

I. Lean Tools (for Hourly, Supervisors, and Tech personnel)

- Lean Awareness
- Dealing with Change
- Identifying and Eliminating Waste (IACET CEU)
- Identifying and Eliminating Office Waste
- Workplace Organization & 5S (IACET CEU)
- Teamwork for Results – Standard
- Teamwork for Results – Admin
- Lean 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

Training for Service Companies

- Effective Management Practices (IACET CEU)
- Emotional Intelligence
- 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

VII. Six Sigma Practical Applications

- Lean Six Sigma Overview
- Business Process Analysis and Improvement
- Measuring Organizational Performance
- Voice of the Customer (VoC) – Standard

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- Voice of the Customer (VoC) – Product Development
- Six Sigma DMAIC Problem Solving
- 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
- SKYPE for Business with Office 365

Training for Service Companies

- 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
- Safety in the Workplace
- Workplace Harassment – Management Briefing
- Workplace Harassment – Employee Awareness
- Workplace Violence
- Self-Care and Preventing Burnout