill Service Information Manager 10.1
- Configuring Parts List with Windchill Service Parts 10.1
- Introduction to Windchill Quality Solutions 10.1
- Introduction to Windchill Service Information Manager 10.1

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Communication & Business Effectiveness

- Building Effective Communication & Feedback Skills
- Business Writing & Grammar
- Business Writing for Impact & Influence
- Challenging Conversations
- Communications & Interpersonal Skills
- Conflict Management Workshop
- Conquering Stress and Anxiety through Mind/Body Awareness
- Constructive Conversations
- Continuous Improvement for Superior Results
- Corporate Social Responsibility: Influencing Positive Change in You
- Creative Problem-Solving and Decision-Making
- Creative Techniques for the Classroom
- Critical Conversations
- Critical Thinking and Creative Problem-Solving
- Designing Documents for Busy Professionals
- Developing Professional Presentations
- Effective Meetings
- Effective Presentation Skills
- Facilitation Skills for IT Professionals — JAD and Business Requirements Gathering Validation
- Giving and Accepting Feedback
- Influencing Others — Managing Expectations and Outcomes for IT Professionals
- Integrated Business Planning
- Internal Consulting Skills for Information Technology Professionals
- Managing Projects On-Time, On-Budget
- Managing Your Career for Short and Long-Term
- Personal Effectiveness through Emotional Intelligence
- Practical Tim and Workload Management
- The Art and Science of Evaluating Programs
- Time and Stress Management Workshop
- Using Social Media
- Writing Effective Business Cases
- Writing Effective Business Proposals
- Writing Effective Requirements

*LSSS Instructors

Computer and Information Technology

M-TEC delivers classes either onsite, offsite or as publicly scheduled open enrollment events. We also can customize our classes and deliveries to meet your specific requirements. Additional open enrollment classes may also be scheduled in your area, by request.

If you don't see what you're looking for in this section, or in any section in this catalog, please enquire as there may be courses available that do not appear here.

ITIL, Governance & IT Service Management

- Change Management
- Governance & Best Practices
- IT Asset Management
- ITIL eLearning
- ITIL Foundations
- ITIL Service Lifecycle Track
- ITSM
- Six Sigma and Lean

Software Quality, Testing & Tools

- Micro Focus
- Other Testing Tools
- Rational Products
- Selenium
- Software Testing & Quality

IBM Mainframe, Midrange & ISV Products

- Assembler
- Authorized IBM Mainframe
- BMC
- Broadcom Enterprise Software
- Broadcom Mainframe
- CICS
- COBOL
- Db2 for z/OS
- i5/OS & AS/400
- IBM Z Security Automation
- IMS
- Mainframe Operations
- Micro Focus ChangeMan
- PL/I
- REXX
- VSAM
- z/OS Core Skills
- z/OS Performance
- z/OS Systems Programming
- z/VM & Linux on System z

UNIX/Linux, SUSE, Red Hat, Solaris and AIX

- AIX
- Perl
- Red Hat
- Solaris
- SUSE
- UNIX & Linus

Microsof t Infrastructure, Development, Business Applications & Productivity

- .NET Application Security
- Azure DevOps Services, DevOps Server/TFS
- BizTalk
- Client, SharePoint, Teams & 365 for the IT Pwwro
- Dynamics 365
- Microsoft Development, .NET & Visual Studio
- Microsoft Security
- Nintex
- PowerShell
- SharePoint, Teams, Office & 365 for Users
- Windows Server & Hybrid

*LSSS Instructors

Computer and Information Technology (continued)

CompTIA, Help Desk, Apple, Adobe & Multi-media Tools

- Adobe
- Apple
- Autodesk
- CompTIA
- Help Desk/Support
- Multimedia
- Salesforce

Cybersecurity, Hacking and IT Auditing

- Cybersecurity
- EC-Council
- Fortinet
- Hacking
- IT Auditing
- Malware Analysis
- Mobile Security
- Network Threats
- OS Security

Project & Portfolio Management

- PM Certification
- Portfolio & Program Management
- Project Management Advanced
- Project Management Core Concepts
- Project Management Tools

Business Analysis, Agile/Scrum & DevOps

- Accessibility
- Agile & Leadership
- BRM
- Business Analysis
- Data Modeling
- Design Requirements
- DevOps & Continuous Integration
- DevOps Tools
- Kanban
- SAFe
- Scrum Development
- Service Oriented Architecture (SOA)
- User Interface/User Experience
- UI/UX

Java/Java EE, Open-Source & Web Application Servers

- Apache & Java Web Servers
- Blockchain
- C/C++ Development
- Frameworks & Tools
- Go Language, Julia & Rust Development
- Groovy & Grails
- IBM MQ
- Java
- Java Application Security
- Java EE
- Microservices
- Python & Scala

Databases, DW/BI, Data Science, AI/ML & RPA

- Alteryx
- Big Data
- Cloudera
- Cognos
- Dask
- Data Mining & Data Warehousing
- Data Science & AI/ML
- Informatica
- Informix
- InfoSphere
- IoT
- Microsoft Power Platform
- Microsoft SQL Server
- Microsoft SSRS & Azure Data Management
- MicroStrategy
- Oracle Administration
- Oracle Programming & Business Intelli-gence
- PowerBuilder
- Robotic Process Automation (RPA)
- SAP Business Objects
- SAP Enterprise
- SAP PowerDesigner
- SAS
- SQL
- Tableau
- Teradata

Computer and Information Technology (continued)

Front-End Web & Mobile Development

- Android
- Angular
- HTML5 & JavaScript
- PHP & MySQL
- Ruby & Rails

Cloud & Virtualization: Azure, AWS, VMware & Citrix

- Amazon Web Services
- Citrix Networking
- Citrix Virtual Apps & Desktops
- Citrix Workspace & Content Collaboration
- Cloud Computing
- Google Cloud
- Microsoft Azure
- NetApp
- Nutanix
- WMware

TCP/IP, Cisco & Networking Technologies

- Aruba
- Certified Jupiter
- Cisco Cable
- Cisco CloudCenter
- Cisco Collaboration
- Cisco Contact Center

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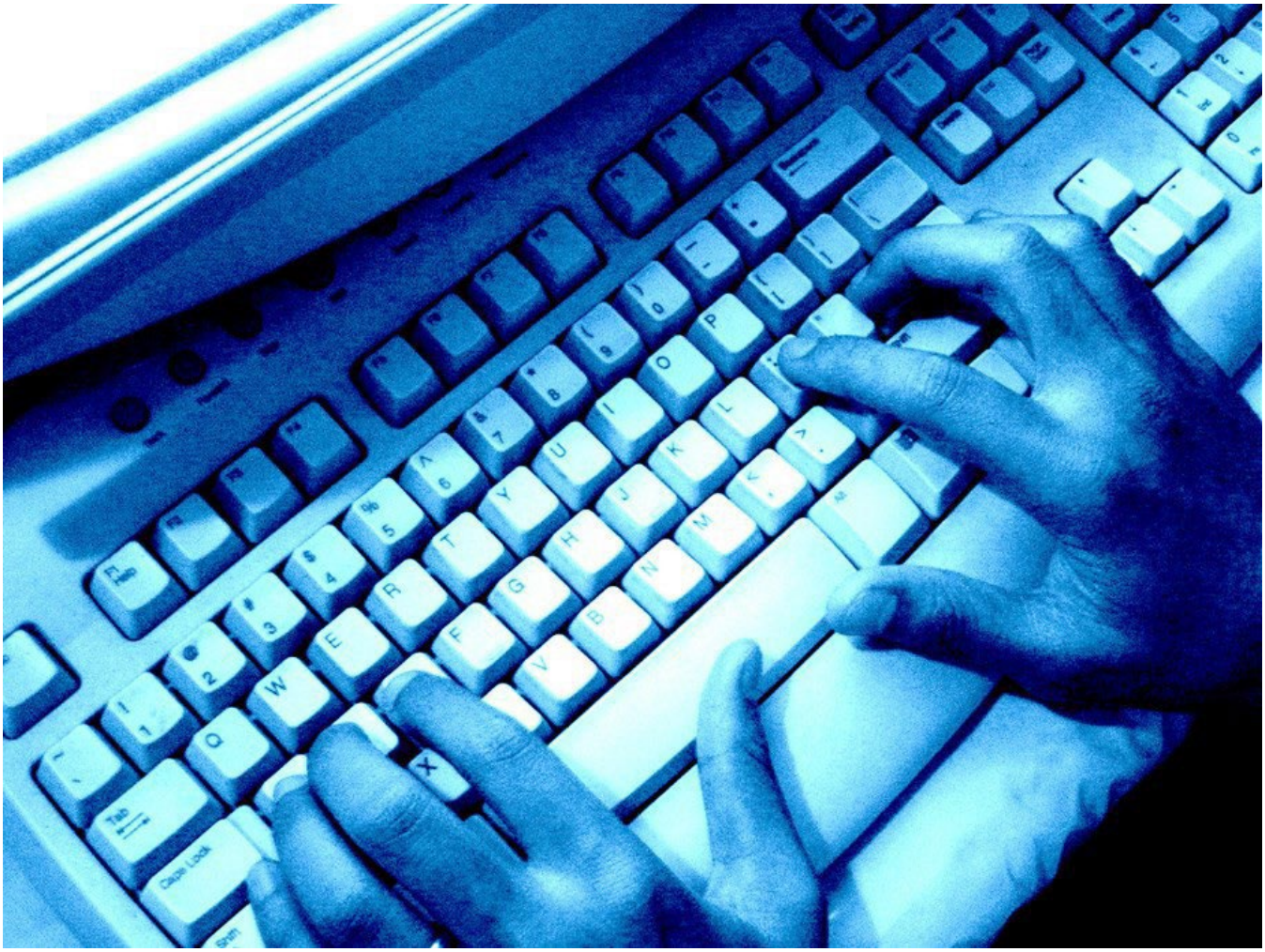
Courseware Development, Technical and Business Writing

- Advanced Business Writing
- Advanced Workshop for Technical Writers
- Business Writing & Grammar
- Business Writing for Impact and Influence
- Business Writing for Managers
- Collaborative Business Writing
- Conducting a Successful User Needs Analysis
- Creating a Great Webinar
- Critical Conversations
- Critical Thinking Skills
- Documenting Business and Technical Requirements
- Fostering Accountability in Self & Others
- Maintaining a Positive & Proactive Attitude
- Organizational Skills for the Overwhelmed
- Practical English Grammar Skills
- Proofreading and Editing
- Proposal & Report Writing
- Proposals with the Competitive Edge
- Solutions for a Simpler Life
- Technical and Legal Writing
- Technical Writing – Concise and Precise Language, Tone and Format
- Train the Trainer
- User Guides That Get Used
- Writing Effective Briefing Notes
- Writing for the Web and Mobile Devices
- Writing Strategies for the Web
- Writing Technical Descriptions, Requirements & Procedures
- Writing Technical Information Effectively
- Writing Testable Software Requirements and Use Cases



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Environmental Safety

Industrial Safety

- 10 Hour OSHA Certificates
- 30 Hour OSHA Certificates
- Accident and Incident Investigation
- Aerial Lift
- Affected Lockout
- Back and Lifting
- Behavior-Based Safety
- Bloodborne Pathogens
- Confined Space
- Cranes and Slings
- Cranes, Rigging, Scissor Lift and Heavy Truck Safety
- DOT Shipping of Hazardous Materials
- Drug and Alcohol Training for Supervisors
- Electrical Excavations
- Fall Protection
- Fire Prevention
- First Aid CPR Trainer
- Forklift Operator Certification
- Hand and Power Tools
- Hazard Communication GHS
- HAZWOPER
- Hot Work Permit
- Job Hazard Analysis
- Ladder
- Lockout Affected
- Lockout Tagout
- Machine Guarding
- Materials Handling
- Noise and Hearing Protection
- OSHA Recordkeeping
- Personal Protective Equipment
- Powered Industrial Trucks
- Rigging and Machine Leveling
- Safety Committee
- Safety in the Workplace
- Scaffolding
- Slips, Trips and Falls
- Tagout Machine Guarding
- Trenching and Excavation
- Universal Safety Practices
- Walking and Working Surfaces
- Welding and Cutting

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Facilitators & Training Personnel

- Adult Learner
- Advanced Facilitation Skills for Trainers
- Body Language Skills
- Creating a Great Webinar
- Creative Techniques for the Classroom
- Conducting a Successful User Needs Analysis
- Delivering Training with Impact
- Designing and Delivering High-Impact Training
- Designing Performance-Based Instruction
- Effective Team Facilitation
- Facilitation Skills
- Facilitation Skills for IT Professionals: JAD and Business Requirements
- Getting Your Ideas Across
- Identifying Training Needs
- Measuring Results from Training
- mLearning
- Powerful Presentations
- Presentation and Communication Skills for the IT Professional
- Presentation Skills
- Presentation Skills for IT Professionals
- Presenting for Success
- Public Speaking
- Social Learning
- Strategic Facilitation
- Strategically Managing the Training Function
- Survey Design: “Using Surveys Polling for Information” Taking Corrective Action
- The Art and Science of Evaluating Programs
- Train the Trainer

*LSSS Instructors

Healthcare

- 5S for Healthcare – A Foundation for Excellence
- A3 Problem Solving for Healthcare
- Addiction: National Trends, Treatment Approaches and Employer Strategies to Address this National Epidemic
- Corporate Compliance
- Effective Grant Writing
- Federally Qualified Health Centers and Other Safety Ned Organizations: Roles, Responsibilities, Funding and Impact
- Fraud and Abuse: Prevention, Trends and What's Next
- HIPAA
- How to Write an Effective Community Health Needs Assessment
- Impacts of Trauma and PTSD in the Workplace: How to Recognize It and What to do to Help Your Employees
- Integration of Physical and Behavioral Health: Where are We with All This? Models, Best Practices and Impacts
- Kaizen Event for Healthcare
- Lean Bronze Certification/Healthcare
- Lean Healthcare
- Population-based, Social Determinants of Health: What are We Seeing and What Can Employers do to Start or Expand Wellness Programs and Related Initiatives
- SBIRT (Screening, Brief Intervention, Referral and Treatment) for Health and Social Service Organizations
- Six Sigma Greenbelt for Healthcare
- Strategic Planning: Current Models, Timeframes and Best Practice Approaches
- Telemedicine: Models, Cost, Implementation and Sustainment Issues
- Trends in Healthcare: Medicare, Medicaid, ACA and Beyond
- Value Stream Management for Healthcare
- What are Social Determinants of Health and How Does that Impact Employers and why Bad Policies (or Lack of them) are Costing you Money

*LSSS Instructors

Human Resources

General Human Resources

- Addiction: National Trends, Treatment Approaches and Employer Strategies to Address this National Epidemic
- Addiction in the Workplace: Cost Impacts and Best Practice Strategies to Address This Health Challenge
- Basics of People Leadership
- Behavioral Interviewing and Onboarding: How to Select and Retain "Good" Employees
- Business Acumen
- Business Succession Planning
- Compensation Models: It's Not Just About the Money (What Employees are Really Looking For)
- Clarifying Team Roles and Responsibilities
- Civility in the Workplace
- Coaching for a High Performance Team
- Coaching for Performance
- Coaching Skills for the IT Professionals
- Coaching with GROW
- Compensation Packages to Attract and Retain a Qualified Workforce Without Putting Organizations in the Red
- Conducting an HR Audit
- Conducting Annual Employee Review
- Conflict Management in the Workplace
- Corporate Compliance
- Corporate Social Responsibility: Influencing Positive Change in You
- Creating Solid Onboarding Protocol and Mentorship that Keeps Employees Engaged for the Long Haul
- Dealing with Difficult People
- Delivering Constructive Criticism
- Designing One Culture Out of Many for Maximum Employee Commitment
- Developing Corporate Behavior
- Developing Creativity
- Developing New Managers
- Digital Citizenship
- DiSC Profile
- Diversity & Inclusion
- Diversity Awareness Workshop
- Effective Appraisal of Employee Performance
- Effective Discipline
- Emotional Intelligence
- Employee Engagement and Retention
- Employee Recognition
- Employee Recruitment
- Employee Termination Processes
- Employee Turnover: What the Research is Showing Us and What We Can Do About It
- Employment Interviewing
- Entrepreneurial Spirit: Operational Ownership Establishing Performance
- Generation Gaps
- Generations in the Workplace
- Giving and Accepting Feedback
- Harassment & Discrimination
- Health and Wellness at Work
- HIPAA
- Hiring Practices to Ensure Long-Term Employee Retention
- Hiring Strategies
- Human Dynamics of Change and Transition
- Human Resource Management
- Improving Supervisor Effectiveness
- I'm Not Okay; You're Not Okay: How to Create an Environment of Accountability and Establish/Sustain Positive Teams
- Interview Techniques: "The Fact Finding Mission"
- Knowledge Management & Succession Planning
- Leadership Architecture
- Management and Succession Planning
- Manager Management
- Managing by Metrics
- Managing Individual Performance
- Managing Skills for Non-Managers
- Managing the Human Dynamics of Change & Transition
- Managing Workplace Anxiety
- Maximizing Effectiveness in a Multi-Generational Workforce
- Millennial Onboarding
- Motivational Interviewing: What Is It and How to Bring It Into the Workplace
- Networking Within the Company
- Organization Development
- Performance Management & Metrics
- Powerful Negotiation Skills
- Recruitment & Interviewing Techniques for Managers
- Sexual Harassment in the Workplace

*LSSS Instructors

Human Resources (continued)

- Strategic Planning: Current Models, Timeframes and Best Practice Approaches
- Stress Management: What are Some Employers Doing to Address This?
- Survey Design: "Using Surveys Polling for Information" Taking Corrective Action
- Talent Management
- Team Building for Chemistry
- Team Building for Managers
- The Art and Science of Evaluating Programs
- Using Positive Influencing Skills in the Workplace
- Unacceptable Employee Behavior
- What are the Social Determinant of Health and How Does That Impact Employers and Communities? What Can We Do to Address These Challenges?
- What Does an Effective Onboarding Process Really Look Like? Models, Impacts and How to Sustain It

Team & Organizational Development

- Compensation Packages to Attract and Retain a Qualified Workforce Without Putting Organizations in the Red
- Creating Solid Onboarding Protocol and Mentorship that Keeps the Employees Engaged for the Long Haul
- Designing One Culture Out of Many for Maximum Employee Commitment
- Diversity & Inclusion
- Harassment & Discrimination
- High-Functioning Teams and Team Goal-Setting
- Hiring Practices that Ensure Long-term Employee Retention
- Human Performance Improvement
- Identifying Work Priorities & Setting Goals
- Managing Conflict
- Managing Virtual Teams
- Organizational Development
- Performance Metrics
- Research-Based Workforce Retention Strategies and Leadership Succession Planning
- Sexual Harassment in the Workplace
- Turning Managers into Leaders to Keep Quality Employees

*LSSS Instructors

Interpersonal & Personal Development

- Active Listening Skills
- Advanced Facilitation Skills for Trainers
- Assertiveness and Conflict Resolution
- Body Language Skills
- Building Effective Communication & Feed-back Skills
- Communicating to Collaborate
- Communication for First-Line Supervisors
- Communication for Technical People
- Communication Strategies
- Communication: Oral, Written and Email
- Conducting an HR Audit
- Conflict Management Workshop
- Conquering Stress and Anxiety through Mind/Body Awareness
- Creative Problem-Solving and Decision-Making
- Critical Thinking and Creative Problem-Solving
- Dealing with Difficult People
- Developing Personal Presentations
- DiSC Profile
- Effective Communication and Feedback Skills
- Effective Oral and Written Communication
- Effective Written Communication and Email
- ESL: Accent Improvement Training
- Five Star Customer Service Excellence
- Generations in the Workplace
- Growth Mindset
- How to Manage Stress
- Improving IT Service Response to Business Demands
- Influencing Others to Achieve Results
- Interpersonal Skills
- Managing Change without Pain
- Managing Skills for Non-Managers
- Managing the Human Dynamics of Change and Transition
- Negotiation Skills for IT Professionals
- People Skills for Project Managers
- Powerful Negotiation Skills
- Powerful Presentations
- Practical Time and Workload Management
- Presentation and Communication Skills for IT Professionals
- Presenting for Success
- Proofreading and Editing
- Speechwriting
- Survey Design: “Using Surveys Polling for Information” Taking Corrective Action
- Telephone and Telecommuting
- Telephone Skills for Superior Customer Satisfaction
- Thriving in a Time of Change: Tools for Working in a Changing Organization
- Thriving on Change
- Time and Stress Management Workshop
- Understanding Yourself as a Leader
- Using Positive Influencing Skills in the Workplace

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ISO/Lean/Quality/Six Sigma

ISO

- AS 9100-2004 Management Overview
- Implementing AS 9100-2004 Workshop
- Implementing ISO TS 16949-2002 Workshop
- Implementing ISO 9001-2008 Workshop
- Implementing ISO 13485-2003 Workshop
- Implementing ISO 14001-2004 Management Overview
- Implementing ISO 14001-2004 Workshop
- ISO 9001-2000
- ISO 9001 Quality Management System
- ISO 9001-2008 Internal Auditor Workshop
- ISO 9001-2008 Management Overview
- ISO9001: 2015 Lead & Internal Auditor*
- ISO 13485-2003 Management Overview
- ISO 13485 Medical Device Standard
- ISO 14001 Executive Overview
- ISO 14001 Environmental Management System—Responsible Care
- ISO 14001 Environmental Management Systems—Construction Projects
- ISO 14001 Integrating QMS—Automotive Industry
- ISO 14001-2004 Internal Auditor Workshop
- ISO 14001-2004 Management Overview
- ISO 14001: 2016 Lean & Internal Auditor*
- ISO 14385 Lean & Internal Auditor*
- ISO 16949 Automotive Standards
- ISO 17025 Calibration Laboratories
- ISO 18001 Accident Reduction and Prevention
- ISO 20000 IT Service Management
- ISO 27001 IT Security Techniques
- ISO 29001 Petrochemical Industry
- ISO TS 16949-2002 Internal Auditor Workshop
- ISO TS 16949-2002 Management Overview
- Understanding ISO TS 16949-2002
- Understanding ISO 9001-2008

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ISO/Lean/Quality/Six Sigma (continued)

Lean

- 3P's
- 5S - Workplace Organization & Cleanliness*
- 5S for Office
- 8 Deadly Wastes
- A3 Problem Solving*
- Advanced Lean: Kaizen
- Autonomous Maintenance*
- Business Process Reengineering
- Cost of Poor Quality COPQ
- Creating Continuous Flow
- Design Thinking
- Heijunka
- Hoshin-Kanri: Aligning Strategy and Operations
- Implementing pull systems
- Jidoka
- Kaizen*
- Kaizen: Conducting a Lean Improvement On-site
- Kanban
- KATA*
- Lean Accounting
- Lean Bronze Certification (silver, gold)*
- Lean Bronze Test Prep and Lean Foundations
- Lean Daily Management*
- Lean Engineering
- Lean ERP
- Lean Finance
- Lean Fundamentals w/Lean Simulation*
- Lean Government
- Lean Health Care*
- Lean IT
- Lean Management Systems
- Lean Manufacturing
- Lean Marketing
- Lean Maturity Model
- Lean Office and Corporate Assessment
- Lean Overview
- Lean Principles and Tools
- Lean Process and Six Sigma
- Lean Services, Call Center and Banking
- Lean Simulation

- Lean Six Sigma
- Lean Six Sigma Black Belt*
- Lean Six Sigma Green Belt*
- Lean Six Sigma Yellow Belt
- Lean Tools
- Lean Toolset Overview
- Lean Overview
- Learning to SeeOne Piece Flow
- Organization Around Lean: 5S
- Shingo Prize for Operational Excellence*
- SMED/QCO*
- Standard work*
- Total Productive Maintenance*
- TWI - Training Within Industry
- Value Stream Mapping*
- Workflow Analysis & Process Redesign*

Quality Management System

- AS9100 Internal Auditor
- AS9100 Lead Auditor
- IATF Gap Analysis
- IATF Internal Auditor
- IATF Lead Auditor
- Implementing AS9100
- Implementing IATF 16949
- Implementing ISO14001
- Implementing ISO9001
- ISO9001: 2015 Lead & Internal Auditor*

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ISO/Lean/Quality/Six Sigma (continued)

Six Sigma

- American Society for Quality (ASQ) Refresher Courses:*
  - Certified Six Sigma Yellowbelt (CSSYB)
  - Certified Six Sigma Greenbelt (CSSGB)
  - Certified Six Sigma Blackbelt (CSSBB)
- Hypothesis Testing*
- Lean and Six Sigma Certification for Sponsors
- Lean Bronze Test Prep and Lean Foundations
- Lean Process and Six Sigma
- Minitab Statistical Software*
- MoreSteam "Engine Room" Software*
- Six Sigma Black Belt*
- Six Sigma Green Belt*
- Six Sigma Green Belt Project
- Six Sigma Master Black Belt
- Six Sigma Overview
- Six Sigma the Human Side of Lean
- Six Sigma White Belt
- Six Sigma Yellow Belt*

Quality

- 5 S Workshop
- 7 Step Corrective Action Process
- 8D Problem Solving*
- Advanced Product Quality Planning (APQP) – How to Workshop*
- Advanced Product Quality Planning (APQP) – Overview*
- Ambiguity Analysis and Design
- American Society for Quality (ASQ) Refresher Courses:*
  – Certified Quality Technician (CQT)
  – Certificed Quality Inspector (CQI)
  – Certified Quality Engineer (CQE)
- Application LM Quality Center v11
- APQP & FMEA for Tooling and Equipment Manufacturing
- APQP, FMEA & Control Plans
- Automotive/Production Core Tools
- Business Improvement Processes
- Capturing Baseline Metrics
- Comprehensive Quality Overview for the Banking Industry
- Continuous Improvement
- Control Planning Workshop
- Control Plans and Planning
- Core Tools*
- Corrective Action Workshops
- Cost of Quality
- Design FMEA
- Design of Experiments*
- Design Verification Plan and Report (DVP&R)
- Developing ST Strategies and Cases
- Effective Problem Solving – Corrective Actions, Root Cause Analysis, 8D, 7 Step
- Error Proofing Workshop
- Failure Modes & Effects Analysis (FMEA)*
- First Piece Inspection
- FMEA Potential Failure Mode and Effects Analysis
- FMEA Workshop
- GDT for Design
- Geometric Dimensioning and Tolerancing (GD&T)
- Introduction to Statistical Process Control
- Layered Process Audit*
- Measurement Systems Analysis (MSA)*
- OHSAS 18001
- Point of Cause: Fishbone Diagram and the "Five Whys"PPAP Overview
- Problem Identification and Trouble Shooting
- Process FMEA with Control and Reaction Plans
- Process Improvement Simulation
- Process Mapping Workshop
- Production Part Approval Process (PPAP)
- Quality Assurance and Control
- Quality Assurance Fundamentals
- Quality Function Deployment
- Root Cause Analysis
- Seven Wastes: Identifying and Removing "Muda"
- Special Process Assessment
- Statistical Process Control (SPC)*
- Sustainability of Value Capture
- The Capability Maturity Model
- Total Productive Maintenance and Reliability
- Transfer of Knowledge*
- Voice of the Customer

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Leadership, Supervisory and Technical Skills

Executive-Level Skills

- Art and Science of Evaluating Programs
- Building Collaborative Relationships with Your Peers
- Building Strong Teams
- Business Ethics Skills
- Business Succession Planning
- Certified Executive Coaching for Current and Next-Level Succession Planning
- Coaching for the Supervisor
- Coaching: Bringing Out the Best in Others
- Communication Strategies
- Communication: Oral, Written and Email
- Conflict Resolution and Crisis Management
- Contract Management
- Creation of Balanced Scorecard and Strategy Map
- Creative Problem-Solving and Decision-Making
- Crises Management
- Developing Corporate Behavior
- Developing New Managers
- Effective Appraisal of Employee Performance
- Effective Discipline
- Effective Oral and Written Communication
- Effective Written Communication and Email
- Emotional Intelligence in Leadership
- Employee Recruitment
- Enterprise Architecture
- Expectations Executive Level
- Finance for the Non-Financial Leader
- High Performance Teams (Non-Remote)
- High Performance Teams (Remote)
- Human Dynamics of Change and Transition
- Information Technology Executive and Managerial Skills
- Integrated Business Planning
- Knowledge Management & Succession Planning
- Leadership and Executive Coaching
- Leadership and Influence
- Leadership and Self-deception
- Leadership Architecture
- Leadership, Executive Coaching and Strategy

- Leading and Coaching a High Performance Organization
- Manager Management
- Managing Change without Pain
- Managing in Difficult and Challenging Times
- Managing the Human Dynamics of Change & Transition
- Masterful Leadership and Motivation
- Powerful Negotiation Skills
- Setting and Achieving Metrics and Milestones
- Speaking, Image, Crisis
- Talent Management
- Technical Leadership: Business, Strategic, and Operational Value
- Think Tank (primary and secondary research, white papers)
- Thriving on Change
- Top Management RENEWAL: Vision, Mission, Values, Guiding Principles Technical Teambuilding & Technical Leadership Development Using DISC Methodology
- Women in Leadership

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Leadership, Supervisory and Technical Skills (continued)

General Leadership & Supervisory Skills

- Basics of People Learning
- Be an Effective Manager/Supervisor
- Building a Collaborative Relationships with your Peers
- Building a Constructive Relationship with Your Manager
- Building Better Working Relationships
- Building High-Performing Teams
- Clarifying Team Roles & Responsibilities
- Civility in the Workplace
- Coaching for a High-Performance Team
- Coaching for Optimal Performance
- Coaching for Performance
- Coaching for the Supervisor
- Coaching Skills for the IT Professionals
- Coaching to Bring Out the Best in Others
- Coaching: Bringing Out the Best in Others
- Coaching with GROW
- Collaborative Relationships
- Communication — Oral, Written and Email
- Communication Strategies
- Conflict Management and Coaching
- Conflict Resolutions and Crisis Management
- Controlling Chaos & Thriving Under Pressure
- Dealing with Emotional Behavior
- Delegating Skills for the Workplace
- DiSC Profile
- Effective Oral and Written Communication
- Effective Problem Solving
- Effective Team Facilitation
- Effective Written Communication and Email
- Emotional Intelligence
- Emotional Intelligence in Leadership
- Enterprise Architecture
- Entrepreneurial Spirit — Operational Ownership
- Establishing Performance Expectations
- Finance for the Non-Financial Leader
- Frontline Leadership
- Fundamentals for Production: Front-Line Leader Tool Set
- Gaining Commitment to Preset Goals
- Getting Your Ideas Across
- Giving and Accepting Feedback
- Identifying Work Priorities and Setting Goals
- Integrated Risk Management
- Leadership for IT Professionals
- Leading Others Through Change
- Leadership Skills for Everyone
- Maintaining a Positive and Productive Attitude
- Making the Transition from Co-Worker to Team Leader
- Managing by Metrics
- Managing Change
- Managing for Superior Results: The Fundamentals of Supervision
- Managing in Difficult and Challenging Times
- Managing Individual Performance
- Masterful Leadership and Motivation
- Motivation and Employee Management
- Multi-Generational Teamwork
- Performance Management
- Personal Productivity
- Principles of Supervision and Leadership
- Proactive Listening
- Problem Solving and Decision Making
- Recruitment and Interviewing Techniques for Managers
- Resolving Team Conflicts
- Setting and Achieving Metrics and Milestones
- Taking Corrective Action
- Teambuilding
- Technical Leadership: Business, Strategic and Operational Value
- Time Management
- Unacceptable Employee Behavior
- Understanding Yourself as a Leader

Marketing Skills

- Internet Marketing
- Media and Public Relations
- Social Media Marketing
- Internet Marketing
- Marketing Basics
- Marketing the IT Organization Internally

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Leadership, Supervisory and Technical Skills (continued)

Supervisory & Management

- Active Listening Skills
- Appreciative Inquiry
- Budgets and Financial Support
- Building a Constructive Relationship with Your Manager
- Building Collaborative Relationships with Your Peers
- Building High-Performing Teams
- Building Strong Teams
- Business Ethics Skills
- Business Requirements Management
- Business Writing for Managers
- Clarifying Team Roles and Responsibilities
- Coaching and Mentoring
- Coaching for a High Performance
- Coaching for First-line Supervisors
- Coaching for Optimal Performance
- Coaching for Performance
- Coaching for the Supervisor
- Coaching Salespeople
- Coaching Skills for the IT Professionals
- Coaching: Bringing Out the Best in Others
- Collaborative Relationships
- Communicating to Collaborate
- Communication for First-Line Supervisors
- Communication Strategies
- Communication: Oral, Written and Email
- Conducting Annual Employee Review
- Conflict Management
- Conflict Management and Coaching
- Conflict Management Workshop
- Conflict Resolution and Crisis Management
- Constructive Criticism & Discipline Skills for Managers
- Contract Management
- Corporate Social Responsibility: Influencing Positive Change in You
- Creative Problem-Solving and Decision-Making
- Crises Management
- Critical Thinking and Creative Problem-Solving
- Dealing with Difficult People
- Delivering Constructive Criticism
- Delivering Training with Impact
- Designing and Delivering High-Impact Training
- Designing Performance-Based Instruction
- Developing Creativity
- Developing New Managers
- Effective Appraisal of Employee Performance
- Effective Communication and Feedback Skills
- Effective Discipline
- Effective Oral and Written Communication
- Effective Problem Solving
- Effective Team Facilitation
- Effective Written Communication and Email
- Emotional Intelligence
- Emotional Intelligence in Leadership
- Employee Motivation
- Employee Recognition
- Employee Recruitment
- Employee Termination Processes
- Employment Interviewing
- Finance for the Non-Financial Leader
- Fostering Accountability in Self and Others
- Front-line Leadership
- Fundamentals for Production: Front-line Leader Tool Set
- Gaining Commitment to Preset Goals
- Generation Gaps
- Generations in the Workplace
- Getting Your Ideas Across
- Goal Setting and Getting Things Done
- Health and Wellness at Work
- High Performance Teams (Non-Remote)
- High Performance Teams (Remote)
- Identifying Training Needs
- Improving Supervisor Effectiveness
- Improving Team Effectiveness
- Influencing Others to Achieve Results
- Influencing Others: Managing Expectations and Outcomes for IT Professionals
- Information Technology Executive and Managerial Skills
- Integrated Risk Management
- Interview Techniques: “The Fact Finding Mission”

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Leadership, Supervisory and Technical Skills (continued)

Supervisory & Management (continued)

- Kepner-Tregoe Decision Making: Structured Problem Solving Techniques
- Knowledge Management
- Leadership and Executive Coaching
- Leadership and Influence
- Leadership and Self-deception
- Leadership Architecture
- Leadership for First-Line Supervisors
- Leadership for IT Professionals
- Leadership, Executive Coaching and Strategy
- Legal Matters for Supervisors
- Maintaining a Positive and Proactive Attitude
- Making the Transition from Co-Worker to Team Leader
- Management and Succession Planning
- Manager Management
- Managing by Metrics
- Managing Change
- Managing Change without Pain
- Managing for Superior Results I: The Fundamentals of Supervision
- Managing in Difficult and Challenging Times
- Managing Individual Performance
- Managing Remote Workers
- Managing Supplier Partnerships
- Managing the Human Dynamics of Change & Transition
- Managing with Metrics
- Market Analysis
- Masterful Leadership and Motivation
- Middle Managers
- Motivating Your Sales Team
- Motivation and Employee Management
- Multi-Generational Teamwork
- Negotiating Skills
- Networking Within the Company
- Office Politics for Managers
- Operations Management
- Performance Management
- Personal Effectiveness through Emotional Intelligence
- Powerful Negotiation Skills
- Powerful Presentations
- Practical Time and Workload Management
- Principles of Supervision and Leadership
- Principles of Workflow Management
- Proactive Listening
- Problem Solving and Decision Making
- Recruitment and Interviewing Techniques for Managers
- Resolving Team Conflicts
- Safety in the Workplace
- Self-Leadership
- Servant Leadership
- Setting of Annual and Quarterly Goal and Action Plans
- Speaking, Image, Crisis
- Strategic Facilitation
- Strategic Leadership for Emerging Leaders
- Strategically Managing the Training Function
- Stress Management
- Supervising Others
- Team Building for Chemistry
- Team Building for Managers
- Team Delegation Skills for the Workplace
- Teambuilding
- Teambuilding Adventure Challenge
- Team-Oriented Problem Solving: Eight Disciplines Workshop
- Teamwork and Team Building
- Technical Leadership for Architects
- Technical Leadership: Business, Strategic, and Operational Value
- The Art and Science of Evaluating Programs
- Time Management
- TSP Coach Training
- Using Positive Influencing Skills in the Workplace
- Value Stream Mapping Walkthrough Project
- Virtual Team Building and Management
- Women in Leadership
- Workplace Diversity
- Workplace Harassment
- Workplace Violence

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Logistics and Supply Chain Management

Certification Preparation Courses

- APICS Certified in Production and Inventory Management (CPIM)
- Certified Logistics Associate
- Certified Logistics Technician
- Certified Production Technician: Quality, Safety, Maintenance, Production
- Certified Supply Chain Professional
- Manufacturing Skill Standards Council
- The Certified Professional in Supply Management (CPSM)
- The Institute for Supply Management

Introduction to Logistics

- Budgets and Financial Support
- Business Acumen
- Business Ethics Skills
- Business Etiquette
- Business Succession Planning
- Documentation
- Exporting Process
- Geography in Logistics
- Importing and Exporting Flow
- Importing Process
- Interpersonal Skills in Global Logistics
- Logistics Overview
- Managing Personal Finances
- Metric System and Dimensional Weight
- Technology in Logistics
- Trade Agreements

Manufacturing and Service Industry Specific

- Best Practice Process
- Business Process Analysis and Improvement
- Compliance Management in a Global Environment including Conflict Diamond, Lacey Act, etc.
- Developing and Delivering a Successful Business Case or Proposal
- Going Global Successfully
- Just-In-Time Principles and Flow Manufacturing
- Just-In-Time: Supply Chain, Logistics, Inventory and Production
- Manufacturing Resource Planning (MRPII)
- Material Requirements Planning (MRP)
- Risk Management
- Supply Chain Awareness
- The Outsourcing Process
- Total Quality Management
- Understanding Material Requirements Planning
- Value Stream Mapping Supply Logistics, Engineering, Manufacturing and Procurement

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Logistics and Supply Chain Management (continued)

Materials Management

- Commodity Management
- Introduction to Materials Management
- Inventory Management and Control
- Just-In-Time: Supply Chain, Logistics, Inventory and Production
- Principles of Purchasing/Supply Management
- Production Planning, Scheduling and Forecasting for Manufacturing and Service Industries
- Quality in Materials Management
- Technology in Materials Management
- Transportation and Logistics
- Warehousing

Supply Chain Management Certificate Program

- Best Practices in Supply Chain Management
- Case Studies in Supply Chain Management
- Materials Management Overview
- Principles of Supply Chain Management
- Supply Chain
- Supply Chain Management – The Future and Profit Generation
- Taking the Supply Chain Global
- Technology in Supply Chain Management

Supply Management/Purchasing Skill Development

- Building Safety and Diversity in Supply Base
- Buying Services
- Campus Location and Supplier Communities of Excellence
- Compliance Management
- Contract Management and Administration
- Cross-Docking, Routes and Modes
- Error-Proofing and Supply Chain (RFID, ILS, Bar Code)
- Finance for Supply Professionals
- Freight, Shipping and Tax
- Fundamentals of Purchasing/ Supply Management
- Global Supply Chain: Business and Regulatory Considerations
- International Supply and Demand Foundations
- International Supply Chain Management
- Lead Time Reduction
- Leadership: Buyer and Lead Buyer Best Practices
- Leveraging the Enterprise Resource Planning (ERP) Software and Process
- Logistics and Supply Chain
- Logistics: 3rd and 4th Party Solutions and Lead Logistics Providers
- Making Informed Supply Decisions
- Metrics and Indicators for GP & S
- Negotiations in the 21st Century
- Negotiations with Suppliers
- Planning and Implementing a Cost Management Program
- Powerful Negotiation Skills
- Problem Solving, Decision Making, Critical Thinking Development
- Process Innovation and Procurement
- Purchasing Law, Ethics and Social Responsibility
- Scale and Robust Supply Chain Principle
- Stochastic Models and Value Management
- Statement of Work Development
- Strategic Sourcing
- Supplier Certification Process
- Supplier Scorecard: Quality, Cost, Timing, Risk and Innovation Gains
- Supply Base Management
- Supply Chain Management: Process, Methods and Strategy
- Supply Chain Management: Software and Process Excellence
- Supply Chain: Globalization and Localization
- Supply Chain: Risk vs. Lean
- Terms and Cost of Capital
- Total Cost of Ownership and Cost/Price Analysis
- Understanding and Working Successfully with Other Cultures
- Value Analysis and Value Engineering
- Value Stream Mapping Supply Logistics, Engineering, Manufacturing and Procurement
- Volume Discounts and Length of Deal
- World-wide JIT Principles
- Writing Successful Request for Bids and Proposals

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Manufacturing Technology and Processes

Blueprint & GD&T

- Blue Print Reading
- Blue Print Reading and Schematics and Metrology
- GD&T and Metrology
- GD&T for Design
- Geometric Dimensioning and Tolerancing (GD&T)
- Shop Math and Blueprint Reading

Computer Numerical Control (CNC)

- Basic G code
- Basic M code
- CNC Machine Operation
- CNC Machine Setup
- CNC Programming
- CNC Tooling
- CNC Tube Bending Design
- Computer Literacy
- Manual Lathe
- Manual Mill
- MasterCam
- Siemens CNC-D Series Controls

Electrical

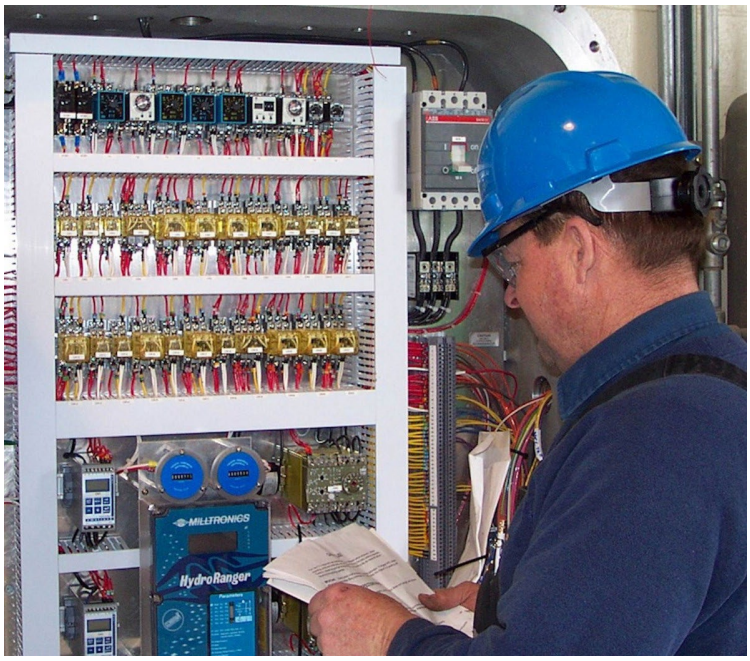
- AC/DC Electrical Diagrams, Components, Test Equipment and Troubleshooting
- AC/DC Electronics
- Arc Flash
- Cables and Wires
- Electrical Print Reading
- Electrical Troubleshooting
- Electricity and Electronics Fundamentals
- Electromagnetic Compatibility (EMC)
- Medium Voltage Circuit Breaker Maintenance
- Motor Controls and Relay Logic Circuits
- Optimizing Speed and Feeds
- Power Generation Protective Relay Maintenance
- Power Transmission
- Process Control Fundamentals
- Protective Relay Maintenance
- Smart Grid Power Distribution

Hydraulic/Pneumatic

- Automotive Fundamentals
- Fluid Power
- Hydraulics Fundamentals
- Pipefitting
- Pipefitting and Tube Bending
- Pneumatic Gage
- Pneumatics and Hydraulics
- Pneumatics Fundamentals

Manufacturing Quality

- 5S
- CMMI
- Design for Manufacturability (DFM)
- Error Proofing of the Assembly
- Excel for Industry: Developing SPC, GRR, Capability Template, Scrap
- Kanban
- Lean Manufacturing (FMEA)
- Measurement Uncertainty
- Poka Yoke Processes
- Principles of Manufacturing
- Process Optimization
- Quality
- Root Cause Analysis
- Statistical Process Control (SPC)



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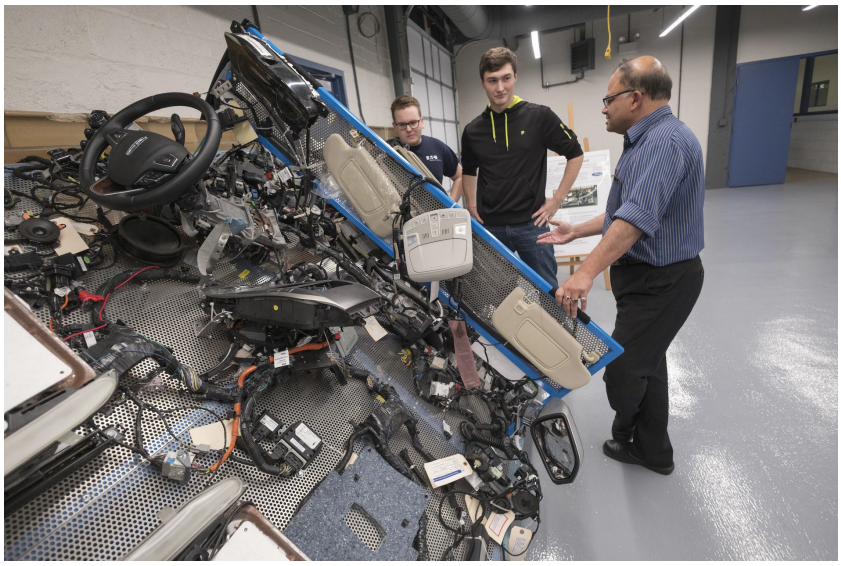
Manufacturing Technology and Processes (continued)



Mechanical

- Advanced Precision Measuring Instruments
- Basic Mechanical Concepts
- Boiler Plant Operations and Maintenance
- Conveyor Transfer Systems
- Cranes and Hoists
- Fans and Blowers
- Fork Lift
- Hand Tools
- HVAC/R
- Industrial Vacuum Technology
- Injection Mold Process
- Lubrication Systems
- Machine Tool
- Maintenance and Repair
- Mechanical Systems and Drives
- Mechanical Systems and Drives and Power Transmission
- Mechatronics Curriculum
- Piercing Fixtures
- Precision Measuring Instruments
- Predictive and Preventative Maintenance
- Pump Repair
- Pumps, Seals, Bearings and Lubrication
- Rigging and Machine Leveling
- Rigging and Winch Equipment
- Rigging/Heavy Truck
- Shaft Alignment
- Sheet Metal Fabrication
- Skilled Trades Mathematics
- Thermoforming
- Welding and Certifications

Millwright Basics Program (400 hrs.)

- AC/DC Electrical Fundamentals
- Basic Industrial Safety
- Basic Shop Math
- Blueprint Reading/Schematics & Metrology
- Fluid Power Fundamentals
- Machine Tool Basics
- Mechanical Drives/Power Transmission
- Rigging, Shaft Alignment and Machine Leveling
- Welding and Fabrication Basics

MSSC Certified Production Technician (CPT) Curriculum

- Maintenance Awareness
- Manufacturing Processes & Production
- Quality Practices & Measurement
- Safety

NCCER Trades Training

- Carpentry
- Construction & Maintenance (Numerous Topics)
- Construction Craft Laborer
- Construction Project Supervision
- Core Curriculum
- Drywall
- Electrical Industrial
- Heavy Equipment Construction
- HVAC
- Industrial Maintenance Mechanic
- Insulation
- Ironworking
- Masonry
- Millwright
- Painting
- Plumbing/Pipefitting
- Sheet Metal

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Manufacturing Technology and Processes (continued)

PLC

- PLC and Communication Devices
- PLC, Communication Devices and Power Transmission
- PLC and Control – RS Logix 5000
- PLC Fundamentals
- PLC Maintenance and Troubleshooting – RSLogix 5000
- PLC Program Design
- PLC Programming Software AB, Siemens, Mitsubishi etc.
- PROFIBUS and NET PRO Introduction
- RS LOGIX5000 and Communications
- Siemens SIMATIC S5 to S7
- Siemens SIMATIC S7 and Communication Devices

Robotics

- Fanuc Operations and Spot Tool Programming
- Robotics
- Robotics: Advanced Fanuc Operations and Programming
- Robotics: Electrical Trouble shooting
- Robotics: Mechanical Troubleshooting
- Robotics: Operations and Programming
- Robots Operation: Mechanical and Electrical Troubleshooting
- Robotic or Manual Sealant Applications: Urethane, Adhesive, Foam

Process Technology (Oil & Gas)

- Computer Applications
- Instrumentation Systems
- Pipeline Operations
- Pipeline Production
- Process Systems
- Quality and Safety
- Refining and Petrochemical Industry Equipment

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Non-Profit Management

- Nonprofit Board Governance
- HIPAA
- Corporate Compliance
- Where are We With Our Policies and Procedures? Why this is Important to Employers and Why Bad Policies (or a Lack of Policies) are Costing You Money?
- Strategic Planning: Current Models, Timeframes and Best Practice Approaches
- Effective Grant Writing
- The Art and Science of Evaluating Programs
- Powerful Negotiating Skills
- Thriving in a Time of Change: Tools for Working in a Changing Organization
- Entrepreneurial Spirit: Operational Ownership
- Knowledge Management and Succession Planning
- Managing in Difficult and Challenging Times
- Nonprofit Governance: Trends Among Nonprofit Boards
- Recruitment and Interviewing Techniques for Managers
- Technical Leadership: Business, Strategic and Operational Value

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Project and Program Management

Microsof t Project Management Tools

- Microsoft Project 2013, Level 1
- Microsoft Project 2013, Level 2
- Microsoft Project 2016, Level 1
- Microsoft Project 2016, Level 2
- MOC 55054 A Mastering Microsoft Project 2013 (or 2016)
- MOC 55077 A Project Server 2013 Development (or 2016)
- MOC 55107 A Managing Projects with Project Server 2013 (or 2016)

PM Certification

- General Project Management to PMP Certification
- PBA04 - PMI Professional in Business Analysis (PMI-PBA) Exam Preparation
- PfMP Exam Prep
- PgMP Exam Prep
- PMI Agile Certified Practitioner Exam Prep
- PMI-RMP Exam Prep
- Preparation for the CAPM Exam
- Preparation for the PMP Exam
- PMI-SP Exam Prep

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Project and Program Management (continued)

Program and Project Management

- Applied Project Management with Risk Management
- Breakthrough Planning
- Business Analysis for IT Professionals
- Business Process Modeling Business Process Reengineering
- Construction Project Management
- Continuous Improvement
- Controlling Project Risk: Managing Threats and Promoting Opportunities
- Customer Relationship Management (CRM)
- Defining and Managing User Requirements
- Enterprise Architecture
- Essentials of Program Management
- Essentials of Project Portfolio Management
- Estimating and Cost Control
- Formulating and Controlling Project Requirements
- Function Point Training
- General Project Management to PMP Certification
- Getting Project Results without Authority
- High Quality Business Requirements Information Technology Project Management Innovation and Practical Problem Solving
- Human Resources
- Human Resources, Stakeholder and Communications Management
- Implementing Practical Project Portfolio Management
- Innovation and Practical Problem Solving
- IT Project Management
- Keeping Focus: Building Trust and Accountability
- Leadership Skills for the Project Professional
- Managing a Project with Your Team
- Managing Change Initiatives
- Managing Projects On-Time, On-Budget
- Managing Projects Well
- Manufacturing Project Management
- Negotiating for Results
- Operational Finances
- Organization Development
- People Skills for Project Managers
- PMO and Portfolio Management: Setting Up the Office for Strategic Negotiation & Assertiveness Skills
- Politics of IT Project Management
- Preparation for the CBAP Certification Exam
- Principles of Workflow Management
- Procurement, Contract and Cost Management
- Professional and Career Development
- Program and Project Management
- Program Management Fundamentals
- Project Estimating and Scheduling
- Project Leadership/Team Effectiveness
- Project Management Foundations
- Project Management I – Fundamentals
- Project Management and Business Analysis
- Project Management and IT Application Rollout
- Project Management Fundamentals for IT Projects
- Project Management Institute: Project Management Leadership Skills
- Project Management Leadership Skills
- Project Management Principles and Techniques
- Project Management Professional (PMP) Preparation
- Project Management Skills for the Business Analyst Project Management – Managing IT Projects
- Project Planning
- Project Requirements Management
- Project Scope and Risk Management
- Quality Management and Project Integra-tion
- Reach Your Strategic Goals: Getting the Most Out of Projects
- Requirements Analysis
- Rescuing Troubled Projects
- Reviewing Requirements and Design Adequacy
- Risk Assessment and Management
- Risk Management
- Setting and Achieving Metrics and Milestones

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Project and Program Management (continued)

- Time Management
- Time Management and Scheduling
- Twenty One Ways to Review Requirements Adequacy
- When Good Projects Go Bad

Project Management Advanced

- Advanced Project Management
- Advanced Project Management for the Experienced Practitioner Controlling Project Risk: Managing Threats and Promoting Opportunities Project Scope and Risk Management
- Advanced Project Topics for the Business Manager
- Design and Implementation of the Next Generation PMO Leadership Skills for the Project Professional
- Design of Experiments (DOE 1)
- Emotional Intelligence and Leadership for PMs
- Executive IT Portfolio and Program Management
- Executive's Guide to Project Portfolio Management
- Human Resources, Stakeholder and Communications Management
- Implementing an Agile Project
- Integrated Risk Management
- Managing Change Initiatives
- Managing Projects Well
- Managing SW Projects Using Scrum
- Planning and Managing Agile Projects
- PM25 - Tools for Conducting Effective Meetings
- Procurement and Cost Management
- Project Management Boot Camp
- Project Performance Management
- Project Portfolio Management: What Every Executive Must Know
- Project SME Support (strategic, financial, operations)
- Project Team Improvement Using "5 Dysfunctions of Teams" and DISC Approach Teambuilding Training Intervention
- Time Management and Scheduling
- What Project Portfolio Management Can Do for Your Business
- When Good Projects Go Bad: Rescuing Troubled Projects
- Writing Successful Request for Bids and Proposals

Project Management Foundations

- Essentials of Program Management
- Executive IT Portfolio and Program Management
- Getting Project Results without Authority
- Influencing Others to Achieve Results
- Managing a Project with Your Team
- People Skills for Project Managers
- PgMP Bootcamp
- Portfolio Management
- Project Management 101
- Project Management for Executives
- Project Management Fundamentals
- Quality Management and Project Integration

Project Management Office

- Design and Implementation of the Next Generation PMO
- PMO and Portfolio Management: Setting Up the Office for Strategic Negotiation & Assertiveness Skills
- Setting Up a New PMO
- The PMO Function

Project Portfolio Management

- Essentials of Project Portfolio Management
- Executive's Guide to Project Portfolio Management
- Implementing Practical Project Portfolio Management
- Project Portfolio Management: What Every Executive Must Know
- Reach Your Strategic Goals: Getting the Most out of Projects
- What Project Portfolio Management Can Do for Your Business

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Sales and Customer Service

Call Center

- Call Center Overview
- Call Center Training
- Customer Satisfaction: Excellence in Dealing with Emotional Behavior
- Five Star Customer Service Excellence
- Motivating Your Sales Team
- Negotiating Skills
- Telephone Etiquette
- Telephone Skills for Superior Customer Satisfaction

Customer Service

- Achieving Service Excellence
- Business Ethics Skills
- Business Etiquette
- Communication Strategies
- Conducting a Successful User Needs Analysis
- Connecting with Customers
- Conquering Customer Conflicts
- Customer Satisfaction: Excellence in Dealing with Emotional Behavior
- Customer Service
- Customer Service Excellence Workshop
- Customer Support
- Developing Customer Service Skills with IT Professionals
- Five Star Customer Service Excellence
- Guiding Customer Conversations
- Handling a Difficult Customers
- Handling Challenging Customers Effectively
- Healing the Customer Relationship
- Mastering Service
- Reaching for Stellar Service
- Resolving Issues that Impact the Customer
- Telephone Etiquette
- Telephone Skills for Superior Customer Satisfaction
- The Service Difference
- Voice of the Customer

Sales

- Budget and Financial Support
- Business Acceleration and Growth Through SPIN Selling
- Business Acumen
- Business Ethics Skills
- Business Etiquette
- Coaching Salespeople
- Collaboration and Negotiation
- Contract Management
- Customer Satisfaction: Excellence in Dealing with Emotional Behavior
- Five Star Customer Service Excellence
- In-person Sales
- Internet Marketing
- Marketing Basics
- Meeting the Unspoken Customer Needs
- Motivating Your Sales Team
- Negotiating for Results
- Overcoming Sale Objectives
- Proposal and Report Writing
- Sales and Customer Service
- Sales Fundamentals
- Sales Training
- Selling and Marketing
- Telephone Etiquette
- Telephone Skills for Superior Customer Satisfaction
- Top 10 Sales Secrets

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Workplace Skills

Administrative & Office Skills

- Administrative Office Procedures
- Administrative Support Skills
- Archiving and Records Management
- Basic Bookkeeping Skills
- Effective Meetings
- Event Planning
- Meeting Management
- Meeting Techniques
- Networking Within the Company
- Organizational Skills
- Proposal and Report Writing

Agile Development

- Agile for Business Analysts
- Certified Scrum Developer (CSD)
- Certified Scrum Master (CSM)
- Certified Scrum Product Owner (CSPO)
- Implementing an Agile Project
- Leading SAFe (SA)
- Managing SW Projects Using Scrum
- Managing the Agile Product Development Life Cycle
- Planning and Managing Agile Projects
- Professional Scrum Developer (PSD)
- Professional Scrum Foundations (PSF)
- Professional Scrum Master (PSM)
- Professional Scrum Product Owner (PSPO)
- SAFe Product Owner (SPMPO)
- SAFe Program Consultant (SPC) Training & Certification Course

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Workplace Skills (continued)

All Employees

- Assertiveness and Conflict Resolution
- Building a Constructive Relationship with Your Manager
- Building Collaborative Relationships with Your Peers
- Business Acumen
- Civility in the Workplace
- Conflict Management
- Conflict Management Workshop
- Conquering Stress and Anxiety through Mind/Body Awareness
- Creative Problem-Solving and Decision-Making
- Critical Thinking and Creative Problem-Solving
- Cultural Competency
- Customer Satisfaction: Excellence in Dealing with Emotional Behavior
- Dealing with Difficult People
- Developing Corporate Behavior
- Digital Citizenship
- Diversity Awareness Workshop
- Effective Problem Solving
- Emotional Intelligence
- Entrepreneurial Spirit: Operational Ownership Establishing Performance
- Five Star Customer Service Excellence
- Front-line Leadership
- Fundamentals for Production: Front-line Leader Tool Set
- Generation Gaps
- Goal Setting and Getting Things Done
- Improving Mindfulness
- Maintaining a Positive and Proactive Attitude
- Managing Skills for Non-Managers
- Managing Workplace Anxiety
- Managing Your Career for Short and Long Term
- Networking Within the Company
- Organizational Skills
- Personal Effectiveness through Emotional Intelligence
- Personal Productivity
- Powerful Presentations
- Practical Time and Workload Management
- Problem Solving and Decision Making
- Public Speaking
- Safety in the Workplace
- Self-Leadership
- Social Intelligence
- Stress Management
- Telephone Etiquette
- Telephone Skills for Superior Customer Satisfaction
- Thriving in a Time of Change: Tools for Working in a Changing Organization
- Thriving on Change
- Time and Stress Management Workshop
- Universal Safety Practices
- Women in Leadership
- Workplace Diversity
- Workplace Harassment
- Workplace Violence

Data Modeling

- Agile Database Design Techniques
- Collaborative Data Modeling Using ER/Studio and Repository
- Collaborative Data Modeling Using ERwin R9.x
- Data Domains Master Data Management
- Foundations of Data Modeling and Design using ERwin R9.x
- Introduction to Data Modeling
- Introduction to Data Modeling and Design Using Embarcadero ER/Studio
- Introduction to Master Data Management Design

Design Requirements

- Gathering and Documenting Requirements with Use Cases
- Introduction to UML
- Object-Oriented Analysis & Design with UML
- Domain Analysis and Design using UML UML, OO, Java and RUP Fundamentals
- RUP Overview
- Use Case Workshop

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Workplace Skills (continued)

Personal Effectiveness

- Body Language Skills
- Conflict Management Workshop
- Conquering Stress and Anxiety through Mind/Body Awareness
- Continuous Improvement for Superior Results
- Corporate Social Responsibility: Influencing Positive Change in You
- Creative Problem-Solving and Decision-Making
- Creative Techniques for the Classroom
- Critical Thinking and Creative Problem-Solving
- Goal Setting and Getting Things Done
- Integrated Business Planning
- Job Search Skills
- Managing Projects On-Time, On-Budget
- Managing Your Career for Short and Long Term
- Personal Effectiveness through Emotional Intelligence
- Practical Time and Workload Management
- Telephone Etiquette
- The Art and Science of Evaluating Programs
- Time and Stress Management Workshop
- Using Social Media

Professional & Personal Development

- Active Listening Skills
- Anger Management Skills
- Assertiveness and Self-Confidence
- Conquering Stress and Anxiety through Mind/Body Awareness
- Consulting Skills Refresher Sessions
- Corporate Social Responsibility: Influencing Positive Change in You
- Crises Management
- Critical Thinking and Creative Problem-Solving
- Developing Creativity
- Entrepreneurship
- Facilitation Skills for IT Professionals: JAD and Business Requirements
- Goal Setting and Getting Things Done
- Improving Mindfulness
- Increasing Self-Awareness
- Increasing Your Happiness
- Leadership and Influence
- Life Coaching Essentials
- Managing Personal Finances
- Managing Workplace Anxiety
- Managing Your Career for Short and Long Term
- Networking Outside of the Company
- Networking Within the Company
- Personal Productivity
- Self Leadership
- Social Intelligence
- Stress Management
- Telephone Etiquette
- Time and Stress Management Workshop
- Using Social Media
- Women in Leadership

Service-Oriented Architecture (SOA)

- Introduction to SOA and Web Services
- Understanding SOA: A Technical Overview
- SOA Overview for Non-Technical Managers
- SOA Architecture and Design Principles
- Service-Oriented Modeling & Architecture (SOMA)
- SOA Analysis

Social Media for Business

- Facebook Strategies & Tactics for Business Success
- Google Search Strategies & Tactics for Business Success
- Internet Marketing
- LinkedIn Strategies & Tactics for Business Success
- mLearning
- Social Learning
- Social Media Marketing
- Social Networking Strategies & Tactics for Business Success
- Twitter Strategies & Tactics for Business Success
- Using Social Media
- Writing for the Web and Mobile Devices
- Writing Strategies for the Web

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Workplace Skills (continued)

Soft Skills

- 10 Soft Skills You Need
- Active Listening Skills
- Anger Management Skills
- Assertiveness and Self-Confidence
- Body Language Basic Skills
- Business Etiquette
- Conflict Resolution
- Creative Problem Solving
- Crises Management
- Emotional Intelligence
- Improving Mindfulness
- Increasing Self-Awareness
- Interpersonal Skills
- Personal Productivity
- Practical Time and Workload Management
- Seeing and Taking Initiative
- Social Intelligence
- Stress Management
- Teamwork and Team Building
- Telephone Etiquette
- Time Management
- Work-Life Balance

Technical & Business Writing

- Advanced Business Writing
- Advanced Workshop for Technical Writers
- Advanced Workshop for Technical Writers
- Business Writing
- Business Writing for Impact and Influence
- Business Writing for Managers
- Collaborative Business Writing
- Conducting a Successful User Needs Analysis
- Documenting Business and Technical Requirements
- Practical English Grammar Skills
- Proofreading and Editing
- Proposal and Report Writing
- Proposal and Report W Writing
- Proposals with the Competitive Edge
- Proposals with the Competitive Edge
- Technical and Legal Writing
- Technical Writing: Concise and Precise Language, Tone and Format
- User Guides That Get Used
- Writing Effective Briefing Notes
- Writing for the Web and Mobile Devices
- Writing Strategies for the Web
- Writing Technical Descriptions, Requirements & Procedures
- Writing Technical Information Effectively

User Interface/User Experience- UI/UX

- Applied Project: UX A-Z with Real Deliverables
- Design Thinking for Mobile Innovation
- Mobile Usability Testing
- Mobile User Research
- UI/UX Interaction Design Intensive
- UI/UX Mobile Design Foundational: Fast Track
- Usability Testing: Desktop (social/web/web app)
- User Research: Desktop (Social/Web/Web App)
- UX Webinars: Special Topics in UX UI/UX Foundational: Fast Track

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