



Sample Training Topics

*Strengthening your organization's effectiveness,
competitiveness, & profitability*

Training and Development Solutions
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ORGANIZATIONAL SUCCESS

- Achieving Customer Focus
- Better Decision Making
- Better Business Writing
- Building Positive Communication Skills
- Business Ethics
- Business Math
- Career Development
- Change Management
- Cross-functional Communication
- Developing Effective Teams
- Diversity in the Workplace
- Effective Presentations
- Establishing Priorities and Setting Goals
- Leadership Development Academy
- Managing Workplace Conflict
- Meeting Management
- Negotiation Skills
- Professionalism for New Employees
- Project Management
- Sexual Harassment Prevention (AB 1825)
- Stress Management
- Time Management
- Workplace English as a Second Language (ESL)

CUSTOMER SERVICE

- Active Listening
- Achieving Premiere Customer Satisfaction
- Consultative Sales
- Fundamental Sales
- Telephone Techniques

SUPERVISORY SKILLS/HUMAN RESOURCES

- Art of Delegation
- Coaching and Counseling
- Discipline and Documentation of Employees
- Giving Constructive Feedback and Recognition
- Hiring, Retention, and Termination
- Human Resource Compliance
- Improving Employee Performance
- Interviewing Skills
- Legal Issues in Management
- New Manager Training
- New Supervisor Training
- Performance Appraisals
- Spanish for Managers and Supervisors
- Total Quality Management Overview

LEADERSHIP DEVELOPMENT ACADEMY

- Budget Management
- Building Positive Communication Skills
- Business Ethics
- Conflict Resolution and Management
- Decision Making Skills
- Effective Business Meeting Facilitation
- Emotional Intelligence
- Hiring, Retention, and Termination Basics
- Leadership Development
- Managing Cultural Change
- Performance Management
- Sexual Harassment Prevention and Diversity Awareness
- Team Building
- Time Management and Delegation Skills
- Tools for Enhancing Employee Motivation

EMERGENCY PREPAREDNESS

- Bloodborne Pathogens
- CPR
- First Aid
- Disaster Response Planning
- Evacuation Practices
- Standardized Emergency Management Systems (SEMS)

OFFICE TECHNOLOGY & SOFTWARE TRAINING

- AutoCAD
- Computer Fundamentals
- ESL Computer Literacy
- Keyboarding
- MS Office: Word, Excel, Access, PowerPoint and Outlook
- MS Project
- Powerful Presentations
- Windows
- Other software training available--just ask

ENGLISH LANGUAGE SKILLS SERIES

- Language Assessment I
- Beginning ESL
- Language Assessment II
- Intermediate ESL
- Industry-specific Vocabulary
- Cultural Awareness and Diversity
- Basic Report Writing for English Learners

GENERAL SAFETY & HEALTH

- Back Safety/Lifting Techniques
- Confined Space Operations
- Forklift Practices/Certification
- Lock Out/Tag Out
- Respiratory Protection
- SB 198 and Employee Responsibility for Safety
- Self-contained Breathing Apparatus
- OSHA courses available through the OSHA Training Institute--just ask

HAZARDOUS MATERIALS TRAINING PROGRAM

- Decontamination Procedures
- General Chemical Handling
- Hazardous Materials Awareness Level
- Hazardous Materials Operations Level
- Hazardous Materials Specialist
- Hazardous Waste Management - Title 22 - Waste Handler Certification
- Hazardous Waste/Response Refresher Programs
- Scene Management
- Site-specific Chemical Handling/Response
- Toxic Gas Management

INDUSTRIAL/MANUFACTURING SKILLS

- Automotive Service Training
- AutoCAD
- Basic and Advanced Electronics
- Basic Production Skills
- Blueprint Reading
- Conveyor Maintenance
- Fluid Flow
- Machine Tool Technology
- Maintenance Mechanic Programs
- Rigging Safety
- Schematics
- Soldering
- Statistical Process Control
- Technical Report Writing
- Technical Writing
- Vocational English as a Second Language
- Vocational Math
- Welding

QUALITY TECHNOLOGY

- Benchmarking
- ISO Overview
- Lean Manufacturing Strategies and Implementation
- Total Quality Management
- Work Process Improvement

All training courses and services can be customized to fit your needs.

Computer Labs are available for your training needs. Call to make a reservation.

(925) 485-5239

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