

# 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

## 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

## 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

## 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

## Quality

- Aerospace Standard (SAE AS9100)
- Internal Auditing
- ISO 14000 program
- ISO 9001:2008

## 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



# Curriculum List

## **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

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