



Corporate & Community Training

The Conduit

Professional Development Opportunities!

November 2006

Volume 3 Issue 14
 June Perkins
 Newsletter Coordinator
 Corporate & Community Training
 262.695.7828

November Workshops

- 11/3/2006
University of Sales - Customer Service Account Retention
- 11/4/2006
APICS - Detailed Scheduling and Planning
- 11/7/2006
Heating Unit 4: Oil Heating
- 11/9/2006
Whale Done! The Power of Positive Relationships
- 11/16/2006
Home Inspection
- 11/17/2006
University of Sales - Essential Selling Skills
- 11/29/2006
Rocking Your Comfort Zone
- 11/30/2006
5S Visual
- 11/30/2006
Basic Business Grammar & Writing
- 11/30/2006
Grant Writing

For more information on the workshops, full descriptions, dates, cost and location, visit www.wctc.edu/cct.

To register call 262.695.6576

Questions? Need to contact us?

Do not reply to this email.
 (Your message won't be seen.)
 Instead, [click here](#).

Whale Done! The Power of Positive Relationships

Help managers and coworkers build positive relationships and be more productive, achieve greater results and create a place where everyone is genuinely excited to be!

Date/Time November 9, 2006
 8:00 a.m. – 12:00 p.m.
 Cost \$135.00
 Location Richard T. Anderson
 Education Center, C-052

Rocking Your Comfort Zone – Generations in the Workplace

Develop awareness generational issues you personally face in today's workplace and the consequences of actions when working with the wrong generational assumptions.

Date/Time November 29, 2006
 8:00 a.m. – 12:00 p.m.
 Cost \$135.00
 Location Richard T. Anderson
 Education Center, C-053

Basic Business Grammar and Writing Skills – The Art of Dynamic Business Correspondence

This workshop will teach you how to write what you mean and mean what you write in clear, concise and understandable language.

Date/Time November 30, 2006
 12:30 p.m. – 4:30 p.m.
 Cost \$135.00
 Location Richard T. Anderson
 Education Center, C-057

Presentation Skills for Scaredy-cats

Learn the essential skills, strategies and techniques that will dramatically increase your professional effectiveness as a communicator and presenter.

Date/Time December 7, 2006
 12:30 p.m. – 4:30 p.m.
 Cost \$135.00
 Location Richard T. Anderson
 Education Center, C-052
 800 Main Street, Pewaukee, WI

For more information or to register, call 262.695.6576 or email cctmatrix@wctc.edu.



Here is what a WCTC Corporate & Community Training customer is saying...

"It's my pleasure to testify on behalf of WCTC and your (the instructor's) involvement with Western States Envelope!"

*"Julie, your presence at the annual EIA fall meetings as our keynote speaker for the Human Resources Group was definitely the highlight of the weekend's events. I cannot tell you how much the visiting participants enjoyed your presentation on **Training Our Leaders**. Your outstanding preparation and uncanny ability to adapt on the fly kept the interest level very intense and energetic throughout your presentation. Your ability to relate to employer's issues and to present viable solutions always has been an effective tool in assisting our company in dealing with these serious issues.*

"Once again, thanks for the outstanding presentation and your flexibility to converse and mingle with the CEO's and operations personnel at the evening dinner and reception. We received plenty of positive feedback on your ability to listen, suggest, and relate to our industry's problems."

Russell Golomski, Director of Human Resources
 Western States Envelope Co.

WCTC 
 892 Main Street
 Pewaukee, WI 53072

Lean for the Office – New Workshop Coming December 7, 2006



All businesses want to save money. Unfortunately, waste in an office is often difficult to see. For some businesses, office

functions – such as order entry, quoting, scheduling, purchasing and accounting – often eat up from 70% to 95% of the effort of delivering a product. In today's intensely competitive marketplace, you cannot afford these types of delays. You need to be more responsive and efficient.

Waukesha County Technical College has the answer...**Lean for the Office**, a method for reducing waste that applies the same successful principles of Lean Manufacturing to your office functions. Using popular Lean tools, such as Value Stream Mapping, we can assist you to identify and eliminate bottlenecks while developing a leaner office that fits your needs. **Lean for the Office** delivers real benefits to your bottom-line in the same effective way as other Lean Manufacturing tools.

Lean for the Office creates results

- Reduces lead times
- Increases customer responsiveness
- Improves on-time delivery
- Allows you to get more done with the people and equipment you have right now
- Improves communications while boosting morale and productivity
- Improves flow of information

Date December 7, 2006
Time 8:00 a.m. – 4:30 p.m.
Place Milwaukee Area Technical College, Milwaukee WI
Cost \$300 includes text book, materials, continental breakfast and lunch
Register Call 262.695.6576 or e-mail cctmatrix@wctc.edu.

What's New for Manufacturers!

- We know it has been increasingly difficult for you to attract and retain workers who have the skills to help your company.
- We also know that today's manufacturing workplace requires employees at all levels to take initiative to solve problems, work cooperatively in teams and adapt to an ever-changing environment.

That is why the Wisconsin Technical College System is moving forward with a new program called **Critical Core Manufacturing Skills**. This training program provides the tools you need to meet the changing demands of the modern manufacturing environment and build a culture of high performance. Below is a list of the program modules - each module can be offered as a single, four-hour session or grouped into a customized training package designed to meet your unique business needs. For more information, call 262.695.7828 to speak with an account manager.

High Performance Manufacturing

Overview introducing participants to advanced manufacturing strategies and concepts to drive process improvement

Core Productivity Skills

- Module 1: Work productivity
- Module 2: Follow directions
- Module 3: Maintain a safe work environment

Core Problem Solving Skills

- Module 4: Think critically
- Module 5: Apply problem solving strategies
- Module 6: Apply mathematical reasoning

Core Team Skills

- Module 7: Work cooperatively in teams
- Module 8: Communicate clearly
- Module 9: Listen effectively

Core Adaptability Skills

- Module 10: Demonstrate Integrity
- Module 11: Demonstrate a positive attitude
- Module 12: Adapt to change

Upcoming workshops

December 2006

12/1/2006	University of Sales – Advanced Selling Skills	8:00 a.m. – 12:00 p.m.
12/1/2006	Computerized Grant Writing	9:00 a.m. – 4:00 p.m.
12/2/2006	APICS – Execution and Control of Operations	8:00 a.m. – 4:30 p.m.
12/6/2006	APICS Informational Breakfast	7:30 a.m. – 9:30 a.m.
12/7/2006	Speaking for Scaredy-cats	12:30 p.m. – 4:30 p.m.
12/7/2006	Office Lean	8:00 a.m. – 4:30 p.m.
12/8/2006	University of Sales – Presentation and Closing Skills	8:00 a.m. – 12:00 p.m.
12/14/2006	Lean 102	8:00 a.m. – 4:30 p.m.
12/14/2006	University of Sales – Customer Service 1	8:00 a.m. – 12:00 p.m.
12/14/2006	Executive Breakfast	7:30 a.m. – 10:00 a.m.
12/19/2006	Total Productive Maintenance	8:00 a.m. – 4:30 p.m.
12/21/2006	Home Inspection	5:00 p.m. – 9:00 p.m.

January 2007

1/6/2007	APICS – Basics of Supply Chain Management	8:00 a.m. – 4:30 p.m.
1/9/2007	Lean Accounting	8:00 a.m. – 4:30 p.m.
1/10/2007	Leading A Balanced Life	3:30 p.m. – 5:30 p.m.
1/10/2007	Turning Potential into Performance	8:30 a.m. – 11:00 a.m.
1/10/2007	Winning At Sales	12:30 p.m. – 3:00 p.m.
1/11/2007	Process Lean 107	8:00 a.m. – 4:30 p.m.

For more information on upcoming workshops, full descriptions, dates, cost and location, visit www.wctc.edu/cct

If you wish to be removed from this mailing, [click here](#).



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