

# Curriculum List

## Business Process

Business Planning and Goal Setting  
Developing Policies, Procedures and Work Instructions  
Business Process Documentation  
Continuous Process Improvement  
Lean Manufacturing  
Six Sigma  
Project Management  
Supply Chain Management

## Communication

Communications Skills for Better Performance  
Effective Presentations  
Business Writing Skills  
Human Relations  
Time Management and Goal Setting for Teams

## Facilitation & Group Process

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

## Human Resources

Absenteeism: Positive Strategies  
Alcohol and Drugs in the Workplace  
Americans with Disabilities Act  
Avoiding Liability: Personal Injury, Property Damage  
Basic Functional Literacy Assessment Tools

## Human Resources Continued

Basic Literacy Tutoring  
Basic Math for the Real World  
Business Continuity Planning and Disaster Recovery  
Career-Pathing Process  
Classes in Adult Basic Education  
Conducting Effective Employee Performance Appraisals  
Diversity  
Emergency Action Planning and Response  
Employee Attitude Surveys  
Employee Handbook Development  
Employee Involvement Promotion  
Employee Rights in the Workplace  
Employment at will & Unjust discharge  
English as a Second Language  
Equal Pay and Comparable Worth  
HIPAA Training  
Job Analysis and Resource Planning  
Labor Relations  
Labor Relations for Supervisors  
Learning Strategies for Adult Learners  
Managing Employee Grievances and Disputes  
Managing for Retention  
Managing the Older Worker  
Mediation Skills for Human Resources Management  
Negotiations  
Overtime, Time and Attendance  
Preventing Sexual Harassment  
Workplace Privacy Rights



## Leadership

Activating Management Support  
Assertive Management Skills  
Conducting Successful Meetings  
Critical thinking, Problem Solving, and Decision-Making  
Delegation Skills  
DiSC  
Dynamic Leadership  
Essential Skills for Successful Supervision  
Ethics  
Human Relations Skill for Executives and Managers  
Leadership Skills for Managers  
Motivating Employees & Enhancing Productivity  
Operations Management  
Organizational Climate Assessment  
Positive Employee Discipline  
Successful Performance Appraisal  
Supervisors Role in Dealing with Substance Abuse  
Supervisory Leadership  
The Manager as Negotiator  
Work style/Peer Group/Teambuilding

## Quality

ISO 1901:2008  
Internal Auditing  
Aerospace Standard (SAE AS9100)  
QS 9000 - Automotive  
Introduction to ISO 14000 program

# Curriculum List

## Sales, Marketing & Customer Relations

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

## Technical & Safety

ACT for Windows  
Cross Training and Multi-function Task Orientation  
DOT Hazardous Material Transportation  
Essentials of Blueprint Reading  
FDA Inspections  
HACCP Plan Development  
Improving Occupational Skills  
Machine Technical Training  
RoHS Compliance  
Safety Team Training  
Security Procedures and Practices  
QuickBooks/Peachtree  
Microsoft Word/Excel  
Accident Reporting and Investigation  
Corporate Safety Policies and Procedures  
Hazard Communication  
Lockout/Tagout  
Forklift Safety  
Lifting and Ergonomics  
Slips, Trips and Falls  
Violence in the Workplace  
Workplace Security