



# CORPORATE TRAINING CENTER

FALL 2025 WORKSHOPS



WAUKESHA  
COUNTY TECHNICAL  
COLLEGE

Hands-on Higher Ed

# Corporate Training Center | FALL 2025

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### WCTC | CORPORATE TRAINING CENTER

Waukesha County Technical College  
Harry V. Quadracci Center, Q Building  
800 Main St, Pewaukee, WI 53072  
Monday - Friday | 8:00 a.m. – 4:30 p.m.



# Corporate Training Center | FALL 2025

## LET US SUPPORT YOUR TRAINING NEEDS!

WCTC's Corporate Training Center (CTC) is committed to providing high quality professional development training and services for individuals and the business community. We are proud to serve as your central training resource.

As you consider your training needs, it might be helpful to conduct a brief self-assessment to identify the most appropriate training opportunities. To guide this process, you may want to consider the following set of questions:

### IDENTIFYING YOUR TRAINING NEEDS - WHERE TO BEGIN

- In my current role, are there responsibilities that I am expected to perform that require improved technical skills?
- Are there areas of my job that I struggle in managing or executing on a consistent basis? Would project management, task/time management, or other management tools be beneficial?
- Within my organization, I am known for my ability to (identify one or two things). Within one year, I will also be known for (skill or expertise to develop).
- If there is a goal I am striving to achieve, what is holding me back? Would I benefit from career goal setting or a talent assessment?
- Do I have a responsibility to supervise others? Am I bringing out the best in them? If not, is this a training opportunity for me? How might I support them through training?
- If I were to identify my next career step, what knowledge or skill would I need to acquire and demonstrate to be considered a viable candidate?

If you identified areas where additional training would provide you a competitive advantage, consider us a partner in accelerating your career. This workshop catalog offers a wide selection of training provided by some of our most skilled instructors. If you have a specific need and are unable to locate an appropriate solution, contact us. We look forward to serving you.

Sincerely,

Latonia Pernell, MS  
Continuing Education and Training Manager  
Corporate Training Center

LPernell@wctc.edu | 262.691.7829



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**Workshops provide a cost-effective option** for a single employee or a group of employees to build and enrich their skills. Look to CTC to fulfill your training needs.

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**Looking for a particular topic?** Let us know if you are looking for a specific topic that you do not see listed. New topics are frequently added to our offerings. We also develop customized training tailored to your needs.

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#### **In Partnership with Ed2go**

We have partnered with industry-leading online training providers to bring you both instructor-led and self-directed opportunities. Enjoy flexibility, convenience and access to training anytime from anywhere. For more information visit:

**[www.wctc.edu/ctc-workshops](http://www.wctc.edu/ctc-workshops)**

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## EXPORT COMPLIANCE

### Develop Your Export Compliance Program (ONLINE)

A comprehensive Export Compliance Program (ECP) ensures that your organization has a road map for employees to follow and provides the basis for your compliance training program. The ECP should include step-by-step procedures to ensure employees know what to do and where to turn for guidance through the complex process of complying with US export regulations. This workshop is ideally suited for organizations that are currently exporting and want to do it more effectively. Create the framework for an effective ECP that is widely shared, understood and practiced within your organization.

- Identify the eight key elements of an Export Compliance Program.
- Define and document the potential risks of violating export controls.
- Benchmark your current Export Compliance Program with best practices.

December 12 9:00 a.m. – 3:30 p.m. \$345



**SCAN HERE**  
**For Full Workshop Descriptions**  
**and Online Registration**  
[www.wctc.edu/ctc-workshops](http://www.wctc.edu/ctc-workshops)

## LEADERSHIP DEVELOPMENT

### The Art of Good Decision Making

Decision Making, which is different from Problem-Solving, is the process of making a choice using one's own judgment based on the data available. The art of good-decision making is particularly important for leaders and managers, although everyone can benefit from this skill. Being able to systematically work through various options, from root cause understanding to potential opportunity analysis, through anticipating the organizational reaction, is critical not only to making the decision itself, but ensuring that critical thinking is employed, and organizational acceptance creates an effective long-term solution.

- Learn about the requirements of good decision-making.
- Identify four basic decision-making styles.
- Discuss structured decision-making processes, and how to overcome barriers to effective decision-making.

September 16 8:00 a.m. – 12:00 p.m. \$189

### The Art of Effective Delegation

Without appropriate delegation, your team may become inefficient and demoralized. It's one of the most important management skills you can establish. Learning to delegate effectively saves you time, develops your people, grooms a successor, and motivates your team. In this highly interactive workshop, you will work on different case studies and exercises. Develop a greater understanding of your emotions and the triggers that make you reactive in times of stress.

- Learn when it is appropriate to delegate work to associates and staff, and when it is not.
- Become aware of whom to delegate specific tasks.
- Learn how to provide positive, negative, and ongoing feedback to those you delegate work.
- Be able to manage the work once it has been delegated.

September 25 8:00 a.m. – 12:00 p.m. \$189

### Servant Leadership

Servant Leadership looks to improve leadership effectiveness. It focuses on the benefits of leading from a place of influence and inspiration. This workshop will explore the purpose of Servant Leadership and how it can help create a cultural transformation within your organization.

- Explore who and what a servant leader is.
- Learn the characteristics of a servant leader and how to apply them to your work.
- Assess where you are in your leadership journey and create an action plan for future growth.

September 30 8:00 a.m. – 12:00 p.m. \$189



# Corporate Training Center | FALL 2025

## Effective Communication

The ability to communicate is an important tool in your pursuit of worthwhile goals, whether it is with your co-workers, customers or family. During this interactive workshop, you will assess your strengths and areas for improvement in your communication abilities. All facets of communication will be covered thoroughly including nonverbal communication, techniques to help others retain your message, barriers to effective communication, and best practices for electronic communication.

- Recognize your barriers to communication and their impact.
- Understand practical ways to improve your listening and communication skills.
- Identify your communication style.
- Learn how to apply your communication style to improve team performance.
- Review communication best practices for working remotely.

October 9 9:00 a.m. – 12:00 p.m. \$149

## Transformational Leadership Development



Transformational leaders empower others, encourage growth, and are committed to the success of every member of their team. This training builds upon your foundational leadership skills to help you better inspire, develop, and support growth in your team. It covers topics that are central to making your team feel valued and respected. Giving you the tools to lead from a place of influence and inspiration. Which ultimately supports innovation, boosts morale and workplace integrity, increases productivity, and retention.

- Explore tactics and techniques for being an effective leader.
- Discover Your DiSC Style to deepen your understanding of yourself and others.
- Learn the characteristics and purpose of a servant leader and how to apply them to your work.
- Discuss six dimensions critical to building an effective workplace culture that will positively impact your organization.
- Identify strategies that support a psychologically safe environment that cultivates an atmosphere where employees feel valued, safe, able to speak openly, and respected.
- Learn effective strategies to develop a strong coaching mindset.
- Discover valuable techniques to resolve workplace conflicts and how to facilitate critical conversations that result in a more positive and productive workplace environment.
- Learn to set clear expectations and ensure accountability of others.
- Explore sustainable leadership practices. Create a customized plan that is personalized to your situation and leadership goals.

Tuesdays, October 14 - 28 | November 4 - 18 | December 2 - 16  
9:00 a.m. – 12:00 p.m. \$1195

## Foundational Leadership Development

An effective leader helps to create an environment conducive to success. Providing direction and motivation to achieve organizational goals. This workshop focuses on fundamental leadership skills such as delegating, effective communication, building teams, giving and receiving feedback, and managing change. It covers a variety of topics that are essential for leaders today. You will learn an approach to leadership that contributes to personal and organizational success and discuss how to apply that approach to key business issues.

- Discuss traits of an effective leader.
- Learn successful delegation methods.
- Complete the StrengthsFinder® assessment to identify and understand your strengths and leadership style.
- Strengthen core interpersonal skills for effective leadership.
- Enhance ability to manage individual performance.
- Develop decision-making skills that lead to improved team performance.
- Identify strategies to effectively manage change and encourage innovation.

Thursdays, October 23, 30 | November 6 - 20 | December 4 - 18  
9:00 a.m. – 12:00 p.m. \$995

## Influence Without Authority

It can be difficult to create positive change in your work environment or gain buy-in from others when you don't possess authority over a situation. This workshop focuses on helping you succeed when you don't have authority and control over execution. Learn how successful influencers use strategy to leverage the power of networks, persuasion, and preparation. You will also learn how to influence people and use an Influence Model to frame your plan for being a successful influencer and networker. You will practice influencing techniques and enhance your learning with exercises, assessment tools, and group discussions.

- Be able to manage the work once it has been delegated.
- Assess your influence behaviors and identify areas for development.
- Understand what influence is and what prevents you from getting what you need, when you need it.
- Recognize how to use different types of power to persuade others.

October 28 9:00 a.m. – 12:00 p.m. \$149

## LEADERSHIP DEVELOPMENT (CONTINUED)

### Dealing with Difficult Individuals and Situations

Knowing how to effectively deal with difficult individuals will benefit both you and your organization. Specific strategies on how to face conflict more confidently will be covered in this workshop, as well as how to handle awkward situations that cause frustration, anger, and an unproductive environment

- Understand how difficult individuals attack and trap, as well as understand clues to their identity and type.
- Learn techniques to diffuse explosive situations.
- Discuss coping with the pushy, pressure tactics of the explosive types.
- Develop and implement a seven-step master plan to deal with difficult individuals.
- Explore ways to keep your team productive despite difficult individuals and difficult situations.

November 5 8:00 a.m. – 5:00 p.m. \$365

### Psychological Safety in the Workplace NEW

Psychological safety in the workplace is essential for fostering innovation, collaboration, and overall well-being among employees. A workplace committed to creating a psychologically safe environment cultivates an atmosphere where employees feel valued, safe, able to speak openly, and respected. This workshop is designed to equip leaders and team members with the knowledge and tools needed to support increasing employee well-being, confidence, team dynamics, and overall organizational effectiveness.

- Identify the core principles of psychological safety in the workplace and why it's crucial for boosting trust, collaboration, and open communication.
- Learn practical strategies to create an environment where team members feel valued, heard, and respected, leading to increased confidence and trust.
- Gain insights into identifying and addressing potential barriers to psychological safety and fostering a culture that supports diverse perspectives and honest feedback.

November 19 8:00 a.m. – 12:00 p.m. \$189

### Strategies for Motivating Your Workforce

One of the primary responsibilities of any leader is getting things done through other people. Getting those employees excited about what they are doing so that their performance continues to improve, is a challenge most leaders face. During this workshop, we will look at key principles for motivating employees and how you can specifically apply those principles with your various employees.

- Analyze your motivations and those of your team members.
- Identify what's important to workers and how you as the leader can use that knowledge to motivate them.
- Learn techniques to motivate high achievers as well as low achievers.

December 3 8:00 a.m. – 12:00 p.m. \$189

### Competencies for New and Prospective Leaders

New leaders often receive their promotions because of great technical skills, but they do not feel equipped to deal with the multiple and frustrating people problems that they are called upon to handle. During this workshop, we will discuss and explore the concerns, anxieties, and expectations about transitioning from worker to leader.

- Learn ways to better cope with the anxieties of the transition from worker to leader.
- Recognize and apply the qualities/traits of an effective team leader.
- Identify ways to develop a motivating atmosphere.
- Practice delegation skills.

December 4 8:00 a.m. – 5:00 p.m. \$365



Artificial Intelligence workshops coming back this fall

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## Emotional Intelligence

Emotional intelligence is a set of competencies that enhance the ability to monitor one's own emotions while managing those of others. Those with a high emotional quotient typically have greater mental health, exemplary job performance, and more potent leadership skills. They can excel at leading, inspiring, and guiding others to achieve their best work. Explore the emotional intelligence construct and discuss ways to enhance one's emotional intelligence.

- Develop a greater understanding of your emotions and the triggers that make you reactive in times of stress.
- Recognize and manage the heightened emotions of others as a means of optimizing collaboration and performance.
- Develop strategies for de-escalating reactionary and volatile responses of team members.

December 10

8:00 a.m. – 12:00 p.m.

\$189

**The Corporate Training Center (CTC)** recognizes the need to support leaders at varying stages and have designed programs that meet you where you are in your leadership development journey.

**We offer two comprehensive training opportunities:**

### Foundational Leadership Development (see p. 5)

Focuses on fundamental leadership skills such as delegating, effective communication, building teams, giving and receiving feedback, and managing change. It covers a variety of topics that are essential for leaders today. You will learn an approach to leadership that contributes to personal and organizational success and discuss how to apply that approach to key business issues.

### Transformational Leadership Development (NEW) (see p. 5)

Builds upon your foundational leadership skills to help you better inspire, develop, and support growth in your team. It covers topics that are central to making your team feel valued and respected. Giving you the tools to lead from a place of influence and inspiration. Which ultimately supports innovation, boosts morale and workplace integrity, increases productivity, and retention.



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## COACHING

We offer the add-on value of coaching services. Our experts function as consultants, guiding you through assessing, planning, and implementing key initiatives. Providing impactful support to you and your team. Our coaching sessions focus on helping you define your goals, set specific and measurable objectives, and to create an action plan to achieve them. All sessions are tailored to your specific needs, leveraging our coaches' real-world experience to create a safe space for your development.



### Why Coaching?

Coaching helps to reinforce skills and support the adoption of new habits, that can directly impact your performance and business results. It is one of the most effective tools to take your skills to a more in-depth and sustainable level.

- Boost confidence, skills, and refine execution!
- Results can trickle down within your organization, improving morale, retention, and communication!
- It creates stronger leaders and drives business performance!

### Types of Coaching Available:

- Leadership Development – Ideal for leaders of all levels, or anyone who leads or manages a team
- Executive Coaching – Ideal for executive-level leaders, or anyone who sets the vision and goals for an organization
- Business Coaching – Ideal for leaders navigating change within their organization
- Skills Coaching – Ideal for those looking to improve their performance in a specific area

### What to Expect:

- A range of assessments, activities, exercises, and discussions
- Specific and actionable tasks
- An accountability partner keeping you on task with your goals
- A committed coach fully invested in seeing you succeed

### Want to learn more?

Contact Latonia Pernell, Continuing Education and Training Manager, [lpennell@wctc.edu](mailto:lpennell@wctc.edu), 262-691-7829 for more information.

## PROCESS / QUALITY / CONTINUOUS IMPROVEMENT

### Problem Solving Through Root Cause Analysis NEW

Root cause analysis is a procedure used to analyze the true, underlying challenges to performance. When used consistently, this process can lead to uncovering opportunities and innovations that are not typically sought. All too often, we rest once we think we know. This workshop will explore the value of conducting a root cause analysis and the methods you can incorporate into your daily work.

- Examine the most common approaches used to identify problems in a system.
- Recognize the importance of establishing a sequence of events or timeline when identifying factors that contribute to a problem.
- Practice identifying the root cause of a problem in a work situation.

September 10 8:00 a.m. – 12:00 p.m. \$189

### Identifying and Understanding Wastes in Processes NEW

You can likely identify some level of waste in all activities. Recognizing and understanding that waste, so that action can be taken to reduce or eliminate it is essential to becoming a Lean organization.

- Identify and define the 8 Wastes.
- Learn the 5S model and how to implement it to drive maximum efficiency and productivity.

December 2 8:00 a.m. – 12:00 p.m. \$189

### Creating Consistency Using Standardized Work

Standardized work ensures that all employees and all departments who do the same or similar tasks do it in the same way. Variation between employees or departments causes defects, waste, and inefficiencies within an organization. Creating proper policies, procedures, work instructions, and forms/records is an important component of Standardized Work.

Learn the DMAIC methodology (Define, Measure, Analyze, Improve, and Control).

- Define what Standardized Work is.
- Understand the importance of Standardized Work throughout an organization.
- Learn techniques to create Standardized Work documentation.

December 11 8:00 a.m. – 12:00 p.m. \$189



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## SOFTWARE TRAINING

### Microsoft Excel – Level 1

This workshop is for individuals new to Microsoft Excel. It covers the essential uses, tools, and features of Microsoft Excel.

Topics covered:

- Introduction to worksheets—formatting sheets and cells, numbers, dates, basic calculations
- Rearranging data—working with rows, cells and columns
- Managing multiple worksheets, common formulas, cell references
- Data visualization with charts and images—using tools for formatting and editing
- Organizing large amounts of data—sorting, freeze panes and window split

September 17 8:00 a.m. – 5:00 p.m. \$229

### Microsoft Excel – Level 2

This workshop is for individuals already knowledgeable of Microsoft Excel. It expands upon the beginner level foundation with an in-depth look at advanced formatting features and the utilization of functions.

Topics covered:

- Advanced formatting—themes, cell styles, customizing page setup
- Date and time functions, conditional formatting
- Advanced functions for text and analysis—IF criteria, troubleshooting formulas
- Lookup function and the outline features

October 22 8:00 a.m. – 5:00 p.m. \$229

## TALENT MANAGEMENT / HUMAN RESOURCES

### Microsoft Excel – Level 3

This workshop is for individuals looking to further their Microsoft Excel proficiency around tables and pivot charts, financial functions, and workbook protection.

Topics covered:

- Working with tables—calculated columns, structured references, table features
- Financial functions and what-if analysis - PMT, PV and NPER Functions
- PivotTables and PivotCharts
- Workbook protection and inspecting workbooks for compatibility

November 12 8:00 a.m. – 5:00 p.m. \$229

### Microsoft Excel – PivotTables

This workshop is for individuals who are experienced Excel users looking to advance their data analysis capabilities. Learn functions that will allow you to summarize data and organize it in a way that can be meaningfully presented to others.

Topics covered:

- Prepare data for PivotTable reporting and create PivotTables from various data sources
- Analyze Data Using PivotTables
- Work with PivotCharts

December 10 8:00 a.m. – 12:00 p.m. \$149



We also offer tailored services to fit your needs!

### Achieving Win-Win Performance Reviews

For employees, ongoing dialogue with their managers is critical to their success in the workplace. The potential upside of getting performance management right is significant; the potential downside of doing it poorly is even greater. This workshop will focus on strategies that will transform performance reviews into valuable opportunities to build ongoing relationships, set individual performance goals, and exchange crucial information and ideas with employees. In this workshop, participants will learn how performance reviews are part of the talent management system. They will engage in exercises to practice feedback techniques, role-play difficult situations, and review scenarios and case studies.

- Deliver Ongoing Feedback using the SBI/BI feedback model.
- Discover how to Coach your teams using the GROW model.
- Learn how to Draft SMART goals for Performance Development.
- Prepare and conduct an effective performance review.
- Create a performance development plan.

September 23 8:00 a.m. – 12:00 p.m. \$189

### HR - Fundamentals – Learning the Basics

A basic understanding of the human resource function can be beneficial, regardless of your position or area of expertise. In an environment where employment legislation is complex, it is vital to be equipped with adequate HR knowledge to be able to handle HR situations more appropriately. This workshop is an introduction to the core competencies of the HR role and will cover best practices to effectively implement them. The following topics will be covered:

- **The Roles and Responsibilities of HR** – Learn the key responsibilities of HR which include but are not limited to consulting with executives on strategic objectives, recruiting, employee relations, performance management, benefits, and training.
- **Recruitment** – Develop an understanding of the role HR managers play in the recruiting process versus the line Manager and why.
- **Compensation Learning Objective** – Explore how HR's management of the process ensures meeting both the organizational and functional team's long-term strategies.
- **Employee Development** – Identify the key elements to consider when developing plans to help employees improve skills for their current and future roles.
- **Performance Management** – Explore the role of performance management programs in organizations and the influence management execution has on employee engagement and dedication.
- **Employment Law** – Discuss the laws that regulate the relationships between employers and employees, which set expectations of both what employers can expect and the rights of employees.

November 18 8:00 a.m. – 5:00 p.m. \$365



# Corporate Training Center | FALL 2025

## CUSTOMIZED TRAINING

CTC respects the individuality of each of our customers. We make no assumptions about your needs or the solutions that might fit your needs without first meeting with you, listening, and learning about your organization and its current challenges. Our staff and subject matter experts then work with you as an integrated team. Together we design training to fit the goals of your organization. We can customize learning objectives, curriculum, assessments, case studies, projects, delivery format, schedule, and more. Our specialized approach ensures that all aspects of the training your employees receive contribute to the business results your desire.

## CONSULTING

To ensure your satisfaction and an optimal return-on-investment of organizational dollars, CTC offers the add-on value of consulting services. For example, having our instructors provide group or individual coaching can ensure employees apply skills learned in training to their jobs. Our subject matter experts can serve in a consulting role to supply information to help you plan, implement, and assess key initiatives through strategic planning meetings, problem-solving sessions or working side-by-side with project teams. With access to state-of-the-art technical information and capacity-building techniques, our experts can be powerful reinforcements for your internal resources in the short or long term.

## ASSESSMENTS

Use our proven tools to gauge your organization's training needs and individuals' skill, and aptitudes at pre-hire, pre-promotion, and pre- or post-training.

## REGISTRATION INFORMATION

### Continuing Education Units (CEUs)

Upon successful completion, participants are awarded CEUs and a certificate of completion. A CEU is a unit of credit universally recognized to acknowledge participation in a qualified continuing education offering.

### Guarantee

We stand behind our training services. Should you be dissatisfied with our service, contact our office immediately so that we can work to resolve any issue to your complete satisfaction.

### Cancellation or Postponement of Workshops

CTC reserves the right to cancel its workshops. In the unlikely event a public workshop is canceled participants will be notified. In the event a workshop is postponed, participants will be notified and given the option of maintaining enrollment in the rescheduled course or to withdraw. Updates regarding closings due to inclement weather will be posted on WCTC's website ([www.wctc.edu](http://www.wctc.edu)) or announced through local radio and television stations.

### Refunds

A full refund is issued to participants if the Corporate Training Center cancels a workshop for any reason. You will be billed, and refunds will not be issued for cancellations or no-shows the day of the workshop. Please note that a credit card processing fee of \$3.00 will be applied to all non-WCTC canceled registrations paid by credit card. Policies are subject to change at any time.

### Contact

Latonia Pernell, Continuing Education and Training Manager  
lpernell@wctc.edu  
262-691-7829

### Office Hours

Monday - Friday  
8:00 a.m. - 4:30 p.m.

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WCTC prohibits discrimination or harassment based on  
any status protected by applicable state or federal law.

10923/25