



Curriculum List

Business Process

- Business Planning and Goal Setting
- Business Process Documentation
- Continuous Process Improvement
- Lean Manufacturing
- Six Sigma
- Project Management
- Developing Policies, Procedures and Work Instructions
- Time Management & Goal Setting for Project Teams

Leadership

- Critical thinking, Problem Solving, and Decision-Making
- Delegation Skills
- Understanding Your Work Style
- Leadership
- Essential Skills for Successful Supervision
- Human Relations Skill for Executives and Managers
- Motivating Employees & Enhancing Productivity
- Positive Employee Discipline
- Successful Performance Appraisal
- Supervisors Role in Dealing with Substance Abuse
- Supervisory Leadership
- The Manager as Negotiator

Communication

- Communications Skills for Better Performance
- Effective Presentations
- Business Writing Skills

Facilitation & Group Process

- How to Conduct Successful Meetings and Briefings
- Facilitation & Group Leadership Skills
- Facilitator Training
- Teambuilding for Executives and Managers

Quality

- Aerospace Standard (SAE AS9100)
- Internal Auditing
- ISO 9001:2008

Human Resources

- Alcohol and Drugs in the Workplace
- Avoiding Liability: Personal Injury, Property Damage
- Career-Pathing Process
- Conducting Effective Employee Performance Appraisals
- Labor Relations for Supervisors
- Absenteeism: Positive Strategies

Sales, Marketing & Customer Relations

- Solution Selling
- Strategic Marketing and Sales
- Customer Service
- Maintaining Positive Customer Relations
- Sales Project Management
- Upselling Skills for Inside Sales
- Creativity and Innovation

Technical & Safety

- Business Continuity Planning and Disaster Recovery
- Emergency Action Planning and Response
- DOT Hazardous Material Transportation
- HACCP Plan Development
- HIPAA Training
- Hazard Communication (MSDS)
- Machine Technical Training
- RoHS Compliance
- Safety Team Training
- Security Procedures and Practices