I. **Operations Management**  
   - Inventory Management

II. **Workforce Development**  
   - Lean Awareness  
   - Identifying and Eliminating Waste  
   - Workplace Organization & 5S  
   - Kaizen Workshop  
   - Teamwork for Results  
   - Problem Solving Essentials  
   - 5M – Team-Based Problem Solving  
   - Dealing with Change

III. **Lean Services**  
   - Bringing "Lean" Principles to Service Industries  
   - Implementing Workplace Organization & 5S  
   - Implementing a Continuous Improvement Program  
   - The Visual Workplace  
   - Value Stream Mapping  
   - Lean Office  
   - Practical Lean Workshop  
   - Lean Assessment

IV. **Management and Leadership**  
   - Fundamentals of Supervision  
   - Competencies of Day-to-Day Management  
   - Effective Management Practices  
   - Leadership Skills for Managers  
   - Practical Leadership  
   - Coaching - a Leadership Skill  
   - Leadership Tools – Strategic Measurements  
   - Leadership Tools – Performance Measurements  
   - Leadership Tools – Managerial Measurements  
   - Leadership Tools – Operational Measurements  
   - Building Champion Teams
Training for Service Companies

- Critical Skills of Team Building
- Advanced Problem Solving
- Conflict Resolution
- Time Management
- Meeting Management
- Managing Change
- Emotional Intelligence
- HR for Non-HR Managers
- Train the Trainer – The Practical Trainer
- Fundamentals of Performance Management
- Conducting Performance Reviews and Appraisals
- Fundamentals of Organizational Structure
- Critical Thinking
- Succession Planning

V. Quality Management
- Total Quality Management (TQM)
- Risk Management and Mitigation
- ISO Standards (ISO 9001, AS9100, ISO 14001, etc.)

VI. Six Sigma Practical Applications
- Six Sigma Overview
- Business Process Analysis and Improvement
- Measuring Organizational Performance
- Voice of the Customer (VoC)
- Six Sigma DMAIC Problem Solving
- Six Sigma Team Dynamics
- Six Sigma Communication Strategies
- Six Sigma Data Analytics
- Six Sigma Sales Effectiveness

VII. Customer Service
- Value Based Customer Service
- Critical Skills of Customer Service
- Building Strong Customer Relationships
Training for Service Companies

- Dealing with Difficult Customers
- Customer Service Skills for Field Service Workers

VIII. Sales and Marketing
- Winning Marketing
- Sales Skills for Sales Professionals
- Sales Skills for Technical and Professional Personnel
- Sales Skills for Customer Service
- Selling Smarter
- Focused Sales Practices

IX. Financial Planning and Control
- Essentials of Budgeting

X. Business Communication
- Presentation Skills
- Effective Communication Skills
- Negotiation Skills to Influence
- Better Business Writing
- Writing Effective Email

XI. Project Management
- Fundamentals of Project Management
- Advanced Project Management
- Microsoft Project

XII. Computer Skills
- Basic Computer Skills
- Microsoft Office 365
  - Introduction to Cloud Computing
  - Microsoft Office 365 – a New Way to Use Microsoft Office
  - Transitioning to Office 365
  - Microsoft Outlook with Office 365
  - Microsoft Excel with Office 365
  - Microsoft Word with Office 365
  - Microsoft PowerPoint with Office 365
  - SKYPE for Business with Office 365
Training for Service Companies

- Microsoft Office Desktop (all versions)
  - Excel
    - Level I
    - Level II
    - Level III
    - Advanced Applications
  - Word
    - Level I
    - Level II
    - Level III
  - PowerPoint
  - Outlook
  - Writing Effective Email With Microsoft Outlook
  - Access
- Adobe Acrobat
- QuickBooks Accounting
  - Introduction
  - Advanced Topics

XIII. Certification Programs
- Lean Yellow Belt Contributor
- Lean Practitioner
- Professional Manager
- Lean Six Sigma Yellow Belt
- Six Sigma Green Belt

XIV. Compensation Strategies
- Performance Based Compensation
- Skills Based Compensation
- Non-Monetary Incentives and Rewards

XV. Workplace Essentials
- Celebrating Diversity
- Workplace Ethics and You
- Safety in the Workplace
Training for Service Companies

- Workplace Harassment
- Workplace Violence
- Self-Care and Preventing Burnout