



October 2007

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Corporate & Community Training  
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WCTC's Julie Loeding recently trained a leadership group in *Crucial Conversations at Western States Envelope Company*. The director of human resources is

quoted below regarding this training.

*"Every Crucial Conversation contains three elements: Opposing Opinions, Strong Emotions, and High Stakes.*

*Throughout this course the participants learn how to identify the crucial conversations that they are holding or not holding well; and, with the tools Julie has provided, they are comfortable having those crucial conversations in an effective and productive manner.*

*This course provides the tools to recognize and provide "real life" situations that are effective well beyond the workplace. We have been extremely satisfied with the results from this class and will continue to expose the program to an increasing number of employees at Western States Envelope Company.*

*Once again Julie hit a home run in the continuing education at our company with her ideas, presentation, and results. The asset that WCTC provides Western States Envelope Company is immeasurable in dollars and cents, but obvious in the interaction of employees and our customer relations."*

Russell Golomski  
Director of Human Resources  
Western States Envelope Company  
May 17, 2007

# Corporate & Community Training

# The Conduit

## Understanding Export Documentation, Payment Terms, and the Basics of Letters of Credit

### Export Documentation Step-by-Step

- Incoterms: Review and Conquer!
- The Harmonized Tariff System
- Documentation

### Payment Options: Protect Your Sales

- Major Differences between UCP500/UCP600
- Technology and Letters of Credit
- The Bank's Compliance Role
- Financing Advantages Using a Letter of Credit
- Pre-export Risk Assessment
- Payment Term Options
- Letters of Credit and L/C Guidelines

### Presenters:

- Frank Loh**  
Global Business Instructor, WCTC
- Norma Bruneau**, Vice President  
Operations Manager, US Bank
- Sue Neuman**, Assistant Vice President  
Export Manager, US Bank

**Date:** Friday, November 9, 2007  
**Time:** 7:30 a.m. – 4:30 p.m.  
**Location:** Waukesha County  
Technical College  
Richard T. Anderson  
Education Center  
800 Main Street, Pewaukee



### For more information, contact:

Aleda Bourassa, Manager  
Global Education & Trade Center  
262.691.5219  
or email [abourassa@wctc.edu](mailto:abourassa@wctc.edu).

*Special thanks to US Bank for their support and cooperation in presenting this seminar.*



## Geometric Dimensioning & Tolerancing Training

This workshop will teach 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  
**Time:** 8:00 a.m. – 1:00 p.m.  
**Fee:** \$275

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

**WCTC**

892 Main Street  
Pewaukee, WI 53072

## Upcoming Workshops

### October 2007

- 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 – Small Appliance Certification
- 10/13 RSES NATE Testing – Core Certification
- 10/13 RSES NATE Testing – Low Pressure Appliance
- 10/13 RSES NATE Testing – High Pressure Appliance
- 10/18 Prepare Your Micro Enterprise
- 10/19 USPAP – 7-hr. Review of Current USPAP Regulations
- 10/22 Geometric Dimensioning & Tolerancing
- 10/23 Lean Culture
- 10/24 Give and Receive Feedback
- 10/24 Intro to Micro Enterprise
- 10/27 How to Sell Anything on eBay

### November 2007

- 11/2 University of Sales Advanced Selling Skills
- 11/2 Women in Leadership – Leadership in Action
- 11/3 APICS Detailed Scheduling and Planning
- 11/3 USPAP – 15-hr. session re state appraisal licensing requirements
- 11/7 APICS Fundamentals of Production and Inventory Control
- 11/8 Home Inspection – Moisture and How It Affects the Home
- 11/8 Plan Your Micro Enterprise
- 11/8 Total Productive Maintenance
- 11/9 Understanding Export Documentation
- 1/13 Organize Your Micro Enterprise
- 11/13 Coach to Bring Out the Best in Others
- 11/28 Manage Your Micro Enterprise
- 11/30 Presentation and Closing Skills

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).



## APICS / CPIM Certification Review Courses

CPIM review courses are intended to guide you through the certification process. This educational experience is a review of the core principles of Production Management. The following courses consist of two 8-hour sessions each; sessions run from 8:00 a.m. to 4:30 p.m. Cost per session: \$395.

**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.

**Dates:** October 6 and 13, 2007.

### Detailed Scheduling and Planning

includes a detailed description of materials requirements planning, capacity requirements planning, inventory management practices, and procurement and supplier planning.

**Dates:** November 3 and 10, 2007.

### Execution and Control of Operations

focuses on prioritizing and sequencing work; executing work plans, implementing controls, and reporting activity results; and evaluating and providing feedback on performance, techniques for scheduling and controlling production and processes, execution of quality initiatives and continuous improvement plans; and the control and handling of inventories.

**Dates:** December 1 and 8, 2007.

### Strategic Management of Resources

addresses aligning resources with the strategic plan, configuring and integrating operating processes to support the strategic plan, and implementing change.

**Dates:** January 19 and 26, 2008.

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



## Did You Know

The Internet has transformed how U. S. employers find and hire employees, according to an industry study by Booz Allen Hamilton that shows that the Internet produced 51 percent of all recent new hires.

**TechConnect?** Have you heard about this business resource? This is your direct website to post job openings fast and simply when you: 1. are in need of employees, 2. want a co-op student, 3. are interested in participating in job fairs, or 4. want to learn about WCTC's *Graduate Follow-up Report*. Just enter [www.wctc.edu/ses](http://www.wctc.edu/ses) and click on Services for Employers. You may also contact a staff representative at 262.695.7811.

## Create an Environment to Establish Performance Goals, Provide Structured Guidance Over Time and Build Trust in Your Role That Supports Success!

### Give and Receive Feedback

October 24, 2007

#### Times:

8:00 a.m. – 12:00 noon

#### Location:

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

### Coach to Bring Out the Best in Others

November 13, 2007

#### Cost:

\$135 each

#### Register:

E-mail [cctmatrix@wctc.edu](mailto:cctmatrix@wctc.edu) or  
call direct 262.695.6576.





## New Micro Enterprise Webinar Courses Off and Running!

WCTC's Micro Enterprise webinar courses will help you plan, organize, manage, market, prepare and launch your own profitable micro enterprise venture under the guidance of an experienced entrepreneur instructor. You can complete these courses from any location where you have access to an Internet-connected computer and telephone. Courses do not need to be taken in any special order. 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

|                                | Day       | Date              |
|--------------------------------|-----------|-------------------|
| Intro to Micro Enterprise      | Wednesday | October 24, 2007  |
| Plan Your Micro Enterprise     | Thursday  | November 8, 2007  |
| Organize Your Micro Enterprise | Tuesday   | November 13, 2007 |
| Manage Your Micro Enterprise   | Tuesday   | October 2, 2007   |
| Manage Your Micro Enterprise   | Wednesday | November 28, 2007 |
| Market Your Micro Enterprise   | Wednesday | October 10, 2007  |
| Market Your Micro Enterprise   | Thursday  | December 6, 2007  |
| Prepare Your Micro Enterprise  | Thursday  | October 18, 2007  |
| Prepare Your Micro Enterprise  | Tuesday   | December 11, 2007 |

**Times:** 6:30 – 7:55 p.m.

**Fee:** \$69/each

### To 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.

## Invest in Your Employees

Good news to share about helping our customers and their employees gain confidence in the basics! WCTC's Waukesha Campus has open-entry self-improvement, self-paced classes for students to work at their own pace while an instructor is readily available for help. This popular avenue for someone to improve on his/her skills in basic math and/or other areas is offered at no charge.

It works by an employee calling to register for the Part 2 of Orientation (if he's already a high school grad) where he will be assessed on those skills he is looking to improve. Then his skill development lessons will be set up to meet his needs. The number to call is 262.695.6500. The orientation is held every week on Wednesdays – either at 9:00 a.m. or 6:00 p.m.



## APICS Fundamentals of Production and Inventory Control Workshops

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

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

### Questions? Need to contact us?

Do not reply to this email.  
(Your message won't be seen.)

**Instead, [click here.](#)**

# 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).**

## 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:** WCTC 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.



*Mark Your Calendar!*

**APICS Informational Breakfast December 5, 2007**

**WCTC**