

Course Selectio	COURSE NAME
	<b>LEAN TOOLS (for Hourly, Supervisors, and Tech Personnel)</b>
	Lean Awareness
	Dealing with Change
	Identifying and Eliminating Waste
	Identifying and Eliminating Office Waste
	Workplace Organization & 5S
	Teamwork for Results - Standard
	Teamwork in a Project Environment
	Lean 5M - Team-Based Problem Solving
	Kaizen Workshop
	<b>LEAN SERVICE TOOLS (for Supervisors, Managers, and Tech Personnel)</b>
	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
	Operational Excellence
	Lean Yellow Belt Contributor
	Lean Practitioner
	Lean Six Sigma Yellow Belt
	<b>OPERATIONS MANAGEMENT</b>
	Inventory Management
	<b>FINANCIAL TOOLS FOR OPERATIONS</b>
	Essentials of Budgeting
	<b>MANAGEMENT AND LEADERSHIP</b>
	Fundamentals of Supervision
	Competencies of Day-to-Day Management
	Practical Leadership
	Leadership Skills for Managers
	Effective Management Practices
	Managing with Influence: Leading without Authority

Course Selectio	COURSE NAME
	Emotional Intelligence
	Critical Thinking
	Managing Up
	STEEL: Strategic Targeted Execution Engagement Leadership
	Leadership Tools - Strategic Measurements
	Leadership Tools - Performance Measurements
	Leadership Tools - Managerial Measurements
	Leadership Tools - Operational Measurements
	Managing for Employee Retention
	Coaching - a Leadership Skill
	Building Champion Teams
	Critical Skills of Team Building
	How To Avoid Micromanaging
	Advanced Problem Solving
	Managing Conflict
	Building Relationships in Organizations
	Time Management
	Meeting Management
	Managing Change
	Self-Care and Preventing Burnout
	HR for Non-HR Managers
	Train the Trainer - The Practical Trainer
	Delivering Effective OJT
	Fundamentals of Performance Management
	Analyzing Performance Problems
	Conducting Performance Reviews and Appraisals
	Succession Planning
	Professional Manager
	Basics of Interviewing
	Situational Interviewing
	<b>QUALITY MANAGEMENT</b>
	Total Quality Management (TQM)
	Risk Management and Mitigation
	<b>6σ PRACTICAL APPLICATIONS</b>
	Lean Six Sigma Overview
	Business Process Analysis and Improvement
	Measuring Organizational Performance

Course Selectio	COURSE NAME
	Voice of the Customer (VoC)
	Six Sigma DMAIC Problem Solving
	Six Sigma Data Analytics
	Six Sigma Green Belt
<b>PROJECT MANAGEMENT</b>	
	Fundamentals of Project Management
	Advanced Project Management
<b>CUSTOMER SERVICE</b>	
	Value-Based Customer Service
	Critical Skills of Customer Service
	Building Strong Customer Relationships
	Dealing with Difficult Customers
	Customer Service Skills for Field Service Workers
<b>SALES &amp; MARKETING</b>	
	Winning Marketing
	Sales Skills for Sales Professionals
	Sales Skills for Technical and Professional Personnel
	Sales Skills for Customer Service
<b>BUSINESS COMMUNICATION</b>	
	Presentation Skills
	Effective Communication Skills
	Negotiation Skills to Influence
	Better Business Writing
	Writing Effective Email
<b>COMPUTER SKILLS</b>	
	Basic Computer Skills
	Microsoft TEAMS
	Microsoft Excel – Level I
	Microsoft Excel – Level II
	Microsoft Excel – Level III
	Microsoft Excel – Advanced Applications
	Microsoft Word – Level I
	Microsoft Word – Level II

Course Selectio	COURSE NAME
	Microsoft Word – Level III
	Microsoft PowerPoint
	Microsoft Outlook
	Writing Effective Emails with Microsoft Outlook
<b>COMPENSATION STRATEGIES</b>	
	Performance-Based Compensation
	Non-Monetary Incentives and Rewards
<b>WORKPLACE ESSENTIALS</b>	
	Celebrating Diversity
	Workplace Ethics and You
	Workplace Harassment - Management Briefing
	Workplace Harassment - Employee Awareness
	Workplace Violence