



CORPORATE TRAINING CENTER

# Training Solutions



WAUKESHA  
COUNTY TECHNICAL  
COLLEGE

Hands-on  
Higher Ed



The modern workforce is constantly changing and evolving, and employers need to arm their employees with the skills needed to ensure their businesses remain competitive.

Employers trust Waukesha County Technical College's Corporate Training Center (CTC) to offer customized training opportunities, along with other professional development classes and workshops, that will enhance employee performance, improve productivity and strengthen skillsets.

The Corporate Training Center has a rich legacy of providing just the right training, at just the right time, on campus, online or on location. Training opportunities are broad in scope and can be customized for organizations of any size, from large corporations to smaller, family-owned businesses.

The success of any company is the result of a well-trained workforce, and a well-trained workforce contributes to economic growth. Please check out the many training solutions the CTC has to offer.

A handwritten signature in black ink that reads "Richard Barnhouse". The signature is fluid and cursive, with a long horizontal stroke at the end.

Richard Barnhouse, Ph.D.  
President, Waukesha County Technical College

# WELCOME

Through their vision, leadership and proven results over nearly 30 years, the experts at WCTC's Corporate Training Center (CTC) have developed a reputation as trusted training partners for hundreds of high-performing organizations and their employees.

In just the past five years, over 27,000 workers from more than 1,200 employers have advanced their knowledge, skills and performance through training provided by CTC. Nearly 96 percent of program participants say they are highly satisfied with their training and plan to return in the future.



## Contract Training

Your employee development goals are unique. That's why we offer customizable training delivered where and when you need it. Explore relevant, outcome-proven topics from technical skills to leadership development, all taught by industry experts.



## Consulting Services

Tap into our experts for unbiased, collaborative assistance and strategic conversation to support your business and operational goals.



## Assessments

Use our proven tools to gauge your organization's training needs and the skills of individuals pre-hire, pre-promotion, and pre- or post-training.



## Workshops

Our workshops are a cost-effective option for individuals and the business community. Learn more at [wctc.edu/ctc-workshops](http://wctc.edu/ctc-workshops).



## Grants

Workforce Advancement Training (WAT) grants are designed to offset costs, support employee advancement and improve your organization's efficiency.





# TRAINING FOR THE MODERN WORKFORCE

With changing technology, increased global connectivity and demands for a knowledgeable, skilled and flexible workforce, successful organizations have discovered the value of ongoing strategic employee training programs. Ongoing training supports:

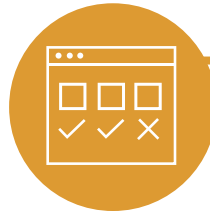
- Improved productivity
- Increased employee retention
- Cost savings
- Enhanced customer service
- Increased knowledge and skills

WCTC's Corporate Training Center provides practical, affordable and accessible opportunities for your organization to take its skills to the next level.



## Core Programs

Core programs are at the heart of our training curriculum. These programs are built for long-term success and are immediately applicable to daily organizational challenges and needs.



## Customized Training

Looking for something more specific, or just not sure where to start? The CTC offers customizable training tracks across a wide variety of topics, from HR to strategic planning, software to safety regulations and so much more.



### For customized training, contact:

Nichole Liesener  
*Customized Training, Consulting Services and Grants*  
262.695.7828  
NLiesener@wctc.edu

## CORE PROGRAMS



We are proud to offer relevant, outcome-driven training in each of our core programs. These programs span a wide variety of topics and fields, but all are immediately applicable and designed to support your organization's long-term success.

Consortium-style sessions are delivered on campus or virtually, giving you the opportunity to train and collaborate with other local businesses. We can also provide customized sessions taught on site at your facility.

### Core Programs include:

LEAN SIX SIGMA

LEAN TOOLS

LEADERSHIP DEVELOPMENT

CERTIFIED MEDICATION ASSISTANT

DIVERSITY, EQUITY AND INCLUSION

ENGLISH AS A SECOND LANGUAGE

AUTOMATED MACHINE TECHNICIAN

## LEAN SIX SIGMA PROGRAMS

Explore a proven, state-of-the-art methodology for improving processes to enhance quality and reduce costs. Led by Lean Six Sigma Master Black Belts, our team provides a unique blend of industry experience in leadership and quality development.

### Orange Belt

Designed for educators and governmental employees, this foundational-level training provides a framework to support a culture of continuous improvement.

### White Belt

This training is designed to help project team members gain skills in more than a dozen basic quality measurement tools and apply those in practical case study analysis.

### Yellow Belt

Designed for entry-level employees, learn to become an effective leader for quality improvement teams within your organization.

### Green Belt

Complete a project to serve as the foundation for application-based learning using Lean Six Sigma tools. Green belts demonstrate leadership and serve as a technical guide for improvement teams.

### Black Belt

Take your experience in data analysis and experiment design to the next level with the advanced techniques covered in this workshop.

*Green Belt certification is required.*

### Champion

Built for process owners who sponsor Green Belt projects, this training prepares you to manage expectations and support your teams.

“When you provide employees with the tools and processes that help them make ongoing improvements in their departments, your customers will notice and the business will benefit.”

Bruno Independent Living Aids, Oconomowoc, WI

# LEAN TOOLS

Lean tools are designed to reduce inefficiencies and improve quality in organizations. These tools help you eliminate processes that aren't adding value. Explore popular lean concepts from beginner to advanced levels, including:

- Process Mapping and How-How Diagrams
- Quick Changeover
- Standardized Work
- Understanding and Identifying Problems
- Value Stream Mapping
- Visual Management
- Intro to Lean-CI Principles
- Beginner Lean Skills
- Advanced Lean Skills
- Lean Leader/Project Sponsor
- Yellow Belt Refresher





## LEADERSHIP DEVELOPMENT PROGRAMS

The frontline leader is the lifeline of any organization, and their performance is directly related to the overall performance of the company. The CTC offers two leadership development programs:



### Foundational Leadership Development

Focus on fundamental supervisory skills such as effective listening, communication and coaching, and learn to face common leadership issues.

Content includes:

- Fundamentals of Leadership
- Delegation
- StrengthsFinder® Assessment
- Emotional Intelligence
- Effective Communication
- Building and Sustaining High Performance Teams
- Giving and Receiving Feedback
- Managing Change



### Accelerated Leadership Development

Hone your skills by aligning your actions to organizational principles, values and strategic initiatives. This program includes individual coaching and is ideal for mid-level or existing managers.

Content includes:

- Keys to Successful Leadership
- Discovering Your DiSC® Style
- The Servant Leader
- Building an Effective Workplace Culture
- Your Leadership Brand
- Coaching to Optimize Performance
- Managing Conflict
- Accountability and Performance Management
- Sustainable Leadership Practices



# CERTIFIED MEDICATION ASSISTANT

This competency-based certificate is designed for Certified Nursing Assistants who intend to administer medications to residents in a skilled care nursing facility.

This 108-hour program consists of 66 hours of classroom and skills training, two hours of practicum and 40 hours of clinical experience held at your facility, with an RN from the facility acting as a preceptor. This program can be held at WCTC's campus or on-site at your organization.



Employers are required to:

- Verify hours of employment and related information.
- Provide signatures from Administrator and Director of Nursing.
- Provide one RN preceptor who signs an agreement to work with the student during all 40 clinical hours.
- Provide recommendations from two unit nurses.
- Verify blood pressure and apical pulse skills.
- Confirm that the facility does not have a Nurse Aide Training and Competency Evaluation Program (NATCEP) prohibition.
- Sign a contract with the WCTC Corporate Training Center.

*This is a contracted course only offered in collaboration with employers.*

## DIVERSITY, EQUITY AND INCLUSION (DEI)



Solid DEI initiatives use intentional strategies to develop a more secure and rewarding work environment for all employees. Explore the benefits of building inclusive leadership skills and creating a workplace culture that respectfully values the unique contributions of all individuals. Learn how to introduce strategic DEI initiatives in your organization in order to build relationships, strengthen communication and foster engagement.

## ENGLISH AS A SECOND LANGUAGE (ESL)

WCTC's Corporate Training Center offers foundational and industry-specific English as a Second Language training. Take advantage of:

### **Customized training:**

- Writing and grammar
- Reading skills
- Speaking and listening
- Pronunciation

### **Industry-specific training:**

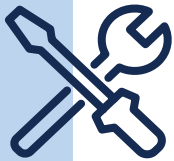
- Business
- CNC Machining
- Healthcare
- Education
- Information Technology



It was eye-opening to see areas that could use improvement and how we could succeed if we embraced change.

CTC Training Participant

## AUTOMATED MACHINE TECHNICIAN



The Automated Machine Technician (AMT) is responsible for operating, troubleshooting and maintaining computer-controlled systems and robotic devices to manufacture products in an efficient, cost-effective manner. In this hands-on training program, AMTs learn to:

- Complete housekeeping procedures
- Comply with safety and quality standards
- Troubleshoot issues and repair or replace necessary components
- Demonstrate skills on workplace or WCTC equipment



Training modules include:

- Fanuc robot basics
- Controls
- Pneumatics
- Mechanicals
- Troubleshooting and tools

# CUSTOMIZED TRAININGS

Our customized training is designed to meet the unique professional development needs of your employees. We partner with you to determine the root cause of your business challenges, then work to design, develop and deliver training that's relevant, innovative and affordable. Choose from popular topic areas below, or reach out to build a custom training package.



## CONTINUOUS IMPROVEMENT

- Lean Six Sigma
- 5S/Visual Workplace
- Root Cause Analysis
- Value Stream Mapping
- Project Management



## TALENT MANAGEMENT

- Emotional Intelligence
- Employee Engagement
- Strategies to Motivate Your Workforce
- Dealing with Difficult Individuals and Situations



## LEADERSHIP

- Generational Leadership
- Managing Change
- Giving and Receiving Feedback
- Foundational and Accelerated Leadership Development
- Effective Communication



## TECHNICAL SKILLS

- Blueprint Reading
- Welding
- Geometric Dimensioning and Tolerancing
- Automation
- Machine Tool Operation



## HUMAN RESOURCES

- Strategic Planning
- Succession Planning
- Building High Performance Teams
- Onboarding
- Performance Review

“  
**Waukesha County has been able to continue its Lean Continuous Improvement Efforts thanks to our partnership with WCTC.**

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Senior Human Resources Analyst, Waukesha County



## CONTINUOUS IMPROVEMENT METHODOLOGY AND PRACTICE

### 5S/Visual Workplace

- Compare workplace appearance and functionality before and after application of the 5S process.
- Participate in hands on simulations and perform exercises to demonstrate principles.
- Understand the 5S concepts including Sort, Set in Order, Shine, Standardize, and Sustain.

### KAIZEN Principles and Practices

- Discover results that can be measured in the millions of dollars of savings and benefits.
- Learn to first recognize any problems.
- Explore how to select a solution to a problem and train yourself to think beyond the fix.

### Lean Problem Solving and Process Improvement in Healthcare

- Use the plan-do-check-act sequence to identify a potential solution and verification strategy for a healthcare problem.
- Understand the systematic A3 problem solving approach.
- Define process steps, connections, pathways, and improvement strategies to lock in an improved way of operating in a healthcare environment.

### Principles of Lean

- Discover eight wastes of manufacturing and how to apply lean principles.
- Demonstrate to your ability to reduce manufacturing cycle time.
- Reduce work in process up to 90 percent.

### Problem Solving and Decision Making

- Explore problem solving tools like brainstorming and techniques for gathering information such as flow charts, diagrams, and interviews.
- Gain knowledge of different techniques for organizing such as Fishbone, Force Field Analysis, Pareto Chart, Histogram, and Control Chart.

### Value Stream Mapping

- Develop a plan to reduce your lead time and work-in-process.
- Identify ways to improve product quality and space utilization.
- Explore ways to reduce scrap and inventory levels, and reduce indirect labor costs.

### Value Stream Mapping for Healthcare

- Learn a systematic process to create the current state map for a healthcare value stream.
- Assess a healthcare value stream current state map to identify opportunities for improvement.
- Learn to sequence planned improvements in a prioritized implementation plan needed to transform the healthcare value into the future state.

### Time Management

- Discover the rewards of using a time management system.
- Develop strategies for eliminating time-wasters.
- Distinguish the difference between urgent versus important tasks and high pay-off versus low pay-off activities.

## CORE SKILLS FOR WORKFORCE EFFECTIVENESS

### Business Writing for Results

- Establish a clear message in all of your writing.
- Practice choosing concise and direct language.
- Consider the reader's needs by providing sufficient detail.

### Effective Communication

- Define communication, the elements, and the roles.
- Understand the elements of good, effective communication.

### Business Ethics

- As a supervisor or manager, recognize the importance of business ethics.
- Understand the requirements of the law and ethics policy.
- Identify ethical problems on the job, and make principled decisions.

### Expressing Yourself

- As an employee, be more confident in your ability to share concerns, knowledge, and opinions with others throughout the organization.
- Prepare an effective presentation by using a three-step planning process that focuses on the listeners, content, and delivery.
- Improve delivery technique by harnessing the power of voice, gestures, eye contact, pauses, and body language.

### Generational Differences

- Identify the four generational cohort group's values, profiles, and common life shaping events that have an impact in our society today.
- Recognize when generational issues/ behaviors may be creating barriers to workplace success and the consequences for not managing those differences.
- Evaluate your approach in dealing with workplace challenges that relate to different generational values.

### Problem Solving

- Apply problem solving tools and techniques to workplace problems.
- Develop the ability to identify problems and analyze situations.
- Explore decision making techniques.

### Work Productively

- Realize the importance of explaining expectations clearly.
- Complete a self-assessment on individual productivity.
- Learn to recognize barriers to productivity.
- Explore tools and techniques for improved productivity such as, Gantt charts, PDCA cycle, and lean manufacturing techniques.



**The coaching sessions gave me achievable real-time goals, boosted my confidence and increased my value to my company.**

Matthew Schlei, Accelerated Leadership Development Participant

## HUMAN RESOURCE EFFECTIVENESS

### Enhancing Performance and Cohesion: The Role of the Mentor

- 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.

### Onboarding New Employees

- Identify components of a successful onboarding program.
- Assess risks associated with incomplete or short-term programs.

### Succession Planning

- Identify guidelines of an effective starting point for developing a strategy.
- Assess your organization's stage in the succession planning process.
- Identify your personal succession readiness and consider tools that may assist you and your organization.

### Train the Trainer

- Complete a Learning Style Assessment and understand the various ways individuals learn.
- Practice constructive feedback techniques.
- Explore the fundamentals of assessing learning including questioning techniques, testing, simulations, demonstrations, and presentations.
- Learn techniques for dealing with difficult training participants.

## MANAGEMENT / LEADERSHIP

### Accountability that Works

- Explore ways to develop a responsibility mindset.
- Comprehend the task, take ownership, and know the expected results and time-frame.
- Identify the right questions to get the job done.

### Achieve Your Leadership Potential

- Discover key leadership skills needed for affective advancement.
- Learn key strategies for building teams.
- Develop an action plan for achieving desired brand.

### Coaching for Success

- Identify an opportunity to help someone expand on his or her skills, knowledge, and abilities.
- Recognize and uncover untapped potential.
- Make it possible for your employees to solve problems on their own.
- Guide employees in taking risks, making decisions, and tackling new challenges.

### Competencies for New and Prospective Leaders

- Explore how to better cope with the anxieties of the transition from worker to leader.
- Identify ways to more effectively lead even the most difficult people.
- Identify techniques to create a motivating atmosphere where their team members more willingly work to accomplish goals.
- Examine your delegation skills that support your new work demands and uncover better use of your team members' skills.

## MANAGEMENT / LEADERSHIP

(CONTINUED)

### Dealing with Difficult Individuals and Situations

- Discuss techniques to cope with the pushy, pressure tactics of the explosive types.
- Develop and implement a seven step master plan to deal with difficult individuals.
- Identify ways to keep teams productive in spite of difficult individuals and difficult situations.

### Employee Engagement – The Direct Leader’s Role

- Define employee engagement and why organizations and leaders should care about leading in ways that result in employee engagement.
- Develop a plan for diagnosing and assessing the current workplace culture of the area you lead and a road map for using the assessment to assist in planning an improvement process.

### Finance and Cash Flow for Non-finance Managers

- Integrate financial concepts and policies into the management decision and budgeting process.
- Evaluate the financial viability of projects through income statements and balance sheets.
- Employ cash flow to analyze business status.
- Control business operations through effective budget management.

### Giving and Receiving Feedback

- Identify the key principles of constructing an effective feedback interaction.
- Learn how to de-escalate the emotional response of the receiver while keeping your own emotions in check.

### Leading Change

- Complete an assessment to better understand your strengths and areas for improvement in your communication abilities.
- Discuss the necessary elements of leading change and how to overcome common barriers.
- Develop an action plan for leading change within your organization.

### Building and Sustaining High Performing Teams

- Discover keys to facilitating the development of team goals and direction.
- Identify techniques to enhance team-member trust and the team relationships.
- Learn how to handle conflict effectively with favorable results.
- Discover how to optimize the motivation, ideas, and potential of your team members.

### Managing Conflict in the Workplace

- Describe constructive ways to handle conflict.
- Demonstrate active listening, goal setting, problem solving, and giving constructive feedback.
- Describe how to cope with criticism.
- Write a conflict resolution plan.

### Achieving Win-Win Performance Reviews

- Review techniques to provide constructive feedback.
- Create a plan to prepare for a performance review.
- Identify ways to conduct an effective performance review.
- Create a performance development plan.



## Strategies for Motivating Your Workforce

- Identify and analyze what motivates you and your team members so that you can create a motivated environment.
- Use practical ways to recognize and reward performance.
- Develop better teamwork within their work groups so that more gets accomplished in less time.

## The Art of Effective Delegation Skills

- Learn when it is appropriate to delegate work to associates and staff.
- Discover how delegation helps create a successor for you, and why that is important for your organization.
- Be able to explain different communication and work styles and why they are important in choosing what to delegate, how to delegate, and to whom.

## MANAGING RESOURCES AND LOGISTICS

### Assessing Your Supply Chain

- Establish an assessment that can be used to determine how well their supply chain process is operating and where improvements are needed.
- Recognize the elements needed for maintaining a well-run supply chain.
- Gather and evaluate your organization's supply chain activities and processes.
- Rate the elements needed to achieve quick wins toward maximizing supply chain performance.

### Inventory Best Practices

- 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.
- Recognize the true cost associated with maintaining inventory and how to balance when and how much inventory to have on hand.
- Determine and implement common systems and practices used in inventory storage and retrieval.

### Manufacturing Process and Production

- Gain a greater understanding of the roles and responsibilities required to ensure the product is produced to specifications, on time, and meets quality standards.
- Gain valuable knowledge in discussing manufacturing processes including those involving hot and cold metals, plastics, and composite materials.

### Sourcing Best Practices

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

## PERSONAL / PROFESSIONAL DEVELOPMENT

### 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.

### Mastering the Art of Goal Setting

- Prioritize goals for maximum return on investment.
- Embrace the discipline of daily focus for success.
- Achieve your long term goals by learning the value of “backwards planning.”

### Personal Effectiveness: Habits of Successful People

- 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.

### Personal Strategies for Navigating Change

- Examine and learn from your own behavior during times of change.
- Recognize and be prepared for common responses to change.
- Assess and come to terms with reasons for change.
- Discover how to work effectively with others who resist change.

### Discovering Your DiSC® Style

- Debrief your assessment results and focus on understanding your style
- Learn how you relate to other styles
- Discover how you can apply this information to help build more effective relationships

### StrengthsFinder™: A Powerful Tool for Self-Discovery

- 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.

## PROJECT MANAGEMENT

### Project Planning

- Determine which risk mitigation actions to implement order to minimize project waste.
- Discover methods that help you effectively utilize shared resources.
- Establish a plan to ensure a smooth roll-out.

### Engaging and Managing Project Stakeholders

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

### Engaging Project Teams

- Establish and communicate clear, realistic expectations to establish accountability.
- Improve decision making through effective tools and techniques.
- Define roles and responsibilities.
- Enhance your influencing style.

## **SAFETY, REGULATION, AND COMPLIANCE**

### Fire Brigade Training

- Assess your current preparedness.
- Develop a fire safety plan that meets your needs.
- Learn to train individual fire readiness champions within your organization.

### Fire Extinguisher Training

- Learn to identify the classification of a fire based upon the combustible involved.
- Recognize and study the different class fire extinguishers and their usage.
- Learn to operate the proper extinguisher for various classes of fires.

### Heartsaver AED

- Recognize life-threatening situations.
- Learn to relieve a foreign body airway obstruction.
- Learn to use a barrier device during rescue breathing.

### Heartsaver First Aid

- Recognize and control emergency situations.
- Provide first aid for acute injuries and sudden illnesses.
- Appropriately document situations.
- Understand limits and liabilities.

### ISO Audit

- Learn the essential requirements of the ISO 9001:2008 standards.
- Explore a project management approach to ISO.

### ISO Basics: Is Your Organization Ready?

- Identify the steps to take to achieve ISO certification.
- Discuss supervision and management approaches needed to implement and sustain ISO certification.
- Discuss the importance of internal audits and the role of the internal auditor.

## **SALES AND THE CUSTOMER EXPERIENCE**

### A+ Customer Service

- Wow your customers by understanding their expectations and then exceed them.
- Practice proactive listening techniques.
- Discover ways to deal with angry customers in a positive manner.
- Learn techniques to recover potentially lost customers.



## SOFTWARE TRAINING

Note: All MS Office training available

### Microsoft Excel

- Practice worksheet layout while learning the commands of excel.
- Gain experience with creating formulas and macros.
- Learn how to analyze data using PivotTables.

### Microsoft Outlook

- Stay organized by planning your daily activities and calendar.
- Work with the tasks feature and set goals.
- Learn how to plan meetings and set up appointments with others with ease.

### Microsoft Project

- Investigate, document, and control each phase of an in-class team exercise related to project management.
- Use graphic tools like PERT networks.
- Work on Gantt and manpower loading charts.
- Discover how to alleviate problems before they occur.
- Discover how to control and track progress toward goals.
- Learn how to develop measurable project outcomes.

## TECHNICAL SKILLS

### Blueprint Reading

- Learn the skills for interpreting various types of pictorials.
- Define different types of scales used in drawings.
- Interpret basic terminology and the various symbols and notations used on drawings.

### CNC Machining

- Participants will set-up and operate a CNC turning center.
- Discover how you can modify existing programs and offsets to maintain dimensional control.

### Electricity

- Review electrical codes.
- Discuss major electrical components such as motors and transformers and their purposes within electrical systems.
- Identify general requirements for electrical work defined in the National Electrical Code.

### Gas Metal Arc Welding-MIG

- Identify and describe the components of a GMAW system.
- Successfully complete single pass welds in both the flat and horizontal positions.
- Interpret simple blueprints and common weld symbols.

### Geometric Dimensioning and Tolerancing (GD&T)

- Experience applications in the form of demonstrations and setups using models, company/customer prints, and actual parts.
- Discuss company specific gauging and inspection methods.

### Pneumatics

- Understand the basics of pneumatic components, functions, and symbols.
- Demonstrate safe practices when working with pneumatic and air controls.
- Learn about pneumatic components and their operational functions.





# PATHS TO SUCCESS

Learning doesn't stop after your class. Once enrolled, program participants are WCTC students and we encourage them to continue to explore personal and professional growth at the College.

Many programs offered through the Corporate Training Center lay a foundation for additional programming, including technical certificates, diplomas or even associate degrees.



# TRAINING COSTS AND GRANTS

## CUSTOMIZED TRAINING COSTS

The cost for contracted customized training is dependent on a variety of factors, such as:

- Number of instructors and hours of instruction
- Degree of customization
- Required instructional supplies
- Number of participating employees
- Travel and mileage

Your dedicated account manager will work closely with you to scope your needs and provide an affordable training package.

## WORKFORCE ADVANCEMENT TRAINING GRANTS

Over the past 10 years, WCTC's Corporate Training Center has secured nearly \$5 million in funding to support training initiatives for Waukesha County employers - primarily through state funds received by the Wisconsin Technical College System's Workforce Advancement Training (WAT) program.

WAT grants are designed to:

- Support your organization's investment in the development of your workforce
- Improve business productivity
- Enhance your business's overall competitiveness

Most of the training solutions included in this catalog are eligible for WAT funding, including customized packages. These funds are awarded via a competitive process and typically offset approximately 50 percent of training costs.

In order to participate in grant-funded CTC training, you must:

- Submit an interest survey without commitment by the end of February each year
- Complete and submit an Economic Impact Survey upon training completion
- Provide quantitative results of training outcomes

# BEST PRACTICES FOR OUR INDUSTRY PARTNERS

In today's market, successful businesses must take on the challenge of identifying opportunities for improvement in the workplace and implement training programs to overcome these obstacles. Our team of experts is committed to customizing training programs to meet your current and future needs.

To ensure the success of your training programs, follow these best practices:

- **Confirm logistics:** Start organizing your training calendar, participant roster and any additional needs right away. Have this information available to complete the contract with your CTC Account Manager.
- **Stay the course:** We request that all training contracts be signed at least 15 business days prior to the training start date and follow the agreed upon schedule.
- **Participant information:** All contracted training participants must complete a registration form at least 10 business days prior to the training start date.
- **Let us know:** Stay in regular communication with our team and submit all requested evaluations and surveys.
- **Plan for the future:** When your training concludes, review your participant satisfaction report with your CTC Account Manager and discuss future training opportunities.



**It was an amazing class. The instructor was very intentional and relatable. Her knowledge of the topics and life in general was inspiring!**

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CTC Training Participant





### Location

Waukesha County Technical College  
Corporate Training Center  
Harry V. Quadracci Center • Q Building  
800 Main Street  
Pewaukee, WI 53072

### Office Hours

Monday - Friday  
8:00 a.m. - 4:30 p.m.



#### Call

262.695.7828



#### Email

[ctc@wctc.edu](mailto:ctc@wctc.edu)



#### Visit

[www.wctc.edu/ctc](http://www.wctc.edu/ctc)



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