



Corporate Training Center

SUMMER 2024
WORKSHOPS



WAUKESHA
COUNTY TECHNICAL
COLLEGE

Hands-on Higher Ed

Corporate Training Center | SUMMER 2024

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Corporate Training Center

Harry V. Quadracci Center, Building Q
Waukesha County Technical College
800 Main St, Pewaukee, WI 53072

Monday - Friday
8:00 a.m. – 4:30 p.m.



WCTC | Corporate Training Center is recognized by SHRM to offer Professional Development Credits (PDCs) for the SHRM-CP or SHRM-SCP.

Let us support your training needs!

WCTC's Corporate Training Center (CTC) is committed to providing high quality professional development training and services for individuals and the business community. We are proud to serve as your central training resource.

As you consider your training needs, 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:

IDENTIFYING YOUR TRAINING NEEDS - WHERE TO BEGIN

- In my current role, are there responsibilities that I am expected to perform that require improved technical skills?
- 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?
- 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).
- If there is a goal I am striving to achieve, what is holding me back? Would I benefit from career goal setting or a talent assessment?
- 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 I were to identify my next career step, what knowledge, skill or certification preparation will I need to acquire 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. This workshop catalog offers a wide selection of training provided by some of our most skilled 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
Continuing Education and Training Manager
Corporate Training Center
LPernell@wctc.edu | 262.691.7829



Workshops provide a cost-effective option for a single employee or a group of employees to build and enrich their skills. Look to CTC to fulfill your training needs.

In Partnership with SHRM

The Corporate Training Center (CTC) is recognized by SHRM to offer Professional Development Credits (PDCs) for the SHRM-CP® or SHRM-SCP®. Earn PDCs towards your SHRM recertification while gaining valuable skills through CTC's workshops, which provide practical and actionable knowledge needed to navigate the full spectrum of HR functions.



When you see the SHRM Recertification Provider seal, you can trust that the workshop has been preapproved for SHRM PDCs.

In Partnership with Ed2go

We have partnered with industry-leading online training providers to bring you both instructor-led and self-directed opportunities. Enjoy flexibility, convenience and access to training anytime from anywhere. For more information visit: www.wctc.edu/ctc-workshops.

FIRST AID AND CPR TRAINING

First aid and CPR skills are essential in a wide range of professions and useful for just about anyone! Keep your knowledge up to date in one of our training courses. WCTC is an American Heart Association Regional Training Center. All courses include an American Heart Association certification, valid for two years. For more information on First Aid and CPR Training please visit: www.wctc.edu/cpr or contact WCTC AHA Regional Training Center at WCTC-AHA@wctc.edu.

ARTIFICIAL INTELLIGENCE

AI and the 21st Century Worker **NEW**

AI is streamlining operations through automation, empowering smarter decision-making with data analytics, and enhancing customer experiences with personalization. As new AI technologies rapidly become more prevalent in our lives, individuals across all industries are equipping themselves with knowledge and skills to transition seamlessly into AI roles.

This seminar is designed to provide you with a foundational understanding of AI and how you might integrate it into your business operations. You'll explore fundamental concepts, practical applications, future trends and personal upward mobility strategies. We'll break down the mechanics and structures of AI technologies and help you envision the role AI plays in your field. You'll leave inspired with practical ideas for how you can integrate AI in your own work.

- Define AI.
- Understand the ethical and societal implications of AI.
- Discuss the fundamentals of how Natural Language Processing (NLP), such as ChatGPT models work.
- Review the basics of machine learning, recognizing the distinction between supervised, unsupervised, and reinforcement learning, and appreciating how machines learn from data.
- Gain insight into the diverse and impactful applications of AI across various industries.
- Learn ways to use the AI-ID Tool to apply your newfound knowledge into practice.
- Identify resources for continued learning and ways to stay connected with the latest advancements in AI.

June 6, 2024

8:00 a.m. – 3:30 p.m.

\$250

HUMAN SERVICES

Healing Trauma to Create Workplace Success **NEW**

Solutions to healing trauma are centered around the ability to disassociate your identity from negative experiences, triggers and fears. We are not our behaviors or our experiences. This workshop helps to define trauma and discusses ways that we experience and identify with trauma personally and professionally. We will also take time to identify how personal trauma impacts us at work and will provide tactical tools and tips to begin healing.

- Define trauma and discuss the trauma matrix to ensure that everyone understands how trauma impacts us as children and adults.
- Participate in a safe space that allows all participants to be self-reflective and open to begin their healing journey.
- Identify the negative "voices" in one's head that are at the root cause of self-sabotage (imposter syndrome).
- Create a simple and actionable plan to help reprogram negative trauma patterns into positive and productive ones.

July 29, 2024

8:00 a.m. – 12:00 p.m.

\$189



To Register Online Visit
www.wctc.edu/ctc-workshops

Leadership Development

The Principle of Drifting: How a Lack of Focus is Sabotaging Your Success **NEW**

There are many reasons that we lose our focus and become unproductive, but what can we do to reverse the effects of prolonged brain fog, procrastination, and general lack of focus? This workshop will provide solutions and answers to the question "how can I help myself become more productive?".

- Define what "drifting" is and how it impacts your ability to concentrate.
- Identify the top 5 ways that the "drifting principle" may be impacting your life and how it influences your ability to focus, in everyday life.
- Discuss the top 5 ways to overcome drifting to improve your focus and productivity.

June 10, 2024 8:00 a.m. – 12:00 p.m. \$189

How to Build Unbreakable Confidence for Work and Life **NEW**

Having lack of confidence or struggling with imposter syndrome can make you doubt your talents. When you believe in yourself and your own abilities, you become unstoppable. You are the only one that has the power to transform your life. This workshop will delve into the idea that authentic confidence is the foundation for all lasting success.

- Define and quantify the authentic characteristics of true confidence.
- Identify the top 5 ways to build the deep, abiding confidence that is needed to crush fear and maximize your potential (personally and professionally).
- Explore the top 7 "diseases of attitude" that can sabotage your confidence.
- Discuss the top 5 ways that personal confidence helps to overcome imposter syndrome.

August 19, 2024 8:00 a.m. – 12:00 p.m. \$189

The Corporate Training Center (CTC) recognizes the need to support leaders at varying stages and have designed programs that meet you where you are in your leadership development journey.

We offer two comprehensive training opportunities:



Foundational Leadership Development

An effective leader helps to create an environment conducive to success. Providing direction and motivation to achieve organizational goals. This workshop focuses on fundamental leadership skills such as delegating, effective communication, building teams, giving and receiving feedback, and managing change. It covers a variety of topics that are essential for leaders today. You will learn an approach to leadership that contributes to personal and organizational success and discuss how to apply that approach to key business issues. Learn from experienced industry experts, as well as engage with a diverse network of other leaders.

- Discuss traits of an effective leader.
- Learn successful delegation methods.
- Complete the StrengthsFinder® assessment to identify and understand your strengths and leadership style.
- Strengthen core interpersonal skills for effective leadership.
- Enhance ability to manage individual performance.
- Develop decision-making skills that lead to improved team performance.
- Identify strategies to effectively manage change and encourage innovation.

Please note that this is a comprehensive training that covers similar content as the following workshops: Competencies for New and Prospective Leaders, The Art of Effective Delegation, Emotional Intelligence, Effective Communication, and Giving and Receive Feedback.

June 13, 20, 27, July 11, 18, 25, August 1, and 8, 2024
9:00 a.m. - 12:00 p.m. \$995

Accelerated Leadership Development

Updated program coming Fall 2024!

NURSING AND HEALTHCARE TRAINING

It's critical that healthcare professionals stay up to date and confident in their skills. Our nursing and healthcare continuing education courses will keep you on the cutting edge and help you provide the best care possible.

Waukesha County Technical College is approved as a provider of nursing continuing professional development by the Wisconsin Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.

For more information on current offerings visit, <http://www.wctc.edu/nursing-ce>, or contact the WCTC School of Health, Nursing and Health Continuing Education at 262-691-5149.

PROCESS / QUALITY / CONTINUOUS IMPROVEMENT

Lean Six Sigma Training 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.

To explore our current offerings, visit: www.wctc.edu/ctc-workshops. For more information contact, Nichole Liesener, nliesener@wctc.edu or 262-695-7828.

PROJECT MANAGEMENT



Introduction to Project Management

This workshop provides an overview of practices based on successful Project Management methodology. Best practices will be shared, along with techniques to clearly define the project goals and objectives. Critical questions will be answered like: What are the objectives of your project? - Who is impacted by this project? - How to successfully sustain the deliverables of the project?

- Define Project Management.
- Review general concepts and principles of project management.
- Identify barriers, role of time management, and team building opportunities.
- Develop a project plan that minimizes risk.

June 25, 2024

8:00 a.m. - 12:00 p.m.

\$189



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SOFTWARE TRAINING

Microsoft Excel – Level 1

This workshop is for individuals new to Microsoft Excel. It covers the essential uses, tools, and features of Microsoft Excel 2019.

Topics covered:

- Tracking data – introduction to excel, entering and editing data, formatting cells, working with numbers and dates
- Using formulas – creating formulas, rearranging data, managing multiple worksheets
- Performing calculations using functions – using functions in formulas, using relative absolute cell references, creating names for cells and ranges
- Data visualization and images – creating charts to compare data, chart tools, move and size charts, adding images, conditional formatting
- Organizing large worksheets – templates, adjusting view options, sorts and filters, IF Function, data validation

June 19, 2024 8:00 a.m. – 4:30 p.m. \$229

Microsoft Excel – Level 2

This workshop is for individuals already knowledgeable of Microsoft Excel. It expands upon the beginner level foundation with an in-depth look at advanced formatting features and the utilization of functions.

This workshop covers Microsoft Excel 2019.

Topics covered:

- Advanced formatting—themes, cell styles, number formats, customizing page setup
- Date functions and conditional formatting - date serial numbers, entering time information, graphics and custom rules
- Financial functions and WHAT-IF analysis - creating financial functions, using WHAT-IF tools
- Text and conditional functions, formula auditing - IF criteria, troubleshooting formulas
- Lookup functions and outlines - introducing lookup functions, outline feature, subtotals

July 17, 2024 8:00 a.m. – 4:30 p.m. \$229

Microsoft Excel – Level 3

This workshop is for individuals looking to further their Microsoft Excel proficiency around tables and pivot charts, financial functions, and workbook protection. This workshop covers Microsoft Excel 2019.

Topics covered:

- Working with tables – special table features, structured references, creating sparklines
- PivotTables and PivotCharts – using PivotTables for analysis, filtering a PivotTables, creating calculated fields, creating PivotCharts
- Working with macros – recording macros, running and assigning macros
- Data management for business – importing and exporting data, summarizing data
- Workbook completion – inserting hyperlinks, inserting and viewing comments, inspecting your workbook, creating forms, protecting workbooks

August 14, 2024 8:00 a.m. – 4:30 p.m. \$229

TALENT MANAGEMENT / HUMAN RESOURCES



HR – Fundamentals – Learning the Basics

A basic understanding of the human resource function can be beneficial, regardless of your position or area of expertise. In an environment where employment legislation is complex, it is vital to be equipped with adequate HR knowledge to be able to handle HR situations more appropriately. This workshop is an introduction to the core competencies of the HR role and will cover best practices to effectively implement them. The following topics will be covered:

- **The Roles and Responsibilities of HR** – Learn key responsibilities of HR which includes but are not limited to consulting with executives on strategic objectives, recruiting, employee relations, performance management, benefits, and training.
- **Recruitment** - Develop an understanding of the role HR managers play in the recruiting process versus the line Manager and why.
- **Compensation Learning Objective** – Explore how HR’s management of the process ensures meeting both the organizational and functional team’s long-term strategies.
- **Employee Development** - Identify the key elements to consider when developing plans to help employees improve skills for their current and future roles.
- **Performance Management** - Explore the role of performance management programs in organizations and the influence management execution has on employee engagement and dedication.
- **Employment Law** - Discuss the laws that regulate the relationships between employers and employees, which set expectations of both what employers can expect and the rights of employees.

July 23, 2024 8:00 a.m. – 4:30 p.m. \$365

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Customized Training

CTC 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. Our specialized approach ensures that all aspects of the training your employees receive contributes to the business results you desire.

Consulting

To ensure your satisfaction and an optimal return-on-investment of organizational dollars, CTC offers the add-on value of consulting services. For example, having our instructors provide group or individual coaching can ensure employees apply skills learned in training to their jobs. Our subject matter experts can serve in a consulting role to supply information to help you 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.

Assessments

Use our proven tools to gauge your organization's training needs and individuals' skill, and aptitudes at pre-hire, pre-promotion, and pre- or post-training.

REGISTRATION INFORMATION



To Register Online Visit
www.wctc.edu/ctc-workshops

Continuing Education Units (CEUs)

Upon successful completion, participants are awarded CEUs and a certificate of completion. A CEU is a unit of credit universally recognized to acknowledge participation in a qualified continuing education offering.

Guarantee

We stand behind our training services. Should you be dissatisfied with our service, contact our office immediately so that we can work to resolve any issue to your complete satisfaction.

Cancellations/Refunds

CTC reserves the right to cancel a workshop. In the unlikely event a workshop is canceled participants will be notified. In the event a workshop is postponed, participants will be notified and given the option of maintaining enrollment in the rescheduled course or to withdraw. Updates regarding closings due to inclement weather will be posted on WCTC's website (www.wctc.edu) or announced through local radio and television stations.

A full refund is issued to participants if the Corporate Training Center cancels a workshop for any reason. You have up until the day before the start of the workshop to cancel your registration. You will be billed, and refunds will not be issued for cancellations or no shows the day of the workshop. Please note that a service fee of \$3.00 will be applied to all non-WCTC cancelled registrations paid by credit/debit card. Policies subject to change at any time.

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WCTC prohibits discrimination or harassment based on any status protected by applicable state or federal law.

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