

WORKFORCE DEVELOPMENT MODULES

(Each module section is 1 day in length with a fee of \$149/attendee/day, group rates are available)

Modules may be attended in full or selected module sections may be attended.

Call us today at (931) 393-7276

A. HUMAN FACTORS

August 17 – 25, 2009

Customer Communications and Service – Quality From Within

This module is designed to provide any employee who represents your company, whether over the telephone or in person, practical skills and information in developing more profitable relationships with external and internal customers and clients. You will learn how to receive, document, assimilate and recall verbal communications.

Conflict Resolution - Dealing With Difficult People

Difficult or not they are customers or have resources we need. Anyone who struggles regularly with the aggravation, frustration and pain of dealing with a truly difficult person will look back at this workshop with a real sense of satisfaction and gratitude!

Making Meetings Work

Tired of meetings? Learn techniques for turning meetings from information sharing into proactive implementation planning.

Time Management Skills & Managing Multiple Priorities

Discover how to feel organized and in control of the work day. Learn how to choose priorities, delegate responsibilities, solve problems and organize time effectively and efficiently.

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Supervision Today

Do you manage in a diverse, technological workplace? Learn the step by step guides to supervise in a constantly changing environment and corporate restructuring. Find the tools to supervise as an empowering coach and learn to handle ethical and moral dilemmas, including the ability to observe and listen carefully, to be patient, to think creatively, to be flexible, to know when to take charge and when to hold back.

People and Teamwork

This module goes beyond delegation. It includes techniques for coaching and channeling the efforts of natural team leaders. The underlying theme is creating a common vision for the team. It covers the internal customer supplier relationships and communication required for successful project completion.

Work Force Development and Skill Mix

This module covers techniques to plan and implement a cross skill workforce. The tools assist the engineering manager in identifying the common skill sets needed. Computer based tools are presented that assist in developing Individual Development Plans that are tied to common organizational goals.

B. FINANCIAL AND ECONOMIC FACTORS

September 14 - 22, 2009

Engineering Economy

Economic decision making utilizing techniques including equivalent annual cost, rate of return, present worth and benefit cost methods. Pre and post tax pro forma statistical decision making and replacement policy are also covered.

Advanced Engineering Economy

Learn how to examine the design and analysis of capital investment strategies in a technical environment.

Finance and Accounting for Non-financial Managers

Economic fundamentals for those who need to know the story behind the financial reports.

Finance for the Entrepreneur

Startup finances including venture capital strategies.

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Finance for the Small Business Owner

Comprehensive coverage of financial tools for the small business owner.

Understanding Financial Statements

Comprehensive coverage of financial statements and their use in decision making throughout the organization.

Value Engineering and Design

Attracting new customers with existing technologies. Design and modify existing products and processes to reduce cost and improve performance.

C. PLANNING AND PROCESS FACTORS

October 5 – 19, 2009

Implementation Strategies

Developing and utilizing Performance Scoreboards. A heavy emphasis on Defining, Measuring, Analyzing, Improving and Controlling (DMAIC). What is the fallacy of the TQM, JIT, MRP, etc. step programs. It is in the tailoring of the implementation strategy for your specific organization. This module covers how to make these programs successful for YOU!

Supply Chain Management & Strategic Management of Resources

Explores the relationships of existing and emerging processes and technologies to manufacturing strategy and supply chain-related functions.

Strategic Management and Technology

Strategic Management principles with focus on the integration of technical, marketing, financial, legal and operational issues. Strategic and Tactical Planning in a Technical Environment.

Technical Entrepreneurship

Examination of technology, organizational, and human factor issues in technological companies of all sizes. Technology leadership and technology entrepreneurship are explored for various stages of a company's development.

Engineering Management Fundamentals

Basic operational theory and science of managing in a technical environment.

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Enterprise Resource Planning

Transform your enterprise and supply chain management with the techniques taught in this course.

Knowledge Preservation and Management

When corporate knowledge is gone it is gone. Loss occurs through retirement, job hopping, and changing mission. This module introduces an artificial intelligent based tool to capture and maintain organizational knowledge.

Outlook Business Management

Covers the use of this software as a business tool.

PDA Palm Pilot/PC Time Management

Techniques utilizing a PDA for Time Management. Especially helpful for those converting from a paper based system.

Technology Transfer and Deployment - Product Development

Attracting new customers with new technologies. Examination of the activities necessary for successful development of a product or service.

Technical Project Management

Focus on the technical project or organization. Techniques for resource identification and allocation, integration of scheduling and cost factors, development of project plans and control.

D. TECHNICAL FACTORS

November 16 – 20, 2009

(ALSO SEE FULL LENGTH WEB BASED COURSES)

E-Commerce and E-Business

Discover the way to establish and expand your on-line business.

Engineering Optimization Methods

Explore engineering and mathematical optimization techniques for engineering and management applications.

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Industrial Plant Layout

Types and techniques of plant layout and location.

Process Improvement - Reduction of Cycle Time

Techniques for improving process quality, reducing cycle time and scrap, thereby improving productivity.

Welding Management

More appropriately titled Materials Bonding Management. This module outlines the newest welding technologies and the steps to create a quality certified welding management system.

E. QUALITY AND MANUFACTURING SYSTEMS FACTORS

(THESE COURSES WILL BE SCHEDULED AS INTEREST IS RECEIVED)

Quality Management Systems

Implementation strategies for establishing a comprehensive Quality Assurance System.

Advanced Statistics and Design of Experiments

Taguchi methods and other advanced techniques for the improvement of product and process design.

Certified Quality Engineer (CQE) Review

Review course for certification program.

Certified Quality Manager Review (CQM)

Review course for certification program.

Certified Quality Technician (CQT) Review

Review course for certification program.

Failure Mode and Effects Analysis

Design and implementation of deterrents to product failure.

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Manufacturing Engineering Lean and Six Sigma for Engineering Managers

Produce quality products by cost reduction activities and a cultural focus on employee involvement through empowerment. Comprehensive continuous improvement program techniques through process DMAIC (Define, Measure, Analyze, Improve, Control).

Reliability Centered Maintenance

Techniques for predicting and improving product reliability through a comprehensive maintenance program.

Reliability Engineering

Techniques for predicting and improving product reliability through the product life-cycle.

Configuration Systems Engineering Management and Analysis

Design, implementation and improvement techniques of business, production and engineering systems.

Total Preventative Maintenance (TPM)

Proactive techniques to minimize production downtime.

Basics of Supply Chain Management

An introduction to basic definitions and concepts for planning and controlling the flow of materials into, through and out of an organization.

Quality Auditing

Techniques for reviewing quality assurance systems.

Quality Tools and Methods for Continuous Improvement

Specific tools for the identification and correction of quality defects in any operation are covered.

Quality Engineering Statistics

Application of Statistical Tools to identify root causes of defects and correct them.

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ISO 9001:2000 Quality Management and Quality Assurance

Implementation strategies for establishing a comprehensive Quality Assurance System and successfully completing the registration process.

ISO 9001: 2000 For Top Management

Techniques for improving your management effectiveness through the use of the ISO 9000 system.

ISO 14000 for Managers

Techniques for improving your management effectiveness through the use of the ISO 14000 system.

ISO 14000 Environment Management Systems

Implementation strategies for establishing a comprehensive Environmental Assurance System and successfully completing the registration process.

Statistical Process Control

Applied statistical techniques to monitor and correct manufacturing processes producing defective products.

TECHNICAL REPORT WRITING

Course Fee: \$149

Course Date: December 14, 2009

This course can be tailored to meet your company needs. Course overview includes, but is not limited to: Working in Teams, Audience Analysis, Cultural Backgrounds, Technical Backgrounds, Target Information, Generating Ideas, Persuasive Purpose, Report Types, and Gathering Information. Then, the outlining format consists of paragraphs and transitions, the sequencing of information, designing pages, definitions/tables/visuals and appendices. Next, how you achieve clarity through sentence variety, tone, and editing. Your levels of presentation come into play with abstract, summary, and layering information.

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COMPUTER TRAINING

THE FOLLOWING HANDS-ON CLASSES ARE LIMITED TO 12 STUDENTS.

ELECTRONIC FORMS WITH ADOBE DESIGNER 8

Adobe Designer, a separate program than Acrobat 8.0, used to sell for over \$1700 but is now packaged with Acrobat 8.0 Professional. Designer is a more robust tool than the traditional AcroForm tools and allows the user to dynamically design a form from scratch or import previously designed forms to make adjustments. Master creating electronic PDF forms with Adobe Designer 8 by participating in this intensive course. Two levels are offered:

Designer Basics (Static Forms)

Learn the Designer environment - Create master pages and body pages - Work with the various fields - Use some basic scripting - Add images to your form - How to collect electronic data - Manipulate electronic data in Spreadsheets.

Advanced Designer (Dynamic Forms)

Learn about subforms - More scripting - Make your form expand with user input - Allow user to determine the flow of form - Place expanding tables in your form.

ADOBE ACROBAT 8.0

Adobe Acrobat can do more than send a file you don't want changed to someone.

- Imagine an electronic owner's manual for your plant with all drawings, manual, forms and even electronic interactive training materials. All this searchable and accessible in seconds.
- Imagine completing the entire design and construction project electronically. No bulky plans being shipped all over the country.
- Imagine all the minutes of your government online and searchable. Imagine plan review and permitting electronic and automated.
- Imagine the tons of drawings and records that must be saved forever in a quick to find electronic format.
- Imagine all the time saved when the RFI and Submittal processes are electronic and automated. In this hand-on training you will be: Creating and combining PDF files from numerous formats

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Adding navigation features for ease of use
File security
Developing forms
Searching collections of a document
Project management strategies

MICROSOFT CLASSES

Class Fee: \$149.00 / attendee / day

Word Level I

Topics covered include creating and editing documents, formatting short and long documents, use of spell check and the Thesaurus. Lab exercises and projects will provide experience in use of tables, adding graphics and merging.

Word Level II

Learn formatting techniques, template setups, automating tools, customization, document merging and how to integrate with other applications. *Prerequisite: basic computer skills necessary, Intro to Windows is strongly recommended.*

Word Level III

Advanced topics include collaboration tools, creating forms, working with form fields, protecting and testing forms, as well as, advanced mail merge functions. *Prerequisite: basic computer skills necessary, Intro to Windows is strongly recommended.*

Excel Level I

This newly updated spreadsheet class will cover creating, modifying, visual enhancement and printing of spreadsheets. Generate templates, enter formulas, work with charts, and other productivity tools. *Prerequisite: basic computer skills necessary, Intro to Windows is strongly recommended.*

Excel Level II

This workshop covers creating special effects, protecting the worksheet, data validation, using filters and use of pivot tables. *Prerequisite: basic computer skills necessary, Intro to Windows is strongly recommended.*

Excel Level III

Learn how to design onscreen forms, automatic tasks with macros, use simulation and statistical functions, utilize other advanced functions, analysis and auditing tools. *Prerequisite: basic computer skills necessary, Intro to Windows is strongly recommended.*

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Access Level I

Learn how to create databases, enter and edit data, query your database, create and use forms, reports, customization and data management. *Prerequisite: basic computer skills necessary, Intro to Windows is strongly recommended.*

Access Level II

Learn easier and more accurate data entry, use of related tables, forms, advance reporting techniques, use of macros, better management of your database, accessing database on the web, and linking to other documents. *Prerequisite: basic computer skills necessary, Intro to Windows is strongly recommended.*

PowerPoint I

Learn to use PowerPoint to enhance your presentations. This computer lab instruction and exercises include creating and modifying presentations, formatting texts and bullets and working with charts, changing the overall appearance of your presentation, running the electronic slide show, and sharing information with other programs. Course material includes tips on creating speaker notes, handouts, and automating the slide show. This class will improve your presentation.

PowerPoint II

A continuation of PowerPoint I, participants will further enhance their knowledge of electronic presentation. Class exercises include formatting, preparing the presentation for delivery, customizing and animating, printing and exporting their presentations. *Prerequisite: basic computer skills necessary, Intro to Windows is strongly recommended.*

Microsoft Project

This course introduces users to Microsoft Project as a project management tool. Topics include: the fundamentals of project management, the planning process, inputting of project information, linking tasks, setting constraints, and resolving conflicts. *Prerequisite: basic computer skills necessary, Intro to Windows is strongly recommended.*

Outlook

This workshop will introduce Outlook for e-mail and time management. Learn to use e-mail tools, such as address book, e-mail options and read receipt, calendar, appointments, generate tasks, to do lists, and reminders. *Prerequisite: basic computer skills necessary, Intro to Windows is strongly recommended.*

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