Training Done Right

Corporate Training Center

FALL 2019 WORKSHOPS

WAUKESHA COUNTY TECHNICAL COLLEGE
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**To Register Online Visit**
www.wctc.edu/ctc-workshops

For additional information or assistance contact:
Latonia Pernell, Workshop Coordinator at LPernell@wctc.edu or 262.691.7829.
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 will I need to acquire and demonstrate in order 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
Workshop Coordinator
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.

**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 organization’s needs.
Succession Planning
The ability to reach long-term performance objectives is simply not possible without the development and execution of a succession plan as part of the achievement strategy. Succession planning is a systematic talent management strategy that focuses on building internal capacity and organizational resilience as a contingency to staff turnover.

- Practice conducting a critical skills gap analysis.
- Discover strategies for identifying key positions that may cause disruption to the organization if lost.
- Determine how to assess the value of internal versus external talent acquisition for key skill areas.

October 16, 2019 . . . . . . . 9:00 a.m. – 1:00 p.m. . . . . . $169

Employee Onboarding
Each year, nearly 25% of the working population undergoes some type of career transition. Turnover is expensive, so it’s important to support new employees with comprehensive onboarding to ensure their success. This workshop presents strategies for developing a successful onboarding program. Key elements of successful programs, as well as risks associated with incomplete or short-term programs will be presented and discussed.

- Create clarity about why we should care about employee onboarding.
- Differentiate between employee onboarding and new employee orientation.
- Define elements of effective employee onboarding practices.
- Begin the evidence-based process of improving your company’s employee onboarding practices.

November 6, 2019 . . . . . . . 8:30 a.m. – 12:30 p.m. . . . . . $169

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.

November 13, 2019 . . . . . . . 8:30 a.m. – 12:30 p.m. . . . . . $169

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 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.

September 11 and 12, 2019 . . . 8:00 a.m. – 12:00 p.m. . . . . . $295

Leading Organizational Change NEW
This workshop will assist in providing managers and supervisors skills for leading the change process. Managers learn skills and techniques to guide employees to quickly adapt to change; the entire organization can adjust faster and become more flexible.

- Understanding the business need for organizational change.
- Identify options for communication change throughout the organization.
- Establish skills needed to effectively communicate change.
- Develop effective coping needs and responses for dealing with organizational change.

September 16, 2019 . . . . . . . 8:00 a.m. – 12:00 p.m. . . . . . $169

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 organization’s needs.
Dealing with Difficult Individuals and Situations

Knowing how to effectively deal with difficult individuals will benefit both the participant and their 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 frustrations, anger, and an unproductive environment.

- Understanding how difficult individuals attack and trap, as well as understanding clues to their identity and type are revealed in this workshop.
- 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 in spite of difficult individuals and difficult situations.

October 9 and 10, 2019. . . . . . . 8:00 a.m. – 12:00 p.m. . . . . . . . $295

To Register Online Visit
www.wctc.edu/ctc-workshops
Personal Effectiveness: Habits of Successful People
The demands our careers place on our shoulders can at times be overwhelming. With so many distractions caused by an unending influx of information, our lives can quickly become an exhausting blur of activity. Take control by exploring what is most important to you and operating out of those priorities. Participate in a series of exercises that will guide you to shift your focus from managing time toward managing priorities.

- Define personal effectiveness and what it means to you.
- Explore aspects of your work and personal life to recognize what is most important to you.
- Recognize the difference between important and urgent and how to create alignment with others.
- Understand the impact of brain health on day-to-day performance.

October 25, 2019 . . . . . . . 9:00 a.m. – 12:00 p.m. . . . . . . . $149

Coaching for Success NEW
Coaching is a meaningful conversation that when applied on-the-job helps transform learning experiences into practice. Leaders who consistently coach their team members help their organizations grow to unprecedented levels and those who don’t miss the opportunity to make a tremendous impact. By developing a stronger coaching mindset and culture, leaders can maximize the performance of everyone associated with an organization.

- Recognize the value of having a coaching mindset.
- Identify opportunities to adopt a coaching approach.
- Discover how to develop your teams using the GROW model.
- Deliver Feedback using the SBI/B1 feedback model.

October 30, 2019 . . . . . . . 8:30 a.m. – 12:30 p.m. . . . . . . . $169

Effective Communication NEW
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 course you will assess your strengths and areas for improvement in your communication abilities. All facets of communication we 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 personal 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 towards improving team performance.

October 31, 2019 . . . . . . . 9:00 a.m. – 12:00 p.m. . . . . . . . $149
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 are able to 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 greater understanding of your emotions and the triggers that make you reactive in times of stress.
- Recognize and manage heightened emotions of others as a means of optimizing collaboration and performance.
- Develop strategies for de-escalating reactionary and volatile responses of team members.

November 7, 2019 . . . . . . . 8:00 a.m. – 12:00 p.m. . . . $169

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 own various employees.

- Analyze your own 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.

November 13, 2019 . . . . . . . 8:00 a.m. – 12:00 p.m. . . . $169

Leading a Multi-Generational Workforce  NEW

Today we have not only multiple distinct generations of workers to draw from, but also the two largest demographics in history, the Baby Boomers and Millennials. With multiple generations of talent in the workforce at once, differences in people’s preferences and working styles are more prominent. If you’re a leader, a talent manager, or a skilled knowledge worker, you need to prepare if you want to survive this unprecedented sea change. In this workshop you will discover and apply best practices for managing all the generations in today’s workplace!

- Identify the multi-generational professionals.
- Understand the characteristics of the different generations.
- Discuss generational differences and cultural norms.
- Identify best practices for working with multi-generations.

November 18, 2019 . . . . . . . 8:00 a.m. – 12:00 p.m. . . . $169

Mastering the Art of Goal Setting  NEW

Goal-setting generally has been flaunted as the key to success by many. More than 1000 studies have confirmed that goal setting is one of the most effective techniques you can use for motivation and achievement in business personal life, sports and fitness. In fact, goal setting has been named as the driver of some of the greatest innovations of our time.

- Discover the psychology behind goal setting.
- Learn how to Draft SMART goals for Personal and Professional Development.
- Apply the principle of the Compound Effect to enhance motivation and attainment of goals.
- Develop an action plan to attain your immediate goals.

December 4, 2019 . . . . . . . 8:30 a.m. – 12:30 p.m. . . . $169

To Register Online Visit
www.wctc.edu/ctc-workshops
MANAGEMENT AND LEADERSHIP (Continued)

Business Ethics
This business ethics workshop offers an introduction into the concept of values, morality, as well as cultural beliefs and upbringing in all areas of business, from consumer rights to corporate social responsibility. Decisions made by office personnel or corporate presidents may affect thousands of individuals or entire communities. Consumers today expect and demand integrity, honesty, and transparency.

- Understand why business ethics is important.
- Discover how your own personal ethics can affect your decisions professionally.
- Define what it means by establishing a code of ethics.
- Understand ethics as a good business practice.

December 5, 2019 . . . . . . . 9:00 a.m. – 12:00 p.m. . . . . . $149

Giving and Receiving Feedback
Both individuals and organizations benefit from honest, objective feedback about how things are going. A steady exchange of information keeps everyone on track and informed.

- Assess your own feedback skills.
- Learn how to use the four key approaches for improving communications.
- Understand the practices that hinder listening effectiveness.
- Learn how to give feedback in the spirit of mutual respect and learning.

December 12, 2019 . . . . . . . 8:00 a.m. – 12:00 p.m. . . . . . $169

Leadership Development Training Program
The Corporate Training Center (CTC) recognizes the need to support businesses in the development of strong, ethical leaders. Based on cutting-edge research and the need to support leaders at varying stages, CTC has developed a broad range of customized training sessions designed to meet leaders where they are and accelerate their development. Program facilitators are seasoned professionals who have demonstrated high-quality leadership in previous roles and are dedicated to bringing out the best in your leaders.

We offer two comprehensive opportunities for your selected team members:

- **Foundational Leadership Program** is designed to provide a solid set of fundamental management tools to increase the performance of individuals new to their leadership roles or for those identified as future leaders in the organization.

- **Accelerated Leadership Program** focuses on critical topics that will assist leaders with developing high-performing teams, professional communication, emotional intelligence, effective feedback, and coaching dynamics. This training is designed for all mid-level supervisors seeking to enhance their skills and looking to become an instrumental part in supporting growth and innovation within the organization.

For more information or to register, contact Nichole Liesener, NLiesener@wctc.edu or 262.695.7828.

To Register Online Visit www.wctc.edu/ctc-workshops
Lean Six Sigma Training Program

Learn a proven, state-of-the-art methodology for improving processes that result in enhanced quality and reduced costs. Lean Six Sigma is more than a quality program. It is a business strategy that complements existing quality initiatives and supports a culture of continuous improvement.

Lean Six Sigma Green Belt | Ten, 8-hour days
$2,900/person (includes training for up to 3 White Belts and 1 Champion)
September 9-10, September 30-October 1, October 22-23, November 12-13, December 2-3, 2019

Lean Six Sigma White Belt Training | One, 8-hour day
$125/person
Choose from two sessions:
September 17, 2019
September 25, 2019

Lean Six Sigma Orange Belt | Six, 8-hour days
$825/person
September 26, October 9, October 30, November 6, November 20, December 11, 2019

For complete workshop descriptions: www.wctc.edu/ctc-workshops.
For more information or to register, contact Nichole Liesener, NLiesener@wctc.edu, 262.695.7828.

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.
### PROJECT MANAGEMENT

#### Introduction to Project Management

This workshop provides an overview of practices and tools used by companies following a successful Project Management methodology. Best practices will be shared, along with techniques to clearly define the project goals and objectives. Critical questions will be answered like: What are the objectives of your project? - Who is impacted by this project? - How to successfully sustain the deliverables of the project?

- Define Project Management.
- Review general concepts and principles of project management.
- Identify barriers, role of time management, and team building opportunities.
- Develop a project plan that minimizes risk.

September 11, 2019 . . . . . . . . . 8:00 a.m. – 12:00 p.m. . . . . . . $169

#### Developing and Engaging Project Teams

A good project manager acts as a conductor—not performing all the tasks themselves but orchestrating the resources to work together for the desired outcome. Critical skills are communicating clear expectations, inspiring, influencing, and knowing when to escalate issues. The team will function most effectively if they understand both the big picture and their specific roles. Those new to the project management role and those wishing to improve their effectiveness will benefit from this workshop.

- Establish and communicate clear, realistic expectations to establish accountability.
- Improve decision making through effective tools and techniques.
- Define roles and responsibilities.
- Enhance your influencing style.

September 24, 2019 . . . . . . . . . 8:00 a.m. – 12:00 p.m. . . . . . . $169

#### Developing Effective Project Plans

The foundation for a successful project is creating a robust and realistic project plan. Accurate forecasting of resources required, and risks anticipated can help build a plan that will deliver the desired results on time and within budget. Reduce resistance to the implementation through understanding your stakeholders and including appropriate change management actions into your timeline.

- Include risk mitigation actions.
- Minimize project wastes.
- Effectively utilize shared resources.
- Ensure a smooth roll-out.

October 8, 2019 . . . . . . . . . . . 8:00 a.m. – 12:00 p.m. . . . . . . $169
Project Communication: Keeping Stakeholders, Sponsors, and Team Members Informed

Communication is a key element to a successful project implementation. When asked to identify things that have caused problems in previous projects, people always include “lack of good communication” on their list.

- Learn various creative techniques to keep stakeholders informed.
- Identify ways to maintain the support of your sponsor through relevant communication.
- Recognize ways to keep all team members engaged and aligned to the project goals and status.

NOTE: This class is intended for those who may have a background in the technical aspects of Project Management but feel they need to develop better understanding and management of the “people side.” These concepts WILL be covered throughout the core curriculum of the Project Management Series, and may be redundant to individuals enrolled in that series.

October 24, 2019 . . . . . . . . . . 8:00 a.m. – 12:00 p.m. . . . . . . . . . . . $169

Project Management for Product/Service Development

In this day and age of rapid development cycles, it is imperative for companies to have a solid product development methodology. This course will be of value to individuals who have responsibility for managing, designing or improving the framework that brings new products or services to market.

- Define elements of a successful Product Development Project Methodology.
- Learn ways to balance project control with agility.
- Identify key roles in a successful development cycle.
- Learn concepts of Lean Product Development.
- Understand the governance of a product development portfolio.

November 5, 2019 . . . . . . . . . . 8:00 a.m. – 12:00 p.m. . . . . . . . . . . . $169

Monitoring and Controlling Projects in the Execution Phase

A good project plan lays the foundation for a successful project; however, projects rarely unfold as planned. Monitoring and management of resources, decisions, environmental factors, and actions in the Execution Phase are critical to success. In this workshop, we will explore the various techniques that can be used to manage all aspects of a project without “micromanaging”:

- Adopt an effective scoring/escalation process to ensure issues are addressed.
- Develop effective decision making to avoid unnecessary stalls.
- Change control of project parameters.
- Learn techniques to manage the budget.

November 19, 2019 . . . . . . . . 8:00 a.m. – 12:00 p.m. . . . . . . . . . . . $169

Extraordinary Productivity: Managing Tasks vs. Time

All too often, the demands of our jobs, coupled with the barrage of information coming at us from so many sources (e.g. texts, emails, reports, tweets, blogs, web-sites, etc.) is overwhelming, exhausting and distracting. The sheer volume of distractions threatens our ability to think clearly and make good decisions. If we react to these stimuli without careful discernment, we will sink into a sea of irrelevancy and fail to accomplish the things that matter most in our professional and personal lives.

- Explore and discuss concerns and questions related to being extraordinarily productive.
- Learn new concepts to accomplish task and manage time effectively.
- Acquire take away that you can integrate immediately into your day-to-day activities.

November 21, 2019 . . . . . . . . 8:00 a.m. – 12:00 p.m. . . . . . . . . . . . $169
Managing Multiple Projects
Most project management courses and literature focus on the aspects of managing an individual project. If your organization has several projects running concurrently, it is imperative that a Steering Team of one or more individuals have oversight and responsibility to manage the entire portfolio of projects.

- Identify project selection criteria and processes.
- Determine resource allocation.
- Explore risk management and escalation processes.
- Recognize Interdependencies.

December 4, 2019 . . . . . . . 8:00 a.m. – 12:00 p.m. . . . . . . . . . $169

Closing Projects
In our fast paced, busy world, project managers and members are off to the next project as one is ending. Rarely investing time in the valuable steps of closing a project correctly, By utilizing effective techniques to officially close a project you will feel a sense of success and gain the ability to fully focus on the next project.

- Recognize the formal completion of the project.
- Identify methods that will assist the process owner and stakeholders to be better equipped to sustain the new practices and benefits gained from your project.
- Identify strategies to evaluate the success of the project.
- Gain knowledge required to improve forecasting of resources for future projects.

December 10, 2019 . . . . . . . 8:00 a.m. – 12:00 p.m. . . . . . . . . . $169

SAFETY, REGULATION AND COMPLIANCE

OSHA 10-Hour General Industry Hazard Recognition NEW
This workshop is intended to provide entry-level general industry workers broad awareness on recognizing and preventing hazards on a general industry site. Special emphasis will be placed on areas most hazardous using OSHA standards as a guide. Upon successful completion, participants will receive an OSHA general industry safety and health 10-hour course completion card from the Department of Labor.

- Gain an introductory overview to OSHA policies, procedures and standards.
- Discuss general industry safety and health principles covered in OSHA Act Part 1910.

October 21 and 22, 2019 . . . . 8:00 a.m. – 1:30 p.m. . . . . . . . $209

Develop Your Export Compliance Program
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 13, 2019 . . . . . . . 9:00 a.m. – 3:00 p.m. . . . . . . . . . $295

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 organization’s needs.
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

Choose from two sessions
Session 1: September 12, 2019, 8:00 a.m. – 4:30 p.m.
Session 2: September 24, 2019, 8:00 a.m. – 4:30 p.m.

$209

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

Choose from two sessions
Session 1: October 10, 2019, 8:00 a.m. – 4:30 p.m.
Session 2: October 22, 2019, 8:00 a.m. – 4:30 p.m.

$209

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 7, 2019 . . . . . . . . . 8:00 a.m. – 4:30 p.m. . . . . . . . . . . $209

Microsoft Excel – PivotTables
This workshop is for individuals who are experienced Excel users looking to advance their data analysis capabilities by using PivotTables. Learn functions that will allow you to summarize data for you to analyze 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, 2019 . . . . . . . . 8:00 a.m. – 12:00 p.m. . . . . . . . . $129

To Register Online Visit www.wctc.edu/ctc-workshops
Supply Chain Management – An Introduction to Principles and Concepts
Supply chain management is all about the design, planning, execution, control and monitoring of supply chain activities with the objective of creating net value, building a competitive infrastructure, leveraging worldwide logistics, synchronizing supply with demand and measuring performance. The focus of this workshop is to introduce supply chain management, review the supply chain planning processes, inventory management, and review procurement and logistics as they relate to the supply chain.

- Review the fundamental principles and concepts of supply chain management.
- Strategize how and when to make the products that customers want.
- Discuss ways to build partnerships with suppliers.
- Compose a plan to meet the needs of stakeholders.
- Review and discuss the difference between qualitative and quantitative performance measurements.
- Learn strategies to help you evaluate the readiness of your internal supply chain processes.

September 10, 2019 . . . . . . 8:00 a.m. – 12:00 p.m. . . . . . . $169

Supply Chain Management – Advanced Principles and Concepts
This workshop is a continuation of the 'Introduction to Principles and Concepts' workshop. The focus of this workshop is to provide advanced level principles and concepts to supply chain management, a review of the supply chain planning processes in detail, and to discuss inventory management, procurement and logistics as they relate to the details of the supply chain process. We will also cover details about supply chain management best practices, the future of ERP [Enterprise Resource Planning] systems and, what next generation manufacturing is all about.

- Review advanced principles and concepts of supply chain management.
- Identify how data accuracy impacts the execution of the supply chain.
- Explore what next generation manufacturing is all about and, how it affects supply chain management.
- Discuss and evaluate how both inbound and outbound logistics impact the execution processes of the supply chain.
- Participate in a short exercise to evaluate the readiness of your internal supply chain processes.

September 26, 2019 . . . . . . 8:00 a.m. – 12:00 p.m. . . . . . . $169

APICS Certified Supply Chain Professional (CSCP)
The APICS Certified Supply Chain Professional (CSCP) is the most sought-after certification by supply chain professionals around the globe seeking to achieve mastery and recognition in their field. Our CSCP certification exam preparation workshop is designed to help you master end-to-end supply chain. Lead by an APICS-certified instructor, you will learn core concepts in supply chain management, strategy, design, compliance, and operations. This workshop is ideal for professionals who are interested in increasing their knowledge and expertise in the field of global supply chain management, and who are interested in consulting or facilitating supply chain functions or working with enterprise resources planning (ERP) systems.

- Learn how to develop a supply chain strategy that aligns with corporate strategy.
- Understand natural dynamics within the supply chain to optimize performance and profitability.
- Evaluate the process constraints and choices within Global Logistics to establish a plan linked to overall strategy.
- Understand the innovative technologies enabling collaborative commerce and global visibility.

October 3, 10, 17, 24, 31, November 7, 14, 21, December 5 and 12, 2019 . . . . . . 1:00 p.m. – 5:00 p.m. . . . . . . $1750

Assessing Your Supply Chain
It is likely that you are familiar with the metrics associated with your company’s financial performance, but how versed are you in another indicator of financial performance—your company’s supply chain? Do you know how well your internal supply chain is performing in terms of inventory accuracy or on-time delivery? Many companies have overlooked the importance of supply chain performance measurements. This situation exists despite the fact that supply chain performance is the leading indicator of excellent financial performance. This workshop is designed to assist companies with establishing an assessment that can be used to determine how well their supply chain process is operating and where improvements are needed.

- Recognize the elements needed for maintaining a well-run supply chain.
- Gather and evaluate your organization's supply chain activities and processes.
- Rate the elements needed to achieve quick wins toward maximizing supply chain performance.

October 8, 2019 . . . . . . . . 8:00 a.m. – 12:00 p.m. . . . . . . $169

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.
Inventory Best Practices
Manufacturing and distribution companies often depend on inventory to operate or fill client orders. Inventory is a major asset that helps a company with tasks such as planning and staying within budget. In addition, keeping accurate inventory records is a major management commitment that has multiple benefits. The focus of this workshop is to provide an overview of current best practices in inventory management and its impact on the organization’s supply chain.

- Identify the common challenges associated with inventory management.
- Improve inventory record accuracy.
- Recognize the true cost associated with maintaining inventory and how to balance when and how much inventory to have on hand.
- Determine and implement common systems and practices used in inventory storage and retrieval.

October 22, 2019 . . . . . . . . 8:00 a.m.–12:00 p.m. . . . . $169

Sourcing Best Practices
Moving from being a buyer of specific supplies or materials toward becoming a strategic sourcing partner requires broadening the way any organization views sourcing. To be effective in purchasing or procurement processes, qualifying suppliers is a critical step to ensuring that quality supplies and materials will be used in the organization. Each time a company is faced with making a critical purchase, one of the first thoughts should be about involvement—who needs to be involved with qualifying suppliers?

- Identify the best approaches used to select and qualify suppliers.
- Prepare for a contract negotiation with a supplier by studying the steps in the process.
- Determine the advantages and challenges with implementing a Supplier Relations Management (SRM) strategy.
- Better understand the valuable role strategic alliances play in your organization’s supply chain.
- Identify the best practices used to measure supplier performance.

November 12, 2019 . . . . . . . . 8:00 a.m.–12:00 p.m. . . . . $169

Enterprise Resource Planning
Enterprise Resource Planning [ERP] is a framework for organizing, defining and standardizing the business processes necessary to effectively plan, execute, control and monitor supply chain activities with the objective of creating net value, building a competitive infrastructure, leveraging worldwide logistics, synchronizing supply with demand and measuring performance. An ERP system itself provides extensive linked databases of information including part master records, product bills of material, process plans, repositories of cost and sales information, financial details, analysis of product and customer hierarchies and historical as well as current transactional data. The focus of this workshop is to provide an introduction with supporting detail related to the ERP integrated structure, how it relates to supply chain management, and all of the related processes.

- Identify how material requirements planning (MRP) fits into ERP.
- Discuss how inbound and outbound logistics impact the execution of ERP.
- Evaluate the best ways to select a new ERP system.
- Determine the process to monitor data accuracy within the ERP environment.
- Define manufacturing strategies and, see how they impact the planning within the ERP system.
- Review how order management and procurement fit into the ERP process.

December 9, 2019 . . . . . . . . 8:00 a.m.–4:30 p.m. . . . . . $295

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.

To Register Online Visit
www.wctc.edu/ctc-workshops
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 contributes to the business results you 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.

Cancellations/Refunds

CTC reserves the right to cancel a workshop. In the unlikely event a workshop is cancelled 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) or announced through local radio and television stations.

A full refund is issued to participants if the Corporate Training Center cancels a workshop for any reason. Refunds will not be issued for cancellations or no shows the day of the workshop. Policy subject to change at any time.

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