

WAUKESHA COUNTY TECHNICAL COLLEGE



CENTER FOR
**Business Performance
Solutions**

SPRING 2017 WORKSHOPS



COMMITTED TO
YOUR **BUSINESS
SUCCESS** FROM
CONCEPT TO
GLOBALIZATION

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Looking for a particular topic ?

Let us know if you are looking for a specific topic that you do not see listed. New topics are frequently added to our offerings. We also develop training tailored to your needs.

Let us support your career acceleration!

WCTC's Center for Business Performance Solutions (CBPS) is committed to providing high quality relevant personal and professional development training solutions. We are proud to serve as your central training resource. As our primary customer, we seek to meet your needs. We have made strategic investments in our programs based upon customer needs assessments, focus groups, and feedback we have received directly from participants like you. As a result, we have updated a number of our programs and have developed more than 30 new opportunities over the past year, specifically designed to advance your skills and prepare you for the future.

I am excited to have recently joined the CPBS team and look forward to supporting you with increased training opportunities that add to your knowledge, enhance your performance, and advance your career.

As you contemplate your own career, it might be helpful to conduct a brief self-assessment to identify the most appropriate training opportunities. To guide this process, you may want to consider the following set of questions:

Register Online

www.wctc.edu/cbps-workshops

For additional information or assistance in registering:

262.691.7829

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.*

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

Identifying Your Training Needs – Where to Begin

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, task/time 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?
6. If I were to identify my next career step, what knowledge or skill will I need to acquire and demonstrate in order to be considered a viable candidate?

If you identified areas where additional training would provide you a competitive advantage, consider us a partner in accelerating your career. The Spring 2017 Workshops catalog offers a wide selection of training provided by some of our most skilled trainers and instructors. If you have a specific need and are unable to locate an appropriate solution, contact us. We look forward to serving you.

Sincerely,

Latonia Pernell, MS
Workshop Coordinator
Center for Business Performance Solutions

CONTINUOUS IMPROVEMENT SOLUTIONS (CI)

LEAN CI Team Initiative

Every organization can identify at least one project, initiative, or nagging issue that just takes a coordinated effort to resolve. LEAN CI is a program that provides the training, tools, and technical support to accomplish those types of projects. Learn how to properly define the problem (or opportunity), properly scope the work, determine root cause effects, align resources to manage and present a solution, test the impact, demonstrate results, and standardize or control for future variability. While the program is designed to support teams in their organizational initiatives, single participants will find value in the program. Projects have typically realized savings in excess of \$8,500 and resulted in increased efficiency, reduced waste, improved quality, more satisfied customers, and enhanced culture.

LEAN CI for Manufacturing Processes

Session dates

March 8, 22, April 5, 19, May 3, 17, June 14, and June 28, 2017

8:30 a.m. – 11:30 a.m.

\$350 per individual or \$799 per team

(Typically 4 individuals per team project.)

LEAN CI for Government, Education, Healthcare, Service Transactional Processes

Session dates

March 1, 15, 29, April 13, 26, May 10, 24, and June 7, 2017

8:30 a.m. – 11:30 a.m.

\$350 per individual or \$799 per team

LEAN SIX SIGMA

Continues Fall 2017

Watch for details in the CBPS Fall 2017 Workshop Catalog or online at www.wctc.edu/cbps-LSS

Quality Toolkit: Process Mapping and CQI

Process Mapping is a flow charting technique where a business process or workflow is converted into a visual, step by step diagram. This program provides the basis for the analysis, comprehension, improvement, and design of key business processes. Flow charts have also become effective tools for onboarding as a means of conveying the importance and value of individuals to the product.

Organizations have many processes within purchasing, warehousing, handling orders, invoicing, payroll, etc. These processes can involve complex parallel and serial activities interconnected and dependent on tasks that need to be completed satisfactorily. When disruptions occur, the flow chart can help identify root causes and insights into improvements.

This program will provide basic tools for mapping a process from differentiation of a process from a procedure, to mapping the process, identifying opportunities and problem areas, documenting the process, and defining strategies for improvement.

- To introduce process mapping and where it can be used
- To understand the benefits of process mapping
- To practice using mapping approaches for your own procedures

April 13, 2017

1:00 p.m. – 4:00 p.m.

\$129

Quality Toolkit: The Kata Way

A kata is a pattern you practice to learn a skill and mindset. The Kata Way in business is a practice that utilizes the capabilities of all team members better than traditional management methods, allowing nontraditional, outstanding results. Learn the framework for a sustainable problem-solving culture that incorporates targeted experimentation and personal learning utilizing two specific behavior routines or katas. *Improvement Kata* – repeating a routine of establishing challenging target conditions, working step-by-step through obstacles, and learning from problems encountered along the way, and *Coaching Kata* – pattern of teaching the improvement kata to employees at every level, ensuring that it permeates their thinking and actions.

May 16, 2017

1:00 p.m. – 4:00 p.m.

\$129



Quality Roundtables - *Coming Fall 2017!*

Experience is the best teacher. The opportunity to share and learn from others can quench the thirst for knowledge without tasting the pain of an associated lesson. Join a CBPS Quality Roundtable as a means of networking with other similar, like-minded, change agents. Quality Roundtables are facilitated sessions with a theme and participant generated agenda. Participants should be individuals who have a responsibility to promote and support organizational efforts focused on building a culture of excellence through the implementation and refinement of continuous improvement and lean-six sigma tools. Meets the second Friday of each month beginning September 2017 through August 2018.

CUSTOMER SERVICE SOLUTIONS

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 14, 2017

8:00 a.m. – 12:00 p.m.

\$109

HUMAN RESOURCE SOLUTIONS

FMLA: The Employer Role

FMLA is a non-negotiable process of assessment, forms, processes, and results that fall squarely on the shoulders of the employer. Learn about the expectations for company action that this government regulation requires. Gain knowledge and tools for assessing cases, making timely decisions, and implementing the appropriate paperwork to guide a qualified applicant through the process. Tools will include updated government forms and a decision free tool to assist in the implementation of the policy. Learn who is required to comply with these policies and the risks for improper implementation. This workshop will cover the policy for federal versus state requirement, identifying who is eligible to apply and who is not. It will identify how the employer shall assess an applicant's case through an ongoing claim and what to do when the allotted time runs out.

May 12, 2017

8:00 a.m. – 12:00 p.m.

\$249

The Employee Review Process

Learn the value of reviews as tools for development as well as remedial action. Identify what constitutes a good review vs a bad review. Evaluate real workplace decisions to determine what leads to terminations, non-promotions, wage discrepancies or discrimination claims.

May 26, 2017

8:00 a.m. – 12:00 p.m.

\$249

Talent Management Strategies in a Competitive Market

Discover the principles leading organizations utilize to attract and retain the best talent in a competitive market. Applying a systems approach can help organizations realize the value brand, internal and external talent markets, competition, collaborations to build pipelines, and strategies for enhancing visibility as a choice employer.

- Understand the importance of alignment between core strategy and talent management.
- Recognize the impact of brand in attracting the "right" candidate.
- Create the right infrastructure to support talent management initiatives.

April 13, 2017

8:00 a.m. – 12:00 p.m.

\$149

MANAGEMENT/LEADERSHIP SOLUTIONS

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 16, 2017

8:00 a.m. – 12:00 p.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.

March 14, 2017

8:00 a.m. – 12:00 p.m.

\$149

"A lot of people have gone farther than they thought they could, because someone else thought they could."

—Anonymous

Coaching Your Team to Higher Performance

You may think that "high-performance" means coaching for high performers – in other words, people who, for whatever reason, have been identified as "star talent." High-performance coaching is about helping all people reach their full potential, in any area of their lives. For the manager as coach, this means working with people to improve their performance at work. It also involves working with other people within your organization – collaborating with other managers and leaders to make the workplace a high-performance organization, one that helps everybody to perform at their best.

- Long-range career or life planning
- Navigating career change points
- Making fundamental changes to performance or behavior
- Handling major life setbacks

April 5, 2017

8:00 a.m. – 12:00 p.m.

\$149

The Leadership Edge: Emotional Intelligence

Emotional intelligence is a set of competencies that enhance the ability to monitor one's own emotions while managing those of others. Those with a high emotional intelligence 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 the 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 reactionary and volatile responses of team members.

May 11, 2017

8:00 a.m. – 12:00 p.m.

\$149

Foundational Leadership Series

Frontline leaders (supervisors, managers, leads) are the lifeblood of the organization. Many frontline leaders are promoted based on being highly skilled and great contributors only to discover that achieving results through others is a challenge.

This highly effective leadership training program provides essential knowledge and fosters the development of leadership and supervisory skills of your frontline supervisors, team leaders, lead hands, and managers. Modules focus on fundamental, tangible supervisory skills such as managing expectations, effective communication, coaching and engaging employees, setting expectations and maintaining accountability, managing change, problem solving–decision making, and managing conflict. Further, the series addresses a variety of leadership issues that frontline leaders face via case studies and topical application to ensure that skills learned can be immediately applied to the job at hand.

Each series consists of eight sessions, 3-hours in length, that meet bi-weekly.

Hours to be determined

\$545 per participant.

Contact jchase3@wctc.edu for more details to register or for group rate.

In addition to the Foundational Leadership Series, CBPS offers two other opportunities for your selected team members.

Accelerating Leadership Program

For those who could benefit from enhanced skills and coaching in their role as a supervisor or within their management position, the Accelerating Leadership Program may be an appropriate choice.

This program is designed to build upon experiences of leaders currently in supervisory and management positions. It focuses on elements of high-performing teams, professional communication, emotional intelligence, effective feedback, and coaching dynamics.

This is ideal training for all supervisors and managers seeking to enhance their skills and the performance of their teams.

MARKETING, CUSTOMER RELATIONSHIPS, SALES SOLUTIONS

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 thought in a way that conveys power.
- Develop confidence in delivering the impromptu message by having strategy and clarity of thought.

February 8, 2017

8:00 a.m. – 12:00 p.m.

\$129



Transformational Leadership Program

Our signature program, the Transformational Leadership Program is designed for leaders who see opportunities to enrich their own skills as well as those whose role is to lead organizational change.

Aside from a few fundamental modules focusing on the high-performance team and strengths-based leadership, the program is entirely customized around participant needs. In addition to active learning and case studies, personalized coaching sessions serve to accelerate learning and foster application of principles in an authentic leadership method.

This program is ideal for seasoned leaders, high-level managers, and others whose role is to contribute to a high-performing organization.

PERSONAL/PROFESSIONAL DEVELOPMENT SOLUTIONS

Personal Effectiveness: It Takes Planning

The demands our careers place on our shoulders can at times 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 priorities.

- 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.
- Understand the impact of brain health on day-to-day performance.

February 21, 2017

6:00 p.m. – 9:00 p.m.

\$129

StrengthsFinder™: A Powerful Tool for Self-Discovery

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 your work/life responsibilities.
- 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.

Please note pre-work will be required for this workshop. Book and materials will be mailed prior to the start of the session.

February 9, 2017

8:00 a.m. – 12:00 p.m.

\$189 (Fee includes assessment, book, and materials.)

Optimizing Interpersonal Communication Style

Communication can be one of the most powerful tools we have to influence change, create a call to action, to empower others, and to share information. Yet as a skill, most of us do not understand the nuances that can hinder our own effectiveness, and therefore, rarely develop an optimal style. Discover your preferred style of communication and learn how to apply concepts that will result in consistent, effective communication outcomes.

- Enhance your ability to handle difficult situations without being manipulated.
- Develop skills in asking questions that give you the information you need.
- Learn what your non-verbal messages may be telling others.
- Develop skills in listening actively and empathetically toward others.

March 15, 2017

8:00 a.m. – 12:00 p.m.

\$149

Getting Noticed for the Right Reasons:

Building Your Personal Brand

What is common to a leader, a manager, or an entrepreneur? The common link is “Personal Branding.” Regardless of the nature and size of your organization, and regardless of your role within that organization, it is absolutely essential to create your own unique personal brand. A brand which will help you stand out from the crowd. Through a variety of hands-on exercises, you will learn how to build and promote the online and offline elements of your brand, and learn how to effectively represent both your company and yourself while talking to potential clients, investors or employers.

March 8, 2017

8:00 a.m. – 12:00 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 hone 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.

April 11, 2017

8:00 a.m. – 12:00 p.m.

\$149

Extraordinary Productivity: Managing Tasks vs. Time

In today's world, there is a greater abundance of opportunity for both organizations and individuals to accomplish extraordinary goals. However, all too often, the demands of our jobs, coupled with the barrage of information coming at us from so many sources is overwhelming, exhausting, and distracting. The sheer volume of distractions threatens our ability to think clearly and make good decisions. If we react to these stimuli without careful discernment, we will sink into a sea of irrelevancy and fail to accomplish the things that matter most in our professional and personal lives. Being able to manage your tasks vs. your time enables a significant amount of time and energy to be spent on life's most important objectives.

April 13, 2017

8:00 a.m. – 12:00 p.m.

\$199

MICROSOFT APPLICATIONS

Microsoft Excel – Beginner

Designed using a practical step-by-step approach, this workshop offers dozens of shortcuts and tricks for setting up fully formatted worksheets quickly and efficiently. Learn the secrets behind writing powerful mathematical formulas and discover how to use the function wizard to calculate statistics, loan payments, future value, and more.

- Get tips on sorting and analyzing data.
- Design custom charts and graphs.
- Create three-dimensional workbooks, building links between files.
- Learn to automate frequently repeated tasks with macros and buttons.

Choose from two sessions

Session 1: February 9, 2017

Session 2: March 23, 2017

5:00 p.m. – 9:00 p.m.

\$99

Microsoft Excel – Intermediate

Take your Excel skills to the next level. Master charting, Slicers, Sparklines, and other features of Microsoft Excel. In this hands-on course, learn how to create informative eye-catching charts and harness the power of Excel's data analysis and filtering tools. Set yourself apart from the casual Excel user by adding timesaving functions to your repertoire. Knowledge of basic formulas and basic data lists is required.

Create macros that allow you to manipulate data with the push of a button.

Discover how to use Goal Seek and Solver and apply them to real-world problems.

Choose from two sessions

Session 1: March 9, 2017

Session 2: April 20, 2017

5:00 p.m. – 9:00 p.m.

\$99

Microsoft Excel – Pivot Tables

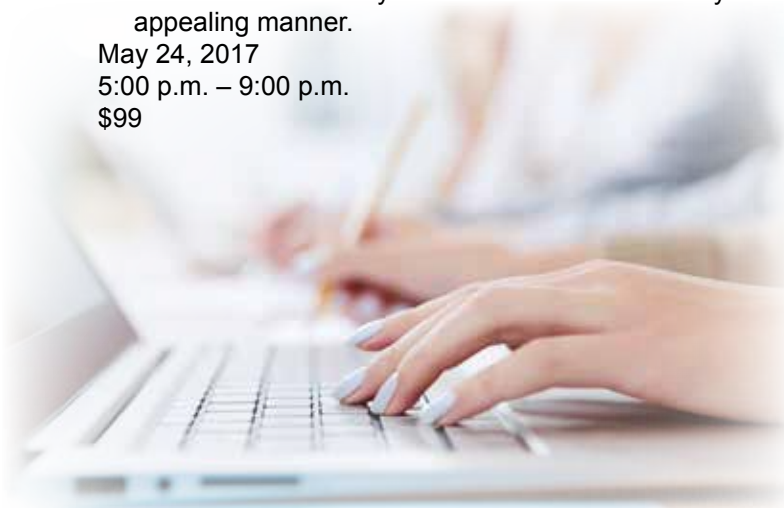
Using spreadsheets to store vast amounts of data about your business is a common practice. As organized as your spreadsheets may be, sometimes it is challenging to analyze the data. Pivot Tables is a rich data analysis tool that is a go-to feature for many intermediate and advanced users of Microsoft 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 analyses 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.

May 24, 2017

5:00 p.m. – 9:00 p.m.

\$99



PROCESS IMPROVEMENT SOLUTIONS

APICS and Your Supply Chain

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 Center for Business Performance Solutions (CBPS) in partnership with APICS Milwaukee Chapter, offers workshops and on-site training in a variety of formats to assist your organization in optimizing its supply chain operations.

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 23, 25, 30, February 1, 6, and 8, 2017

5:00 p.m. – 9:00 p.m.

\$649

“The line between disorder and order lies in logistics...”

—Sun Tzu

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 understand and evaluate production and inventory activities within an organization's operations is why thousands of employers worldwide prefer this certification.

Since 1973, the APICS CPIM program has educated more than 97,000 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

Historical performance data confirms that candidates who successfully complete the five modules are nearly twice as likely to pass certification and have an increased comfort in applying principles in everyday practice.

Master Planning of Resources

CPIM Module 2

Build a foundation for assessing and enhancing 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 20, 22, 27, and March 1, 2017

5:00 p.m. – 9:00 p.m.

\$549

Detailed Scheduling and Planning

CPIM Module 3

Explore and apply the principles of demand management, sales and operations planning, master scheduling, and distribution planning to identify conditions that require action. 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 schedule.

March 6, 8, 13, and 15, 2017

5:00 p.m. – 9:00 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.

March 27, 29, April 3, and 5, 2017

5:00 p.m. – 9:00 p.m.

\$549

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.

April 24, 26, May 1, and 3, 2017

5:00 p.m. – 9:00 p.m.

\$549

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 frontline 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 5, and 12, 2017

8:00 a.m. – 4:30 p.m.

\$349

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.

May 3, and 10, 2017

8:00 a.m. – 4:30 p.m.

\$395



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 establish an assessment that can be used to determine how well their supply chain process is running and where improvements are needed in your particular organization.

March 2, 2017
8:00 a.m. – 12:00 p.m.
\$149

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.

March 16, 2017
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. 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.

March 30, 2017
8:00 a.m. – 12:00 p.m.
\$149

Managing Inventory and Cycle Counts

Increase your efficiency and improve your bottom line with basic practices that include inventory control policies to manage resources.

- Establish the right foundation for your inventory management system.
- Develop a streamlined, time-saving inventory preparation system.
- Have confidence in the efficiency and accuracy of your inventory numbers.

March 21, 2017
8:00 a.m. – 12:00 p.m.
\$149

ExporTech – Techniques for Profitable Exporting

Successful companies are tapping into new markets with a customized export expansion strategy. Discover how exports can dramatically drive business growth while identifying hurdles to expansion, and opportunities of support along the way. Develop a customized, action-oriented export expansion strategy in three short months.

Select from three options

Winter 2017January 24, February 28, and March 30
Spring 2017 March 2, April 6, and May 18
Summer 2017June 6, July 11, and August 29
8:00 a.m. – 4:30 p.m.

\$7,500 per team (\$2,500 grant support is available)
For more information or to register, contact Roxanne Baumann at baumann@wmep.org

This session is being offered in cooperation with the Wisconsin Manufacturing Extension Partnership.

PROJECT MANAGEMENT SOLUTIONS

Introduction to Project Management

Understand the essential elements needed to define the project and ensure success. General concepts and principles of project management will be aligned with key strengths as a means to overcome barriers.

- Define Project Management
- Answer the Critical Questions:
 - What are the objectives of your project?
 - What do you want to produce or deliver?
 - What is the business reason for doing this project?
- Identify barrier; build strengths; role of time management; and team building opportunities.

March 9, 2017

8:00 a.m. – 12:00 p.m.

\$149

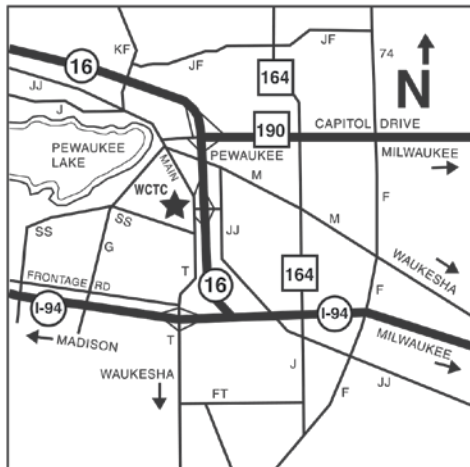
Linking Situation Appraisal – Problem Solving

We all solve problems of different types every day. Having a systematic approach to identifying the problem and defining potential contributing factors can provide you a competitive advantage. Whether you are already a good problem solver looking to gain a professional edge or need to improve in particular areas like identifying critical problems, analyzing root causes, generate creative ideas or making sound decisions, this highly practical and interactive course will definitely take your know-how to the next level.

May 17, 2017

8:00 a.m. – 12:00 p.m.

\$149



REGULATION/COMPLIANCE SOLUTIONS

Developing Your Export Compliance Management Program

A comprehensive export management and compliance program (EMCP) and manual ensures that your organization has a roadmap for employees to follow and provides the basis for your compliance training program. The EMCP should include 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 to violating export controls.
- Benchmark your current EMCP with best practices.

May 12, 2017

9:00 a.m. – 3:00 p.m.

\$299

TO PEWAUKEE CAMPUS

800 Main Street, Pewaukee, WI • 262.695.7828

To WCTC Pewaukee Campus

Coming from the east on Hwy. 190 (Capitol Drive):

- Travel west on Capitol Drive. Turn left onto Hwy. 16 East.
- Take first exit, Main Street (exit 188).
- Turn left off hwy. ramp and proceed to the WCTC main entrance on right.

Coming from the east on I-94:

- Travel west on I-94. Exit onto Hwy. 16 West (exit 293C).
- Continue to first exit, Main Street (exit 188).
- Turn left off hwy. ramp and proceed straight into the WCTC main entrance.

Coming from the west on I-94:

- Travel east on I-94. Exit Hwy. T (exit 293).
- Turn left onto Hwy. T.
- Follow Hwy. T North about 2 miles to the WCTC main entrance on left.

Coming from the west on Hwy. 16:

- Travel east on Hwy. 16 East.
- Exit Main Street (exit 188).
- Turn left off hwy. ramp and proceed to the WCTC main entrance on right.



WAUKESHA
COUNTY TECHNICAL
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www.wctc.edu

RESTAURANT OPERATIONS

Independent Restaurant Operations – Competing Against the Chains

Are you an independent restaurant owner competing against the big chains? Ever feel like you're so busy working in your business that you can't work on it? This fast paced session provides an opportunity to review industry trends and learn tools for developing strategies to create a unique dining experience that attracts new customers and keeps your regulars coming back. Work with other owners to share best practices for both front and back of house operations to increase bottom line profits. Understand key results you need to monitor to track performance.

Choose from two sessions

Session 1: February 20, 2017

Session 2: April 24, 2017

8:00 a.m. – 11 p.m.

Cost: \$129

TECHNICAL SOLUTIONS

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.

April 7, 14, 21, and 28, 2017

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.

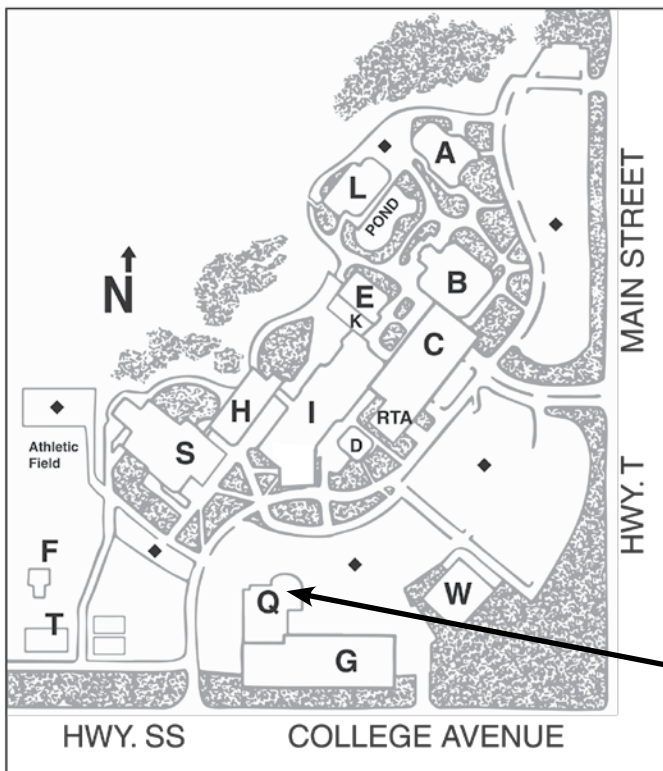
May 4, 11, 18, and 25, 2017

8:00 a.m. – 10:30 a.m.

\$359

PEWAUKEE CAMPUS • Q-BUILDING

800 Main Street, Pewaukee, WI • 262.695.7828



Q-BUILDING

Center for
Business Performance Solutions
262.695.7828

MEETING YOUR NEEDS...

Workshops tailored to your needs

CBPS is recognized as a leader in providing a comprehensive, state-of-the-art portfolio of professional development and training programs.

Workshops provide a cost-effective option for a single employee or a group of employees to build and enrich their skills. When you or your employees need to improve internal processes toward efficiency, guide continuous quality initiatives, build leadership capability, or facilitate workforce cohesion, look to CBPS to fulfill your skill development needs.

Contract training process

CBPS respects the individuality of each of our customers. We make no assumptions about your needs or the solutions that might fit your needs without first meeting with you, listening, and learning about your organization and its current challenges. Our staff and subject matter experts then work with you as an integrated team. Together we design training to fit the goals of your organization. We can customize learning objectives, curriculum, assessments, case studies, projects, delivery format, schedule, and more. While this might take more time upfront, our specialized approach ensures that all aspects of the training your employees receive contributes to the business results you desire when you need it.

Technical assistance

To ensure your satisfaction and an optimal return-on-investment, CBPS offers the add-on value of technical assistance. Our subject matter experts can consult with your team to help plan, implement, and assess key initiatives through strategic planning meetings, problem-solving sessions or working side by side with project teams. With access to state-of-the-art technical information and capacity-building techniques, our experts can be powerful reinforcements for your internal resources in the short or long term.

*“An investment in knowledge
pays the best interest.”*

—Benjamin Franklin

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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