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Let us support your career acceleration!

WCTC’s Center for Business Performance Solutions (CBPS) has been a leader in providing personal and professional learning and development opportunities. We are proud to serve as a premier resource for customized resources specifically designed to enhance knowledge, improve performance, and advance your career.

We continue our commitment to provide cutting edge professional development offerings. Through a variety of methods, we have identified over 30 new opportunities to advance your skills and prepare you for the future.

Where to Begin
As you contemplate your own career, it might be helpful to conduct a brief self-assessment to identify potential opportunities and areas of interest. To guide this process, you may want to consider the following set of questions.

1. In my current role, are there responsibilities that I am expected to perform that require improved technical skills?

2. Are there areas of my job that I struggle in managing or executing on a consistent basis? Would project management or other management tools be beneficial?

3. Within my organization, I am known for my ability to (identify one or two things). Within one year, I will also be known for (skill or expertise to develop).

4. If there is a goal I am striving to achieve, what is holding me back? Would I benefit from career goal setting or a StrengthsFinder™ assessment?

5. Do I have a responsibility to supervise others? Am I bringing out the best in them? If not, is this a training opportunity for me? How might I support them through training?

If you identified areas where additional training would provide you a competitive advantage, consider us a partner in accelerating your career. The Spring 2016 catalog offers a wide selection of training provided by some of our most skilled trainers and instructors. All curriculum is designed and delivered with you and your learning objectives in mind. If you have a specific need and are unable to locate an appropriate solution, contact us. We look forward to serving you.

Sincerely,

Joseph Weitzer, PhD
Dean
wCenter for Business Performance Solutions

Online
www.wctc.edu/cbps-workshops

Operator assisted registration
262.695.6576

Additional information
262.695.7828

Hours
Monday – Friday
8:00 a.m. – 4:00 p.m.

The Center for Business Performance Solutions (CBPS) is a division of Waukesha County Technical College (WCTC).

WCTC provides accessible career and technical education to strengthen our community through lifelong learning.

CBPS serves as a conduit connecting the resources of the college with the needs of the employers and workers to enhance economic development in our region.
APICS

To compete in today’s global marketplace, you have to optimize your supply chain operations by teaching employees how to maximize use of operational tools and implement industry best practices. The Association of Operations Management (APICS) is the global leader and premier source of the body of knowledge in operations management including production, inventory, supply chain, materials management, purchasing, and logistics. Since 1957, individuals and companies have relied on APICS for its superior training, internationally recognized certifications, comprehensive resources, and worldwide network of accomplished industry professionals.

The Waukesha County Technical College (WCTC) Center for Business Performance Solutions (CBPS) in partnership with APICS Milwaukee Chapter, offers workshops and on-site training in a variety of formats to meet your needs.

APICS Core Fundamentals

This workshop is ideally suited for employees that support or interact with supply chain and inventory management professionals. It introduces essential vocabulary and skills in identifying and applying the basic principles of inventory management and the impact that these systems have on front-line manufacturing operations. Basic methods of planning and controlling inventory in manufacturing, institutional distribution, and retail environments are covered.

- Recognize the importance of inventory and production control and discover common methods used in industry to achieve operational efficiencies.
- Discuss common means used to procure materials from suppliers.
- Discover how manufacturing resource planning (MRP) balances supply and demand for a company.

April 27, and May 4, 2016
8:00 a.m. – 4:30 p.m.
$295

APICS Extended Fundamentals

A natural extension of Core Fundamentals, this workshop introduces professionals to applications of company-wide planning methods. The tools discussed are used for viewing the “big picture” and assessing the impact of the current schedule on labor and material requirements over a longer period of time.

- Recognize how bill of materials (BOM) creates visibility for lower level operations.
- Discuss how master scheduling and forecasting provides visibility on long lead-time items as well as providing a structure for capacity planning.
- Discover the power of capacity planning and how it relates to labor utilization.
- Utilize lean manufacturing principles to minimize wasted time and steps in a process while reducing the costs to produce an item.

Choose from two sessions

Session 1: January 27, February 3, and 10, 2016
Session 2: May 25, June 1, and 8, 2016
8:00 a.m. – 4:30 p.m.
$395
APICS CPIM

The APICS Certified in Production and Inventory Management (CPIM) program provides operations management professionals with relevant, essential education that equips them for today’s marketplace. The in-depth approach taken to understanding and evaluating production and inventory activities within a company’s global operations is why thousands of employers worldwide prefer this certification.

Since 1973, the APICS CPIM program has educated more than 100,000 professionals about essential terminology, concepts, and strategies related to demand management, procurement and supplier planning, sales and operations planning, master scheduling, performance measurements, supplier relationships, quality control, and continuous improvement.

The APICS CPIM program is organized into five modules, each focusing on key areas of study that are integral to an understanding and mastery of production and inventory management principles. Each module prepares candidates for the corresponding exam. All five exams must be passed in order to achieve APICS CPIM Certification.

1. Basics of Supply Chain Management
2. Master Planning of Resources
3. Detailed Scheduling and Planning
4. Execution and Control of Operations
5. Strategic Management of Resources

Master Planning of Resources

CPIM Module 2

This second module evaluates knowledge of both supply and demand planning for all types of goods and services in the marketplace. Gain an understanding of the importance of achievable master schedules that are consistent with business policies, objectives, and resource constraints. This module focuses on developing and validating a plan of supply and relating management of demand to the environment.

- Explore processes used to develop sales and operations plans.
- Identify and assess internal and external demand, and forecasting requirements.
- Plan a distribution network and replenishment in a distribution environment.

February 6, and 13, 2016
8:00 a.m. – 4:30 p.m.
$449

Detailed Scheduling and Planning

CPIM Module 3

Explore and apply the principles of demand management, sales and operations planning, master scheduling, and distribution planning, and to identify conditions that require action. This module evaluates knowledge of both supply and demand planning for middle to long-term independent demand. Topics include:

- Recognize all demands for goods and services to support the marketplace.
- Validate the priorities for the business from the business plan.
- Break down the production plan into an executable schedule.
- Plan the distribution network and replenishment.

March 5, and 12, 2016
8:00 a.m. – 4:30 p.m.
$449

Basics of Supply Chain Management

CPIM Module 1

This is the perfect introductory course for production and inventory management personnel and CPIM candidates. This overview course is a prerequisite to the other four APICS CPIM modules.

- Identify the basic concepts in managing the complete flow of materials in a supply chain.
- Differentiate between internal and external supply chains.
- Explain common supply chain conflicts and how to resolve them.
- Explain the relationship between strategic, tactical, and operational performance measures.
- Explain the role of materials management.

January 9, 16, and 23, 2016
8:00 a.m. – 3:30 p.m.
$549
Execution and Control of Operations  
*CPIM Module 4*
Candidates taking this module focus on several important areas including prioritizing and sequencing work, executing work plans, implementing controls, reporting activity results, and evaluating and providing feedback on performance.
- Become proficient at scheduling and controlling production processes.
- Identify methods used to execute quality initiatives and continuous improvement plans.
- Discover techniques for controlling and handling inventories.
April 9, and 16, 2016  
8:00 a.m. – 4:30 p.m.  
$449

Strategic Management of Resources  
*CPIM Module 5*
Explore the relationship of existing and emerging processes and technologies to operations strategy and the supply chain-related functions for both manufacturing and service organizations. The module addresses three main topics: understanding the business environment, developing operations strategy, and implementing operations strategy.
- Align resources with your organization’s strategic plan.
- Configure and integrate operating processes to support the strategic plan and implement change
Historical performance data confirms that candidates who successfully complete the other four modules approximately double their chances of passing the Strategic Management of Resources capstone module.  
April 30, and May 7, 2016  
8:00 a.m. – 4:30 p.m.  
$449

APICS CSCP

Certified Supply Chain Professional
The CSCP designation is the most sought-after certification by supply chain professionals around the globe seeking to achieve mastery and recognition in their field. Professionals who have earned this designation are highly pursued by employers and recruiters. Lead by APICS-certified instructors, our CSCP exam preparation program offers you the opportunity to interact with peers while learning from highly knowledgeable instructors. This designation is ideal for professionals who are interested in increasing their knowledge and expertise in the field of global supply chain management, and who are interested in consulting or facilitating supply chain functions or working with enterprise resources planning (ERP) systems.

Program Benefits
Employees who earn the APICS CSCP designation can:
- Strategically streamline operations by developing organizational expertise.
- Effectively manage global supply chain operations by the knowledge gained in the program.
- Increase workplace efficiency.
- Create consistency and foster collaboration by establishing best practices, common terminology, and enhancing corporate-wide communication.

April 9, and 16, 2016  
8:00 a.m. – 4:30 p.m.  
$449

April 30, and May 7, 2016  
8:00 a.m. – 4:30 p.m.  
$449

January 11, 14, 18, 21, 25, 28,  
February 1, 4, 11, 18, 25,  
March 3, 10, and 17, 2016  
6:00 p.m. – 9:00 p.m.  
$1,695
GLOBAL TRADE

Developing Your Export Management Compliance Program
A comprehensive export management and compliance program and manual ensures that your organization has a roadmap for employees to follow and provides the basis for your compliance training program. The Export Management Compliance Program (EMCP) includes step-by-step procedures to ensure employees know what to do and where to turn for guidance through the complex process of complying with US export regulations.

This workshop is ideally suited for organizations that are currently exporting and want to do it more effectively. Create the framework for an effective EMCP that is widely shared, understood, and practiced within your organization.

• Identify the nine key elements of an Export Management Compliance Program.
• Define and document the potential risks and roadblocks of violating export controls.
• Benchmark your current EMCP with best practices.

May 25, 2016
9:00 a.m. – 3:00 p.m.
$299

Export Management Compliance Program One-on-one Confidential Consultation
After completing the EMCP workshop, an individual follow-up session will be offered. This is a two-hour follow-up customized session to discuss your progress and receive guidance tailored to your business.

Scheduling will take place between:
May 26, and June 28, 2016.
Cost: $275

HUMAN RESOURCES

Developing a Strategy for Attracting Talent in a Competitive Market
Great organizations attract great talent. Discover the principles leading organizations utilize to attract and retain the best talent in a competitive market. Identify the value of brand, internal and external talent markets, competition, collaborations to build pipelines, and strategies for enhancing visibility as a choice employer.

• Understand the value of profiling the "ideal" candidate.
• Determine the value of brand in attracting the "right" candidate.
• Develop a strategy to broaden the talent pipeline.

April 7, 2016
8:00 a.m. – 12:00 p.m.
$149

Enhancing Your Human Resource Acumen
The effectiveness of the human resource department is dependent upon high-quality, efficient services and benefits to employees and applicants. Compliance with federal and state labor and employment laws are baseline mandates for any human resource professional. This workshop will review some of the areas that can enhance the functionality of a department by assessing processes, procedures, and staff qualifications. Emphasis will be placed on areas of need and will serve as a basis for developing an internal improvement plan.

• Recognize the value of performing an internal SWOT assessment and gap analysis on the human resource function.
• Identify areas of opportunity and resources for closing the gap.

February 26, 2016
8:00 a.m. – 12:00 p.m.
$149
Solving the Talent Gap
There are no silver bullets to solving the talent gap, but there are strategies that can give you the competitive advantage. Discover some of the latest strategies and techniques for identifying the best, brightest, and most talented employees.

• Recognize the value of identifying “critical” roles in the organization and the value of a succession plan.
• Assess internal talent resources as a means of building your own talent pipeline.
• Develop strategic training plans to accelerate the learning curve associated with hard-to-fill roles within the organization.

March 18, 2016
8:00 a.m. – 12:00 p.m.
$149

Succession Planning
The ability to reach long-term performance objectives is simply not possible without the development and execution of a succession plan as part of the achievement strategy. Succession planning is a systematic talent management strategy that focuses on building internal capacity and organizational resilience as a contingency to staff turnover.

• Practice conducting a critical skills gap analysis.
• Discover strategies for identifying key positions that would cause disruption to the organization if lost.
• Determine how to assess the value of internal versus external talent acquisition for key skill areas.

May 6, 2016
8:00 a.m. – 12:00 p.m.
$149

Coaching for Accountability
Most organizations are facing the “you must do more with less” challenge more seriously than ever before. Better-faster-cheaper must not overlook the human element if organizations are going to transform. Sometimes, when organizations introduce new improvement initiatives, fear of the unknown presents itself and can produce undesirable results. Gain awareness of common human dynamics often overlooked in an organization’s efforts to cope with the current challenges they are facing.

• Identify a process for collecting data that engages employees in the process.
• Practice conversational techniques used to encourage accountability.
• Create a customized action plan to overcome resistance to improvement efforts.

Choose from three sessions:
Session 1: January 28, 2016
Session 2: February 19, 2016
Session 3: May 12, 2016
8:00 a.m. – 12:00 p.m.
$129

"My professional purpose is to help create a respectful and fair world one organization, one leader, and one employee at a time."
—Bruce Kestelman
CBPS Instructor
Committing to Leadership Development
Successful leadership development begins with a commitment of leaders to support the development of others. Investing in high potential employees requires a commitment to continuing education, engaging them in planning and strategic decision-making, encouraging risk and innovation, and holding them accountable for the relationship.

• Discover the hidden value of a mentoring relationship.
• Discuss the keys to establishing the relationship and developing an effective and trusted mentoring relationship.
• Learn how to identify candidates that will provide a valuable return to the organization through a mentoring relationship.

April 6, 2016
8:00 a.m. – 11:00 a.m.
$149

Communication: Giving and Receiving Feedback
Both individuals and organizations benefit from honest, objective feedback about how things are going. A steady exchange of information keeps everyone on track and helps the organization stay competitive because the information gets to the right people at the right time.

• Recognize that feedback is a gift worth receiving.
• Learn how to give feedback in the spirit of mutual respect and learning.
• Use key actions to stay open to receiving feedback.
• Tap into questioning and listening techniques to understand clearly.

February 24, 2016
8:00 a.m. – 12:00 p.m.
$99

Conflict Without Fear
Many of us can think of a time or two when we wished we would have dealt better with a conflict situation. During this dynamic session, complete a self-assessment to discover your tendencies toward conflict while improving your understanding of how others respond to conflict. Using a guided reflection process, create a custom plan of various approaches you can use in the future when conflict situations arise.

• Identify your natural preference toward conflict by examining results of a personalized assessment.
• Gain techniques to come to resolution and better outcomes.


Choose from two sessions
Session 1: March 1, and March 8, 2016
Session 2: April 28, and May 5, 2016
8:00 a.m. – 10:00 a.m.
$189 (Fee includes assessment, book, and materials.)

Delegation: Maximize Team Productivity
One of the most important skills of management is delegation. Identifying the right tasks and the people to complete them takes practice. When done effectively, delegation reduces your stress level, empowers your staff, and builds morale.

• Use delegation to maximize productivity for you and your team.
• Recognize when it is appropriate to delegate.
• Identify team members with the skills to lead and complete projects.
• Recognize when to provide direction and offer support to ensure success.
• Develop strategies for follow-up to ensure projects are completed.

March 2, 2016
8:00 a.m. – 12:00 p.m.
$99
Delivering Presentations with Ease and Confidence
Whether delivering a formal presentation or called upon to deliver a brief impromptu elevator speech, there are winning strategies that can insure personal ease and confidence in communicating the message successfully. This workshop will provide a simple, step-by-step strategy for reaching clarity in thought, aligning the essentials in a thoughtful manner, and delivering a powerful message.
• Learn to clarify the essentials of your message.
• Develop a strategy for aligning thoughts in a way that conveys power.
• Develop confidence in delivering the impromptu message by having strategy and clarity of thought.
April 28, 2016
8:00 a.m. – 12:00 p.m.
$129

Effective Goal-Setting and Planning
Chances are you’ve set countless goals for yourself – but how many do you actually achieve on a routine basis? With our Effective Goal-Setting and Planning program, you’ll discover the key elements of a successful goal-setting strategy and be provided a number of proven tools, tips, and strategies that will allow you to manage the urgent and important, and achieve your aspirations.
• Discover the proven techniques used in goal setting that can be applied effectively to insure career success.
• Utilize simple strategies for aligning work around career aspirations.
• Create clarity regarding routine tasks and special interests, and learn to determine how to weigh these relative to important initiatives.
April 19, 2016
8:00 a.m. – 12:00 p.m.
$149

Developing High Performance Teams
Learn how to build a culture in your organization that fosters teamwork! Being part of a high functioning team increases job satisfaction and performance thus improving retention and profitability. This workshop focuses on the how-to’s of:
• Developing successful teams.
• Providing leadership that works.
• Encouraging team building among members.
• Dealing with difficult people and involving them in your team.
January 20, 2016
8:00 a.m. – 12:00 p.m.
$99

Enhancing Performance and Cohesion: The Role of the Mentor
Organizations recognize that workforce demographics have changed dramatically in recent years and the need for high-performing workers has never been higher. Effective mentoring relationships can minimize the risks associated with investing in the “wrong” employees, high turnover, and under-utilizing high potentials. Effective mentors play a role in supporting employee retention, performance acceleration, enhancing cohesion, and building a supportive workplace culture.
• Learn how to build an internal mentoring program.
• Learn how to support mentors in their roles.
• Develop an action plan for implementing a mentor program.
March 4, 2016
8:00 a.m. – 12:00 p.m.
$149
Enhancing Performance: The Expectations and Accountability Relationship
Setting clear expectations is just one element required to insure accountability leading to high performance. Learn to use a basic tool that is guaranteed to support employee performance.
- Identify the fundamentals of a high performance team.
- Discover the value of establishing clear performance expectations.
- Use tools to align performance expectations with accountability to insure successful performance.

April 12, 2016
8:00 a.m. – 12:00 p.m.
$149

Finance and Accounting for the Non-Financial Manager
A manager’s performance is measured, at least in part, by how effectively they oversee departmental budgets. To succeed as a nonfinancial manager, knowledge of basic financial principles and the budgeting process is critical. This workshop transforms financial and accounting concepts into decision-making tools you can use successfully every day. You will learn to apply the fundamentals of finance to improve budget management, increase potential profits, and assess the financial viability of projects.
- Integrate financial concepts and policies into the management decision and budgeting process.
- Evaluate the financial viability of projects and activities through income statements and balance sheets.
- Employ cash flow to analyze business status.
- Control business operations through effective budget management.

February 26, 2016
8:00 a.m. – 12:00 p.m.
$129

Identifying High Potentials – Building Your Leadership Pipeline
Long-term success is contingent upon strong leadership throughout the organization. Strategic plans often include an investment of significant resources to assess and identify high potentials. Those individuals are believed to have the best chance to rapidly grow their capabilities and fulfill the requirements of advanced strategic roles within the organization. An inventory of talent can be effective for organizations seeking to understand gaps and risks within the talent pipeline, but the true accelerator is in aligning individual potential to training as a means of realizing high performance and success.
- Discover a strategy for aligning training investments with strategic goals.
- Establish criteria for determining the high potential employees within the organization.
- Align high potentials to the strategic initiatives of the organization.
- Create a development plan to insure alignment with the needs of the organization.

April 1, 2016
8:00 a.m. – 12:00 p.m.
$149

“My passion is helping others to discover their potential so they can realize their dreams.”
—Christine McMahon
CBPS Instructor
Improving Employee Accountability
Employees who simply refuse to take responsibility and accountability for themselves can erode performance, undermine the morale of peers, co-workers, and the team. This can lead to a culture of distrust and resentment. Focus on the key elements required to engage employees, assure understanding of desired performance, improve accountability, and manage consequences without emotion.
- Understand the elements of a high performance team and the need to optimize individual performance to achieve desired outcomes.
- Assess employee understanding of performance expectations and capacity to perform.
- Align coaching and feedback strategies to insure optimal performance.

Managing Across the Organization
Every organization has a culture and political environment. Astute managers learn how to identify characteristics of the organization’s culture and build relationships to achieve personal goals and execute initiatives. This session utilizes some of the most relevant information for assessing culture and political environment needed to support managers regardless of the level or role within the organization. In addition to understanding dynamics, several strategies will be presented to assist leaders in their roles as they seek to manage up or across the organization.
- Learn the basics of office politics and recognize power holders within the organization.
- Explore strategies that can create leverage in negotiating opportunities through complex processes.
- Recognize resistance and identify alternative methodologies to insure success in promoting your initiative or view.

The Leadership Edge: Emotional Intelligence
Emotional intelligence is a set of competencies that enhance the ability to monitor one’s own and other people’s emotions. Those with a high emotional quotient typically have greater mental health, exemplary job performance, and more potent leadership skills. They are able to excel at leading, inspiring, and guiding others to achieve their best work. Explore the emotional intelligence construct, and discuss ways to enhance one’s emotional intelligence.
- Develop greater understanding of your emotions and triggers that make you reactive in times of stress.
- Recognize and manage heightened emotions of others as a means of optimizing collaboration and performance.
- Develop strategies for de-escalating the reactionary and volatile responses of team members.

Navigating the Board Room and the Dynamics of Power
This workshop explores basics of body language, roles, seating arrangements in meetings, and creating political alignment around special interests and initiatives.
- Discover the language of non-verbal cues.
- Learn how to effectively position ideas and initiatives for support.
- Identify the power positions at the boardroom table.

Choose from two sessions
Session 1: February 23, 2016
Session 2: May 11, 2016
8:00 a.m. – 12:00 p.m.
$149

"I enjoy helping people to grow in knowledge and understanding."
—Paul Smith
CBPS Instructor
StrengthsFinder™: Aligning Your Strengths to the Work You Do

StrengthsFinder™ is a tool designed to help individuals identify their strengths as a foundation for leading others and optimizing personal performance. This session will provide each participant an opportunity to complete the StrengthsFinder™ assessment, review, and discuss the results, and put the report into context of work, personal satisfaction, and fulfillment.

- Discover your five themes and learn their underlying meaning relative to the role you play.
- Discover the “blind spot” associated with your individual theme.
- Learn to assess the strengths of others as a means of supporting their development and performance.

March 1, 2016
8:00 a.m. – 12:00 p.m.
$189 (Fee includes assessment, book, and materials.)

Win-Win Performance Appraisals

Transform performance reviews into valuable opportunities for the exchange of crucial information and ideas. Learn the value of setting an agenda for discussion, creating the right atmosphere for reviews, and ways to make the exchange more accurate and useful in outlining forward-looking goals and guidelines.

- Understand the purpose of the performance appraisal.
- Develop an action plan to engage in effective reviews.

Choose from two sessions
Session 1: March 23, 2016
8:00 a.m. – 12:00 p.m.
$99

Session 2: April 13, 2016
8:00 a.m. – 12:00 p.m.
$99

Personal Effectiveness: It Takes Planning

The demands our careers sometimes place on our shoulders can be overwhelming. With so many distractions caused by an unending influx of information, our lives can quickly become an exhausting blur of activity. Take control by exploring what is most important to you and operating out of those priorities. Participate in a series of exercises that will guide you to shift your focus from managing time toward managing yourself.

- Define personal effectiveness and what it means to you.
- Explore aspects of your work and personal life to recognize what is most important to you.
- Recognize the difference between important and urgent and how to create alignment with others around what needs to be accomplished.
- Understand the impact of brain health on day-to-day performance.

Choose from three sessions
Session 1: January 19, 2016
8:00 a.m. – 11:00 a.m.
$129

Session 2: March 24, 2016
6:00 p.m. – 9:00 p.m.
$129

Session 3: April 21, 2016
8:00 a.m. – 11:00 a.m.
$129

Resolving Conflict in the Workplace

Organizational, interpersonal, and intrapersonal conflict can lead to a dysfunctional work environment. Working through conflict can be very stressful unless it is seen as an opportunity for improvement.

- Identify four primary conflict resolution styles.
- Help your team use strategies to reframe how they view conflict.
- Discover how your conflict style may help or hinder your success in leading others.
- Identify and incorporate constructive behaviors used to maintain harmony in the workplace.

March 9, 2016
8:00 a.m. – 12:00 p.m.
$99
MARKETING
CUSTOMER SERVICE
SALES

E-Marketing Campaigns
There is no better way to build a responsive audience of clients or customers than with your email list. Email provides you the most direct line of communication for conversion to sales. Email marketing is an effective strategy for reaching elusive prospects, and can be a key multiplier in retaining existing customers.
• Identify the four steps to managing successful e-marketing campaigns.
• Discover best techniques for building your email list.
• Select the most efficient process for measuring campaign effectiveness.

April 5, 2016
1:00 p.m. – 5:00 p.m.
$149

Business Writing for Results
Clear, sharp, effective use of language is essential in communicating a clear message. Save time by focusing on what to write, instead of how to write it. Discover how to shape your message by utilizing basic tools that help to shape your thoughts and organize the message.
• Establish a clear message in all of your writing.
• Practice choosing concise, and direct language.
• Consider the reader’s needs by providing sufficient detail.

May 10, 2016
1:00 p.m. – 5:00 p.m.
$149

Customer Service Essentials
One of the most common challenges facing business is continuously delivering value to customers. The concept of value is complex because it can only be defined by the customer, and can include tangible and intangible concepts such as perceptions and opinions. Customer service extends beyond simply meeting the basic expectation of the customer. It includes assessing the needs and exceeding expectations. This workshop will provide a reflective approach to assess what your customers are currently experiencing.
• Identify approaches to capture customer requirements and feedback.
• Create a prioritized plan for incorporating customer feedback into your service approach.

March 11, 2016
8:00 a.m. – 12:00 p.m.
$99

Social Media Marketing Strategy
Social media can be used for a variety of activities from supporting your promotional efforts and aiding Search Engine Optimization (SEO), to driving traffic to your website. But most of all, social media allows you to share content that builds credibility, your brand, and allows customers to be in direct contact with you at all times. A social media marketing strategy includes a plan and actions necessary to achieve business goals using social networks.
• Recognize how using social media builds credibility and influence.
• Use SEO to grow your networks.
• Measure and assess the impact of your activities.

March 8, 2016
1:00 p.m. – 5:00 p.m.
$149
Microsoft Excel 2013 – Intermediate
Take your Excel skills to the next level. Master working with lots of data in large worksheets and workbooks. In this hands-on course, you will learn how to harness the power of Excel’s data analysis and filtering tools. Set yourself apart from the casual Excel user by adding Excel’s other time-saving functions to your repertoire. Knowledge of basic formulas and basic data lists is required. Discover how to create informative, eye-catching spreadsheets using shapes, and SmartArt. Learn how to create spreadsheets for loan payments and future value of money.

• Create three-dimensional workbooks building links between files.
• Improve your spreadsheets with advanced formulas.
• Master the art of conditional formatting to highlight critical information and common worksheet problems.

Choose from three sessions
Session 1: January 28, 2016
Session 2: February 18, 2016
Session 3: May 12, 2016
5:00 p.m. – 9:00 p.m.
$99

Microsoft Excel 2013 – Beginning
Designed in a practical, step-by-step approach, this workshop offers you dozens of shortcuts and tricks for setting up fully formatted worksheets quickly and efficiently. You will learn the secrets behind writing powerful mathematical formulas and discover how to use the function wizard to quickly and automatically calculate statistics, and more.

• Get tips on sorting and analyzing data.
• Design custom charts and graphs.
• Create powerful IF statements.
• Learn to quickly create spreadsheet using AutoFill.

Choose from two sessions
Session 1: January 13, 2016
Session 2: March 24, 2016
5:00 p.m. – 9:00 p.m.
$99

Microsoft Access 2013 – Beginning
Storing large amounts of data and keeping it organized and in one place is a common challenge in many of today’s organizations. Microsoft Access is a powerful, customizable tool to store, access and analyze your information. During this hands-on workshop, you will explore Access objects and practice using the major features of the tool.

• Identify the features of the database window.
• Discuss the key considerations of a well-designed database.
• Gain tips and tricks for minimizing errors in data entry and analysis.

March 10, 2016
5:00 p.m. – 9:00 p.m.
$99
Microsoft Excel 2013 – Advanced
Most organizations rely heavily on Microsoft Excel to consolidate, analyze, and report financial information. Your company is probably no exception. By learning these advanced techniques, you can become more valuable to your organization. Your ability to generate information with increased accuracy, timeliness, and usefulness will lead you and others to better decision-making. In this practical and information packed course, you will see how to maximize Excel's functions and capabilities through the use of its analytical tool add-ins.
• Use validation to protect the integrity of your worksheets from other, less experienced users.
• Add functional and eye-catching controls to any worksheet and use scenarios and data tables to perform multiple what-if analyses.
• Discover advanced techniques for PivotTables, such as creating calculated fields and calculated items.
• Become adept at consolidating and importing data from other sources.
• Master the art of conditional formatting to highlight duplicate entries and other worksheet problems.

Choose from two sessions
Session 1: February 3, 2016
Session 2: May 24, 2016
5:00 p.m. – 9:00 p.m.
$99

Microsoft Excel 2013 – Pivot Tables
Using spreadsheets to store vast amounts of data about your business is a common practice. As organized as your spreadsheets may be, sometimes it is challenging to analyze the data. Pivot Tables is a rich data analysis tool that is a go-to feature for many intermediate and advanced users of Microsoft Excel. A Pivot Table can automatically sort, count, total or give the average of the data stored in one table or spreadsheet, and displays the results in a second table in summary format. Design spreadsheets to draw useful conclusions from large amounts of data.
• Practice building PivotTables to perform efficient analysis of large amounts of data.
• Identify hidden patterns in data by practicing techniques to drill down to its finer details.
• Present PivotTables you have created in a visually appealing manner.

April 13, 2016
5:00 p.m. – 9:00 p.m.
$99

Microsoft PowerPoint 2013 – Beginning
Communicating a message to a large audience can be challenging. One of the most effective ways to do that is to reinforce your verbal message with meaningful visual images. Learn to use one of the world’s most common presentation software programs to develop a visual presentation. In this introductory hands-on workshop, you will learn how to:
• Create a presentation.
• Format text on slides.
• Add graphical objects in a presentation.
• Work with tables and add charts.
• Prepare to deliver a presentation.

February 4, 2016
5:00 p.m. – 9:00 p.m.
$99

Microsoft Outlook – 2013
Managing Your Day Using Outlook
Turn Microsoft Outlook into a personal productivity workflow engine. During this informative hands-on session identify a personalized system to manage email, appointments, tasks, contacts, notes and documents.

Choose from two sessions
Session 1: February 24, 2016
5:00 p.m. – 7:00 p.m.
$69
Session 2: May 5, 2016
8:00 a.m. – 10:00 a.m.
$69

CBPS also offers Microsoft Office 2010 software training. If your organization would like training on this version, please contact CBPS at cbps.info@wctc.edu or call 262-695-7828.
PROCESS IMPROVEMENT

Assessing Your Supply Chain
It is likely that you are familiar with the metrics associated with your company’s financial performance, but how versed are you in another indicator of financial performance—your company’s supply chain? Do you know how well your supply chain is performing in terms of inventory accuracy? On-time delivery? Many companies have overlooked the importance of supply chain performance measurements. This situation exists despite the fact that supply chain performance is the leading indicator of excellent financial performance.

This workshop is designed to assist companies with establishing a road map to determine how well their supply chain process is running and where improvements are needed in your particular organization.
- Recognize the elements needed for maintaining a well-run supply chain operation.
- Identify an approach for gathering and evaluating your organization’s supply chain activities and processes.
- Rate the elements needed to achieve quick wins toward maximizing supply chain performance.

March 22, 2016
8:00 a.m. – 12:00 p.m.
$179

Basic Problem Solving Using DMAIC Approach
The need for good problem-solving skills in today’s competitive workplace is essential. As the pace of business speeds up, there is little room for error. The ability to correctly identify problems and formulate solutions that address root causes is essential to maintain organizational productivity and effectiveness. Learn the approach to problem solving used in Six Sigma called DMAIC (Define, Measure, Analyze, Improve, and Control). This workshop meets two times with two week in between each session to allow participants time to apply concepts to the workplace.
- Identify the elements and actions required for each phase of the DMAIC process.
- Practice a team tool called brainstorming, which is used to identify, list, and prioritize problems and root causes.
- Apply various strategies for solving problems such as goof proofing a process, reducing variation, creating standardized work, and eliminating various forms of waste.

February 3, and February 17, 2016
8:00 a.m. – 12:00 p.m.
$199

Basics of Flow Charting
One of the many tools used in process improvement is flow charting. Flow charts are easy-to-understand diagrams that show how the steps in a process fit together. Their simplicity makes them useful for communicating how processes work, and for documenting how to do a particular job. Furthermore, the act of mapping out a process using a flow chart can clarify your understanding of it, and help you improve it.
- Discuss how creating a flow chart can help you define and analyze a process.
- Identify the common symbols and their uses in flow charts.
- Practice creating a flow chart you can use to troubleshoot a problem.

March 22, 2016
8:00 a.m. – 12:00 p.m.
$179

Choose from two sessions
Session 1: February 4, 2016
Session 2: March 22, 2016
8:00 a.m. – 12:00 p.m.
$99
Continuous Improvement in Healthcare
The time is right for incorporating continuous improvement methodologies in healthcare. Organizations that embrace continuous improvement will improve the quality and timeliness of patient care while controlling costs through better utilization of resources. This workshop will focus on examples of quality tools used in healthcare delivery and how participants can apply the concepts to their workplace.
   • Define terms and applications of continuous improvement in healthcare settings.
   • Discover various quality tools used in solving problems.
   • Review case studies and applications in healthcare settings.
March 30, 2016
8:00 a.m. – 12:00 p.m.
$129

Managing Priorities - Differentiating the Important and Urgent
Are you spending time managing crises? Do you feel sapped and drained of energy at the end of the day? Do you feel as though you have a mountain of tasks to overcome before you see any relief? If so, this workshop is for you. Explore the principles that high performing business leaders and futurists use on a regular basis to stay above the fray and focused on priorities. Discover how to manage your current challenges and how to put into place a lasting strategy for maintaining balance.
   • Identify your current tasks and priorities.
   • Practice using a tool to differentiate important from urgent tasks.
   • Determine strategies to focus effort and energy on what is most important to you.
April 7, 2016
8:00 a.m. – 11:00 a.m.
$89

Failure Modes and Effects Analysis (FMEA)
Failure Modes and Effects Analysis is a step-by-step methodology used for identifying all possible failures in a design, manufacturing or assembly process, or final product or service.
FMEA can be used by anyone in an organization who is interested in:
   • Improving the quality, reliability and safety of a product or process.
   • Preventing problems from occurring.
   • Reducing the potential for warranty concerns.
   • Increasing user satisfaction.
When potential failures are identified and prioritized, teams empowered with solving these issues enjoy exchanges of ideas across functions. They achieve reductions in development time and cost, minimize changes late in the process, and improve company image and competitiveness.
April 7, 2016
8:00 a.m. – 12:00 p.m.
$149

Inventory Best Practices
Manufacturing companies often depend on inventory to operate or fill client orders. Inventory is a major company asset that helps a company with tasks such as planning and staying within budget. Keeping accurate inventory records is a major management tool that has multiple benefits. The focus of this workshop is to provide an overview of current best practices in inventory management and its impact on the organization’s supply chain.
   • Identify the common challenges associated with inventory management.
   • Discuss the importance of inventory record accuracy and its impact on a company’s financial performance.
   • Recognize the cost associated with maintaining inventory and how to balance when and how much inventory to have on hand.
   • Explore common systems and practices used in inventory storage and retrieval.
February 18, 2016
8:00 a.m. – 12:00 p.m.
$129
**Project Selection**

Identifying and selecting the right projects to allocate resources can be challenging. Sometimes, organizations select a project and allocate resources to accomplish it based on “gut feel” which can negatively impact another area of the organization. In an ideal world, selected projects should reflect organizational objectives identified in the strategic planning process or data you have collected indicating that a particular process is not performing at an acceptable level. Discover a systematic approach to selecting the right projects to work on.

- Discuss the impact selecting projects has on organizational effectiveness.
- Examine a collaborative approach to generating project ideas.
- Practice using an approach to identify and prioritize projects to initiate.

January 13, 2016
8:00 a.m. – 11:00 a.m.
$99

**Root Cause Analysis**

Root cause analysis is a procedure used to analyze the true, underlying challenges to performance. Used consistently, the process can lead to uncovering opportunities and innovations that are not typically sought. All too often, we rest once we think we know. This workshop will explore the value of conducting a root cause analysis and the methods you can incorporate into your daily work.

- Examine the most common approaches used to identifying problems in a system.
- Recognize the importance of establishing a sequence of events or timeline when identifying factors that contribute to a problem.
- Practice identifying the root cause of a problem in a work situation.

March 15, 2016
8:00 a.m. – 12:00 p.m.
$99
Sourcing Best Practices
Moving from being a buyer of specific supplies or materials toward becoming a strategic sourcing partner requires broadening the way any organization views sourcing. To be effective in purchasing or procurement processes, qualifying suppliers is a critical step to ensuring that quality supplies and materials will be used in the organization. Each time a company is faced with making a critical purchase, one of the first thoughts should be about involvement—who needs to be involved with qualifying suppliers?

- Identify approaches used to select and qualify suppliers.
- Prepare for a contract negotiation with a supplier by studying the steps in the process.
- Discuss the advantages and challenges with implementing a Supplier Relations Management (SRM) strategy.
- Understand the valuable role strategic alliances play in your organization’s supply chain.
- Identify best practices used to measure supplier performance.

May 10, 2016
8:00 a.m. – 12:00 p.m.
$149

Using Strategic Thinking as a Problem Solving Method
If you do what you’ve always done, you will get what you’ve always gotten. Break out of business-as-usual and enhance your strategic approach to problem-solving and decision-making using these tools. You will learn to look at problems with an open mind, flex beyond your typical comfort zone, and develop an aptitude for exploring beyond what is immediately in front of you.

- Recognize there are multiple ways to solve a problem.
- Practice identifying the most important issues as well as where and when trade-offs should be made.
- Build creative thinking skills to develop high-value solutions.

May 6, 2016
8:00 a.m. – 12:00 p.m.
$149

Workplace Organization: Maximizing Productivity
Discover workplace organization principles to quickly and dramatically transform your operation. Create a pleasant and efficient work environment for you and your colleagues. Practical, hands-on learning activities will demonstrate the ease at which effective organizing principles can be applied and show how it leads to improved visual management, workplace control, and focus.

- Recognize your role in identifying opportunities for improving workplace efficiencies.
- Improve your organization’s ability to locate critical resources and information.

May 3, 2016
8:00 a.m. – 12:00 p.m.
$129
PROJECT MANAGEMENT

Secrets of Successful Project Management
This workshop provides an overview of core tools and techniques for each phase of project management—initiating, planning, executing, control, and closing. Learn the importance of identifying answers to three critical questions for a successful project outcome.

- What is the business reason for doing this project?
- What are the objectives of the project?
- What is the product to be generated or delivered?

January 27, 2016
8:00 a.m. – 11:00 a.m.
$79

Increasing Likely Success Through Planning
The project schedule is one of the most visible pieces of the project plan, and it is the key to keeping a project on track. This course provides proven techniques for effective time management of project stakeholders, estimating activities, and managing the schedule throughout the project. Participants will be introduced to methodologies and tools for creating and maintaining project schedules and be exposed to project management tools for building and managing a project schedule.

Through group discussions and real world examples, participants learn how to establish realistic schedules that use the project team’s time effectively and help the project manager monitor and control the time aspect of the project.

- Define the pre-planning stage.
- Discuss steps in pre-planning and alignment to key questions.

Tools to be covered:
- Project charter
- Project and product scope
- Stakeholder analysis
- Work Breakdown Structure
- Time estimate model

February 17, 2016
8:00 a.m. – 12:00 p.m.
$99

Balancing Multiple Projects and Tasks
For career-minded professionals, success can be a double-edged sword. This workshop is designed for the way professionals work today. Unlike similarly titled programs that are a rehash of old ideas and outdated concepts, this training provides the most practical, on-point project management approaches, and prioritizing tools to ensure your success.

- Identify habits and behaviors that are wasting precious time and sabotaging efforts.
- Identify a method for setting goals.
- Establish priorities that will serve as a guide for choosing where to spend your time.
- Determine what is truly important so that it becomes easier to let go of non-essential tasks, activities, and commitments.
- Focus efforts where they will make the biggest difference.

March 9, 2016
8:00 a.m. – 12:00 p.m.
$99

Engaging and Managing Project Stakeholders
Identifying stakeholders is critical to the success of a project and its lasting impact. In order to be able to engage the key stakeholder groups, it is important to determine how these stakeholders are engaged with the organization and how they might contribute to the success of the project.

- Define stakeholders and their roles.
- Clarify rules of engagement.
- Identify tools for managing stakeholders throughout the process.

March 30, 2016
8:00 a.m. – 12:00 p.m.
$99
Estimating and Scheduling Activities
Estimating work and managing schedules is a project management core competency. Optimize opportunities by focusing on task identification, work breakdown, resources, dependencies, schedules, and trade-offs.
- Learn to weigh the value of each element against the final objective.
- Define terms used in estimating work and managing schedules.
- Focus on key elements of scheduling and planning.
- Learn to weigh the value and contribution of each step to the overall project.

April 13, 2016
8:00 a.m. – 12:00 p.m.
$99

"My goal is to present the material in a manner that removes intimidation, mystique, and confusion so that learning becomes enjoyable."
—Mike Krawczyk
CBPS Instructor

REGULATION AND COMPLIANCE

ISO Basics: Is your Organization Ready for the Changes?
International Organization for Standardization (ISO) certification requirements are viewed as guidelines for any corporation seeking recognition in line with the ISO standards. Those organizations committed to the process enhance their competitive position by achieving cost savings, quality improvement, and other efficiencies.

The final portion of the workshop will cover the new Draft International Standard which is scheduled to be released September 2015. The new standard places greater emphasis on incorporating risk analysis into your processes.
- Identify the steps to take to achieve ISO certification.
- Discuss supervision and management approaches needed to implement and sustain ISO certification.
- Review the intent of the different sections and clauses of the ISO 9001:2008 standard.
- Discuss the importance of internal audits and the role of the internal auditor.

February 12, 2016
8:00 a.m. – 12:00 p.m.
$149

OSHA 10-hour General Industry Hazard Recognition
This course is intended to provide entry-level general industry workers with broad awareness of recognizing and preventing hazards at a work site. Participants will be introduced to OSHA policies, procedures, and standards as well as general industry safety and health principles covered in OSHA Act Part 1910. Special emphasis will be placed on areas most hazardous using OSHA standards as a guide.

Upon successful completion, participants will receive an OSHA general industry safety and health 10-hour completion card from the US Department of Labor.

Choose from two sessions
Session 1: February 11, and 12, 2016
Session 2: April 6, and 7, 2016
7:30 a.m. – 12:30 p.m.
$199
TECHNICAL

TECHNICAL

TECHNICAL

Blueprint Reading
Learn the skills for interpreting various types of blueprints. Basic orthographic projections and isometric pictorials will be studied in this interactive workshop. Gain an understanding of basic terms, alphabet lines, auxiliary lines, and sectional views and dimensioning to ANSI / ASME standards and assembly drawings.

- Define different types of scales used in drawings.
- Interpret basic terminology and the various symbols and notations used on drawings.
- Comprehend pictorial drawings.

March 2, 9, 16, and 23, 2016
8:00 a.m. – 12:00 p.m.
$495

Geometric Dimensioning & Tolerancing
Learn the theoretical concepts of geometric dimensioning and tolerancing (GD&T). This workshop provides the learner with the knowledge required to interpret GD&T feature control frames and will look at the interpretation and inspection of geometric characteristics of parts to current industry standards. All studies are based on ASME and Y14.5M 1994 standard. Upon completion of this course, participants will be able to interpret feature control frames.

Who should attend?
- Anyone taking the course should possess blueprint reading skills as well as a basic manufacturing background.
- Machinists, tool and die makers, estimators, sales staff, quality control inspectors, and engineers have all benefited from this workshop in the past.

Choose from two sessions
February 25, March 3, 10, and 17, 2016
8:00 a.m. – 10:30 a.m.
$359
April 21, and 28, 2016
7:30 a.m. – 12:30 p.m.
$359

FAQ

Location
Workshops and seminars are typically held at:
Waukesha County Technical College
Center for Business Performance Solutions
Harry V. Quadracci Center • Q Building
800 Main Street • Pewaukee, WI 53072

Continuing Education Units (CEUs)
Upon successful completion, participants receive a personalized certificate documenting the CEUs earned for the seminar. CEUs are a universally recognized system of acknowledging participation in qualified continuing education offerings. Select seminars have professional CEUs awarded.

Guarantee
We stand behind our training services. Should you be dissatisfied with our service, contact our office immediately so we can work to resolve any issues to your complete satisfaction. Your satisfaction with desired outcomes is our goal.

Cancellation or Postponement of Workshop
CBPS reserves the right to cancel its workshops. In the unlikely event a public workshop is cancelled, participants will be notified. In the event a public workshop is postponed, participants will be notified and given the option of maintaining enrollment in the rescheduled course or may withdraw.

Inclement Weather
In the event of conditions affecting WCTC’s operating hours, the following sources will give regular notices of any closing or cancellation. If you think WCTC may be closed, look for a message on the front page of the WCTC website (www.wctc.edu) or listen to announcements on local radio and television stations.

Privacy Statement
Waukesha County Technical College respects your privacy. We will protect personal information and adhere to all privacy legislation requirements. This information is covered by the authority of the Family Educational Right and Privacy Act of 1974 (FERPA). This federal legislation protects the individual’s education records. School officials are not permitted to disclose personal identifiable information without consent. Per registrar, CBPS is obligated as a department of WCTC to abide by FERPA.

To comply with Wisconsin state statutes, it is possible that fees will be higher for out-of-state participants.
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