



Shows

Things are changing—with new regulations, new demands, and new challenges in the workplace. Penn State Continuing Education can help you meet these challenges, with training to update skills, improve performance, and enhance your organization's ability to move forward.

Penn State in your organization—it shows.

Customized Training for Your Organization

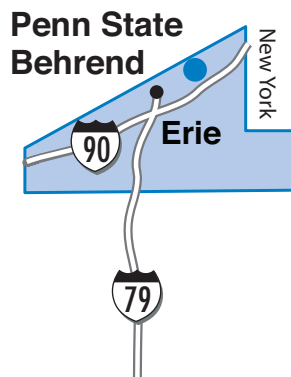
A wide variety of training programs are available to you through Continuing Education at Penn State Behrend. Penn State faculty and area professionals who are experts in their fields, with extensive workplace experience, provide highly practical, on-the-job application of theories and techniques.

All training participants earn Penn State certificates of completion and, for many programs, industry-mandated continuing education units.

Programs can be tailored to your organization and can be offered in a variety of ways: on-site or on campus, as single workshops or periodic training sessions, days or evenings, even weekends. Plus, new customized training programs can be developed to meet your specific needs. We will work closely with your organization to assess needs, then design and deliver programs how, when, and where you need them.

The benefits of on-site training with Penn State include:

- reduced employee travel and time
- delivery of a consistent training message
- an opportunity for employees to work as a team to develop workplace skills, and to apply those skills together
- Penn State instructors and support staff involved in development of the training
- flexible and convenient scheduling
- reduced training costs (group rates can be obtained)



PENNSSTATE



Erie The Behrend
College

www.behrend.psu.edu/cde 814-898-6103

Penn State Behrend Continuing Education—Customized Training for Your Organization

PLASTICS TRAINING ACADEMY	
For schedule of workshops, visit our Web site. www.plastics.psu.edu	
LEADERSHIP	
• Strategic Planning	• Leading Organizational Change
• Learning to Lead/Effective Leadership Practice	• Succession Planning
• Building Your Team	• Supervisory Roles and Responsibilities
• Overview of Financial Management	• Leadership for Supervisors
• Strengthening Leadership Impact	• Promoting a Positive Work Climate
• Organizational Development	• Managing with Information Technology
HUMAN RESOURCES AND GENERAL MANAGEMENT SKILLS	
• Legal Updates for Human Resources and Management	• Effective Employee Evaluations
• Sexual Harassment	• Communication Skills
• Respecting Cultural Diversity	• Conflict Resolution
• HIPAA	• Negotiation Skills
• Workplace Violence	• Strategic Business Planning
• OSHA Safety and Certification Programs	• Business Operations (the cost of doing business)
• Business Ethics	• Finance for Nonfinancial Managers
• Managing Multiple Priorities	• Effective Business Writing
• Progressive Discipline	• Purchasing Management
• Coaching for Improved Performance	• Managing Change in the Workplace
PROCESS AND QUALITY MANAGEMENT	
• Six Sigma Overview	• Design of Experiments
• Six Sigma Green Belt Certification	• Statistical Problem Solving
• Lean Manufacturing/Lean for the Office	• Basic Blueprint Reading
• Design for Manufacturing	• Geometric Dimensioning and Tolerancing
• Essentials of Supply Chains and Logistics	• AutoCAD
• ISO 9001:2000 Transition, Documentation, Auditing	• Metrology
• ISO/TS 16949:2002	• Functional Gaging
• Structured Problem Solving and FMEA	
TEAMS	
• Implementing Work Teams	• Team Facilitation
• Team Building and Communications	• Skills for Teams
SALES, MARKETING, AND CUSTOMER SERVICE	
• Essentials of Sales	• Fundamentals of Marketing
• Customer Service and Relationship Building	• Customer Satisfaction Systems
• Effective Presentations	• Conversational Languages/Culture (i.e., German, Spanish)
COMPUTER AND INFORMATION TECHNOLOGY	
• MS Word, Excel, Access, PowerPoint, Outlook	• MS FrontPage, Dreamweaver, Flash
• Windows XP, MS Word XP, MS Excel XP	• Flash
• Minitab	• Web Server Administration and Security
• Web Development—HTML and JavaScript	• Systems Analysis

Visit us online: www.behrend.psu.edu/cde
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Call us to discuss training interests and possibilities: **814-898-6103**.