

PERFORMANCE-MINDED
**BUSINESS
SOLUTIONS**
WORKFORCE SOLUTIONS EVENTS SCHEDULE

MORAINE PARK

ECONOMIC AND WORKFORCE
DEVELOPMENT

JULY - DECEMBER 2015

PERFORMANCE-MINDED
**BUSINESS
 SOLUTIONS**

Building a workforce that performs at consistently high levels requires vision and an integrated learning and development strategy that cultivates talent and enables employee productivity capable of achieving business results.

TABLE OF CONTENTS

Business Forums/Webinars 1

Business Development. 2 - 3

Business Technology 4 - 7

Communications. 8 - 9

Continuous Improvement & Quality 10 - 13

Customer Service. 14 - 15

Health Care 16-17

Human Resources 18

SHRM Certification 19

Financial Management. 20

Leadership & Personal Effectiveness 21 - 24

Manufacturing/Industrial 25 - 30

Project Management 31

Safety / Industrial Certification 32 - 33

Sales 34 - 35

Online Learning 36

SIX SIGMA PROJECT SUPPORT 11	LEAN ENTERPRISE/ EXECUTIVE OVERVIEW 12	HEALTH CARE/ DEMENTIA & PHARMACOLOGY 16
HEALTH CARE IV INSERTION/ PHYSICAL ASSESSMENT 17	What's New?	ZODIAK BUSINESS STRATEGY 20
G & M CODE PROGRAMMING 26	CNC CONTROL FUNDAMENTALS 26	MASTERCAM TRAINING 29

Any of the trainings listed in this catalog can be brought on-site and customized to your business. Flexible scheduling and group pricing is available. **To learn more about how Moraine Park can help your organization, call 920-924-3449 or e-mail training@morainepark.edu.**

Learning Applied to Your Business

Learning and development applied in the right context helps your workforce adapt to change, implement new initiatives and continuously improve business performance. Moraine Park partners with businesses to understand their needs and then recommends the right performance-minded solutions to deliver measurable improvements.

Moraine Park helps you link learning to organizational performance.

- Needs Assessments to Identify and Align Solutions With Your Goals
- Enterprise Alignment of Learning and Development Initiatives
- Change Management Strategies to Help You Activate New Initiatives
- Targeted, Flexible, Customized Learning Solutions
- Technical Expertise Applied to Your Business

WORKSHOPS AND SEMINARS

Interact with other business professionals in workshops and seminars. Or, if you're finding it difficult to get away from work, consider one of our new online training options.

Business Forums/ FREE Webinars

A. BUSINESS NETWORKING FORUM - HOLD THE DATE

Friday, October 23, 2015

8:00 a.m. – 9:30 a.m.

Fond du Lac Campus, Room A-112

The forums are designed for Moraine Park business clients and include a presentation and a peer Conversation Café best practice sharing. *Specific information will be available closer to the event date at morainepark.edu under Business and Industry Upcoming Events.*

B. FREE WEBINARS

Are you looking for ways to expose your staff to new ideas that will positively impact their performance? Moraine Park's monthly webinars provide a no-cost way for you to share best practices and trends positively impacting workplace performance with your staff. Register for any of our upcoming webinars or view archived sessions by visiting morainepark.edu/webinars.

All sessions run from 12 Noon – 1:00 p.m. on the days listed, unless otherwise noted.

Join the HR Evolution – SHRM CP and SCP

Tuesday, July 14, 2015

Engaging Employees: The Power of Influential Leadership

Tuesday, August 11, 2015

The Secret to Increasing Sales and Productivity

Tuesday, September 8, 2015

STRAT: STRategy, Alignment and Talent

Tuesday, October 13, 2015

IGNITE for Business Success

Tuesday, November 10, 2015

It's All in the Relationship – Customer Service Essentials

Tuesday, December 8, 2015



“ The investment made paid off halfway through the program. Our participants started to see the bigger picture. They could see some of the vision we were putting into the organization, how it applied, and were able to catch on more quickly to what we were trying to do in the transition.”

– Dan Ellsworth, President, Animart

BUSINESS DEVELOPMENT

SESSIONS FORMING NOW



Enhance organizational effectiveness through:

- Stakeholder commitment to ensure clear direction and participant engagement and accountability.
- Enterprise-wide thinking for effective decision making.
- Competency-based development to build individual credibility and link team performance to strategy and execution.
- Project-based development with measured business outcomes.
- One-on-one coaching from experienced business leaders.

B-D

Accelerate Leadership Performance



The economic climate is changing, and success is increasingly dependent on your leadership's ability to navigate and lead the change necessary to achieve your strategic objectives. Aligning talent and engaging your workforce to execute against that direction is critical to long-term business success. The STRAT program was created to provide the necessary training, locally, to help develop the skills within your leadership team needed to navigate this new economy.

LINK STRATEGY AND EXECUTION TO ACHIEVE BREAKTHROUGH RESULTS

The STRAT program was developed in conjunction with Dr. Alan M. Patterson, president of Mentoré. Individuals are sponsored by their employers and organizations to participate in cross-functional development that helps them link strategy and execution to achieve measurable results within their organizations.



THE KEYSTONES OF STRAT

A. ASSESSMENT

The STRAT program begins with a 180° assessment that is designed to identify strengths and opportunities for individual development. An individual action plan is created to guide the development of the participant and is reviewed with the program sponsor.

B. SPONSORSHIP

Sponsors are an important part of monitoring participant achievement. Employers assign sponsors from within their organization to recommend and then engage and monitor the participants' achievement. They are a bridge between the program learning and practical application within your business.

C. WORKSHOPS

A series of workshops provide the participants with opportunities to build on their leadership skills; improve communication skills; learn the basics of team alignment, engagement, performance and motivation; and develop skills to become a strategic partner within their organizations.

D. PROFESSIONAL COACHING

One-on-one coaching from experienced business leaders is a significant part of the STRAT program. The coach acts as a guide, ally and advocate for the participants, assisting in identifying projects, providing 180° review and feedback, and fostering ongoing networking relationships.

E. PROJECT DESIGN

Each participant will design a project that crosses several functional areas of their organization. The projects will enable participants to define clear objectives, apply and refine the skills they have learned and produce measurable results within a defined timeframe.

F. NETWORKING

The STRAT program engages participants in a range of networking events, which are key to professional achievement and ongoing positive business development. Participants hone skills in Peer Networking, Social Networking, Community Resource Networking, Presentation Skills and Analysis of Project Metrics.

The 2016 STRAT session is forming now.

Registration deadline is January 15, 2016.

ACCELERATE YOUR ORGANIZATION'S PERFORMANCE.

To learn more about how STRAT can improve your business leadership performance, call 920-924-3449 or e-mail training@morainepark.edu.



**NEW
COURSE
OFFERINGS**

A-D

BUSINESS TECHNOLOGY

“As a training partner, Moraine Park offers a very diverse, flexible and cost-effective solution for training.”

– Barry Hoopes, Vice President Human Resources, Mayville Engineering

Microsoft Word 2010

A. MICROSOFT WORD 2010 FOR THE ADMINISTRATIVE PROFESSIONAL - LEVEL 1

This class will provide participants with introductory skills in Microsoft Word 2010. Examine the features to create, format and edit professional documents, lists and tables. Learn how to save and retrieve files, use numbered/bulleted lists, use tabs, create tables and print documents. This is a great course for those new to Microsoft Word 2010 or those migrating from a previous version.

Thursday, September 17, 2015

8:30 a.m. – 3:30 p.m.

Fond du Lac Campus, Room O-107

\$40 per person. Price includes materials.

B. MICROSOFT WORD 2010 FOR THE ADMINISTRATIVE PROFESSIONAL - LEVEL 2

Ready to create more complex documents? Participants will learn to create customized lists, tables, charts and graphics to make the document pop and capture the attention of the reader. Other topics include formatting with styles/themes, modifying pictures, customizing graphics, using quick parts and templates.

Thursday, October 8, 2015

8:30 a.m. – 3:30 p.m.

Fond du Lac Campus, Room O-107

\$40 per person. Price includes materials.

Microsoft Excel 2013

C. INTRODUCTION TO MICROSOFT EXCEL 2013

Online Offering – Instructor Led. Do you work with numbers? Then you need to master Microsoft Excel 2013—and this is the place to do it. These lessons will teach you dozens of shortcuts and tricks for setting up fully formatted worksheets quickly and efficiently. You'll also learn the secrets behind writing powerful mathematical formulas and discover how to use the function wizard to quickly and automatically calculate statistics, loan payments, future value, and more. You'll get tips on sorting and analyzing data, designing custom charts and graphs, creating three-dimensional workbooks, building links between files, endowing your worksheets with decision-making capabilities, and automating frequently repeated tasks with macros and buttons. This informative course covers the new Quick Analysis, Flash Fill and charting capabilities available in Excel 2013.

This is not a tutorial, but an in-depth class where you'll get training, help and personal support from an experienced instructor as you're learning Excel basics step-by-step. By the time you're done, you'll be using this vital Office 2013 application like a pro.

To register, visit

<http://www.ed2go.com/mptc-pro>

(Search: Introduction to Microsoft Excel 2013)

\$149 per person.

D. INTERMEDIATE MICROSOFT EXCEL 2013

Online Offering – Instructor Led. Take your Excel skills to the next level! Master charting, PivotTables, Slicers, Sparklines, and other advanced features of Microsoft Excel 2013, and discover how this powerful MS Office program can boost your productivity. In these hands-on lessons, you'll learn how to create informative, eye-catching charts and graphs and harness the power of Excel's data analysis tools and AutoFilter commands. You'll find out how easy it is to create macros that let you manipulate data with the push of a button. Discover how to use Goal Seek and Solver and apply them to real-world problems. And you'll set yourself apart from the casual Excel user by adding VLOOKUP, INDEX & MATCH, and Excel's other time-saving functions to your repertoire.

To register, visit

<http://www.ed2go.com/mptc-pro>

(Search: Intermediate Microsoft Excel 2013)

\$149 per person.



**ADVANCED
REGISTRATION
REQUESTED**

Please register at least 2 weeks prior to the start of the program.

BUSINESS TECHNOLOGY (CONTINUED)

E. ADVANCED MICROSOFT EXCEL 2013

Online Offering – Instructor Led. In this advanced course you'll see how to work with the additional analysis tools provided by Excel add-ins and become skilled in using validation to protect the integrity of your worksheets from less-experienced users. Learn how to add functional and eye-catching custom controls to any worksheet and how to use scenarios and data tables to quickly perform what-if data analyses. Discover advanced techniques for PivotTables, like creating timelines, calculated fields and calculated items. You'll learn how to use Excel's consolidation function to efficiently summarize data from multiple sources, become adept at importing external data, and master the art of conditional formatting to highlight duplicate entries and other common worksheet problems.

To register, visit

<http://www.ed2go.com/mptc-pro>
(Search: Advanced Microsoft Excel 2013)

\$149 per person.

THESE COURSES ARE OFFERED
IN PARTNERSHIP WITH



Need training in another
version of Microsoft Excel,
or other Office products?

Checkout our other offerings at
<http://www.ed2go.com/mptc-pro/>

Use the “Search for Courses:” to find
the Microsoft Office product and
version that you need training for.



F. PIVOTTABLE AND PIVOT CHARTS IN EXCEL 2010

Online Offering – Tutorial. One of the most powerful tools that Excel 2010 provides is a PivotTable that allows you to dynamically reorganize and display your data. PivotTables can summarize huge amounts of data by category without the need to input complex formulas or spend long hours manually reorganizing your spreadsheet. PivotTables also allow you to choose and change what you want to summarize, quickly and easily. This course will introduce you to PivotTables and show you the many benefits they provide.

- Create a PivotTable report.
- Rearrange data in PivotTable reports.
- Customize PivotTable reports.
- Modify a PivotTable report's design.
- Create a PivotChart.
- Modify a PivotChart report.
- Create a PivotTable report.
- Customize a PivotTable report.
- Create a PivotChart report.

Prerequisite: Introductory knowledge of Excel. Students enrolling in this course should understand how to open, create, save and navigate in a workbook.

To register, visit

<http://www.ed2go.com/mptc-pro>
(Search: Excel Pivottable)

\$75 per person. Price includes materials and lunch.



G, H

G. INTRODUCTION TO SQL

Online Offering – Instructor Led. Learn the key concepts of Structured Query Language (SQL), and gain a solid working knowledge of this powerful and universal database programming language.

Explore the basic structure of relational databases and how to read and write simple and complex SQL statements and advanced data manipulation techniques. Discover how to use SQL to sort and retrieve data from tables and how to use SQL to filter retrieved data. You'll learn how to reformat retrieved data with calculated fields and how to merge columns and create alternate names for columns. You'll also learn how to gather significant statistics from data using aggregate functions, and you'll see how to extract data from multiple tables simultaneously using joins and subqueries. In addition, you'll learn how to manipulate data using the INSERT, UPDATE and DELETE statements.

You'll learn how to use SQL to create and maintain tables, create and use views to simplify complex queries, summarize data and manipulate data stored in tables. You'll discover how transaction processing, constraints and indexes are implemented in SQL. And, finally, you'll discover how stored procedures, triggers and cursors are implemented in SQL.

By the end of this course, you'll feel confident in your ability to write SQL queries to create tables; retrieve data from single or multiple tables; delete, insert and update data in a database; and gather significant statistics from data stored in a database.

To register, visit
<http://www.ed2go.com/mptc-pro> (Search: Intro to SQL)
\$149 per person.

H. MICROSOFT SHAREPOINT 2013 CERTIFICATION TRAINING

Online Offering – Instructor Facilitated. If you are a new or an existing SharePoint user, this program will provide you with the skills you need to work within and manage SharePoint sites.

Begin with an introduction to SharePoint versions, layouts and navigation, in addition to SharePoint basics such as list and library view. You will learn to manage sites and page content, including wiki pages. Practice working within forms libraries, creating InfoPath forms, and managing site columns and content types. Finally, experience SharePoint integration with Office applications, manage SharePoint site permissions, and participate in user communities.

During the second part of the program, learn the fundamentals of managing SharePoint sites. Create custom workflows, learn to use content approval settings, and work with Metadata. Then learn about business connectivity services, information management policies, and the organization of content using settings and rules. With these new skills, manage comprehensive sections on the Document ID Service, document sets, publish to a server, and configure and consume site search results.

After registering, receive an initial six (6) months to complete this program. Should you need more time beyond the six (6) months, receive a first extension for six (6) months at no additional cost.

To register, visit
<http://careertraining.ed2go.com/mptc/>
(Search: SharePoint)
\$795 per person.



**ON-SITE
TRAINING
AVAILABLE**

COMMUNICATIONS

A. SPANISH FOR THE WORKPLACE

Addresses routine operations found in most workplace settings. Topics include employment, hiring/dismissal, time and work schedules, medical emergencies and safety issues. No prior knowledge of Spanish is necessary.

Fridays, October 2 and 16, 2015

9:00 a.m. – 5:00 p.m.

Fond du Lac Campus, O-103

Instructor: Pamela Templin

\$199 per person. Price includes materials and lunch.

B. UNDERSTANDING DIVERSE THINKING AND COMMUNICATION STYLES

The Diversity Game quickly gives individuals a picture of their thinking and communication styles and helps them find ways to improve communication with others whose styles differ from their own. This interactive game is based on the Herrmann Whole Brain Model that divides mental processing preferences into four distinct clusters or style preferences:

Outcomes:

- Identify their personal thinking / communication style.
- Experience the difference in thinking / communicating preferences.
- Build acceptance and understanding of different styles.
- Help people look at their communication style strengths and blind spots.
- Use the different style information to build credibility and effectiveness in the workplace.
- And . . . have some fun!

Monday, September 28, 2015

8:00 a.m. – 10:00 a.m.

Fond du Lac Campus, A-112

Instructor: Becky Brath

\$35 per person. Price includes materials.

**REDUCED
PRICING**



A,B



**ADVANCED
REGISTRATION
REQUESTED**

Please register at least 2 weeks prior to the start of the program.

C. PROACTIVE LISTENING

In today's business environment, intense competition and rapid change have dramatically expanded the need for information. In the past, people had to know how to do their jobs, but now people need a picture of the business as a whole. That means having information about external influences and about the work of other functions. Proactive listening helps to meet this need. It is also a powerful tool for building and maintaining strong relationships required to reach personal and organizational goals. Your employees will learn techniques for moving from a reactive to proactive approach to listening. Participants will:

- Identify situations in which good listening can make the difference between success and failure.
- List typical barriers to effective listening.
- Use specific key actions to listen proactively.
- List specific techniques to deal with communication styles they find challenging.
- Identify steps individuals can take to reinforce proactive listening.

Monday, October 26, 2015

8:00 a.m.- 12:00 Noon
West Bend Campus, T-120
Instructor: Becky Brath



\$55 per person. Price includes materials and refreshments.

D. GENERATIONAL DIVERSITY

Today's workforce is more diverse than ever. The differences that exist between team members can be a source of workplace conflict and misunderstanding that can dramatically impact productivity and compromise results. But, are we really that different? Or, is it the perception of those differences that gets in our way? Learn to find common ground and establish a platform of respectful communication to improve your team's performance.

Outcomes:

- Define key characteristics of the four generations in the workplace.
- Understand the issues and situations influenced by generational differences.
- Identify potential challenges when interacting with team members with diverse perspectives.
- Learn to foster respectful communication to promote stronger teamwork.

Monday, November 16, 2015

8:00 a.m. – 12:00 Noon
Fond du Lac Campus, A-112
Instructor: Becky Brath

\$125 per person. Price includes materials and refreshments.

Why Use Moraine Park's Technology Services?

Moraine Park Technical College has technology experts who work with leading-edge technology for Web conferencing and high-tech training on a daily basis. Let us help develop your company's technological capabilities and save costs by cutting through the jargon and specifications to determine the best tools for your situation.

Services offered:

- Provide facilitation and training for interactive Web conferencing tools.
- Create interactive Web-based training tools.
- Design high-tech, interactive videoconference rooms.
- Provide CD and DVD production and duplication services.

For more information on Technology Services, please call 920-924-3491.



C,D

“Kondex Corporation identified Six Sigma as one of the tools needed in their organization. The overall objective, as more projects are completed, will be to continue to reduce costs and wastes at Kondex, thereby making us the desired supplier for our customers.”

– Jim Wessing, President,
Kondex Corporation

CONTINUOUS IMPROVEMENT & QUALITY

A photograph of three business professionals in a meeting. A woman with long blonde hair is smiling and looking towards a man in a white shirt and blue striped tie. A woman with glasses is partially visible on the right. They are in a modern office setting with green chairs in the background.

Continuous Improvement Academy

Prepare your business to compete in the face of rapid change, rising costs and increased competition by focusing on process improvements to systematically eliminate waste, improve quality and enhance customer satisfaction. The Continuous Improvement Academy addresses skill development at every level of an individual's career. Employees completing skill tracks within the Academy can earn college credit to support continuing education requirements or to apply toward a college degree. **Contact a Moraine Park representative for more information at 920-924-3449.**

Prerequisites: Computer skills and a basic understanding of the Windows operating environment and Microsoft Word and Excel. See the computer offerings to address skill building in this area if needed.

A-C

SIX SIGMA SKILL TRACK

Six Sigma is a comprehensive and flexible system for achieving and sustaining bottom-line results in your organization. Six Sigma is much more than a quality system; it is a disciplined, data-driven approach and methodology for eliminating defects in any process.

A. WHITE BELT

Utilizing White Belt training, you can introduce the Six Sigma tools and DMAIC philosophy to a large percentage of your workforce to inject the Six Sigma culture deeper into your organization. It explores graphically based quality improvement tools, such as histograms, line graphs, scatter plots and Pareto charts, and can include Lean practices.

Call 920-924-3449 for more information on scheduling this training for your employees.

B. NEW! SIX SIGMA: BEST PRACTICES IN PROJECT SELECTION

Prepare to take your Six Sigma efforts to the next level to realize a greater return on your Green Belt training dollar. Concentrate your Six-Sigma efforts to ensure valuable resources are focused on the most meaningful projects. This two-hour session will present industry-best practices to identify and select the people best suited to become successful Green and Black Belts within your organization, providing the biggest return from your Six-Sigma investment:

In this session you will:

- Understand the value of a Six-Sigma project selection process.
- Understand what qualities to look for when selecting Green Belt candidates.
- Become familiar with Six Sigma industry-best practice to support projects and belts.

Wednesday, July 8, 2015

8:00 a.m. – 10:00 a.m.

West Bend Campus, Room T-205

Instructor: Doug Woolridge, ASQ Six Sigma Black Belt

\$75 per person. Includes materials and refreshments.

C. GREEN BELT CERTIFICATION – FACE-TO-FACE FORMAT

The Wisconsin Technical College System (WTCS) – Green Belt Certification takes your employees to the next level of training in the Six Sigma philosophy. The certification includes 88 hours of classroom training and 5 hours of individualized coaching on your project. Participants will apply the skills and tools learned to their workplace project. *(This is a prerequisite for the Six Sigma Black Belt Completion Program.)*

THE SIX SIGMA APPROACH:

- Utilizes DMAIC (Define, Measure, Analyze, Improve, Control) methodology.
- Closely understands customer needs.
- Has disciplined use of facts, data and statistical analysis.
- Pays diligent attention to managing, improving and reinventing business processes.
- Uses training designed to be easy to comprehend and implement.

UPON COURSE COMPLETION, EACH PARTICIPANT WILL RECEIVE:

- Six associate of applied science degree credits.
- A Six Sigma Green Belt Certificate from Moraine Park, in partnership with the WTCS.

FALL 2015 DATES:

August 25, 26 and 27

September 16 and 17

October 14 and 15

November 11 and 12

December 9 and 10

8:00 a.m. – 4:00 p.m.

West Bend Campus, Room T-205

Instructor: Doug Woolridge, ASQ Six Sigma Black Belt

FALL REGISTRATION DEADLINE IS THURSDAY, AUGUST 6, 2015.

\$3,900 per person. Price includes a timed version of Minitab, project coaching, book, materials, lunch and refreshments.

Note: Participants are required to have a laptop computer for the duration of the training.

CONTINUOUS IMPROVEMENT & QUALITY (CONTINUED)

D. NEW! LEAN ENTERPRISE / SIX SIGMA EXECUTIVE OVERVIEW

This session is targeted to the level of management who would plan, control and oversee the implementation and continuation of a Lean Enterprise/Six Sigma Program. Topics to be covered include the relationship of Lean Enterprise/Six Sigma to corporate strategies, issues of implementation, a basic overview of the methodology and tools, and an introduction to training programs. Expect to learn:

- The difference between Lean Enterprise and Six Sigma.
- The proper applications for Lean Enterprise and Six Sigma.
- Why you organizations need to implement one or both of these systems.
- The role that everyone plays in the success of each.
- The link between Six Sigma and the Critical to Satisfaction Characteristics of your customers..
- Lean Enterprise tools.
- Training Levels – Yellow Belt, Green Belt, and Black Belt.
- Learn about the WTCS Green Belt Training program.

Tuesday, September 22, 2015

7:30 a.m. – 10:30 a.m.

Fond du Lac Campus, Room A-112

Instructor: Doug Woolridge, ASQ Six Sigma Black Belt

No charge for attendance.

E. BLACK BELT COMPLETION PROGRAM

This workshop prepares participants for the ASQ Six Sigma Black Belt Certification test. Participants who have successfully completed the Green Belt Certification and project are eligible to enroll in this program. Total training includes 48 hours of classroom instruction.

SPRING 2016 DATES:

February 3, 4, 17 and 18

March 2 and 3

8:00 a.m. – 4:00 p.m.

Fond du Lac Campus, A-112

Instructor: Doug Woolridge, ASQ Six Sigma Black Belt

\$1,900 per person. Price includes materials, lunch and refreshments.

Note: Each participant must have completed the Green Belt Certification and is required to have a laptop with Minitab software for the duration of the training.

Lean Skill Track:

F. VALUE STREAM MAPPING

In this four-hour overview, you will become acquainted with the process and tools to identify waste in the “value stream.” Learn how this powerful tool can be applied in any type of business to visually identify areas for improvement. VSM helps to:

- Focus on direction.
- Identify how the organization works.
- Create a one-page picture of all areas within the scope.
- Identify the waste.

Thursday, July 23, 2015

8:00 a.m. – 12:00 noon

West Bend Campus, Room T-120

Instructor: Doug Woolridge, ASQ Six Sigma Black Belt

\$125 per person. Includes materials and refreshments.

G. 5S VISUAL MANAGEMENT

This overview of 5S introduces participants to the importance of creating a visual workplace where waste stands out. 5S creates a clean and safe workplace that helps support the other tools of Lean.

- Discuss why 5S is important.
- Learn why it is a requirement for Lean.
- Learn why it is called 5S instead of workplace organization.

Thursday, August 6, 2015

8:00 a.m. – 12:00 Noon

Fond du Lac Campus, Room O-103

Instructor: Doug Woolridge, ASQ Six Sigma Black Belt

\$125 per person. Price includes materials and refreshments.

H. KAIZEN

Learn the critical planning elements involved in running a successful kaizen event. Pre-event work that is done is critical to ensure a successful event and sustainable change. Learn the importance of:

- Team selection.
- Workplace selection.
- Work area layouts.
- Budget.
- Involvement of support personnel.

Thursday, September 24, 2015

8:00 a.m. – 12:00 Noon

West Bend Campus, Room T-120

Instructor: Doug Woolridge, ASQ Six Sigma Black Belt

\$125 per person. Price includes materials and refreshments.



D-I

I. SUSTAINING LEAN

Discuss proven ways to sustain the gains that you achieved during your "Lean Journey." Determine what tools and strategies improve your chances of continuing the push towards being a world-class organization. We will discuss:

- Obtaining buy-in.
- Obtaining good data.
- The importance of the decision-making process.
- The idea of continuous improvement.

Thursday, October 29, 2015

8:00 a.m. – 12:00 Noon

Fond du Lac Campus, Room A-112

Instructor: Doug Woolridge, ASQ Six Sigma Black Belt

\$125 per person. Price includes materials and refreshments.



Your Connection to a Technically Skilled Workforce

Wisconsin TechConnect, a collaborative effort of the 16 technical colleges that comprise the Wisconsin Technical College System (WTCS), is a statewide, online employment information system for recruiting WTCS students and graduates. This service is free, fast and convenient to use, targeted to a technically skilled workforce and reaches students, graduates and faculty statewide.

**Register now at www.wisconsintechconnect.com.
Call 920-924-3205 for more information.**



**ADVANCED
REGISTRATION
REQUESTED**

Please register at least 2 weeks prior to the start of the program.



A

CUSTOMER SERVICE

A. REACHING FOR STELLAR SERVICE

Explore the value of stellar service and the role of the service provider in achieving it. Participants will be able to:

- Describe what stellar service is and the challenges of delivering it.
- Discuss the benefits of customer loyalty to the service provider, the organization and customers.
- Know their role in building customer loyalty.

Monday, August 31, 2015

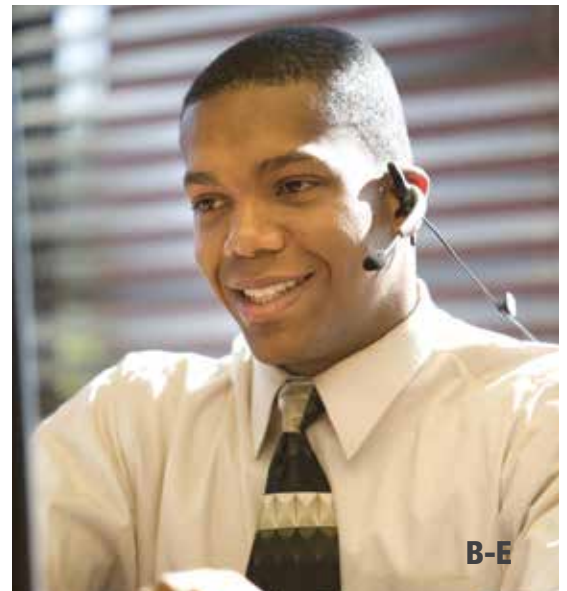
8:00 a.m. – 12:00 Noon

West Bend Campus, T-120

Instructor: Becky Brath



\$85 per person. Price includes materials and refreshments.



B-E



**ADVANCED
REGISTRATION
REQUESTED**

Please register at least 2 weeks prior to the start of the program.

B. CARING FOR CUSTOMERS

Help your staff develop the needed skills to deliver friendly, attentive service that demonstrates interest in and care for the customer on a human level. Participants will be able to:

Explain why meeting customers' human needs is essential to their success as service providers. Apply three skills that demonstrate their interest in and concern for customers:

- Listen attentively.
- Project a willingness to help.
- Convey respect.

Use four caring responses that communicate the customer's value to your organization:

- Acknowledge the customer and his or her situation.
- Appreciate something about working with the customer.
- Affirm something the customer has said or done.
- Assure the customer of good service.

Monday, September 14, 2015

8:00 a.m. – 12:00 Noon
West Bend Campus, T-120
Instructor: Becky Brath



\$85 per person. Price includes materials and refreshments.

C. MEETING UNSPOKEN CUSTOMER NEEDS

One of the most effective ways you can delight customers and create long-term loyalty is to uncover and meet unspoken, but very real, customer needs—needs that customers never knew they had or never even considered raising. Your company needs both the conceptual background and the skills required to meet unspoken needs creatively and cost-effectively. Participants will:

- Learn five categories of cues that indicate unspoken needs and four criteria for effectively meeting those needs.
- Discover practical methods for identifying and interpreting potentially useful data.
- Learn how to ask respectful questions to uncover or confirm an unspoken need and gain customer confidence by using positive, service-oriented language.
- Plan to apply a process that meets unspoken customer needs in ways that yield the greatest benefit at the least cost to both the organization and the customer.

Monday, October 12, 2015

8:00 a.m. – 12:00 Noon
West Bend Campus, T-120
Instructor: Becky Brath



\$85 per person. Price includes materials and refreshments.

D. HEALING CUSTOMER RELATIONSHIPS

Help your employees develop the skills that will serve customers who are concerned, angry, or upset after a service breakdown. Participants will learn to:

- Explain why it is important for organizations to heal relationships with customers who are frustrated or angry.
- Apply four guidelines for effectively restoring customer trust and confidence.
- Explore common reactions to customer service breakdowns.
- Manage their own reactions to emotional statements from customers.
- Use defusing techniques with customers who are angry or upset.
- Take appropriate actions to address and resolve customers' concerns satisfactorily.
- Demonstrate commitment to the customer relationship and encourage customer to remain loyal.

Monday, November 9, 2015

8:00 a.m. – 12:00 Noon
West Bend Campus, T-120
Instructor: Becky Brath



\$85 per person. Price includes materials and refreshments.

E. RESOLVING ISSUES THAT IMPACT THE CUSTOMER

Disagreements within a workplace can threaten the quality of service customers receive. In today's flatter, more collaborative workplace, a supervisor may not always be available to step in and resolve matters. Participants will:

- Understand the negative impact unresolved issues among coworkers have on customer loyalty.
- Learn to resolve disagreements and remove barriers to make working relationships more smooth and productive.
- Practice preparing for a meeting with a coworker to resolve an issue, conducting a constructive dialog and developing a shared plan for working together smoothly in the future.
- Plan to apply a process for resolving issues that have a negative impact on customers.

Monday, December 7, 2015

8:00 a.m. – 12:00 Noon
West Bend Campus, T-120
Instructor: Becky Brath



\$85 per person. Price includes materials and refreshments.



A,B

HEALTH CARE

Health Care **NEW OFFERINGS!**

A. NEW! CARING FOR CLIENTS WITH DEMENTIA

Did you ever feel frustrated when caring for a client with dementia? Meeting the needs of these special and vulnerable clients can be challenging. In this session, geared towards all health care professionals in both long-term and acute care settings, you will learn the latest research on early detection and treatment for dementia. You will also learn the best strategies for communicating and caring for those with dementia.

- Describe the newest methods for detecting and treating client's with dementia.
- Discuss the best strategies for communicating with the client experiencing dementia.
- Discuss best practice strategies in providing care for a patient with dementia.

Tuesday, June 30, 2015

8:00 a.m. – 12:00 Noon

West Bend Campus, L-102

Instructor: Mary Krieger

\$149 per person. Price includes materials and refreshments.

B. NEW! PHARMACOLOGY REFRESHER

A significant responsibility of nurses today is the safe and accurate administration of medication. Nurses need to be current and knowledgeable in pharmacology and medication administration. Organizations today expect nurses to deliver high-quality care that includes the safe and effective delivery of medication administration. This refresher will focus on the most current and pertinent information regarding drug classes, therapeutic uses, and much more for registered nurses and licensed practical nurses.

- Identify drug classifications
- Commonly used medications within the drug classifications
- Drug-drug interactions
- Therapeutic uses, correct dosing ranges, routes of administration and side effects

Monday, August 3, 2015

8:00 a.m. – 12:00 Noon

West Bend Campus, L-102

Instructor: Deb Schmitz

\$149 per person. Price includes materials and refreshments.

C. NEW! PERIPHERAL IV INSERTION AND GENERAL MAINTENANCE

Nurses today are expected to delegate tasks effectively to members of the team, which includes peripheral IV insertion and maintenance. This course will provide registered nurses and licensed practical nurses, under the supervision of a registered nurse or physician, the skills needed for safe and accurate peripheral IV insertion and maintenance.

- Review the basics of IV insertion, site selection, IV equipment, and administration of peripheral IV fluids.
- Use IV equipment and simulated models for hands-on practice.

Wednesday, August 12, 2015

12:30 p.m. – 4:30 p.m.

West Bend Campus, L-142

Instructor: Kelly Shafaia

\$139 per person. Price includes materials.

D. NEW! ICD-10-CM/PCS REFRESHER

Many health care organizations have already completed coder training for the October 1, 2015, implementation of ICD-10-CM/PCS. Training of coders may have taken place prior to the original implementation date of October 1, 2014, not anticipating the year-long delay. For this reason, MPTC is offering an ICD-10-CM/PCS refresher course that will review and apply the differences between ICD-9 and ICD-10 and the Official Coding and Reporting Guidelines.

Learning objectives:

- Discuss the similarities and differences between ICD-10-CM and ICD-9-CM diagnosis codes.
- Explain the structure and organization of the ICD-10-CM code book.
- Apply coding and sequencing rules for various diseases and disorders from all 21 ICD-10 chapters.

Friday, September 11, 2015

8:00 a.m. – 12:00 Noon

West Bend Campus, T-205

Instructor: Stephanie Scott

\$149 per person. Price includes materials and refreshments.

E. NEW! PHYSICAL ASSESSMENT REFRESHER

Physical assessment and thorough history taking is essential for nurses in the delivery of patient care. Accurate and thorough physical assessment is essential in reporting findings to the health care provider for optimal health care treatment. In this offering, participants will review and participate in physical assessments with focused assessment on the needs of the geriatric patient. This course is excellent for those wanting a refresher and to sharpen physical assessment skills.

- Head-to-toe assessment with focused assessments on gerontology.

Monday, October 19, 2015

8:00 a.m. – 12:00 Noon

West Bend Campus, L-143

Instructor: Kerry DeGroot

\$149 per person. Price includes materials and refreshments.



HUMAN RESOURCES



HR People Solutions

As a trusted provider of people solutions to our businesses, we contribute to the success of our clients by working with them to help recruit skilled talent, discover the full potential of each of their employees, and maximize the collective strength of a highly engaged workforce.

Whether it is a specific project or a long-range plan, let us help you maximize your hiring and on-boarding productivity in the areas of:

- Workforce Planning
- Job Fairs
- Assessment Testing
- Boot Camps
- Interview Strategies
- Customized Training

Contact Moraine Park for your HR people solutions needs. We will work with you to create workable and timely solutions that deliver great value!

SHRM Certification Exam Prep- SHRM-CP and SHRM-SCP

Using the Society of Human Resource Management (SHRM) learning materials, you will prepare for the SHRM-CP and SHRM-SCP exam. This training provides an overview of the entire global Body of Competency and Knowledge (BoCK) in human resource management including the four knowledge domains: People, Organization, Workplace, and Strategy. Materials and textbooks are included in the cost of the program.

Students are responsible for meeting SHRM exam eligibility requirements. Visit www.shrm.org.

This certification preparation program covers the four Knowledge Domains and eight Behavioral Competencies.

People

- Talent Acquisition and Retention
- Employee Engagement
- Learning and Development
- Total Rewards

Organization

- Structure of the HR Function
- Organizational Effectiveness and Development
- Workforce Management
- Employee Relations
- Technology and Data

Workforce

- HR in the Global Context
- Diversity and Inclusion
- Risk Management
- Corporate Social Responsibility
- Employment Law and Regulations (U.S. only)

Strategy

- Business and HR Strategy

HR Behavioral Competencies

- Leadership and Navigation
- Ethical Practice
- Business Acumen
- Relationship Management
- Consultation
- Critical Evaluation
- Global and Cultural Effectiveness
- Communication



Why earn your SHRM-CP/SCP Certification?

Earning your SHRM Certified Professional (SHRM-CP™) or SHRM Senior Certified Professional (SHRM-SCP™) credential establishes you as a recognized expert in the HR field. These new certifications recognize that HR professionals are at the core of leading organizational success:

- Build on one singular Body of Competency and Knowledge (BoCK) designed to elevate the HR profession around the world.
- Test the HR professional's competency - the ability to put that knowledge to work through critical thinking and application.
- Demonstrates that the HR profession is a technical expert and has mastered the application of HR technical and behavioral competencies, through practice and experience, to drive business results.

Registration Deadline: September 8, 2015

Monday, September 14 to Friday November 6, 2015

Accelerated online offering

Instructor: Mary Vogl-Rauscher, SPHR

\$1,295 per person. Price includes materials.*

*Does not cover registration for the SHRM-CP or SHRM-SCP examinations.



by Region		January	February	March	April	May	June	July	August	September	October
Region 2	40345	12000	14000	12000	16000	35000	12000	14000	15000	16000	16000
Region 3	41368	13122	15234	13444	17043	39034	13065	15056	16037	17056	17056
Region 4	42391	14244	16468	14888	18086	43068	14130	16112	17074	18111	18111
Region 5	60233	15366	17702	16332	21129	47102	15195	17168	18111	19148	19177
	61256	16488	18936	20776	22172	51136	16260	18224	19148	20236	20236
	120323	18610	22170	23220	30473	55170	40324	20280	23185	22295	22295
	80372	20732	23404	24664	27628	59204	37479	21336	24222	23354	23354
	70363	21854	24638	26108	24783	63238	34634	22392	25259	2441	2441
	20363	22976	25872	27552	21938	67272	31789	23448	26296	25472	25472
	162	24098	27106	28996	19093	71306	28944	24504	27333	26531	26531
	6	179490	205530	207980	218345	531530	243820	192520	211665	212655	212655

Sales January

FINANCIAL MANAGEMENT

A. ZODIAK: THE GAME OF BUSINESS STRATEGY AND FINANCE

Zodiak is a sophisticated classroom business simulation disguised as a board game. It's a fast-paced, energizing and engaging way to build the financial literacy and business acumen skills of your managers, leaders and employees. During this one-day classroom program, participants use financial data to make decisions to invest in new product and equipment; manage inventory, costs and cash flow; purchase materials; and respond to quality changes.

Participants will explore concepts and learn how to:

- Articulate the organization's financial and strategic imperatives.
- Read and interpret financial reports.
- Align their department and personal goals to overall company success.
- Make better decisions and inspire others to do the same.

Thursday, September 10, 2015

8:00 a.m. – 4:30 p.m.

Fond du Lac Campus, A-112

Instructor: David Badilla

\$375 per person. Price includes materials, lunch and refreshments.



A

A woman with dark hair, wearing a dark pinstriped blazer over a light blue button-down shirt, is smiling and pointing her right index finger upwards. She is looking slightly to the right of the camera. The background is bright and out of focus, suggesting an office or conference room setting.

**TRAIN.
INSPIRE.
INVIGORATE.**

A,B

**LEADERSHIP
& PERSONAL
EFFECTIVENESS**

Leadership and Personal Effectiveness

Leadership Development: Regardless of your role, the competence required for effective leadership in the 21st century demands new and innovative training methods and solutions that adequately prepare leaders for the key roles they will play in supporting their organizations' success. Introducing a new series of performance-based business solutions, built on a competency framework and designed to help your staff gain the knowledge, skills and abilities needed for success.

A. INFLUENTIAL LEADERSHIP

People deliver results; it's just that simple. But often interpersonal conflicts and communication breakdowns get in the way of truly great performance. In this series, participants focus on building competence in the areas of: leadership credibility, accountability, interpersonal communication, collaboration, integrity and navigating change.

Target Audience: Individual contributors as well as leaders who seek to develop strong teams and drive outstanding results will benefit from this series.

Outcomes:

- Apply basic leadership principles to build trust and promote collaboration in the workplace.
- Understand and appreciate diverse communication and thinking styles.
- Listen to the information needed to achieve results while maintaining constructive relationships.
- Manage emotions and overcome conflict in the workplace.
- Take positive action to make change successful, both individually and with others.
- Develop an action plan focused on application of skills to the workplace.

Tuesdays, September 15 and 29, October 13 and 27, and November 10, 2015

8:00 a.m. – 12:00 Noon

Fond du Lac Campus, A-112

Instructor: Becky Brath

Series Price: \$935 per person. Price includes materials and refreshments.

B. LEADING OTHERS: EXPANDING ORGANIZATIONAL CAPABILITY

Leading within a team environment requires the ability to influence, to have constructive conversations focused on business goals, and a willingness to develop others to bring about day-to-day behavioral improvement. In this series, participants focus on building competence in the areas of: leadership credibility, team accountability, coaching, business thinking, decision making, and change management.

Target Audience: Individual contributors as well as leaders who seek to develop strong teams and drive outstanding results will benefit from this series.

Outcomes:

- Present information to ensure understanding and influence the actions of others to achieve goals.
- Provide constructive feedback in a way that builds openness and mutual respect and promotes problem solving and learning.
- Recognize and reinforce behaviors of others that lead to the right results.
- Develop others to expand their capabilities so they will have the confidence to take on new challenges and work more independently.
- Prioritize work and learn a common-sense approach to formulate clear goals and action plans that achieve results.
- Develop an action plan focused on application of skills to the workplace.

Tuesdays, September 15 and 29, October 13 and 27, and November 10, 2015

1:00 p.m. – 5:00 p.m.

Fond du Lac Campus, A-112

Instructor: Becky Brath

Series Price: \$935 per person. Price includes materials and refreshments.



Please register at least 2 weeks prior to the start of the program.

C. MANAGING THE PERFORMANCE OF OTHERS

As the manager, supervisor or leader of a work group or team, performance leaders help others do the work that ultimately makes an organization successful. They must ensure employee performance aligns with the direction and strategy of the organization. The skills taught in this workshop help participants prepare for and conduct different types of performance-related discussions. In this series, participants focus on building competence in the areas of: team accountability, coaching, business thinking, decision making, and change management.

Target Audience: Leaders who seek to develop strong teams and drive outstanding results will benefit from this series.

Outcomes:

- Prepare for a focused performance management conversation to address expectation setting, poor performance and performance appraisals.
- Clarify expectations in a way that increases employee's ability to manage more of their job responsibilities on their own.
- Conduct focused conversations about poor performance that result in action toward improvement.
- Give their perspective of performance by focusing on core points.
- Overcome major performance disconnects with employees.
- Increase employee motivation, learning and productivity, and ensure collaboration within the team.
- Develop an action plan focused on application of skills to the workplace.

Thursdays, October 22 and 29, November 5 and 12, 2015

8:00 a.m. – 12:00 Noon

West Bend Campus, T-120

Instructor: Becky Brath

Series Price: \$875 per person. Price includes materials and refreshments.

LEADERSHIP COURSES ARE
OFFERED IN PARTNERSHIP WITH



achieveglobal

D. ACTIVATING CHANGE

Managers and supervisors are the linchpins in the organization, integrating change into the already dense stream of day-to-day activities. The complex business environment has created heightened pressure to achieve concrete, measurable results at a faster pace. Overload and seemingly conflicting priorities abound. Employees look for leaders to cut through the noise and provide clarity and direction in a workplace where change is constant. Leaders must find high-impact practices and tools that not only guide them in this challenge, but also fit with the demands and time pressures of today's work environment. As a result, this program calls out and underlines the most critical practices for leading change today.

Target Audience: Leaders responsible for communicating and leading change.

Outcomes:

- Acknowledge the pivotal role change capability plays in improved organizational and individual performance.
- Take high-payoff action to build capability in their organizations.
- Maximize their commitment - and encourage the commitment of others - to making change happen.
- Work toward ensuring that expected change results are realized.

**Thursday, October 1, 2015, 8:00 a.m. – 4:30 p.m., and
Friday October 2, 2015, 8:00 a.m. - 12:00 Noon**

Fond du Lac Campus, O-102

Instructor: Becky Brath

\$600 per person. Includes materials, lunch and refreshments.



C,D

LEADERSHIP & PERSONAL EFFECTIVENESS (CONTINUED)

E. SUCCESSFUL TEAMS

Team leaders hold a unique and increasingly important role within their organizations. Often these individuals are promoted from within a business after building credibility as a technical expert, but with little or no training to prepare them for the role of team leader. This series helps individuals develop competence in interpersonal communication, collaboration, leadership, and teams to increase their effectiveness in leading others.

Target: Individuals within a team leader role or high potentials who function as informal team leaders.

Outcomes:

- Navigate the role of leader and manage relationships with your team.
- Optimize communication of group knowledge and resources.
- Establish a cooperative atmosphere to resolve conflicts when they arise.
- Be clear and concise when giving directions.
- Listen and provide feedback to enhance individual and team performance.
- Cope with change using positive behaviors.
- Build commitment in others to achieve individual/team goals.
- Contribute to innovative approaches to increase quality and productivity.

Wednesdays, October 14, 21, 28 and November 4, 11 and 18, 2015

8:00 a.m. – 12:00 Noon
West Bend Campus, T-120

Series Price: \$695 per person.

Team projects require collaboration and the ability to adhere to a comprehensive process.

See *LEADING SUCCESSFUL PROJECT TEAMS* on page 31 to help leaders build knowledge, skill and ability in project management.

TALENT MANAGEMENT SERVICES:

Customize your leadership development experience to accelerate individual performance with these additional tools and resources. Talk with your Moraine Park representative to discuss ways that 360 feedback and coaching services can help you increase the effectiveness of individual contributors.

360-ASSESSMENT:

For leaders to accelerate their development, they need the ability to accurately understand their performance beyond their own perceptions. Moraine Park has worked with Calibra to offer a 360-assessment tool that helps individuals gather feedback on their leadership performance. The tool is based on the competency model used in Moraine Park's leadership development series and is available as an additional service. The data gathered from peers, direct reports, managers and others gives a more complete picture and provides a foundation for focused individual development.

INDIVIDUAL COACHING:

Coaching is widely accepted as an effective strategy to help individuals build leadership competence. Using feedback from the 360-assessment tool, a coach works with your high potential to formulate an action plan and then provides ongoing coaching support to help that individual successfully accomplish their plan. Packages of various lengths of time are available.





G,H

MANUFACTURING/ INDUSTRIAL

CNC Training **NEW OFFERINGS!**

A. NEW! INTRODUCTION TO G & M CODE PROGRAMMING

Explores the manual programming (G & M code) of Computer Numerical Control (CNC) machine tools.

Types of CNC controls, machinery, programming formats, and basic terminology will be studied. Programming technique, print interpretation, applied math, computer skills, and measuring techniques will be applied. Participants will:

- Examine CNC programming terminology.
- Construct a basic CNC program.
- Calculate speeds and feeds.
- Apply numeric values to geometry.
- Apply cutter compensation to a CNC program.
- Apply circular interpolation to a CNC program.
- Incorporate canned cycles into a CNC program.
- Verify a CNC program.

Mondays, September 14, 21, 28, October 5, 12, 19, 26 and November 2 and 9, 2015

8:00 a.m. – 12:00 Noon
Jackson Campus, JX-115
Instructor: Josh Geschke

\$1,050 per person. Price includes refreshments and materials.

B. NEW! CNC CONTROL FUNDAMENTALS

This course provides CNC operators with a better understanding of how a CNC control functions, as well as the ability to perform many control functions. This course introduces CNC control applications, functions and features. Emphasizes creating, editing, saving and retrieving CNC programs. Participants will learn MDI (Manual Data Input) functions, JOG, MEM, EDIT, Zero Return, and tool and work piece data settings. Participants will:

- Demonstrate machine startup and shutdown.
- Demonstrate loading of tools and setting tool lengths/cutter compensation.
- Demonstrate part setup and setting work offsets.
- Demonstrate loading a program into memory.

Mondays, October 5, 12, 19 and 26, 2015

1:00 p.m. – 5:00 p.m.

Jackson Campus, JX-115

Instructor: Josh Geschke

\$379 per person. Price includes refreshments and materials.



A, B

BASIC BLUEPRINT READING and GEOMETRIC DIMENSIONING & TOLERANCING (GD&T)

Blueprint Reading and GD&T are critical skills that your manufacturing employees need. Please contact us so we can show you how training improves the skills needed to keep your business productive and profitable.

BASIC BLUEPRINT READING

This 12-hour course will provide attendees with basic principles, concepts and terminology for interpreting and understanding manufacturing drawings, process notes and other related technical information contained on mechanical or CAD drawings. It is meant to be a foundational course to be built upon with additional 2-4 hour modules specific to the workplace or occupation. Pre and Post training tests are included.

GEOMETRIC DIMENSIONING & TOLERANCING (GD&T)

This course is intended for those individuals who have had limited exposure to GD&T and have a general knowledge of interpreting GD&T in an application setting. The course is arranged in such a manner that allows all individuals with a limited knowledge, the ability to interpret GD&T drawings to industry standards.

Classes now forming, contact us at training@morainepark.edu or 920-924-3449.



Workforce Advancement Training Grants

Twenty local businesses benefited in 2014 from Workforce Advancement Training Grants secured by Moraine Park on their behalf. Grant awards totaled nearly \$350,000 and will help to train more than 1,000 employees. The grants will help these businesses develop customized leadership, continuous improvement and advanced technical skills training to transform their business operations.

For information on how you can take advantage of current grant opportunities and develop your workforce, call 920-924-3449 or e-mail training@morainepark.edu.

Critical Core Skills

Manufacturing is a mainstay of Wisconsin's economy, but it's becoming increasingly difficult to attract and retain workers who have the skills needed to help their companies succeed. Today's manufacturing workplace requires employees at all levels to take initiative to solve problems, work cooperatively in teams and adapt to an ever-changing environment. The Critical Core Skills training program targets these areas and more to empower your workforce to meet current and future production and customer demands.

C. WORK COOPERATIVELY IN TEAMS

Participants learn to work with others on a team to solve problems by identifying their responsibilities as team members, participating in group decision making, and applying the strengths and opinions of others to complete projects.

Wednesday, July 15, 2015

8:00 a.m. – 12:00 Noon
West Bend Campus, T-120

\$99 per person.
Price includes materials.

D. WORKING PRODUCTIVELY

Participants learn the importance of completing projects within specified resource parameters and time frames. Learning activities focus on prioritizing tasks, applying industry standards and practices to ensure quality work, and seeking out opportunities to increase individual productivity.

Wednesday, August 12, 2015

8:00 a.m. – 12:00 Noon
West Bend Campus, T-120

\$99 per person.
Price includes materials.

E. ADAPT TO CHANGE

Participants learn to apply a change model and its methodology to the manufacturing environment. Learning activities help participants respond quickly to unexpected events, contribute to innovative approaches, and think creatively. Participants are encouraged to adopt a personal philosophy incorporating lifelong learning as a means of maintaining adaptability.

Wednesday, September 23, 2015

8:00 a.m. – 12:00 Noon
West Bend Campus, T-120

\$99 per person.
Price includes materials.

F. PROBLEM SOLVING

Participants learn to complete tasks with incomplete information and/or unavailable resources, analyze processes by breaking them down into manageable tasks or steps, and identify root causes of problems. Participants use quality tools to arrive at possible solutions to problems and apply reasoned criteria to select the best potential solutions.

Wednesday, October 7, 2015

8:00 a.m. – 12:00 Noon
West Bend Campus, T-120

\$99 per person.
Price includes materials.



**ADVANCED
REGISTRATION
REQUESTED**

Please register at least 2 weeks prior to the start of the program.



Mastercam Training **NEW OFFERINGS!**

G. NEW! MASTERCAM MILL DESIGN AND TOOLPATHS

Introduces participants to 2D Computer-Aided Machining (CAM) utilizing Mastercam X8 software. Participants will explore the Mastercam environment to create and manipulate 2D geometry for the creation of milling toolpaths. Participants will create 2D toolpaths utilizing chaining techniques, tool selection, speed and feed calculations and program optimization for contouring, pocketing, face milling, slotting and drilling. Basic computer skills and a knowledge of the Windows 7 environment is required.

Thursday, July 9, 16, 23 and 30, 2015

12:30 p.m. - 4:30 p.m.

West Bend Campus, Room T-109

Instructor: Troy Niemuth

\$799 per person. Price includes materials.

H. NEW! MASTERCAM LATHE DESIGN AND TOOLPATHS

Introduces participants to 2D Computer-Aided Machining (CAM) utilizing Mastercam X8 software. Participants will explore the Mastercam environment to create and manipulate 2D geometry for the creation of lathe toolpaths. Participants will create 2D toolpaths utilizing chaining techniques, tool selection, speed and feed calculations and program optimization for maximum efficiency. Basic computer skills and a knowledge of the Windows 7 environment is required.

Thursdays, August 6, 13, 20 and 27, 2015

12:30 p.m. – 4:30 p.m.

Fond du Lac Campus, Room B-103

Instructor: Troy Niemuth

\$799 per person. Price includes materials.

Metrology Training **NEW OFFERINGS!**

I. NEW! METROLOGY

Consistent, reliable, and accurate measurements are a requirement for any manufacturing business. This course introduces participants to dimensional metrology with exposure to various measurement techniques. Participants develop skills and knowledge of vernier calipers, dial calipers, depth micrometers, outside micrometers with both inch and metric scales, indicators, telescoping gages, sine bars, gage blocks, and instruments for surface analysis.

Upon completion, participants will be able to:

- Identify units of measurements.
- Identify gage blocks and their use for calibration purposes.
- Use micrometers and calipers to measure part features.
- Use indicators and gage blocks to measure part features.

Wednesday, September 9, 2015

8:00 a.m. – 4:30 p.m.

Jackson Campus, JX-116

Instructor: Josh Geschke

\$299 per person. Includes materials, continental breakfast, lunch and refreshments.



MANUFACTURING / INDUSTRIAL (CONTINUED)

J. STRUCTURAL WELDING CERTIFICATION EXAMS

Wisconsin Statute #Ind.53.63 requires that all structural welding done in the state of Wisconsin be performed by state-certified welders. Single-family or two-family dwellings and buildings used solely for agricultural purposes are exempt from this requirement.

All tests are in accordance with *AWS D1.1 Structural Steel Welding Code*. All joint configurations and welding processes must meet the criteria given under section 3 of AWS D1.1 titled *Prequalification of WPSs*.

Exam Information:

- All tests are given by State of Wisconsin Weld Test Conductors. Welders successfully passing this test can be registered with the state of Wisconsin as certified welders. This is commonly known as being "state certified."
- Exams are given on 1" or 3/8" steel plate.
- Joints are V-grooves with or without backing strips in the positions needed.
- SMAW, FCAW or GMAW processes may be used.
- More plates can be purchased for \$100 per set. If needed, please call 262-335-5725.

For more information, please call Larry Clark at 920-887-4490.

Saturday, October 3, 2015

8:00 a.m. – 3:55 p.m.

Fond du Lac Campus, E-156

Instructor: Larry Clark

Saturday, December 5, 2015

8:00 a.m. – 3:55 p.m.

Beaver Dam Campus, K-401

Instructor: Larry Clark

\$200 per person for two sets of test plates. *(Additional plates can be purchased for \$100 per set. If needed, please call 262-335-5825.)*

Other times may be arranged for corporate consideration.



**ADVANCED
REGISTRATION
REQUESTED**

Please register at least 2 weeks prior to the start of the program.

K. CUSTOMIZED WELDING TRAINING

Reduce defects and improve productivity by leveraging customized welding training. Our experienced instructors will work with you to understand your processes, assess your workforce's current skill level, build a curriculum to support your specific needs and train your team, providing practical applications to your operation to build their expertise.

Call 920-924-3449 or e-mail training@morainepark.edu for more information.

Additional Services

Moraine Park's skilled training staff can provide technical assistance to help your company to be more profitable. Some of the areas where we can provide assistance are:

- **Part Processing** - We can provide ideas for faster material removal, programming improvements and program optimization.
- **Tool Selection** - Increase production using the correct tool and inserts.
- **CNC Control Training** - Our skilled staff has worked with many different controls and can help your staff to learn how to navigate your controls to be more efficient and make your machine work to your advantage. We have extensive experience with Fanuc, Siemens and Haas controls.
- **CMM Programming and Operation** - We can help get your staff up to speed with basic programming and operation of CMM equipment. Let us teach your operators the fundamentals to get them up and running.
- **Metrology** - We can work with your staff to build their metrology skills. We can help with teaching staff to read micrometers and calipers through the proper use of comparison equipment.

Contact us at 920-924-3449 to talk to someone about additional services.



PROJECT MANAGEMENT

A. LEADING SUCCESSFUL PROJECT TEAMS

Team projects require collaboration and the ability to adhere to a comprehensive process. In this session, participants are exposed to an introduction of a common project management process and language based on the PMI Project Management Body of Knowledge (PMBOK.) The program helps individuals develop the skills and strategies needed to work with diverse project team members to successfully lead projects.

Outcomes:

- Determine the impact of a project on the organization and its stakeholders.
- Build and retain stakeholder commitment to the project deliverables.
- Understand and use the project life-cycle concept.
- Determine project documentation needs.
- Develop a work breakdown structure (WBS) and create work packages.
- Estimate the resources required to complete the project.
- Assign project roles and responsibility for each task.
- Schedule the tasks to determine when each task will start and stop.
- Identify and assess project risk and take the appropriate actions to avoid and /or mitigate risk.
- Lock in project resources to ensure they are available when required.
- Monitor and control the project (scope, time and cost).
- Evaluate project performance and determine what has been learned.

Wednesday, September 2, and Thursday, September 3, 2015

8:00 a.m. – 4:30 p.m.

West Bend Campus, T-117

Instructor: Doug Woolridge

\$725 per person. Price includes materials, lunch and refreshments.

B. INTRODUCTION TO PROJECT MANAGEMENT USING PROJECT 2010

Online Offering – Tutorial. The role of Project Manager is an important position in virtually any organization. The move from traditional project management to using project management software can help any project manager become more efficient and successful. This course provides an overview of project management fundamentals, including the stages of a project lifecycle, the basic project management processes, and how Microsoft Project 2010 project management software benefits both the manager and the project itself.

To register, visit

<http://www.ed2go.com/mptc-pro>

(Search: Intro to Project Management)

\$75 per person.



A,B



SAFETY / INDUSTRIAL CERTIFICATION

A. FORKLIFT SAFETY

Explores the fundamentals of forklift operation in the workplace. Participants examine factors affecting safe operation for the operator, the load, the forklift and the physical environment. Certification is available upon completion of the eight-hour training on the following dates:

Wednesday, July 15, 2015

or

Saturday, September 12, 2015

7:45 a.m. – 3:55 p.m.

Fond du Lac Campus, B-109

\$85 per person.

Price includes book. Lunch on your own.



**ADVANCED
REGISTRATION
REQUESTED**

Please register at least 2 weeks prior to the start of the program.

B. OSHA 10 – 1910 GENERAL INDUSTRY

Fulfills the requirements for the OSHA 10-hour Outreach Training for General Industry. Topics covered include:

- Introduction to OSHA
- Walking and working surfaces
- Exit routes
- Emergency action plans/fire protection
- Electrical
- Personal protective equipment (PPE)
- Hazard Communications (Haz Com)
- Bloodborne Pathogens
- Material handling
- Machine guarding

Students will receive an OSHA 10 card to document successful completion.

Wednesday, September 30, and Thursday, October 1, 2015

8:00 a.m. – 1:00 p.m.

Fond du Lac Campus, A-112

Instructor: Larry TeStroete

\$275 per person. Price includes materials and OSHA 10 card.

C. ADULT FIRST AID FOR THE WORKPLACE

Prompt action in an emergency medical situation can really make a difference. Are you prepared? In this class you will learn basic first aid and CPR in a relaxed environment. It fulfills OSHA requirements for bloodborne pathogens and first aid for business and industry. This is an instructor-led, hands-on course. Topics covered include:

- First aid basics
- Medical emergencies
- Injury emergencies
- Environmental emergencies

Upon completion of this course, students receive an American Heart Association Heartsaver First Aid Course Completion Card that is valid for two years. Choose one of the following sessions:

Thursday, July 30, 2015

7:00 a.m. – 12:00 Noon
Beaver Dam Campus, K-212
Instructor: Tina Fugate

Friday, November 6, 2015

12:30 p.m. – 5:30 p.m.
Fond du Lac Campus, E-144
Instructor: Tina Fugate

Friday, December 4, 2015

12:30 p.m. – 5:30 p.m.
West Bend Campus, S-112
Instructor: Tina Fugate

\$80 per person. Price includes materials and AHA Heartsaver First Aid card.

ONLINE SAFETY OFFERINGS

D. OSHA TRAINING & CERTIFICATION PROGRAM

Online Offering – Tutorial. The Occupational Health & Safety Act (OSHA) has various and multiple requirements for workplace safety and reporting accidents. Our OSHA Training & Certification Program provides the specifics you need to administer these important rules by taking you through the basics of OSHA's legal and reporting requirements and by providing detailed information on each requirement. This program also qualifies for eight hours of PHR and SPHR recertification credits. A score of 85 or higher is required to earn a certification.

To register, visit <http://www.coursecatalog.com/mptc> (Search: course #7406)

\$399 per person.

E. OFFICE ERGONOMICS

Online Offering – Tutorial. Take one back ache, add a dozen strains, a new pair of glasses and one large headache, and what do you get? That's right, the modern office. You're not the first to try this brew; others around you are suffering too. In our course, we lay out all the ingredients, repetitive motion injuries, vision problems, and musculoskeletal system injuries. You will select from a cupboard full of ways to prevent each problem, from computer workstation design to inexpensive ways to avoid vision problems, from simple ways to prevent muscle fatigue to the proper way to type. If you thirst for relief from the modern office, choose this training in office ergonomics. Students will have one year access to this course.

To register, visit <http://www.coursecatalog.com/mptc> (Search: course #1877)

\$99 per person.





A-E

SALES

A. INCREASE YOUR SALES AND PRODUCTIVITY WITH INTEGRITY SELLING®

Collaborate with your prospects and customers to increase sales and productivity with Integrity Selling®! This program provides a comprehensive sales solution that supports the consistent application of customer-focused selling skills. Grounded in strong values and ethics, the Integrity Selling® curriculum embodies the following elements:

- A needs-focused selling system - AID, Inc.
- A simple Behavior Styles language
- An eight-week follow-up course with accountability for application
- Learning dynamics that affect attitudes, beliefs and skills

Participants build the skills necessary in customer, needs-focused selling activities, including:

- Communication - identifying and adapting to other people's styles
- Developing and asking the right questions to identify wants and needs
- Demonstrating the solution that will fit the needs of the customer
- Proving that the solution will work for them
- Working through any obstacles or objections that are raised
- Asking for a decision

**Tuesday, October 6, 2015, 8:00 a.m. – 4:30 p.m. and
Wednesday, October 7, 2015, 8:00 a.m. – 12:00 Noon**
Follow-up Teleconference Sessions: Wednesdays, Oct. 14,
21, 28, Nov. 4, 11, 18 and Dec. 2 & 9, 8:00 a.m. – 9:30 a.m.

Note: Participants are required to attend both training and teleconference sessions to achieve a certificate of completion.

West Bend Campus, T-117
Follow-up sessions via Teleconference
Instructor: Lynn Zimmer

\$1,495 per person. Price includes materials, lunch and refreshments.

B. CONDUCTING RESEARCH FOR BUSINESS

Starting your own business or interested in growing your existing small business? Get a basic understanding of how to conduct research prior to creating a business plan or expansion. We'll develop a sound research framework to help you determine a potential market, evaluate your industry, size up the competition, and more. Learn how to gather and analyze data prior to planning.

Tuesday, July 7, 2015

6:00 p.m. – 9:00 p.m.

Beaver Dam Campus, K-207

Instructor: Jo Ann Giese-Kent, Director of Entrepreneurship and Business Intelligence

Thursday, October 22, 2015

6:00 p.m. – 9:00 p.m.

Fond du Lac County Economic Development Corporation (FCEDC)

Instructor: Jo Ann Giese-Kent, Director of Entrepreneurship and Business Intelligence

\$29 per person.

THIS COURSE IS OFFERED
IN PARTNERSHIP WITH



Facilities Rental

Moraine Park Technical College is pleased to make its facilities and equipment available to the community. Classrooms, state-of-the-art conference centers and computer labs are just a few of the many options the College offers to help meet your facility needs.

For information, go to:

<http://www.morainepark.edu/services/facilities-rental/>



C. INTRODUCTION TO BUSINESS ANALYSIS

Online Offering – Tutorial. Give yourself an employment advantage by developing analytical skills that are consistently in high demand. This course will teach you powerful quantitative methods that will have you making better, more informed, and more effective business decisions. The days of making critical business decisions by instinct or coin toss are long gone. If you are planning a career in business, you cannot afford to miss this course.

**To register, visit <http://www.ed2go.com/mptc-pro>
(Search: Introduction to Business Analysis)**

\$149 per person.

D. DEVELOPING A CUSTOMER-FOCUSED SALES APPROACH

Online Offering – Tutorial. Many organizations base their sales approaches on their own products and services, the duration and scope of their sales cycle, and other internal considerations that do not effectively meet the needs of their customers. But wouldn't placing the customer at the center of the equation generate better results? The short answer is yes. A customer-focused sales approach is structured around the customer's decision-making process and unique needs. But how do you know what these really are? What keeps customers up at night and drives their key purchasing decisions? This course provides invaluable insight into how to better understand your customer's real needs and outlines the benefits and potential barriers to implementing customer-focused sales approaches. The course also examines the impact of technology and its role in supporting and enhancing customer-focused sales by helping to develop and sustain long-term, mutually beneficial customer relationships.

**To register, visit <http://www.ed2go.com/mptc-pro>
(Search: Customer Focus)**

\$75 per person.

E. ESSENTIAL SELLING SKILLS: CLOSING THE SALE

Online Offering – Tutorial. One of the most difficult steps in any sales effort is securing the sale. When is the best time to ask for the order? What if the prospect doesn't seem interested or challenges the merits of your proposal? This course demonstrates how to leverage your value proposition in the final stages of the sales process, so you can present it in the most effective way possible. It discusses how to time your closing and presents strategies for successfully closing the sale. The course also examines how objections function within the closing process and provides an analysis of how to overcome objections to the sale. And, finally, it explores the merits of following up after a sale.

**To register, visit <http://www.ed2go.com/mptc-pro>
(Search: Essential Selling Skills)**

\$75 per person.

Online Learning

Online learning can be the answer to your company's difficult training needs. Do you need to train employees at multiple locations or on different shifts? Do you need to offer professional development or personal enrichment training for your employees? Or are you looking for short duration skill building? Online training can meet these needs through two options: instructor-led courses or self-paced tutorials. Here is how they compare:

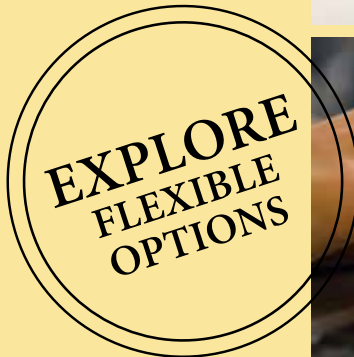
SELF-PACED TUTORIALS

- Build skills or earn continuing education credits
- Start anytime
- Most tutorials can be completed in a few hours
- Quick self study on demand
- Supported independent study
- Certificate of completion awarded with passing score
- Courses are available from several weeks to several months after completion for review

INSTRUCTOR-LED COURSES

- Use for professional development and personal enrichment
- Sessions start monthly
- Convenient six-week format
- Interactive learning environment
- Instructors lead each course
- Certificate of completion awarded with passing score

Look for the online offering symbol throughout the catalog for examples of training options. **Check out more than 3,800 training options at www.ed2go.com/mptc-pro.**



For more information on how you can include online learning as one of your training options, please contact us at training@morainepark.edu or call 920-924-3449 to be put in contact with one of our sales specialists.



**ADVANCED
REGISTRATION
REQUESTED**

Please register at least 2 weeks prior to the start of the program.

**REGISTER
TODAY**

WORKFORCE SOLUTIONS REGISTRATION FORM

Please complete one form for each person attending a seminar. Make a copy for your files. Payment must accompany registration form.

Please print and fax form to 920-924-3511 or mail to: Moraine Park Technical College, Attn: Kathy Hass, P.O. Box 1940, Fond du Lac, WI 54936-1940

SEMINAR / TRAINING TITLE				COURSE NUMBER (FOR INTERNAL USE ONLY)			
SEMINAR / TRAINING DATE				SOCIAL SECURITY NUMBER AND / OR STUDENT ID (OPTIONAL)			
LAST NAME			FIRST NAME			MIDDLE INITIAL	
HOME ADDRESS			CITY	STATE	ZIP	HOME PHONE	
JOB TITLE	DEPARTMENT		WORK PHONE		FAX	E-MAIL	
BIRTH DATE / /	<input type="radio"/> MALE <input type="radio"/> FEMALE		U.S. CITIZEN? <input type="radio"/> YES <input type="radio"/> NO		<input type="radio"/> Single <input type="radio"/> Separated <input type="radio"/> Divorced <input type="radio"/> Married <input type="radio"/> Legally Separated <input type="radio"/> Widowed <input type="radio"/> Prefer not to answer		
WORK STATUS		<input type="radio"/> Full-time		<input type="radio"/> Part-time		<input type="radio"/> Underemployed	
HIGH SCHOOL ATTENDED			HIGHEST GRADE COMPLETED			GED / HSED YEAR COMPLETED	
ETHNICITY: Are you Hispanic? <input type="radio"/> YES <input type="radio"/> NO							
RACE (Check all that apply) <input type="radio"/> American Indian or Alaskan Native <input type="radio"/> Asian <input type="radio"/> Black <input type="radio"/> White <input type="radio"/> Native Hawaiian or Other Pacific Islander <input type="radio"/> Prefer not to answer							
DEMOGRAPHIC STATUS (Check all that apply) <input type="radio"/> Disabled <input type="radio"/> Displaced Homemaker <input type="radio"/> Single Parent <input type="radio"/> Economically Disadvantaged <input type="radio"/> Limited English Proficiency							
COMPANY			SUPERVISOR & TITLE			E-MAIL	
BILLING ADDRESS			CITY		STATE	ZIP	
COMPANY CHECK (ONLY) ENCLOSED \$				COMPANY CREDIT CARD OPTION (Check one) <input type="radio"/> MasterCard <input type="radio"/> Visa <input type="radio"/> Receipt Requested			
CARD NUMBER			AMOUNT \$	EXPIRATION DATE / /		CVV #	
NAME ON CARD		AUTHORIZED COMPANY SIGNATURE (for training approval)				DATE / /	

**SIGNATURE
REQUIRED**



STANDARD 38.14 MULTIPLE RECIPIENT SERVICE AGREEMENT PROVISIONS: It is understood that Moraine Park Technical College retains the proprietary rights to any College curriculum materials used or developed as part of this contract. Moraine Park Technical College employees performing under this contract remain under the exclusive control of the College. Permission required prior to any media production. The Service Recipient certifies, as party to this contract, that it does not discriminate against employees, enrollees or applicants for employment or enrollment on the basis of age, race, color, sex, creed, handicap, political persuasion, ancestry or sexual orientation, except where there is a bona fide occupational qualification. The District Board has authorized selected Moraine Park Technical College District representatives to initiate contracts. This agreement is subject to retroactive approval by the Board of the Moraine Park Technical College District. Both parties to this contract agree that fiscal and/or programmatic modifications may be made as mutually agreed to by the parties involved.

MORAINÉ PARK

ECONOMIC AND WORKFORCE
DEVELOPMENT

235 North National Avenue
Fond du Lac, WI 54935

Going
up?

Partner with
Moraine Park
to reach the
top.

MORAINÉ PARK

ECONOMIC AND WORKFORCE
DEVELOPMENT

PERFORMANCE-MINDED BUSINESS SOLUTIONS

training@morainepark.edu 920-924-3449 morainepark.edu/training

Six Sigma | Leadership & Supervision | Technical Skills | Customized Training Solutions | Strategic Development