



September 2007

Volume 4 Issue 24

June Perkins, Newsletter Coordinator  
Corporate & Community Training  
262.695.7828

### Certified Supply Chain Professional

To help prepare you for the CSCP exam, this workshop will cover the following areas: Supply Chain Management Fundamentals; Building Competitive Operations, Planning, and Logistics; Managing Customer and Supplier Relationships; and Using Information Technology to Enable Supply Chain Management.

Dates: September 12, 19, 26;  
October 3, 10, 17, 24, 31;  
November 7, 14, 21, 28; and  
December 5, 2007

Times: 6:00 – 9:00 p.m.

Fee: \$1,495

### Geometric Dimensioning & Tolerancing Training

Learn the theoretical concepts of geometric dimensioning and tolerancing required to interpret feature control frames and determine allowable tolerances. Studies are based on the current standard, ASME Y14.5M-1994.

Dates: October 22 and 29, 2007

Times: 8:00 a.m. – 1:00 p.m.

Fee: \$275

#### Questions? Need to contact us?

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

# Corporate & Community Training

# The Conduit

## The Supply Chain Profession is Advancing at an Incredible Pace. Are You Keeping Up?



### Introducing the APICS Certified Supply Chain Professional Program

The APICS Certified Supply Chain Professional (CSCP) is the first comprehensive educational program of its kind. Designed exclusively for operations and supply chain management professionals, the program will provide you with in-depth knowledge and understanding in the areas of supplier and customer relations, international trade, the use of information technology, and physical logistics. Gain the skill sets you need to understand and manage the integration and coordination of activities within today's increasingly complex supply chains.

- Learn to boost productivity, collaboration, and innovation.
- Discover how to positively affect lead times, inventory, productivity, and bottom-line profitability.
- Gain the knowledge to effectively and efficiently manage supply chain activities when you have suppliers, plants, distributors, and customers around the world.
- Increase your confidence and peer and industry recognition.
- Enjoy the potential for career advancement and increased earnings.



Starting the process is easy. Visit [www.apics.org/CSCP](http://www.apics.org/CSCP) to learn more about the program or order a CSCP Learning System – your best preparation resource for the CSCP exam.

*“As a successful candidate for the CSCP certification, I would highly recommend the classes sponsored by the Milwaukee Chapter of APICS. Every week the self-study material provided by the national APICS association was reviewed, along with concrete examples provided by the instructors to illustrate the application of that material. The classes provided a means to review the material on a timely basis and provided an opportunity to share industry experience among class members. The classes constantly stressed the value of partnerships between suppliers, manufacturers, and customers, along with the necessity to make decisions based on value to the entire supply chain. Without the classes, it would have been difficult to understand the issues driving the modern day globalized supply chain applicable to all industries and services.”*



Mary Schneider, CSCP  
Test Analyst  
Catalyst International



892 Main Street  
Pewaukee, WI 53072

## Upcoming Workshops

### September & October 2007

- 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 – Strategies for Account
- 9/18 Conversational Spanish for Business and Travel
- 9/19 Plan Your Micro Enterprise
- 9/20 Home Inspection – House Framing and Design
- 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
- 10/2 Kaizen Principles & Practice
- 10/2 Manage Your Micro Enterprise
- 10/5 Women in Leadership – Leadership Theory Applied
- 10/6 APICS Master Planning of Resources
- 10/10 Market Your Micro Enterprise
- 10/11 Home Inspection – Foundations
- 10/12 University of Sales Essential Selling Skills
- 10/13 RSES NATE Testing
- 10/18 Prepare Your Micro Enterprise
- 10/19 USPAP – 7 hour
- 10/22 Geometric Dimensioning & Tolerancing
- 10/23 Lean Culture
- 10/24 Intro to Micro Enterprise
- 10/24 Give and Receive Feedback
- 10/27 How to Sell Anything on eBay

**For more information** or to register, call 262.695.6576. For full descriptions and cost, visit [www.wctc.edu/cct](http://www.wctc.edu/cct).



## 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**

Focus on the importance of establishing performance expectations with employees. This unit offers a method for influencing employees to stay on the right targets so they can implement strategies, keep goals in view, and make better decisions.

### Give and Receive Feedback

**October 24, 2007**

Both individuals and organizations benefit from honest, objective feedback about how things are going.

In this unit, participants learn creative approaches to giving and receiving constructive feedback. Emphasis is on maintaining a spirit of openness and mutual respect.

### Coach to Bring Out the Best in Others

**November 13, 2007**

Maximize the performance of everyone associated with your organization, employees, managers, customers and suppliers. Apply coaching skills so employees, too, can motivate, guide, and support one another in working toward and achieving top performance.

- These workshops are offered in partnership with AchieveGlobal, Inc., a leader in learning that works.
- Workshops are \$135 each and include continental breakfast and materials.
- All workshops will be held from 8:00 a.m. – 12:00 p.m. in the Richard T. Anderson Education Center on the Waukesha County Technical College Pewaukee campus.

For more information or to register, e-mail [cctmatrix@wctc.edu](mailto:cctmatrix@wctc.edu) or call 262.695.6576.

## Invest in Inside Sales Training

This two-part workshop is for staff at all levels of an organization that 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

To register, call 262.695.6576 or e-mail [cctmatrix@wctc.edu](mailto:cctmatrix@wctc.edu).

# Women in Leadership Workshops for Fall 2007

Effective leadership is the cornerstone of a successful career. This three-part series unlocks the doors to successful leadership techniques by exploring topics of women managing day-to-day demands as they maintain success. Participants will discover key issues women need to consider in building networks and redefining what their success is.

What makes this course different from any other? Real women, real stories! Come; see for yourself how the combination of speakers with successful track records, an award-winning radio broadcast and interactive learning make for a dynamic learning environment.

**Who should attend these workshops? Team leaders, frontline supervisors, managers, and directors.**

## Leadership Theory Applied

This workshop takes a close look at the difference between studying leadership and the process of actual leading.

- Learn 5 ways to be more effective.
- Develop a unique visualization exercise.
- Produce a creativity chart.



### Guest Speaker: Margaret Farrow

Former Wisconsin state senator and former Lieutenant Governor of Wisconsin.

Date: October 5, 2007

Time: 10:00 a.m. – 12:00 Noon

Fee: \$50

## Leadership in Action

Leadership comes as a result of a goal or a task that is carried out. It starts with taking action.

- Redefine courage.
- Plan for risk taking results.
- Attain new approaches to decision making.
- Assess opportunities by balancing the pros and cons.



### Guest Speaker: Thelma Sias

Vice President of Local Affairs for WE Energies and former “corporate” award winner for the company’s dedication to Hispanic and other minority nonprofit organizations.

Date: November 2, 2007

Time: 10:00 a.m. – 12:00 Noon

Fee: \$50

## Leadership as a Lifestyle

- Rewarding careers and fulfilling personal lives come about when we take time to nurture ourselves and plant permanent seeds of success.
- Develop habits that support your success.
- Cultivate attitudes that will lead you to greater levels of accomplishment.



### Guest Speaker: Melodie Wilson

Former well-known Milwaukee anchorwoman.

Date: December 7, 2007

Time: 10:00 a.m. – 12:00 Noon

Fee: \$50

All workshops held in the Richard T. Anderson Education Center at Waukesha County Technical College, 800 Main Street, Pewaukee.

**For more information or to register, call 262.695.6576 or e-mail [cctmatrix@wctc.edu](mailto:cctmatrix@wctc.edu).**

## Upcoming APICS Workshops

### Fundamentals of Production and Inventory Control

For people new to materials, supply chain, production and operations management positions, the course is a series of ten modules which teach basic concepts, techniques and terminology. Covered in the workshop are: Fundamentals of Production and Inventory Control Modules, Bill of Material Structuring, Inventory Control/Stores Control, Master Scheduling, Material Requirements Planning, Capacity Planning, Production Activity Control, Just-in-Time, Purchasing, and Managing the Total Systems.

Dates: November 7, 14, 21, 28; and December 5, 2007

Times: 8:00 a.m. – 4:30 p.m.

Fee: \$495

Call 262.695.6576 or e-mail

[cctmatrix@wctc.edu](mailto:cctmatrix@wctc.edu).

## How to Sell Anything on eBay

### A Workshop for eBay novices or seasoned pros

Many people visit eBay where millions of local, national and international trades are conducted on a regular basis to buy or sell used items, while more than 724,000 people currently make their living selling on eBay.

Instruction provided by Certified eBay Education Specialists Mike Boerschinger, Jeff Grissom, and Nichole Stodola. Mike and Jeff are eBay Power Sellers, eBay Auction Assistants and the dynamic hosts of the WISN 1130 radio show What’s It Worth. These experts are anxious to teach you how to open a seller account, research items and create listings, improve your listings with better descriptions and photography, set pricing, ensure safety and security, open and use PayPal account,

monitor your listings, complete transactions and much, much, more!

### How to Sell Anything on eBay

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

When: Saturday, October 27, 2007  
8:00 a.m. – 4:00 p.m.

Cost: \$69\* per person (Please register by Friday, October 19, 2007.)

To register, call 262.695.6576 or email [cctmatrix@wctc.edu](mailto:cctmatrix@wctc.edu).

\* Includes materials, workbook, lunch and refreshments.





## Basic Blueprint Reading

### Interactive 16-hour Workshop

Study 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 Richard T. Anderson Education Center at Waukesha County Technical College, Pewaukee campus.

### For more information or to register:

Call 262.695.6576 or e-mail  
[cctmatrix@wctc.edu](mailto:cctmatrix@wctc.edu).



## Upcoming APICS Certification Review Courses

### Basics of Supply Chain Management

Covers basic key points in managing the complete flow of materials in a supply chain.

Dates: September 8 and 15, 2007  
Time: 8:00 a.m. – 4:30 p.m.  
Fee: \$395

### Master Planning of Resources

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

Dates: October 6 and 13, 2007  
Times: 8:00 a.m. – 4:30 p.m.  
Fee: \$395

### Detailed Scheduling and Planning

Detailed description of materials requirements planning, capacity requirements planning, inventory management practices, and procurement and supplier planning.

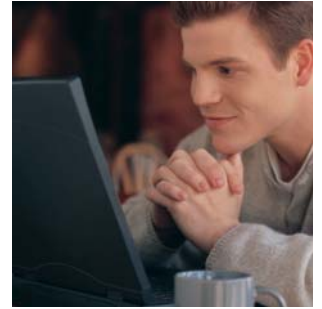
Dates: November 3 and 10, 2007  
Times: 8:00 a.m. – 4:30 p.m.  
Fee: \$395

Call 262.695.6576 or e-mail  
[cctmatrix@wctc.edu](mailto:cctmatrix@wctc.edu).

## New Micro Enterprise Webinar Courses

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

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### 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](http://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](mailto:rick@businessdiligence.com) for additional course information.



## New Workshop!

### Conversational Spanish for Business and Travel

When traveling to Mexico, the Caribbean South America or even Spain, do you wish you could navigate town a little easier in communicating with the residents? 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 or on a trip. Learn simple strategies to develop oral proficiency/comprehension for authentic situations related to the work place, a store, a

restaurant, and an emergency situation. 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  
Times: 4:00 p.m. – 6:00 p.m.  
Fee: \$325, includes materials

Location: WCTC RTA Education Center  
800 Main Street  
Pewaukee, WI 53072  
Register: Please call 262.695.6576.

For more information about this course, check our web site [www.wctc.edu/cct](http://www.wctc.edu/cct) and click on Customized Training and Workshops.

