I. **Lean Tools (for Hourly, Supervisors, and Tech personnel)**
   - Lean Awareness
   - Dealing with Change
   - Identifying and Eliminating Waste (IACET CEU)
   - Workplace Organization & 5S (IACET CEU)
   - Teamwork for Results
   - 5M – Team-Based Problem Solving
   - Kaizen Workshop

II. **Lean Services Tools (for Supervisors, Manager, and Tech personnel)**
    - 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
    - Lean Yellow Belt Contributor
    - Lean Practitioner
    - Lean Six Sigma Yellow Belt (IASSC Certification)

III. **Operations Management**
    - Inventory Management

IV. **Financial Tools for Operations**
    - Essentials of Budgeting

V. **Management and Leadership**
    - Fundamentals of Supervision (IACET CEU)
    - Competencies of Day-to-Day Management
    - Practical Leadership (IACET CEU)
    - Leadership Skills for Managers
    - Effective Management Practices (IACET CEU)
    - Emotional Intelligence
Training for Service Companies

- Critical Thinking (IACET CEU)
- Managing Up
- Leadership Tools – Strategic Measurements
- Leadership Tools – Performance Measurements
- Leadership Tools – Managerial Measurements
- Leadership Tools – Operational Measurements
- Coaching - a Leadership Skill
- Building Champion Teams
- Critical Skills of Team Building
- Advanced Problem Solving
- Conflict Resolution
- Time Management
- Meeting Management
- Managing Change
- HR for Non-HR Managers
- Train the Trainer – The Practical Trainer
- Fundamentals of Performance Management
- Conducting Performance Reviews and Appraisals
- Fundamentals of Organizational Structure
- Succession Planning
- Professional Manager
- Situational Interviewing

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

VII. 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
Training for Service Companies

- Six Sigma Team Dynamics
- Six Sigma Communication Strategies
- Six Sigma Data Analytics
- Six Sigma Sales Effectiveness
- Six Sigma Green Belt

VIII. **Project Management**
- Fundamentals of Project Management
- Advanced Project Management
- Microsoft Project

IX. **Customer Service**
- Value Based Customer Service
- Critical Skills of Customer Service
- Building Strong Customer Relationships
- Dealing with Difficult Customers
- Customer Service Skills for Field Service Workers

X. **Sales and Marketing**
- Winning Marketing
- Sales Skills for Sales Professionals
- Sales Skills for Technical and Professional Personnel
- Sales Skills for Customer Service
- Selling Smarter

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

XII. **Computer Skills**
- Basic Computer Skills
- Microsoft Office 365
  - Introduction to Cloud Computing
  - Microsoft Office 365 – a New Way to Use Microsoft Office
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- 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
- Microsoft Teams

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

XIV. Workplace Essentials
  - Celebrating Diversity
  - Workplace Ethics and You
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- Safety in the Workplace
- Workplace Harassment
- Workplace Violence
- Self-Care and Preventing Burnout