# TABLE OF CONTENTS

## LEAN TRANSFORMATIONS .............. 2

**Lean Principles & Foundation**.................................2
- Five-Stage Lean Transformation Review
- The Idea Board: Driving Employee Engagement in Process Improvement
- Toyota KATA: Managing People for Improvement and Superior Results
- Kaizen Thinking: The Eight Deadly Wastes
- The 5S System
- Learning to See – Value-Stream Mapping to Eliminate Muda
- Lean Culture Change Symposia
- Quick Changeovers: Using the SMED Process to Improve Productivity & Processes

## Six Sigma Certification ........................................... 3
- Six Sigma White Belt
- Six Sigma Yellow Belt
- Six Sigma Green Belt
- Six Sigma Black Belt

## LEADERSHIP & PROFESSIONAL DEVELOPMENT .................. 4

**Leadership Growth, Potential & Styles** ......................4
- Achieving Your Leadership Potential
- Getting Started as a New Leader
- Essentials of Leadership
- Influential Leadership

**Team Building & Decision Making** ..............................5
- Launching a Successful Team
- Leading High-Performance Teams
- Making Meetings Work
- Reaching Agreement

**Coaching, Performance, Motivation & Change** ............. 5
- Coaching for Peak Performance
- Building an Environment of Trust
- Delegating for Results
- Developing Others
- Leading Change
- Motivating Others
- Resolving Conflict
- Retaining Talent
- Setting Performance Expectations
- Reviewing Performance Progress
- Managing Performance Problems
- Principled Negotiation Skills

## Professional & Business Results ................................. 6
- 7 Habits Training of Highly Effective People – By Franklin-Covey
- Emotional Intelligence
- Accelerating Business Decisions
- Business Process Modeling and Management
- Building Winning Partnerships
- Boosting Business Results
- Creating a Service Culture: The Service Leader’s Role
- Taking the HEAT

## Project Management ............................................. 7

## Organizational Culture ........................................... 8
- Working in a Diverse Environment
- Sexual Harassment
- Civility in the Workplace
- Generational Diversity

## STRATEGIC TALENT DEVELOPMENT .......... 9
- Assessment Solutions
- Employee Survey Solutions
- Performance Based Selection Process
- DiSC®

## ISO INTERNATIONAL ORGANIZATION FOR STANDARDIZATION ............. 9
- ISO9001:2008 Overview of Standard
- Internal Auditing Overview
- Documenting the Quality System Overview
- ISO9001 Management Representative - Implementation Overview
- Internal Audit
- ISO9001:2008 Certification

## TECHNICAL TRAINING ...................................... 10
- Automated Controls
- Industrial Maintenance Training (IMT) - Mechatronics
- Autocad Fundamentals
- Geometric Dimensining and Tolerancing (GD&T)
- Introduction to Blueprint Reading

## INFORMATION TECHNOLOGY .......... 12

## HEALTH & SAFETY TRAINING .............. 12
- OSHA General Industry 10 Hours
- OSHA General Industry 30 Hours
- Lock-out/Tag-out Training 4 Hours

## WORKKEYS® SOLUTIONS CENTER ......... 13

## INSTRUCTIONAL DESIGN ................. 13

## MEETING AND EVENT SERVICES ............. 14
Corporate Services is one of the largest providers of training and consulting services in the St. Louis metro area, annually advancing over 10,000 employees representing 200 regional companies.

The unit offers a diverse range of workforce solutions that include:

- Contract training
- Strategic consulting
- Industry-specific curriculum
- Grant-funded economic development programs
- Enterprise wide solutions for national/global companies
- Certification testing & assessment services for individuals and employers
- Nationally recognized ACT WorkKeys® assessment services for businesses and individuals

Training and Consulting Expertise

The Corporate Services team of project managers and subject matter experts work in partnership with your business to provide result-driven training and consulting solutions in a wide array of specialty areas:

- Lean transformations
- Leadership & professional development
- Strategic talent development
- Technical training
- ISO international organization of standardization
- Health & safety training
- Instructional design
- Information technology
- Strategic consulting
- Customer service
- e-learning

Contact Don Robison at 314-539-5305 or at drobison@stlcc.edu for more information.

Advancing Businesses Now and for the Future

STLCC.edu/corporate
LEAN TRANSFORMATIONS

A Lean Transformation is a focused, constantly occurring process for eliminating all types of waste within any type of organization.

Lean Principles & Foundation

Five-Stage Lean Transformation Review

This highly interactive presentation addresses the five stages of a successful Lean transformation within any type of organization.

Stage One: Ensuring that the leadership team understands the implications of a Lean transition.

Stage Two: Optimizing the static work environment.

Stage Three: Preparing the managers to serve as very competent coaches in support of the Lean transition.

Stage Four: Optimizing the dynamic work environment.

Stage Five: Systematically changing the culture to make it supportive of Kaizen thinking and Lean work processes.

The Idea Board: Driving Employee Engagement in Process Improvement

One of the primary goals of Lean manufacturing is to drive higher levels of employee engagement.

David Mann’s Idea Board is an especially effective tool for introducing Lean thinking and increasing employee engagement within an organization - it not only delivers direct, tangible benefits but also gives management an invaluable perspective on the types of challenges they will face downstream while implementing Lean work processes such as 5S and Value-Stream Mapping.

Toyota KATA: Managing People for Improvement and Superior Results

This interactive seminar involves five, two-hour discussions centered on Mike Rother’s highly acclaimed book, Toyota KATA. The five discussion topics are:

- What defines a company that thrives long term
- What defines a management system that supports a

Kaizen Thinking: The Eight Deadly Wastes

For many employees to be continuously focused on ways to improve work processes through elimination of waste is simply not part of how they operate daily. Yet it is this habit, Kaizen thinking, that is a major driving force in process improvements, productivity gains and profitability increases. Bringing about this shift in the way employees think is one of the major goals of Lean manufacturing. This series of discussions on Kaizen thinking includes:

- an overview of Kaizen thinking
- the seven deadly wastes
- the waste of defects
- the waste of inventory
- the waste of processing
- the waste of motion
- the waste of transportation
- the waste of waiting
- the waste of overproduction
- the waste of human potential

The 5S System

The Workforce Solutions Group’s 5S training and consulting services are targeted at creating a physical environment that is highly supportive of the implementation of other Lean tools such as Value-Stream Mapping. Our system integrates 5S principles into ongoing work processes so that the 5S standards of lean, clean and orderly are maintained over time. In addition, every effort is made to support the transformation of thinking processes from a mass production mentality to a culture of Lean thinking. To support this transition, we recommend the implementation of the Idea Board process, congruent with the launch of the 5S Store Phase.
Lean Leadership Certification Program

Our Lean Leadership Certification Program has been designed to give managers and supervisors the skills they need to lead successful Lean implementations campaigns. Successful Lean implementation has a tremendously positive impact on an organization’s culture, driving gains in employee satisfaction, productivity, customer satisfaction, and profitability. In order for this to occur top leadership, managers and supervisors must know how to cultivate a lean culture.

Learning to See – Value-Stream Mapping to Eliminate Muda

Value-Stream Mapping is a powerful Lean tool used to optimize the dynamic work environment. It is typically launched following application of the 5S System. This series of hands-on sessions provides participants with the knowledge, skills and abilities to integrate value-stream mapping within their work spaces. The discussions are focused on Mike Rother’s and John Shook’s guide: Learning to See: Value-Stream Mapping to Create Value and Eliminate Muda.

Lean Culture Change Symposia

Tools to Sustain Lean Conversions

Lean succeeds when it is supported by a shift in an organization’s culture from one focused on results to one focused on work processes. Triggering and supporting this change in focus requires a Lean management system, a crucial ingredient for successful Lean conversions. A Lean management system is driven by three basic beliefs about the nature of work processes and workers, these being:

1. All work processes, without exception, are imperfect.
2. The individuals’ best qualified to improve work processes are the people who do the work.
3. The most important input to guide the work of a manager comes from direct observation, facilitated by the very robust use of visual controls.

This series of ten discussions is focused on David Mann’s excellent Shingo Prize winning book, Creating a Lean Culture.

Quick Changeovers: Using the SMED Process to Improve Productivity & Processes

It’s a tightly focused 3 – 4 hour discussion on the application of Shigao Shingo’s SMED process, developed in the mid-60s to optimize work flow by driving very dramatic improvements in changeover times. Shingo reduced one of Toyota’s changeovers from 4 hours to 4 minutes through the use of this technique. Since being developed in the 60s, the SMED process has been used worldwide to improve workflow. Although originally developed for manufacturing plants, the basic thought process SMED involves could be applied to any work process. BTW, SMED stands for “Single Minute Exchange of Dies” although its application extends far beyond “dies”.

Six Sigma Certification

The four Six Sigma certification programs - white, yellow, green and black - are designed to prepare participants for the certification exam ad delivered in a blended learning format.

These courses include the following structure:

- Self-directed online coursework for each module
- Instructor-led classroom segments conducted at regular intervals enabling participants to review material
- Participants earn a certificate of completion after successfully passing the certification exam for a given level-white, green, black.

Six Sigma White Belt

The Six Sigma White Belt provides an overview of Lean and Six Sigma. White Belt participants will be introduced to the tools and techniques used to:

- Obtain a fundamental understanding of Lean and Six Sigma
- Learn the Structure of Six Sigma (DMAIC) and their roles
- Obtain a fundamental understanding of Pareto Analysis, SIPOC, Eight Wastes and Cause & Effect Diagrams
- Minimize waste and resources while increasing productivity and profitability

Six Sigma Yellow Belt

A Six Sigma Yellow Belt individual is usually one that understands the Six Sigma philosophy and applies it to day-to-day activities in their organization. They are active team members in improvement activities.
At the heart of any organization’s success is the performance of its management and employee work teams. The Workforce Solutions Group provides a diverse menu of training and consulting solutions designed to prepare associates at all levels for the demands of today’s continually evolving business environment. Most of the leadership topics are designed as four-hour programs, however all of them may be customized to fit an organization’s specific needs.

**Leadership Growth, Potential & Styles**

**Achieving Your Leadership Potential**

Achieving exceptional leadership requires time, effort, and motivation to constantly learn and grow. However, when asked, most leaders admit that they fail to succeed in their leadership development efforts. In this course, leaders are introduced to a three-phase development process that helps leaders overcome barriers that stunt their growth as leaders.

**Getting Started as a New Leader**

The course emphasizes the importance of leaders aligning their team’s efforts to support the organization’s business strategies. It also introduces learners to a tool that they can use to determine priorities for themselves and their team.

**Six Sigma Green Belt**

A *Six Sigma Green Belt* is typically a process manager or leader who manages projects in their part of the business in support of the organization’s Six Sigma initiative.

The Six Sigma Green Belt course blends together the tools of Lean with the rigorous DMAIC methodology and statistical tools. Participants complete a capstone project at the end of the course.

**Six Sigma Black Belt**

*Six Sigma Black Belts* are typically organizational leaders, process facilitators and problem solvers. Within organizations, Black Belt holders are key data-driven, bottom-line agents that drive complex project breakthroughs and organizational changes.

**Leadership & Professional Development**

**Essentials of Leadership**

This course introduces participants to the basic concepts of leading in today’s dynamic and ever-changing environment. Participants will discuss techniques for applying the basic concepts to day-to-day circumstances and challenges. This course lays the foundation for emerging leaders to further their leadership development initiatives.

**Influential Leadership**

This seminar introduces individuals to a strategy that calls on leaders to use their personal power and specific techniques to promote commitment and action by others. Using a case study format supported by video and workbook content, leaders learn how to apply the three key components of an influence strategy.
Team Building & Decision Making

Launching a Successful Team

This seminar introduces the four stages a team goes through in development as well as engages participants in how to develop an effective team charter. A team charter helps a team focus and commit to obtaining results. Every team develops differently, but most go through the four stages of development. Participants will understand and recognize each stage as well as learn techniques to use in each stage.

Leading High-Performance Teams

This seminar provides participants with the tools and skills to diagnose, coach, and reinforce—three primary roles that support their team's growth. Participants learn that high-performing teams tend to excel in certain positive practices called enablers, which can be grouped into five team success factors: results, commitment, process, communication and trust.

Making Meetings Work

To achieve business results, organizations rely on people getting together to agree on ideas to implement, processes to adopt, and actions to take. These “gatherings” can be as simple as two people holding a conversation in a hallway or as complex as a videoconference involving many people in various sites. These diverse types of gatherings are really one type of thing: a meeting.

Reaching Agreement

Getting a group of people to agree on anything can seem impossible. Group members can have very diverse opinions and perspectives. Some push strongly for their ideas; others don’t. This course shows learners how to use consensus-building techniques and to lead a group towards high-quality decisions that everyone is committed to.

Coaching, Performance, Motivation & Change

Coaching for Peak Performance

Effective coaching is one of the most important drivers of team member performance. Whether leaders are guiding people toward success in new or challenging situations, or helping people improve or enhance their work performance, their ability to coach and provide feedback makes the difference between mediocrity and high performance.

By helping learners understand the importance of three coaching techniques and how to effectively handle both proactive and reactive coaching discussions, this course helps leaders have more effective and efficient interactions.

Building an Environment of Trust

Trust is the glue that holds relationships and organizations together. This is the thrust of Building an Environment of Trust, a course that shows leaders proactive and purposeful ways to foster a high-trust working environment that drives team members and others to achieve business results. This course introduces “construction” techniques and tools—including a workbench and blueprint—that learners use to create an individualized action plan for building trust with people at work.

Delegating for Results

While most leaders understand and appreciate the value of delegating, they still hesitate. There are many reasons, such as reluctance to give up desired tasks, the time required to coach people, and the risk of failure. This course helps leaders overcome their hesitation by showing them how to effectively delegate work to the right people in a way that benefits everyone.

Developing Others

One of a leader’s chief responsibilities is to ensure that team members develop their skills, knowledge, and competencies. This course presents a way to address that issue based on the belief that team members are responsible for carrying out their own development while the leader’s job is to work in with his or her team support and guide development in a supporting partnership.

Leading Change

This seminar focuses on leaders’ critical role in effectively leading change initiatives in the workplace. Several basic concepts that support the successful implementation of change are covered: dynamics of change, phases of change (disorientation, reorientation, and integration), and control/influence/no control.
Motivating Others

This seminar guides learners in creating an environment in which people are highly motivated to perform. Learners discuss how to distinguish motivation issues from performance problems and look at various approaches for motivating people, including instilling fear and offering incentives. The course defines motivation as “taking action to spark high levels of sustained energy directed toward required goals.”

Resolving Conflict

The course is designed to give leaders the knowledge and skill to recognize stages of conflict, effectively use the key principles and interaction guidelines to conduct conversations about resolving conflict and identify ways to keep destructive conflict under control in the workplace.

Retaining Talent

Retaining employees within a group or organization is a critical success factor for a business. Research indicates that employees want to work for an organization that offers not only a fair salary, but development opportunities and learning experiences as well.

Participants will gain knowledge and techniques for:

- Isolating reasons behind a high turnover rate
- Identifying sources of people’s job dissatisfaction
- Developing retention issue solutions
- Creating a work environment that increases individual job satisfaction

Setting Performance Expectations

In this workshop, participants see why it’s important for leaders to conduct effective discussions with employees to set clear, achievable expectations that support organizational goals. A successful, productive discussion is most likely to occur when the leader has built a trusting relationship with the employee understands the organization’s performance management process.

Reviewing Performance Progress

In this workshop participants learn why it’s important for leaders to plan and conduct performance reviews that encourage people (individuals and teams) to sustain effective performance as well as improve performance that is unproductive. The course also gives learners the knowledge and tools they will need to help others understand that monitoring, collecting, and analyzing performance data are shared responsibilities.

Managing Performance Problems

This workshop addresses chronic performance issues or serious misconduct and emphasizes the importance of appropriate documentation and knowledge of the organization’s policies and procedures regarding disciplinary discussions and actions. Managing Performance Problems builds on Coaching for Improvement as the next step in handling unacceptable performance or work habits. Both courses address reactive coaching, done in response to others’ actions.

Principled Negotiation Skills

A series of two customized, two-hour courses will provide training for participants to help introduce and in the context of an emergency. In general, situations requiring accelerated decisions stem from an external source, carry extreme time pressures, are unexpected, low risk, low complexity and are handled by one individual or a small team.

Professional & Business Results

7 Habits Training of Highly Effective People – By Franklin-Covey

The 7 Habits of Highly Effective People® courses are based on the teachings of Dr. Stephen R. Covey. Problems caused by ineffectiveness cannot be solved with the same ineffective thinking that created them. Learn the power of effectiveness and feel more satisfied with what you accomplish each day. Schedule this award-winning training with our Franklin-Covey Certified Instructor. This course is designed for small businesses of 200 employees or under.
Emotional Intelligence

Following a Skills Assessment, take part in our two-session workshop to:

• Discover your Personal EQ (emotional intelligence)
• Understand the five Factors of emotional intelligence
• Apply emotional intelligence at work
• Activate your emotional intelligence at work and in your daily life.

Accelerating Business Decisions

This course defines “accelerated decision making” as an approach for making a business decision when speed is important, sufficient information and resources are likely to be available, and the risks are reasonable. In this course “accelerated” does not mean “immediate.” Also, this approach is not intended for “snap judgments” or “instant decisions.”

Business Process Modeling and Management

This course teaches the basics of business process modeling, mapping and framework along with techniques to audit, manage and improve those processes. The course is intended for business or process analysts; process or project managers; process regulators; and process inspectors that have at least three to five years of work experience. The seminar involves 40 hours of classroom time based upon BABOK and BPM textbook and teaches the concepts to create and manage a BPM framework. The course does not include any instruction on BPM tools or software.

Building Winning Partnerships

People form partnerships because they need one another’s strengths to achieve something they are unable to achieve alone. This course shows leaders how to establish an operational framework for effective partnerships where partners leverage those strengths, trust one another and commit to achieving shared outcomes.

Boosting Business Results

This seminar introduces participants to a strategic process for defining business objectives that have to be accomplished by others, creating an action plan for achieving those objectives and assessing the bottom-line impact of achieving the desired results. Featuring a gold mining metaphor, learners are introduced to a four-step process for identifying and leveraging their leadership skills: prospecting, digging, extracting, and appraising.

Creating a Service Culture: The Service Leader’s Role

Increased customer loyalty is an essential competitive advantage and a leader’s role is one of making the service vision a reality. This course introduces the skills and techniques leaders need to establish a strong effective service culture within their work group and provide support of their organization’s service initiatives.

Taking the HEAT

Organizations need to provide superior customer service in order to build customer loyalty and stay ahead of the competition. Service providers, quite often, know how to have a friendly, positive customer interaction but lack the skills to handle an interaction that takes a turn for the worse. The potential to lose business increases when the service provider does not respond appropriately to a dissatisfied customer.

Project Management

Project managers are sought after professionals with proven skills in time, resource and financial management. Working knowledge of these skills is recognized by the Project Management Institute (PMI) through various levels of certification. This course is designed to assist individuals prepare for the PMP certification exam.

Topics and session activities include:

• Process groups and relationships
• Terminology and decision making practice
• Practical-based learning exercises
• Online exercises, working sessions and practice exams

Session attendance counts toward the project management training criteria, required to register for the PMP exam.
**Organizational Culture**

**Working in a Diverse Environment**

With the world becoming more mobile and diverse, diversity has taken on a new importance in the workplace. This workshop will help participants understand what diversity is all about, and how they can help create a more diverse world at work and at home. Additionally, it is meant to encourage participants to use their energy to foster the organization’s goals of diversity, and their unique skills and personalities to make the organization a better place to work.

Upon completion of this program, participants will be able to:

- Define the term “diversity.”
- Become more aware of how our cultural background and unique life perspectives affect our values, feelings, actions, and perceptions of other people.
- Identify the benefits of a diverse workgroup.
- Foster a more inclusive, respectful working environment.

**Sexual Harassment**

Institutions and individuals have a right to exist in a culture free of harassment. More than a generation has gone by since sexual harassment has been recognized as an issue in the workplace, and the law has become more specific in its regulation of speech and behavior in this area. While not a “legal” presentation, this workshop covers a variety of harassment issues with an eye toward creating a harassment-free working environment.

Upon completion of the program, participants will be able to:

- Define sexual harassment
- Describe the effect of a harassment-free environment on both the organization and the individual employee or organizational stakeholder
- Describe the organization’s stakeholder rights under the law
- Identify four different types of sexual harassment

**Civility in the Workplace**

Workplace bullies have costly effects on the organization, the victim(s), and the bully him/herself. This workshop is designed to raise awareness of the effects of bullying and other uncivil behaviors in the workplace. Participants will learn the signs of incivility in the workplace, understand the difference between a “strong” manager and a bully, examine a case study, and apply their insights to how they can eliminate bullying behavior in their working environment.

Upon completion of this workshop participants will know:

- What is bullying
- Bullying effects on victim, bully, organization
- What bullying is not
- What to do in the face of bullying behavior

**Generational Diversity**

Today’s workplace is likely to have a workforce that is diverse not only ethnically and racially, but generationally, as well. The “Traditionalists,” the “Baby-boomers,” the Gen-Xers,” and “the Millennials” require different methods of supervision and motivation. Understanding and appreciating the differences among these four generational groups will be necessary to getting productive results in any business environment. This allows them to maximize involvement, productivity, motivation, and growth for individuals, groups, and the organization.

Upon completion of this program, participants will be able to:

- Identify the characteristics associated with the four generational groups represented in many workplaces.
- Communicate effectively with the different generational groups.
- Learn the motivational methods that work best with each generational group.
- Make the organizational adjustments necessary to get the best out of the different generational groups.
Leaders within any organization need to provide direction for the future while delivering results today. The Workforce Solutions Group provides a variety of strategic talent development tools to help evaluate basic leadership competencies, increase self-awareness and identify areas for improvement. Follow up coaching services to help accelerate leadership development is also offered.

**Assessment Solutions**
- 360° or multi-rater feedback tool gathers feedback on leadership competencies from multiple key sources
- Myers-Briggs Type Indicator or MBTI is designed to measure psychological preferences in how people perceive the world and make decisions
- Platinum Rule describes behavioral tendencies in interactions with others at work and socially
- DiSC® Assessment and Workshop

**Employee Survey Solutions**
- Employee satisfaction and attitude surveys
- Training effectiveness surveys
- 360-degree feedback surveys
- Internal customer satisfaction surveys

**Performance Based Selection Process**
- Cognitive Abilities Assessment
- Skills Assessment
- Behavioral Styles Assessment
- Personality Assessment
- Assessment Center Exercises
- Structured and Behavioral Interview Guide

**DiSC®**
DiSC® Assessment and Workshop – Provide assessments to all parties online, followed by a live workshop where participants are debriefed on the instrument and instructed on how to interact and communicate more effectively with others depending on assessment results.

The goal of the assessments and follow-up workshop will include teaching self-awareness to better understand the impact their behavior has on others. Activities will provide opportunities to practice learned skills and use of tools.

**ISO INTERNATIONAL ORGANIZATION FOR STANDARDIZATION**

**ISO9001:2008 Overview of Standard**
This program will bring key employees up to a workable level of understanding of the ISO 9001:2008 standard. Employees will learn what standard requirements are specifically focused on in their work area. Emphasis will be placed on how each employee plays an integral part in ensuring the success of an ISO initiative.

**Internal Auditing Overview**
This program is designed to give key employees the skills necessary to perform any type of internal audits such as ISO and safety, within their organization. Participants will gain knowledge and techniques to:
- Interpret specific elements of the standard against organizational practices
- Create effective audit questions
- Establish an at ease audit environment
- Understand both lead and team auditor responsibilities
- Create audit team goals
- Types of audits conducted
- Recognize common audit pitfalls

**Documenting the Quality System Overview**
This course is designed give key company individuals techniques to produce useful documents that comply with ISO 9001:2008 requirements. This application-oriented seminar focuses on teaching participants the requirements necessary to develop and maintain an effective document and record control program. Determining required procedures/records, formats, styles, and grammar will also be discussed.
ISO9001 Management Representative - Implementation Overview

ISO 9001:2008 Implementation is a complex process. This program helps prepare the Management Representative and other employees for the process by reviewing the entire implementation process, include the Quality System, registration, key responsibilities and each of the five standards of the ISO process and the inter-relationship between ISO and other standards.

Internal Audit

In this hands-on seminar, employees will identify and document the current state of their company’s adherence to the ISO 9001:2008 standards by conducting at least one required “official” internal audit. Under the direction of the Lead Auditor, employees will participate in all phases of the internal audit process. By conducting an actual audit, employees will learn how to prepare for their assigned audit area, set up appointments with the area SME, conduct the audit, and document conclusions. Employees will also conduct follow-up audits to ensure any findings have been appropriately designated and implemented using the root cause. Employees will also learn how to follow up on continuous improvement and preventive efforts as required by the standard.

ISO9001:2008 Certification

This comprehensive, targeted 66-hour course takes an organization through each step of coordination and preparation required to earn the ISO 9001:2008 certification.

Steps may include:
- Prepare for initial ISO
- Registrar surveillance audits
- Assist management representative and ISO implementation team through listing, tracking and completing the establishment of programs contained in the standards
- Identify training needs for each employee and methods to win employee support and involvement.
- Write required documents such as a quality manual
- Conduct internal audits with team
- Participate in initial registrar surveillance audit

TECHNICAL TRAINING

Workforce Solutions Group prides itself in being able to customize most of our technical training courses to fit your company’s specific needs. This customized training will give your employees the skills needed to keep your company globally competitive. We provide courses in the areas of automated controls, industrial maintenance, safety and other topics as requested.

Automated Controls

We deliver customized courses from entry level PLC to advance troubleshooting tailored to your equipment, your software, your processes, and your precise needs. With our custom-built mobile simulators we can train your employees at our Florissant Valley campus or we will bring the training to you.

Training is available in:
- Introduction to RSLogix5
- Intermediate RSLogix5
- Introduction to ContolLogix w/ RSLogix5000
- Intermediate ContolLogix w/ RSLogix5000
- PLC5 Communications
- Ladder Logic Programming
- Integrated Troubleshooting
- DeviceNet
- ControLogix w/ DeviceNet
- ControLogix w/ ControlNet
- CompactLogix w/ DeviceNet
Industrial Maintenance Training (IMT) - Mechatronics

In our state-of-the-art lab, equipped with Amatrol Trainers, we provide a combination of instructor-led, self-paced, and hands-on learning in the areas of hydraulics, pneumatics, motor controls and mechanical drives. Theory and hands-on skills are interwoven in a modular framework through Learning Activity Packets (LAPs). LAPs are integrated study units that support just-in-time skills through presentation of theory immediately reinforced with hands-on application.

Training is available in:
- Basic Hydraulics
- Intermediate Hydraulics
- Basic Pneumatics
- Intermediate Pneumatics
- Advanced Pneumatics
- Electric Motor Controls 1
- Electric Motor Controls 2
- Mechanical Drives 1
- Mechanical Drives 2

AutoCAD Fundamentals

This hands-on course presents the fundamentals of the AutoCAD drafting system such as drawing setup: units, limits, layers, line types, colors, drawing procedures and special features-polylines, blocks, dimensioning, cross-hatching, plotting.

Geometric Dimensioning and Tolerancing (GD&T)

Geometric Dimensioning & Tolerancing (GD&T) is a powerful manufacturing tool that when applied helps improve quality reduce cost and shorten delivery time. This goal of this introductory course is to give participants a common, basic and operational understanding of GD&T; basically the “what, when, and how” of this tool. Topics that will be covered in this introductory course include: symbols, rules, vocabulary, material modifiers, form tolerances, datums, orientation, position, runout and profile tolerances. This training is a thorough introduction to those with a little to a moderate level of experience with GD&T. Customization using company’s drawings and actual parts is highly recommended. A prerequisite for GD&T is Blueprint Reading.

Introduction to Blueprint Reading

The first step in making quality parts or assemblies is interpreting the drawing correctly and applying the given information to the final product. This course is designed to assist with making this first step happen seamlessly by giving participants an overview of how to understand, read and interpret blueprints commonly used in manufacturing environments. The course includes topics such as: background of blueprints, types of lines used in drawings, recognizing different parts and symbols. This program is 32 hours or may be customized to fit your specific needs with the client company’s blueprints used as examples in the hands-on course.
INFORMATION TECHNOLOGY

The Workforce Solutions Group, located at the Corporate College, offers customized group training or consulting in a variety of information technology areas such as applications and systems, desktop publishing, graphic and web design, personal computing and social networking. Our staff will develop and present any software package according to your company’s needs. The training is usually held at our Corporate College or at one of our campuses. If you need to train a group of employees in a software package or another type of information technology system, contact us to see if we may assist you.

Training is available in:
- Microsoft® Office Applications-Word, Excel, Access, PowerPoint, Outlook
- Microsoft® Office Specialist (MOS) Certification for Word 2010, Outlook 2010, PowerPoint 2010
- Desktop Publishing-Adobe
- Mobile Basics-iphone, iPad
- Web Development-Dreamweaver, Wordpress
- SharePoint Services
- Graphic and Web Design
- Microsoft® CRM
- Social Networks-Linkedin, Facebook for Business

The Corporate College has two state-of-the-art computer classrooms- one seats 12 participants and the other seats 24. Both classrooms are equipped with: 24” widescreen displays, quad-core computers with 16GB RAM, plus a matching instructor station with a 120” widescreen video/data projector.

In addition, the Corporate College is a Testing and Assessment Center that hosts several major certification testing services for individuals as well as pre-employment assessments for corporate and government employers. The Corporate College is both an Authorized Prometric Testing Center (APTC) and an Authorized Certiport Testing location.

HEALTH & SAFETY TRAINING

The Workforce Solutions Group delivers safety training and consulting in a variety of areas such as OSHA, aerial lift, fork truck, lockout/tag out and many other health and safety related topics.

Our instructors have a minimum of 13 years of experience delivering safety training and hold the required certifications. Our instructors also provide on-site consulting on a company’s safety program.

OSHA General Industry 10 Hours

This 10-hour OSHA course is designed for supervisors with safety and health responsibilities as well as for employee safety and health awareness. Participants will be introduced to OSHA policies, procedures and standards and general industry safety/health principles covered in OSHA Act Part 1910. Special emphasis will be placed on areas most hazardous using OSHA standards as a guide. Participants will receive an OSHA card after completion of course.

OSHA General Industry 30 Hours

This is a 20-hour completion course for those who have completed OSHA 10-hour general safety certification within the past six months and wish to pursue the OSHA 30-hour certification.

Lock-out/Tag-out Training 4 Hours

Emphasis will be on:
- OSHA’s Lockout/Tagout regulations
- Common Lockout/Tagout situations
- Types of energy and their associated characteristics
- Lockout/Tagout devices
- General Lockout/Tagout procedure
- Lockout/Tagout for electrical systems
- Lockout/Tagout for pneumatic and hydraulic systems

Students gain hands-on experience in an environmental Remediation Technical accelerated job training program.
Instructional design is the analysis of employee learning needs and the systematic development of instructional materials and events. The Workforce Solutions Group employs a business oriented, customized approach to the instructional design process giving our business clients the assurance and guarantee that:

- The class content is targeted to the specific skills and knowledge needed for the desired performance.
- The skills/knowledge learned in training will transfer to the job.
- The investment in training ultimately has a positive impact on desired business results.
- Examples of instructional design projects delivered by the Workforce Solutions Group include:
  * New hire or new role orientation programs; new equipment operation curriculum and targeted curriculum to address specific skill gaps in performance.
  * Job aid development is frequently a part of the instructional design process either as stand-alone products or combined with training events. The use of job aid often increases employee competency more rapidly while also reducing the cost of training.
  * Our Corporate Services associates have substantial experience delivering performance support materials for many different types of industries such as operating procedures, product specification worksheets; troubleshooting guides; performance checklists for a job/task; pocket reference books and large scale posters.

The WorkKeys Solutions Center, located at the Corporate College, provides job task and skill analysis, skill assessments and related services to business, education, workforce and economic development organizations using the WorkKeys system. Thousands of companies worldwide use the WorkKeys® system as a tool to select, develop, and retain a high-performance workforce necessary to compete in a global economy.

The system has been developed by ACT, an international leader in education assessment and workforce development services. Over the past decade, ACT affiliates such as the WorkKeys Solution Center have completed thousands of job task and skill analysis for small, medium and large companies. WorkKeys® links education, workforce partners and companies within a community, offering a common language to help them communicate about job skills needed to develop employees and build a better workforce.

The WorkKeys Solution Center assists companies in identifying applicant pre-employment skills as well as incumbent talent recognition and development. Our solutions are developed to specifically address the daily recruitment/selection needs of our client companies as well as their talent development needs that most companies incur in their talent development cycle.

On a less frequent basis, our WorkKeys solutions assist our clients with their succession planning needs and talent development projections. Our clients tell us that it is somewhat difficult to plan for the future when you don’t really understand where you are presently.

The WorkKeys Solutions Center at the Corporate College provides:

- Onsite assessments of potential applicants for employment training
- Job analysis profiles of key positions conducted by ACT certified job analysis profilers
- Curriculum profiles benchmarked to WorkKeys levels
- Technical assistance in the use of occupational profiles
- Issuance of the National Career Readiness Certificate
- Consultation in other appropriate uses of the WorkKeys system.

The WorkKeys Solution Center has conducted over 10,000 assessments in its first three years for training programs and many different industries such as:

- Aerospace
- Automotive
- Biotechnology
- Healthcare
- Manufacturing
- Pharmaceutical
- Service

The Corporate Services team will work with you to bring those WorkKeys® tools and services in which you are interested to your company to advance your organization as well as your employees.
Corporate College’s meeting and event services provides a “home away from home” for corporate St. Louis with over 18,000 square feet of state-of-the-art space and all-inclusive pricing for training sessions, conferences, lectures, board/public meetings and staff retreats. Unlike our competition, our pricing does not have hidden extra fees.

One standard price for a long list of value-added features equals a best-in-class experience.

Value-added features:
- All-inclusive pricing covering standard room set-up, audio-visual equipment and support
- Reception area and staff for conference needs
- Free high-speed Internet
- Available catering services
- Free on-site parking
- Outstanding customer service

Visit us online at STLCC.edu/CorporateCollege to learn more.

---

### Rooms and Fees

<table>
<thead>
<tr>
<th>Room Type</th>
<th>Seating</th>
<th>Dimensions</th>
<th>Sq. Ft.</th>
<th>Video Display</th>
<th>Daily Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. Large Classroom</td>
<td>25</td>
<td>29x29</td>
<td>722</td>
<td>120” Projector</td>
<td>$400</td>
</tr>
<tr>
<td>B. Standard Classroom</td>
<td>11</td>
<td>23x22</td>
<td>448</td>
<td>70” Flat Panel</td>
<td>$300</td>
</tr>
<tr>
<td></td>
<td>14</td>
<td>22x29</td>
<td>538</td>
<td>70” Flat Panel</td>
<td>$300</td>
</tr>
<tr>
<td>C. Computer Classroom (12 stations)</td>
<td>12</td>
<td>28x21</td>
<td>542</td>
<td>120” Projector</td>
<td>$500</td>
</tr>
<tr>
<td>(24 stations)</td>
<td>24</td>
<td>33x30</td>
<td>936</td>
<td>120” Projector</td>
<td>$800</td>
</tr>
<tr>
<td>D. Conference Room</td>
<td>12</td>
<td>14x19</td>
<td>270</td>
<td>70” Flat Panel</td>
<td>$250</td>
</tr>
<tr>
<td></td>
<td>8</td>
<td>12x21</td>
<td>250</td>
<td>70” Flat Panel</td>
<td>$250</td>
</tr>
<tr>
<td>E. &quot;360&quot; Collaboration Room</td>
<td>24</td>
<td>32x37</td>
<td>919</td>
<td>120” Projector</td>
<td>$500</td>
</tr>
<tr>
<td>F. Executive Multimedia Conference Room</td>
<td>14</td>
<td>16x25</td>
<td>381</td>
<td>70” Flat Panel</td>
<td>$400</td>
</tr>
<tr>
<td>G. Multipurpose Room</td>
<td>Up to 170</td>
<td>33x57</td>
<td>1,760</td>
<td>140” Projector</td>
<td>$600</td>
</tr>
<tr>
<td>H. Executive Board Room</td>
<td>14</td>
<td>20x18</td>
<td>491</td>
<td>70” Flat Panel</td>
<td>$400</td>
</tr>
<tr>
<td>I. Large Classroom (with in-room sink)</td>
<td>16</td>
<td>38x24</td>
<td>1,218</td>
<td>70” Flat Panel</td>
<td>$400</td>
</tr>
<tr>
<td>J. Standard Classroom</td>
<td>15</td>
<td>36x19</td>
<td>702</td>
<td>Dual 55” Flat Panels</td>
<td>$300</td>
</tr>
<tr>
<td></td>
<td>21</td>
<td>27x21</td>
<td>549</td>
<td>120” Projector</td>
<td>$300</td>
</tr>
</tbody>
</table>

---

“Corporate College is like having our own training facility!”

Joe Ray, McDonald’s Corporation
Large Classrooms have a facilitator/instructor station with a high-performance computer and Blu-Ray/DVD player. Large classrooms feature 120” widescreen data/video projectors. Our 25-participant 29x29 large classrooms are $400/day.

Each Standard Classroom has a facilitator/instructor station with a high-performance computer and Blu-Ray/DVD player. Standard classrooms feature 70” flat panel displays. Standard classrooms for 11 to 14 participants are available at $300/day.

The Computer Classrooms (12 or 24 stations) have 24” widescreen displays, quad-core computers, plus a matching instructor station with 120” widescreen video/data projector. The 12-station lab (pictured here) is available for $500/day, and the larger 24-station lab is only $800/day. Each lab has an in-room networked LaserJet printer.

The Conference Rooms have a computer system built into the conference table (including a wireless mouse and keyboard) which displays on the 70” flat panel. You can also connect your own laptop or tablet (VGA or HDMI). 8 and 12 participant standard conference rooms are $250/day.

In the “360” Collaboration Room participants work in groups of up to eight each at the three collaboration tables in the room. The facilitator’s computer is connected to a 120” widescreen data/video projector. This 32x37 room seats 24 participants at $500/day.

The Executive Multimedia Conference Room has a computer system built into the conference table (including a wireless mouse and keyboard) which displays on the 70” flat panel. You can also connect your own laptop or tablet (VGA or HDMI). Seating 14, this room is available for $400/day.

The Multipurpose Room is perfect for your event, keynote or banquet function. A 140” data/video projector is driven by the built-in presenter computer station with clear audio amplification provided through the eight ceiling-mounted speakers. The room may be configured with chairs, tables or rounds. Standard configurations for this 33x57 room are $600/day.

The Executive Board Room has a computer system built into the conference table (including a wireless mouse and keyboard) which displays on the 70” flat panel. You may also connect your own laptop or tablet (VGA or HDMI). This 14-participant 20x18 board room is only $400/day. Outside this room is a separate reception desk and waiting area.

Large Classrooms have a facilitator/instructor station with a high-performance computer and Blu-Ray/DVD player. Large classrooms feature 120” widescreen data/video projectors. Our 25-participant 29x29 large classrooms are $400/day.
THE MANUFACTURING LANDSCAPE IS CONSTANTLY CHANGING. ARE YOUR PROGRAMS READY?

Your customers don’t compete with an average business plan. Nor should they compete with an average workforce.

Tooling U has developed a curriculum of manufacturing theory that will help you:

- Provide flexible program options
- Reach a broader audience
- Track and report progress
- Deliver cost effective programs

Administrators

The Tooling U Administration Center offers advanced tools to set both online and offline competencies, design curriculum, customize content and view the progress of both individuals and groups. These tracking features provide the resources to understand improvement by shift, education level, or job application.

Employees

Self-paced classes engage employees by incorporating various multimedia facets into the text of the course. These multi-media features are designed to facilitate learning for all learning styles and skill sets.

Program

The program provides a training alternative that is engaging for the employees and a perfect complement to on-the-job training. Tooling U content can be customized to meet industry standards and comply with grant requirements.

Mobility

Tooling U classes are online, which means classes can be taken at work or at home. Recently, Tooling U launched a mobile feature, which allows users to check progress or take a test on their mobile device.

Discover a better way to train your employees. Help them gain the confidence to compete.

www.toolingu.com

Contact Don Robison for questions concerning TOOLINGU at 314-539-5305.
Lean Transformation Training & Consulting Services

“Our multi-year relationship with St. Louis Community College has been instrumental in driving a transformational culture of operational excellence at our St. Louis sites. Employees are trained in and believe in the concepts of Lean manufacturing and 5S and our customers recognize the resulting improvements in our facilities and processes. We appreciate the support from the college and look forward to many more years of this partnership,” stated Kelly Foster, Director of Operations for Sigma Aldrich.

“The Rug Doctor workforce is more engaged and productive,” stated Schubert Pereira, Vice President of Manufacturing and Research and Development at Rug Doctor. “Lean thinking and working processes are being used by corporations worldwide to increase their competitive strength by driving higher degrees of employee engagement. Lean works because it strongly encourages all employees to think about ways to make the work they do more productive. And it’s certainly done that in our plant. Our team members are continually thinking about ways to improve their workspaces and their ideas are making our plant more competitive.”

“We have received accolades from a number of our customers, many of whom have traveled and visited numerous plants around North America and from one of Sonoco’s executive Vice Presidents, Howard Coker whose father was one of the founding members of Sonoco. Howard told me that this was the best looking Sonoco plant that he had ever visited which is quite a compliment for our plant. I greatly appreciate the training and guidance that you have been providing to our team and our plant will reap the benefits for years to come,” stated Frank DiSensi, Plant Manager, Sonoco Plastics, Hazelwood.

Leadership & Professional Development Training & Consulting Services

“I am proud of our assistant superintendents, directors and assistant directors for making the commitment to the year-long Exceptional Leaders Certification Program and life-long learning. The training connects to our District’s Goal Number Two, which is to enhance professional development. It is important for HSD to create leaders throughout the organization and the leadership program offered by St. Louis Community College has provided participants with the necessary skills to move forward,” stated Grayling Tobias, Ed.D., Superintendent for Hazelwood School District (HSD).

“It’s amazing what can be accomplished when employees are empowered to work seamlessly together across functional lines. We’re seeing that first hand with our new Emerging Leaders Program,” stated Robert M. Parish, President and CEO, Jarden Team Sports.

“The training and education provided via the Workforce Solutions program proved to be extremely beneficial to our group of aspiring leaders. Not only did we gain a solid understanding of the various areas of our business and workplace in general, we were able to put our knowledge into practice thereby creating a truly unique learning experience,” Lindsey Naber – Emerging Leader and Mentee, Senior Marketing Manager, Key Accounts.

Strategic Talent Development Consulting Services

“Many of the individuals hired through the assessment process have become star performers for the organization,” notes Dave Cain, Director of Operations, ABB. He goes on to say, “We are hiring smarter people who are more ready to do the job. When I look back, I think that we have let maybe one person go that passed the assessment process because of poor performance.” John Edwards, Director of Human Resources for ABB, concurs. “Turnover is way down and we continue to get high quality individuals into our open positions. It is clear that ABB considers the positive effects well worth the investment.” (ABB contracted with the Workforce Solutions Group for assistance in developing a structured hiring process for finding top talent).

Technical Training & Consulting Services

“Procter & Gamble has worked in conjunction with STLCC to develop an Electrical and Instrumentation Training Program (E&I Blitz) that is unique and geared toward the technical challenges at the St. Louis Plant. Strict design and teaching standards with critique follow-up were developed to insure a high rate of success and quality instruction. This program maximizes the blending of technical training with practical experience so students are capable of providing shift coverage within a relatively short period after graduating. This demonstrates how business and local educational institutions can work together to develop a truly successful program,” stated Lonnie Koeltzow, Power Controls & Information Systems Leader, Procter & Gamble, St. Louis.

“This local STLCC PLC course is 100 times better than Vendor training classes I have attended.” (Feedback comment was made by a Henkel Consumer Goods, Inc. Maintenance employees who participated in onsite, customized training in Introductory ControlLogix PLC).

Meeting & Event Services @ the Corporate College

“Corporate College is like having our own training facility!” Joe Ray, McDonald’s Corporation.

“Great venue and helpful staff, who went out of their way to help create a perfect day of learning for our attendees, thanks for all your help! I wouldn’t hesitate to recommend the venue and will definitely be back.” Ben Smith, Principal, Social: IRL.

ACT WorkKeys Assessment Services

“The WorkKeys program has helped our organization hire and maintain a higher quality of employee. It has helped make us fully aware of the skills of the applicants interviewing for positions within our organization,” stated Sara Hogan, Human Resources Coordinator, Luxco Inc.
Corporate Services is located at the Corporate College, a state-of-the art facility solely dedicated to corporate education and professional development. The facility is also a ‘home away from home’ for corporate St. Louis with over 18,000 square feet of space available for all types of business events.

Results-Driven Training & Consulting Expertise in:

• Lean Transformations
• Leadership & Professional Development
• Strategic Talent Development
• Technical Training
• Customer Service
• And more specialty areas

Visit us @ STLCC.edu/corporate to learn more

3221 McKelvey Rd., Bridgeton, MO 63044 • 314-539-5305