

Corporate & Community Training

The Conduit



August 2007

Volume 4 Issue 23

June Perkins, Newsletter Coordinator
Corporate & Community Training
262.695.7828

Upcoming Workshops

August & September 2007

- 8/8 APICS Informational Breakfast
- 8/14 Track 1 – Adobe Acrobat 8.0 Professional
- 8/14 Value Stream Mapping
- 8/15 Track 3 – Adobe InDesign CS3 Fundamentals
- 8/15 Track 2 – Adobe InDesign CS3 Expert Training
- 8/29 Six Sigma – Black Belt Completion
- 9/5 APICS – Certified Supply Chain Professional
- 9/5 Six Sigma Green Belt Training
- 9/8 APICS Basics of Supply Chain Management
- 9/11 5S Visual
- 9/11 Intro to Micro Enterprise
- 9/14 University of Sales Customer Service – Account Retention
- 9/18 Conversational Spanish for Business and Travel
- 9/19 Plan Your Micro Enterprise
- 9/21 University of Sales Customer Service – Part 2
- 9/24 Blueprint Reading
- 9/25 Establish Performance Expectations
- 9/27 Organize Your Micro Enterprise
- 9/29 RSES NATE Air Conditioning Exam Review
- 9/29 RSES NATE Core & Gas Heat Exam Review

For more information or to register, call 262.695.6576. For full descriptions and cost, visit www.wctc.edu/cct.

The Conduit Celebrates its Second Anniversary!

Welcome as we celebrate our second year of offering you *The Conduit* – the newsletter/roadmap that leads you to our latest workshops, classes in demand, informational executive breakfasts, and learning opportunities and services available to you and your staff. As a key community resource, we offer state-of-the-art curriculum, experienced trainers and technical assistants to consult one-on-one with your staff. Our account managers get to the core of your business challenges through our needs assessment and help guide you in establishing your customized training plan. Contact an account manager to learn why our customers agree we offer a world of possibilities that can lead your organization to greater successes. We're affordable, accessible and responsive to your needs. If you have questions about our offerings, just call us at 262.695.7828 or visit our website at www.wctc.edu/cct to peruse our many training topics on our Training Matrix. The "red" Training Matrix button takes you directly to topical areas; and, with a second click on the major subject, you can explore specific topics and detailed information for examples of course outlines.

You're invited

Please join us for a free informational breakfast
detailing the CPIM certification classes.

August 8, 2007

8:00 – 9:30 a.m. (7:30 a.m. check-in)

Waukesha County Technical College, Richard T. Anderson Center
800 Main Street, Pewaukee, WI 53072

Topics

- Overview of Courses
- APICS Member Networking
- Certification Process Overview
- Question and Answer Session

No Fee – Limited seating.

RSVP required as soon as possible.

Call 262.695.6576 or
email cctmatrix@wctc.edu.

WCTC 

892 Main Street
Pewaukee, WI 53072



WCTC Offers Two Great Options to Obtain Six Sigma Certification

Limited Enrollment
Call 262.695.6576 or
Email: cctmatrix@wctc.edu

Six Sigma Green Belt Certification Program

In this 11-day course, the participant will complete an actual company-sponsored project to receive certification. The average project can save a company \$15,000-\$50,000!

Dates: September 5, 6, 7, 24, 25;
October 15, 16, 2007;
November 12, 13;
December 10, 11, 2007

Time: 8:00 a.m. – 4:30 p.m.

Cost: \$3,500 per person

Place: WCTC Richard T. Anderson Education Center, Room C-021, Pewaukee, WI

Six Sigma Black Belt Completion Course

This 6-day course is intended for individuals who have previously obtained Six Sigma Green Belt training/certification and desire to obtain additional statistical and Minitab software skills, with the intention of becoming a certified Six Sigma Black Belt.

Dates: August 29, 30; September 12, 13, 26, 27, 2007

Time: 8:00 a.m. – 4:30 p.m.

Cost: \$1,900 per person

Place: WCTC Richard T. Anderson Education Center, Room C-052, Pewaukee, WI

Questions? Need to contact us?

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

WCTC and APICS Present Certification Review Courses

CPIM review courses are intended to guide you through the certification process. This experience reviews the core principles of Production Management.

These courses are intended for anyone interested in a refresher course for the CPIM certification exam. For information on certification, go to www.apics.org.



Basics of Supply Chain Management

Covers basic points in managing the flow of materials in a supply chain. A complete overview of material flow from internal and external suppliers to and from an organization.

Course Objectives

Working through activities and discussion, participants will gain knowledge about:

- The role, objectives and responsibilities of materials management
- Basic forecasting principles and techniques
- The function of production planning and master scheduling
- The role of material requirements planning in the planning process
- The objectives of capacity management and how it relates to priority planning
- The purpose of inventory and the objectives of inventory management
- Purchasing, purchasing objectives and the purchasing cycle
- Total quality management (TQM) that reduces lot size, lead time and work-in-process

Dates: September 8 and 15, 2007

Times: 8:00 a.m. – 4:30 p.m.

Cost: \$395

Register: E-mail cctmatrix@wctc.edu or call 262.695.6576.

Master Planning of Resources

Focuses on developing and validating a plan of supply, relating management of demand to the environment, and developing and validating the master schedule.

Course Objectives

Working through activities and discussion, participants will gain knowledge about:

- Master planning model and key planning elements
- Characteristics and identification of data sources for business planning in different operational environments
- Basic techniques of demand forecasting
- Impact of various distribution strategies and the distribution network structure
- Basic concepts of transportation and freight management
- Customer service policies, sources of customer demand, elements of actual demand, communicating with customers, and measurements of forecast accuracy
- Types of orders and order promising

Dates: October 6 and 13, 2007

Times: 8:00 a.m. – 4:30 p.m.

Cost: \$395

Register: E-mail cctmatrix@wctc.edu or call 262.695.6576.

Here is what one customer has written us about a WCTC Intermediate/Advanced Excel training session his employees attended:

"...thank you for the assistance you provided in rapidly setting up the Intermediate Excel Course for our Thomas A. Edison Tech Center. The course was well received and very much found to be a beneficial learning experience by all those who attended!"

"...I'm very interested to see the summary of the survey results...I will question folks...to see if they've adopted any features of the coursework into their current work practices.

"...thanks to you and to [instructor]...for an excellent, well planned & instituted course!"

John-Paul Kucera, Program Manager
Thomas A. Edison Technical Center
Cooper Power Systems, Franksville, WI



Mastering Prepress Essentials Conference at WCTC!

Cooperatively sponsored by Kodak, Adobe and Heidelberg for professionals, educators, and students.

Track 1 Adobe Acrobat 8.0 Professional

Date: Tuesday, August 14.
Time: 8:30 a.m. – 4:00 p.m.
Instructor: James Wamser, Senior Training Specialist, Sells Printing Company.
Fee: \$149 (Includes continental breakfast, lunch and textbook).
Level: Novice to advanced. Seating limited to 36.

Track 2 Adobe InDesign CS3 Expert Training *

Date: Wednesday, August 15 – Thursday, August 16.
Time: 8:30 a.m. – 4:00 p.m.
Instructor: Anne-Marie “Her Geekness” Concepcion owns Seneca Design & Training.
Fee: \$389 (Includes continental breakfast, lunch and textbook).
Level: Intermediate to advanced. Seating limited to 36.

Track 3 Adobe InDesign CS3 Intermediate Skills

Date: Wednesday, August 15 – Thursday, August 16.
Time: 8:30 a.m. – 4:30 p.m.
Instructor: Terry Rydberg, Graphic Design Instructor, WCTC.
Fee: \$249 (Includes continental breakfast, lunch and textbook).
Level: Beginner to intermediate. Seating for 16 only.

* Participants will have their own Mac Pro computer workstation and receive three years of 24/7 follow-up support from Anne-Marie Concepcion by phone or e-mail (it's like having your own InDesign consultant at your beck and call).



To register, call 262.695.6576 or email cctmatrix@wctc.edu.

For more information, call 262.695.3400.

Lean Enterprise Workshops

Appropriate for chemical, financial, food, health care, manufacturing, pharmaceutical, printing and service industries.

Value Stream Mapping

Focus on a method to visually depict material and information flow through an operation. You will learn the principles and techniques of the Value Stream Mapping process and draw a map of the current state of a sample company, apply lean concepts to develop an improved future state, draw it, and identify the next steps needed to achieve the future state. You will learn with the ability to map your real work processes.

Date: August 14, 2007
Time: 8:00 a.m. – 4:30 p.m.
Location: WCTC Richard T. Anderson Education Center Room C-053
Cost: \$250

5S Visual

The principles of 5S are based on the simple idea that manufacturing improvements begin with a workplace that is organized, clean and standardized and contains only what is required. Discover how to transform your manufacturing operations into one with enhanced communication and productivity. Learn how to employ 5S methodology in your operation, and implement visual workplace techniques.

Date: September 11, 2007
Time: 8:00 a.m. – 4:30 p.m.
Location: WCTC Richard T. Anderson Education Center Room C-053
Cost: \$250

Basic Blueprint Reading – An Interactive 16-Hour Workshop

Learn basic orthographic projections including auxiliary and sectional views, dimensioning to ANSI/ASME standards, assembly drawings, and isometric pictorials.

Dates: September 24 and October 1, 8, 15, 2007
Time: 8:00 a.m. – 12:00 p.m.
Cost: \$495

Workshop to be held in C-052 of the WCTC Richard T. Anderson Education Center, 800 Main Street, Pewaukee.

New Workshops for Fall! Managing Staff Performance Workshops

Create an environment to establish performance goals, provide structured guidance over time and build trust in your role that supports success!

Establish Performance Expectations

September 25, 2007

Give and Receive Feedback

October, 24, 2007

Coach to Bring Out the Best in Others

November 13, 2007

Fee: \$135 per workshop includes continental breakfast and materials.

Time: Check-in at 7:30 a.m. Workshops run from 8:00 a.m.-12:00 noon.

Location: RTA Education Center on Waukesha County Technical College/Pewaukee campus.

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



www.wctc.edu/cct



Invest In Inside Sales Training

Professional sales training is not complete without focusing on customer service. Many companies talk a good game, but it is an entirely different commitment to deliver outstanding customer service on a consistent basis. Learn what your customers value and develop strategies to exceed their expectations and retain your customers for life!

This two-part workshop is for staff at all levels of an organization who have sales responsibility or interact with customers. Topics include:

- Six keys to delivering fantastic customer service
- Relying upon what your own experiences tell you
- Inward vs. outward company focus
- World-class company best practices
- Conflict resolution skills that provide the best results
- Developing an effective “customer touch” program
- Developing new strategies for account growth
- Creating a customer feedback survey that reflects return on people, process and/or systems

Customer Service – Strategies for Account Retention

Part 1: September 14, 2007;
8:00 a.m. – 12:00 noon and

Part 2: September 21, 2007;
8:00 a.m. – 12:00 noon

Fee: \$270

Register: Call 262.695.6576 or e-mail cctmatrix@wctc.edu.

New Workshop!

Conversational Spanish for Business and Travel

By request, we are offering this introductory six-session course to provide a learning opportunity to practice basic Spanish communication skills for people who need to speak Spanish on the job. Participants in this workshop will learn simple strategies to develop oral proficiency/comprehension for authentic situations related to the work place. Emphasis will be on the development of communicative strategies and correct pronunciation with minimal grammar.

To enhance and support participant's language skills, instructor will provide web sites, targeted vocabulary and other resources. The final session will be held at a local Mexican restaurant where participants will practice new skills in an authentic situation.

Dates: Tuesdays, September 18 – October 23, 07 Location: WCTC RTA Education Center
800 Main Street

Times: 4:00 - 6:00 p.m. Pewaukee, WI 53072

Fee: \$325, includes materials Register: Please call 262.695.6576

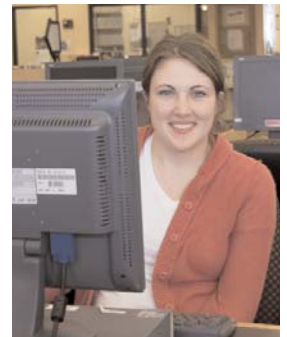
For more information about this course, check our web site www.wctc.edu/cct and click on Customized Training and Workshops.

New Micro Enterprise Certificate at WCTC!

The term micro enterprise is defined as a small business with twenty employees or less. Micro enterprises are the economic backbone of virtually every community across our nation; in fact, 85% of all businesses are classified as micro enterprises. Why not start your own micro enterprise and get your share of the great American dream!

The WCTC Micro Enterprise webinar series will help you plan, organize, manage, market, prepare and launch your own profitable micro enterprise venture under the guidance of an experienced entrepreneur instructor...and you can complete this program from any location where you have access to an Internet-connected computer and telephone!

While you may take any number of sessions in the series, those who successfully complete all six of these courses will receive a WCTC Micro Enterprise Certificate along with a \$100 scholarship award (subject to available funding). Upon completing the required courses, contact the Manager of the WCTC Small Business Center at 262.695.3468 to apply for your certificate.



Internet Sessions

Intro to Micro Enterprise
Intro to Micro Enterprise
Plan Your Micro Enterprise
Plan Your Micro Enterprise
Organize Your Micro Enterprise
Organize Your Micro Enterprise
Manage Your Micro Enterprise
Manager Your Micro Enterprise
Market Your Micro Enterprise
Market Your Micro Enterprise
Prepare Your Micro Enterprise
Prepare Your Micro Enterprise

Day

Tuesday
Wednesday
Wednesday
Thursday
Thursday
Tuesday
Tuesday
Wednesday
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Tuesday

Date

September 11, 2007
October 24, 2007
September 19, 2007
November 8, 2007
September 27, 2007
November 13, 2007
October 2, 2007
November 28, 2007
October 10, 2007
December 6, 2007
October 18, 2007
December 11, 2007

Times: 6:30-7:55 p.m.

Cost: \$69 each

Register: Call 262.695.6576. Visit our web site at www.wctc.edu/cct, click on customized training and workshops to access the Training Matrix and locate Micro Enterprises for more information and instructor profile.

Note: After registering for each session, please contact the instructor by e-mail at rick@businessdiligence.com for additional course information.

