

# COVER PAGE

# YOUR TRAINING RESOURCE

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## Workforce Development & Continuing Studies Center



The Workforce Development and Continuing Studies Center at Kent State University at Trumbull is your local resource for lifelong learning, professional development, customized training, business consulting, assessment services, online training classes, professional certifications, research projects, and other special programs.

Each year we serve more than 3,000 individuals and over 50 organizations through high quality training and consulting led by “real-world experienced” trainers and credentialed professionals.

*“The Workforce Development Department at Kent State Trumbull has consistently gone above and beyond the call of duty to help support our training needs. I cannot say enough about how quick they have been to respond to our needs. It’s nice to know such a strong resource is available right here in our own community.”*

Rodney Keffer, Workforce Development Specialist, V&M Star.



**Excellence in Action!**

**330-675-8809**

**[www.trumbull.kent.edu](http://www.trumbull.kent.edu)**

# GREEN / SUSTAINABILITY

## LEED GREEN ASSOCIATE EXAM PREP (8 Hours)



If you want to jumpstart your career into the green industry then the LEED Green Associate course is right for you. In just one day our CleanEdison instructors will review the credit rating system, what the general guidelines are for that system, and proven strategies for taking and passing the LEED Green Associate exam. Participants must apply for GBCI membership and Prometric exam on their own.

Certificates of Completion are issued for this course so you can self-file for continuing education credits: AIA: 8 HSW/SD Units; BOMI: 8CPD Points; BPI: 8 Units; IFMA: 8 Units; Inter-NACHI: 8 Hours or NCEES: 8 PDHs.

Apr 23, 2012      Mon      8 am - 5 pm      \$345

## SOLAR PHOTOVOLTAIC BOOT CAMP (40 Hours)

The CleanEdison Solar PV Boot Camp uses a blended mix of instructor-led training, hands-on labs, and computer-based software tools. You will learn solar electric system design, installation, and safety procedures, plus business and industry topics important for professionals new to photovoltaics. Our hands-on solar training labs cover the common steps of a residential solar electric retrofit. You will wire up inverters from a variety of manufacturers and mount solar panels on racking systems with roof penetrations and panel attachments. You will learn how to work with DC disconnects, inverters, AC disconnects, and load center/service panels to tie in with the utility. We will also demonstrate the connection of a live solar array feeding power into the grid. The techniques of PV financial estimation and system sizing and placement are taught using a combination of hands-on tools and software on internet-connected PCs at each student's desk.



Students who pass the certification exam on the last day of class are also awarded the CleanEdison Certified Solar PV Professional certification. This course meets the education criteria for NABCEP certification.

May 14 - 18, 2012      Mon - Fri      8 am - 5 pm      \$2495

## BUILDING ANALYST / ENVELOPE SHELL PROFESSIONAL BOOT CAMP (40 Hours)

This is your first step to becoming a professional energy auditor. Our CleanEdison BA/ES Boot Camp combines our Building Analyst training and Envelope training into a concise week-long program that includes instruction in the classroom and hands-on field training using diagnostic equipment. With the proper understanding and the proper equipment, a certified Building Analyst is qualified to make recommendations to the homeowner on how to reduce energy consumption and improve home performance. The course fee includes both the written and field exam test fees (one time) for the Building Analyst as well as the Envelope Professional certifications.

Jun 4 - 8, 2012      Mon - Fri      8 am - 5 pm      \$2395



## RESNET HERS RATER TRAINING (40 Hours)

Our CleanEdison HERS Rater training provides you with the knowledge to perform home energy ratings, a key part of the energy audit process. Raters have the ability to verify the energy savings that allow homeowners to qualify for energy efficient mortgages, the ENERGY STAR Homes program, and Department of Energy's Building America Program. The Rater training can be a complement to the Building Analyst training, or can stand alone.

The HERS Rater course consists of three days in the classroom, one day in the field, and a written test at the end. Two provisional ratings are included in the class and field work. This course includes an overview and tutorial in REM/RATE, the popular building energy modeling software.

Jun 18 - 22, 2012      Mon - Fri      8 am - 5 pm      \$1395



We offer a wide variety of online courses designed for architects, contractors, construction trades, engineers, business professionals, business owners, and anyone seeking new or additional skills in the emerging fields of green energy, LEED certification, air quality, energy auditing/weatherization, solar, wind, renewable energy, or sustainability. Courses include:

<a href="#">Alternative Energy Operations</a>	<a href="#">Green Certified Home Inspector</a>	<a href="#">Green Business Practices</a>
<a href="#">Certified Indoor Air Quality Manager</a>	<a href="#">Home Energy Analyst</a>	<a href="#">Green Building for Contractors</a>
<a href="#">Residential &amp; Commercial Energy Auditor</a>	<a href="#">LEED Green Associate</a>	<a href="#">Certified Sustainability Professional</a>

For more information and a complete list of courses visit: [www.theknowledgebase.org/ksutc](http://www.theknowledgebase.org/ksutc)

# BUSINESS SERVICES

**Kent State University at Trumbull** provides a diverse range of services to an even broader range of customers. From companies with more than 500 employees to those with less than 10, the campus is committed to providing the highest quality in customized training and consulting services to the region.

## CUSTOMIZED TRAINING

**Convenient, customized** training is available at Kent State Trumbull, at a preferred location or at your company site. You select the location, the time and the date!

Our training specialists will work with you to design high quality training **programs that meet your specific needs and help you reach your organizational goals.**

Programs include, but are not limited to:

- Supervision / Management Training
- Computer Applications
- Conflict Management, Team Development
- Mechanical and Electrical Maintenance Topics
- Quality Topics—ISO/TS, Lean, Six Sigma
- OSHA Certification
- Health, Safety, and Environmental
- And much more!

## ACHIEVING BUSINESS RESULTS

With Kent State Trumbull's performance improvement services, your organization will benefit from numerous competitive advantages, including:

- Increased Profit
- Improved Employee Performance
- Increased Productivity
- Improved Employee Morale
- Minimized Waste
- Reduced Employee Stress
- Improved Communication
- Improved Processes & Procedures
- Reduced Cycle Time
- Reduced Employee Turnover
- Increased Quality

## CONSULTATIVE SERVICES

The Workforce Development and Continuing Studies Center at Kent State Trumbull provides local business and industry a wide variety of consulting services to meet your organizational goals. We offer highly experienced facilitators and consultants to meet your specific needs.

Programs include, but are not limited to:

- Strategic Planning
- Lean/Six Sigma Implementation
- ISO/TS Preparation and / or Auditing
- Work Simplification, Process Improvements
- OSHA / Safety Audits
- Organizational Development Planning
- Grant Writing
- Pre-hiring / Pre-promotion Testing
- Job Skills Analysis, Job Description Development

## JOB ANALYSIS / ASSESSMENT SERVICES

The Workforce Development and Continuing Studies Center at Kent State Trumbull can assist employers with the information needed to make better hiring, placement and promotion decisions. With assessments and related services, employers get results; lower absences, lower turnover and recruitment costs. They achieve greater productivity and customer satisfaction.

**Job Profiling:** Define the characteristics of a job and the skills and traits required to succeed. Are out-of-date job descriptions creating problems?

**Performance Management:** Form strategies for individual development, performance reviews, and employee succession. Is it time for some new approaches to performance management?

**Assessment:** Determine employability through pre-hire or pre-promotion testing or measure training outcomes. What is the cost of hiring or promoting the wrong candidate? Hundreds of assessments available from basic skills, leadership success, personality indicators to job specific skills.

**Skill Gap Analysis:** Identify skill deficiencies and ways to correct them through education and training. Would you like to better target your training dollars?

**Bring any of our programs to your location. For details call 330-675-8809**

# BUSINESS SERVICES

*The Workforce Development and Continuing Studies Center is a vital link between Kent State University and the organizations of the local region. We offer the resources of a major university coupled with local expertise in professional development and employee training. For more than 50 years, Kent State Trumbull has been providing training, professional development and consulting services to organizations in the Mahoning Valley.*

## RESEARCH AND EVALUATION SERVICES

To provide the right information needed to make fully informed decisions, depend on Kent State Trumbull's comprehensive and objective research services. Coupled with our wealth of professional expertise, we assist you in gaining the critical knowledge you need to make decisions about:

- Marketing approaches
- Employee training and relations
- Organizational improvement initiatives
- Economic and community development

### We Provide Comprehensive Research Services:

- Custom research design
- Environmental scanning
- Focus groups and interviews
- Surveys
- Data analysis
- Professional, comprehensive, easy-to-read reports
- Presentation of findings

### Call today to discuss your organizational needs!

## COMPLETE MEETING PACKAGES

The Workforce Development and Continuing Studies Center offers all-inclusive meeting packages making your meeting planning effortless.

Packages may include the following:

- Main Meeting Room and Break Out Rooms
- Audio Visual & Computer Technology Services
- Smart Board and Flip Charts
- Dry Erase Boards
- Complimentary Parking
- Professional Meeting Facilitators
- Catering Services

Day or evening meeting package pricing is based on your group needs. Snacks, full-meal and catering services are also available. Let us work with you to help make your meeting productive and affordable.

## What our customers are saying about the business services provided by Kent State University at Trumbull:

*"Marie DaBelko and her colleagues at the Workforce Development & Continuing Studies Department at Kent State Trumbull have been an invaluable resource to our business. I credit a large percentage of our new business in the past year to Marie and her team for providing us with the right training at the right time".* Jeff Liber, CEO, Village Quality Solutions.

*"My training needs range from one-on-one specialized topics to group training on varying levels of productivity application topics. Kent Trumbull has always met my expectations through training sessions that are customized in a way that you walk away from each session with real-world experiences that can be applied to your job. I have always sought Kent Trumbull first for my training needs".* Willie Venters, Jr., IT Manager, Trumbull County Board of DD.

*"We have developed a great work relationship with Kent State Trumbull. Their experience has helped us improve our maintenance training, increasing employee skills and productivity".* David Giancola, Maintenance Manager, V&M Star.

*"Lisa Goetsch was fantastic! She helped us greatly improve how we find, interview, evaluate, and hire qualified employees. As a result, these new employees are more quickly trained and more productive sooner than with previous hires. This boosts our profitability and improves overall employee morale, making us an even better company!"* Mark Peters, General Manager, Fireline TCON, Inc.

*"The ISO 9001:2008 and Supervisory training programs that you have developed for M-7 Technologies have been a tremendous benefit to our organization. I want to express our appreciation for Kent State's help in developing our workforce for 21<sup>st</sup> century commercial activity".* Michael S. Garvey, President, M-7 Technologies.

*"Control Transformer has relied on Kent State Trumbull to assist in a variety of training opportunities. The results have had a positive impact on the company's ability to compete in an ever challenging economy."* William J. Martin, President, Control Transformer, Inc.

**Kent State University at Trumbull  
Workforce Development**

# COMPUTER TRAINING

## HOW TO BUY THE RIGHT COMPUTER (3 Hours)

Learn how to find the right computer for you or your family member! Desktop, Laptop, Tablet, and Netbook considerations are discussed. Learn what you need to know to make an informed purchase. Find out what all the terms and options mean and what you really need in a computer system to be happy, safe, and productive. Discover how to compare systems and find the best deals. The class is for all levels of computer users, whether it's your first computer or your next.



Jan 21, 2012                      Sat                      9 am - Noon                      \$45

## WINDOWS 7 & THE INTERNET (6 hours)

This orientation to Windows and the "net" is ideal for those who have had little exposure to computers. There will be an overview of parts of the computer, basic terminology, and we will discuss the desktop, menus, mouse instructions, scrolling, clicking, and saving. This course will include hands-on exercises using Windows 7 tools as well as navigating the internet using search engines to research subjects that interest you - hobbies, medical information, investments and more.

Jan 28 - Feb 4, 2012                      Sat                      9 am - Noon                      \$85

## WORD 2010 (6 Hours)

Remember the typewriter? Today we use word processing programs to do the same thing and Microsoft's Word 2010 does exactly that. You can create letters, checklists, flyers, and more using Word 2010. We will cover the most popular features of this program, including: document creation, editing, formatting, printing, saving, lists, headers and footers and so much more. In this hands-on course you will create great looking professional letters and learn how use Mail Merge to create labels. You will also experiment with clip art and graphics to personalize your documents.

Feb 11 & 18, 2012                      Sat                      9 am - Noon                      \$85

## EXCEL 2010 (6 Hours)

Learn how to create useful spreadsheets with Microsoft Excel 2010. Save time and effort for home and work calculations, prepare financial documents, or capture data for analysis. You will learn the most popular features of this program including workbook creation, editing, formulas and functions, formatting, printing and saving. Also learn additional spreadsheet features such as graphing, cell comments, and templates. Explore chart creation and formatting.

Feb 25 & Mar 3, 2012                      Sat                      9 am - Noon                      \$85

## MAINTAINING YOUR COMPUTER (4 Hours)

Learn to maintain your computer for better performance, reliability, and usability. Keep your computer safe and enjoy your system more. Topics include: program install/un-install; disk and file maintenance; anti-virus and security options; utility program usage; power, heat, and dust considerations; and hardware and software upgrade and update options.

Mar 10, 2012                      Sat                      8 am - Noon                      \$55

## POWERPOINT 2010 (6 Hours)

PowerPoint 2010 is used to create effective presentations for both business and personal use. Whether you are leading a meeting, making a sales presentation, or setting up a slide presentation for a special event (great for graduations, anniversaries and reunions), PowerPoint can help. Learn how to apply templates, choose slide layouts, add clipart and charts to your design. In the second session we will take your presentations "up a notch" using advanced features of PowerPoint. Learn to work from an outline or slide sorter view, add your own pictures, animations and charts that will "wow" your audience.

Mar 17 & 24, 2012                      Sat                      9 am - Noon                      \$85

## INTRODUCTON TO QUICKBOOKS 2010 (15 Hours)

QuickBooks is a popular small business accounting software that can assist business owners with little or no accounting experience. Learn how to set up QuickBooks to meet your needs: pay employees, create reports, track employee's time, set up inventory, receive payments, analyze financial data, write checks and much more. Textbook required. *This is an introduction to QuickBooks not an accounting course. Every home and business financial situation is unique and you should consult with your accountant to comply with specific requirements.*

Mar 24 - Apr 21, 2012                      Sat                      9 am - Noon                      \$175

## INTRODUCTION TO MS EXPRESSION WEB (12 Hours)

This course covers the skills and techniques needed to create your first web site. Our instructor will present step-by-step instruction on using Expression Web software to create and format Web pages. Bring photos and documents that you can use to create and modify web pages for your business or personal use.

May 5 - 19, 2012                      Sat                      8 am - Noon                      \$140

## VISUAL BASIC PROGRAMMING (60 Hours)

Visual Basic.NET computer language introduces concepts of object-oriented, event-driven program design and implementation.

Jan 9 - Apr 26 , 2012                      M/W                      10 am - 11:15 am                      \$525

# COMPUTER TRAINING

## EXCELLING AT EXCEL

This semester our Excel specialty workshops are geared toward computer users that have used Microsoft Excel but want to know how to do specific tasks and use certain features within the software. With just a few hours of your time we can help you improve your Excel skills, which will help you work more efficiently and save you time in your workday.

### EXCEL 2010: FORMULAS AND FUNCTIONS (2 Hours)

Many Microsoft Excel users are familiar with only a small percentage of the program's features. This course can help you increase your skills to more effectively utilize this spreadsheet program. You will learn how to create and use the most popular formulas and functions, with hands-on activities to aid in your learning. We will also discuss how to create your own formulas for customized data analysis.

Apr 25, 2012                      Wed      6 - 8 pm                      \$30

### EXCEL 2010: PIVOT TABLES (2 Hours)

A Pivot Table is a summary tool built into Microsoft Excel that allows you to quickly and accurately gather, view and analyze data. In this course you will learn how to create, format and modify Pivot Table Reports and Charts.

May 9, 2012                      Wed      6 - 8 pm                      \$30

### EXCEL 2010: MACROS (2 Hours)

When you find yourself repeatedly performing the same actions or tasks in a spreadsheet, it might be time for you to create a macro. In this course you will learn how to use Excel Macro Recorder to automate your spreadsheets.

May 16, 2012                      Wed      6 - 8 pm                      \$30

### EXCEL 2007: PROGRAMMING IN VBA (12 Hours)

Excel is a very powerful program and one of the best from Microsoft. Excel "power-users" can really do some amazing work in the program. Most large companies use Excel in some fashion to format and handle large amounts of data coming from mainframe systems. Learn Visual Basic for Applications (VBA) from the ground up and apply your Excel skills to create amazing spreadsheets and programs in Excel. This course requires moderate experience with Excel prior to enrolling.

May 19 - Jun 16, 2012      Sat      9 am - Noon                      \$145  
(No class May 26)

Computer training can be customized to meet your specific business needs.

We can bring any of our programs to your location.

## ONLINE COMPUTER TRAINING

Update your skills with these instructor-led online courses. Courses begin every month and run for six weeks. For a complete list of available courses, detailed course descriptions, demonstrations and additional information visit:

<http://ed2go.com/ksutc>

**Classes start: Jan 18, Feb 15, Mar 21, Apr 18, May 16, Jun 20, Jul 18, Aug 15**

### Computer Applications

Computer Skills for the Workplace  
Introduction to Windows (XP or 7)  
Microsoft Word  
Microsoft Excel  
Microsoft Access  
Microsoft PowerPoint  
Microsoft Project  
Microsoft Outlook  
Intro to Crystal Reports  
Intro to Database Development

**Just \$95  
per  
course\***

### Computer Programming & Troubleshooting

Intermediate Java Programming  
Introduction to PHP and MySQL  
Introduction to CSS and XHTML  
Introduction to PC Troubleshooting  
Introduction to PC Security  
Wireless Networking  
CompTIA A+ Certification Prep \*  
CompTIA Security+ Certification Prep \*  
CompTIA Network+ Certification Prep \*

### The Internet, Web Pages, & Graphic Design

Introduction to Photoshop CS5  
Introduction to InDesign CS5  
Photoshop Elements 9 for the Digital Photographer  
Introduction to Flash CS5  
Creating WordPress Web Sites  
Web 2.0: Blogs, Wikis, and Podcasts  
Designing Effective Websites

Additional courses available.

\* Prep courses \$105 each.

## ONE-ON-ONE COMPUTER TRAINING

Do you need help learning to perform a mail merge in Word - or how to work with pivot tables and pivot charts in Excel? We can help you get up to speed in many computer applications! Whether you are new to computers or need to learn an advanced feature for work, we can help. Call for details on scheduling your own personal training time with one of our instructors.

**330-675-8809**

# PERSONAL ENRICHMENT

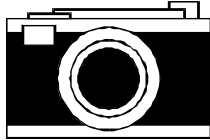
## FACEBOOK FOR GRANDPARENTS (3 Hours)

Facebook has hundreds of millions of users and a growing segment is grandparents. Allow us to help you learn Facebook basics, its history and how Facebook has impacted the world around us. Learn how to join and setup your profile, upload your first pictures and make your first wall post! Ideal for anyone who wants to know more about Facebook, catch up with friends or former classmates and especially great for grandparents who want to connect with their families and grandchildren no matter how far away.

Mar 10, 2012      Sat      9 am - Noon      \$45

## I HAVE A DIGITAL CAMERA.....NOW WHAT? (3 Hours)

Welcome to the wonderful world of digital photography. Now that you have a shiny new camera, what's next? Bring your camera and cable to class and allow us to offer you tips that will make your new camera easier and more fun to use. In this course you will learn about memory cards, printing your pictures, sharing your pictures online and much more. Students must be familiar with Windows environment.



Mar 31, 2012      Sat      9 am - Noon      \$45

## DIGITAL PHOTO RETOUCHING (4 Hours)

If you are new to digital photography or just want to enhance your pictures - this class is for you. We will show you how to use the "free" PhotoScape software to manipulate, recolor, resize, and generally enhance new photos or fix old photos. Bring some photos with you - either already scanned and on a USB drive or original photos to scan here. This is a great follow-up class to our "I Have a Digital Camera...Now What?"

Apr 14, 2012      Sat      8:30 am - 12:30 pm      \$60

## PREPARING FOR THE ACT (8 Hours)

This class is designed to assist students in achieving better scores on the American College Test (ACT) and to expose students to efficient test-taking techniques. You will review specific types of questions often found on the ACT. Practice tests will help you discover "weak spots" and learn what to do about them. It is recommended that you attend the session closest to your scheduled ACT exam. Bring your calculator to class.

**ACT test dates: 2/11/12, 4/14/12, 6/9/12**

Session 1: Jan 31 - Feb 9, 2012      Tue/Thu      6 - 8 pm      \$75

Session 2: Apr 3 - 12, 2012      Tue/Thu      6 - 8 pm      \$75

Session 3: May 29 - Jun 7, 2012      Tue/Thu      6 - 8 pm      \$75

## ONLINE CLASSES FOR PERSONAL ENRICHMENT

Learn at your own pace and at your convenience with our Instructor-led online courses. Courses begin the each month, run for six weeks and consist of 12 lessons. All you need to get started is Internet access, an e-mail address and a Web browser.

**Classes start: Jan 18, Feb 15, Mar 21, Apr 18,  
May 16, Jun 20, Jul 18, Aug 15**

**\$95 PER COURSE**

For a complete list of available courses, detailed course descriptions, requirements, demonstrations and additional information visit: <http://ed2go.com/ksutc>

### TEST PREP

GMAT Preparation  
GRE Preparation: Part 1 and 2  
LSAT Preparation: Parts 1 and 2  
Praxis 1 Preparation  
SAT/ACT Preparation: Parts 1 and 2

### LANGUAGES

Speed Spanish  
Conversational French  
Instant Italian  
Grammar for ESL

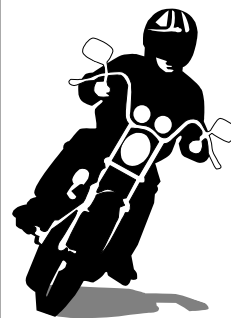
### HEALTH AND WELLNESS

Going Green at Home  
Introduction to Health and Healing  
Handling Medical Emergencies  
Lose Weight and Keep It Off

### PERSONAL ENRICHMENT

Assisting Aging Parents  
Event Planning  
Genealogy Basics  
Introduction to Interior Design  
Personal Finance

Kent State Trumbull, in partnership with the Ohio Department of Public Safety (ODPS) is pleased to offer Motorcycle Ohio safety training. Basic Rider courses are offered April through October. Courses are 16 hours in length and include 4 hours of classroom and 12 hours of range time. Classes are held on weekends.



To register for the Motorcycle Ohio training course(s) or see a complete schedule, please visit our website at [www.motorcycle.ohio.gov](http://www.motorcycle.ohio.gov). Registration begins February 1, 2012.

For questions call 1-800-83-RIDER.

# HEALTHCARE TRAINING

## PHARMACY TECHNICIAN PROGRAM (50 Hours)

This comprehensive course will prepare students to enter the pharmacy field and take the Pharmacy Technician Certification Board's PTCB exam. Technicians work in hospitals, home infusion pharmacies, community pharmacies and other health care settings – working under the supervision of a registered pharmacist. Course content includes medical terminology specific to the pharmacy, reading and interpreting prescriptions and defining drugs by generic and brand names. Students will learn dosage calculations, I.V. flow rates, drug compounding, dose conversions, dispensing of prescriptions, inventory control, and billing and reimbursement. Textbook included in registration fee.



Mar 6 - May 1, 2012      Tue/Thu      6 - 9:30 pm      \$999

(No class scheduled Mar 20 & 22)

## CPR / AED CERTIFICATION (4 Hours)

This course is for everyone! Whether you work with children, are a first responder or work in healthcare, or simply want to know how to help someone in an emergency, this program is for you. You will gain the confidence to respond in an emergency situation with skills that can save a life. Participants will receive Heartsaver CPR/AED certification from the American Heart Association.

Mar 17, 2012      Sat      8 am - Noon      \$45

*NOTE: We can provide CPR / AED training for your group. Additional public health and safety courses are also available. Call to schedule your training today.*

## ONLINE HEALTHCARE CAREER TRAINING PROGRAMS

These programs are designed with a team of professionals to provide the most effective web-based learning experience possible. Programs can generally be completed in less than 6 months. Students love the quality as well as the convenience of anytime, anywhere learning!

For a complete list of courses and detailed course descriptions, please visit: [www.gatlineducation.com/ksutc](http://www.gatlineducation.com/ksutc)

Administrative Dental Assistant, \$1595  
 Clinical Dental Assistant, \$1995  
 Admin Medical Specialist with Billing & Coding, \$1995  
 Medical Terminology, \$595  
 Medical Transcription, \$1595  
 Certified National Pharmaceutical Rep, \$1595  
 Fitness Business Management, \$2395  
 ICD-10 Medical Coding, \$1595  
 Pharmacy Technician, \$1995  
 Advanced Coding for Physician's Office, \$1395  
 Advanced Hospital Coding and CCS Prep, \$1695

## FREE: ORIENTATION TO FITNESS TRAINING - (1 Hour)

This free one hour Personal Fitness Training orientation is designed to provide information for anyone interested in the fitness profession or in becoming a fitness trainer. This includes a brief overview of the industry and professional trends while allowing ample time for questions and answers. Topics include personal training, group exercise, senior fitness, children's fitness, fitness management and aqua fitness. RSVP Required - Deadline: January 13, 2012. Please call 330-675-8809.

Jan 21, 2012      Sat      9 - 10 am      FREE / RSVP

## PERSONAL FITNESS TRAINER CERTIFICATION - (30 Hours Training, 6 Hours Testing)

Come join this fun field and be a part of what ABC News.com states is the 4th hottest job in the U.S. with a national average wage of \$25 an hour. Whether a career move or for your own personal knowledge, get all the information you need to become a CERTIFIED PERSONAL TRAINER. This challenging course is taught over a 5 week period for better retention and skill competency. The National Exam is held during the last class session. Fifteen hours of hands-on practical training prepares you to actually work with clients. Also, fifteen hours of lectures include anatomy, exercise physiology, nutrition, health screening and more. **Students must have/or obtain Adult CPR & AED certification in order to receive certification.** You will also be required to participate in a 30-hour internship that will prepare you to work successfully in the fitness field. This is a great opportunity to network with employers while getting valuable experience. Taking this course will also help you prepare for your NATIONAL BOARDS. Call (888)330-9487 to order the required textbook for this course and start reading now. Registration fee includes 3-month membership to the Kent State Trumbull Fitness Center.



Feb 4 - Mar 10, 2012      Sat      9 am - 4 pm      \$549

## OSHA Inspections for Healthcare Providers

Do you need to update your written health and safety programs every year? Have you provided annual training for your entire staff in the following standards - required by law for your practice?

1. Hazard Communications
2. Emergency Response
3. Bloodborne Pathogens
4. Tuberculosis Protocol

We can help. Call today for our free initial consultation. To schedule an appointment, please call Marie DaBelko, Program Coordinator, at (330) 675-8811.

# PUBLIC SAFETY

## PUBLIC SAFETY TRAINING & POLICE ACADEMY

Kent State offers mandated Ohio Peace Officer Training Commission refresher, prior equivalent and continuing education classes. We also offer firearms certifications three times a year for Probation Officers, Parole Officers and Bailiffs. For further information on these classes, please call our Trumbull office at 330-675-7666 or our Kent office at 330-672-0325.



### **OHIO PEACE OFFICER TRAINING: POLICE ACADEMY ( 610 Hours, 30 Weeks)**

This program provides the training required by the State of Ohio to become a Police Officer. Upon successful completion of training and recommendation of the Academy Commander, cadets take a state administered certification exam. A passing score (70%) makes cadets eligible to be employed as a Peace Officer throughout the State of Ohio. Our evening classes allow cadets to work full time jobs while attending training. A brief description of some of the training topics is noted below.

**Administration:** Role of the American Peace Officer, Principles of the American Criminal Justice System, Community Policing, Ethics and Professionalism, and Report Writing.

**Legal Aspects of Law Enforcement:** General provisions of the Ohio Revised Code, Ohio Criminal Law, Laws of Arrest, Search and Seizure, Rules of Evidence, and Civil Liability.

**Human Relations:** Interpersonal Communications, Community Diversity, Special Needs Populations, Recognizing Child/Elder Abuse, Crisis Intervention Skills, Domestic Violence, and Crime Prevention.

**Firearms:** Safe Handling Techniques and Usage of Handguns and Shotguns. Cadets must achieve measured skill levels.

**Driving:** Principles of Defensive Driving, Pursuit Driving, Emergency and Non-Emergency Driving and practical exercises.

**First Aid:** Standard Multimedia First Aid and CPR as required for a First Responder.

**Civil Disorders:** Crowd Control, Riot Formations, Chemical Agents.

**Patrol - Traffic Enforcement and Crash Investigation:** Techniques of Vehicle and Foot Patrol, Responding to Crimes in Progress, Vehicle Stops and Approaches, Gang Awareness, Motor Vehicle Offenses, Speed Enforcement (Radar/Lidar), Crash Investigation, Alcohol Detection Apprehension and Prosecution.

**Investigation:** Forensic Crime Scene Search, Evidence Collection, Surveillance Techniques, Interviews & Interrogations, Confidential Informants, Tracing Stolen Property, Police Photography, Meth Labs.

**Homeland Security:** Terrorism Awareness, HAZMAT and WMD (Weapons of Mass Destruction), Bombs & Explosives, National Incident Management Systems (NIMS).

**Physical Conditioning:** Fitness regimen that requires a successful exit standard of at least the 50th percentile of the Cooper Institute of Aerobics Research standard measured on the results of three key exercises: sit-ups, push-ups and 1.5 mile run.

*For an application packet or additional information, call 330-675-7666 or email: [policeacademy@kent.edu](mailto:policeacademy@kent.edu)  
Please stop by and visit us - we are located in room 144 of the Workforce Development & Continuing Studies Building.*

Session 1:	Jan 17 - Aug 31, 2012	Mon - Fri	6 pm - 10 pm	\$3200
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Session 2:	Jun 4, 2012 - Feb 1, 2013	Mon - Fri	6 pm - 10 pm	\$3200
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Police Academy classes now being held at the Kent Campus: \*

Session 1:	Feb 13 - Jun 1, 2012	Mon - Fri	8 am - 5 pm	\$3600 *
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Session 2:	Jun 4 - Aug 17, 2012	Mon - Sat	8 am - 7 pm	\$3600 *
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# ONLINE TRAINING

Update your skills, discover a new talent or chart a career path at your own pace and at your convenience with our Instructor-led online courses. Courses begin the third Wednesday of each month, run for six weeks and consist of 12 lessons. The lessons are supplemented by interactive quizzes, assignments, tutorials and online discussion areas. Read your lessons and ask questions of your instructor at times that are most convenient to you. All you need to get started is Internet access, an e-mail address and a Web browser.

**Classes start: Jan 18, Feb 15, Mar 21, Apr 18, May 16, Jun 20, Jul 18, and Aug 15**

**\$95 PER COURSE**

For a complete list of available courses, detailed course descriptions, requirements, demonstrations and additional information visit: <http://ed2go.com/ksutc>

## JOB SEARCH

12 Steps to a Successful Job Search  
Making Age an Asset in your Job Search  
Resume Writing Workshop

## ACCOUNTING & FINANCE

Accounting Fundamentals  
Introduction to Quickbooks  
Introduction to Peachtree Accounting  
Personal Finance and Investing

## STARTING A BUSINESS

Creating a Successful Business Plan  
Start / Operate your own Home-Based Business  
Starting a Consulting Practice

## NON-PROFITS & GRANT WRITING

A to Z Grantwriting  
Advanced Grant Proposal Writing  
Get Grants!  
Nonprofit Fundraising Essentials  
Writing Effective Grant Proposals

## COMPUTER APPLICATIONS & PROGRAMMING

See Page 7 for course listing

## BUSINESS & PROFESSIONAL SKILLS

Administrative Assistant Fundamentals  
Building Teams that Work  
Business and Marketing Writing  
Business Law for the Small Business Owner  
Distribution and Logistics Management  
Effective Selling  
Employment Law Fundamentals  
Fundamentals of Supervision/Management  
Fundamentals of Technical Writing  
Going Green at the Workplace  
Individual Excellence  
Interpersonal Communication  
Introduction to Business Analysis  
Introduction to Crystal Reports 10  
Managing Customer Service  
Marketing Your Business on the Internet  
Manufacturing Fundamentals  
PMP Certification Prep  
Principles of Sales Management  
Professional Sales Skills  
Project Management—Applications & Fundamentals  
Purchasing Fundamentals  
Six Sigma: Total Quality Applications  
Supply Chain Management Fundamentals

## Welcome to the eLearning Center

The eLearning Center at Kent State Trumbull Campus proudly offers the world's most comprehensive collection of online courses. By obtaining global partnerships with the top companies and authors, we provide online and self-study courses with open enrollment in nearly every subject imaginable. Thousands of courses are available. Anywhere, anytime learning. **Prices start at just \$9 for a short course.** *Many of our e-learning courses are approved for professional continuing education requirements including the fields of engineering, nursing, social work, accounting, and banking.*

Search our comprehensive course listing today at: <http://ksutc.theelearningcenter.com>

*Courses are available in the following categories:*

<b>Business &amp; Professional</b>	<b>Engineering</b>	<b>Computer Technology</b>	<b>Languages</b>
<b>Environmental</b>	<b>Accounting/Finance</b>	<b>Legal</b>	<b>Service and Hospitality</b>
<b>Healthcare</b>	<b>Industrial Skills</b>	<b>Insurance</b>	<b>Public Safety</b>
<b>Compliance</b>	<b>Public Safety</b>	<b>Education</b>	<b>And More!</b>

# QUALITY SYSTEMS

## ASQ (American Society for Quality) Certification



Certification from ASQ is considered a mark of quality excellence in many industries. Certification is an investment in your career and in the future of your employer.

We are pleased to offer certification prep classes to help you prepare for and achieve ASQ certification. Please refer to [www.asq.org](http://www.asq.org) or call 330-675-8811 for details on eligibility and certification requirements.

### CQI: CERTIFIED QUALITY INSPECTOR (24 Hours)

The Certified Quality Inspector is an inspector who, in support of and under the direction of quality engineers, supervisors, or technicians, can use the proven techniques included in the body of knowledge. Under professional direction, the Quality Inspector evaluates hardware documentation, performs laboratory procedures, inspects products, measures process performance, records data and prepares formal reports. (Textbook included). Deadline to apply for certification testing: 1/13/12. Exam Date: 3/3/12.

Jan 7 - Feb 25, 2012 Sat Noon - 3 pm \$425

### CQA: CERTIFIED QUALITY AUDITOR (24 Hours)

The Certified Quality Auditor is an experienced professional who understands the standards and principles of auditing and the auditing techniques of examining, questioning, evaluating and reporting to determine a quality system's adequacy and deficiencies. The Certified Quality Auditor analyzes all elements of a quality system and judges its degree of adherence to the criteria of industrial management and quality evaluation and control systems. (Textbook included). Deadline to apply for certification testing: 4/13/12. Exam Date: 6/2/12. (No class held on 4/7/12).

Mar 31 - May 26, 2012 Sat Noon - 3 pm \$425

*"The Certified Quality Engineer training provided valuable information in preparation for the exam and it can also be applied to real world situations at work". Michael Valiski, CQE, Quality Manager, Treemen Industries.*

### ASQ Certifications and Experience Requirements

<b>Manager of Quality / Organizational Excellence</b> <i>10 years experience with 5 years in a leadership role</i>	
<b>Auditor (CQA)</b> <i>8 years experience, 3 years in leadership</i>	<b>Engineer (CQE)</b> <i>8 years experience, 3 years in leadership</i>
<b>Technician (CQT)</b> <i>4 years higher education or related work experience</i>	
<b>Inspector (CQI)</b> <i>2 years experience in related field</i>	<b>Process Analyst (CQPA)</b> <i>2 years experience or associate degree</i>

## QUALITY SYSTEM CONSULTING AND AUDITING

Kent State Trumbull Workforce Development offers a variety of services to assist organizations who are seeking to improve their operation, earn ISO/TS registrations, or implement Lean Six Sigma processes. Whether you are just beginning or are ready to advance to the next level of efficiency, we can help.

With dozens of highly experienced consultants and facilitators, we can provide the services you need to meet your organizational goals. We have assisted numerous businesses in the region and helped them achieve significant savings, increased business, and improved profitability through process improvements. Some of the services available include:

- **Training and Preparation for ISO/TS registration**
- **Lean / Six Sigma Implementation**
- **Auditing of your Quality Management System**
- **Employee Training and Credentials including ASQ Certifications and Lean Six Sigma Green and Black Belts**
- **Lean assessment workshops to identify opportunities for improvement**

We have helped numerous local businesses earn ISO registration, implement lean / six sigma practices, improve product or service quality, and/or increase efficiency. Our customer list includes:

M7 Technologies	Thomas Steel Strip
Northern States Metal	Control Transformer
Village Quality Solutions	Extrudex Aluminum
Ellwood Engineering	Quality Switch
Commercial Metal Forming	Venture Plastics

We can help you too! Call today to discuss your continuous improvement goals. Business references, staff credentials, and details are available upon request.

### LEAN SIX SIGMA OVERVIEW

This overview will provide you with a basic understanding of the Lean Six Sigma process and how it can help any organization improve performance and efficiency. Learn the 5-step DMAIC (Define, Measure, Analyze, Improve, and Control) process and get an understanding of the eight forms of waste that plague every organization. The overview will discuss the Lean Six Sigma Deployment process and the roles of everyone involved. Also, learn what it takes to become a Certified Lean Six Sigma Green Belt or Black Belt.

**FREE**

This overview is FREE and available upon request. View this video at your convenience from the comfort of your home or office. To access this informational video presentation, call Marie DaBelko at 330-675-8811.

# QUALITY & MANUFACTURING

## STATISTICAL PROCESS CONTROL: SPC (4 Hours)

Learn the various control charts for attributes and variables and how to interpret them. Understand how control charts can be used in process improvement activities as well as on-going process monitoring. You will also learn how to conduct a process capability study and the different capability metrics.

Jun 9, 2012 Sat 8:30 am - 12:30 pm \$150

## FAILURE MODE & EFFECTS ANALYSIS: FMEA (4 Hours)

Learn how to conduct a DFMEA and PFMEA study on a product or production process. Understand evaluation criteria for severity, occurrence, and detection in order to calculate RPN levels and the importance of making a FMEA a living document.

Jun 16, 2012 Sat 8:30 am - 12:30 pm \$150

## PROJECT IDENTIFICATION AND SELECTION (8 Hours)

This course will help you develop a project plan using prioritization matrices to optimize project benefits. Benefit and effort models will be illustrated and examples of scaling to fit your organizations needs demonstrated.

Apr 21 & 28, 2012 Sat 8:30 am - 12:30 pm \$275

## DELIVERING SUCCESSFUL PROJECTS (8 Hours)

Leaders will be trained on the process of successful project implementation. Areas covered include project scope development, risk mitigation analysis, resource allocation and developing project teams including team selection and meeting facilitation techniques.

Jun 23 & 30, 2012 Sat 8:30 am - 12:30 pm \$275



### QUALITY SYSTEMS NETWORKING GROUP

In partnership with the local chapter of the American Society for Quality (ASQ), the Quality Systems Network is a forum for sharing information regarding issues on ISO, TS, Lean, and quality processes. Meetings are held **5:30 - 7:30 pm**, the second Monday of each month at Kent State Trumbull's Workforce Development and Continuing Studies Center (unless otherwise specified). Each session includes a presentation on a topic of interest to quality professionals.

All interested individuals are invited to attend these **FREE** workshops. Please call 330-675-8811 for more information, to have your name added to the mailing list, or to make reservations.

Mark your calendar and plan to attend:

Jan 9, Feb 13, Mar 12, Apr 9, May 14

## CONTROL LOGIX (PLC) BOOTCAMP (21 Hours)

Programmable Logic Controllers (PLCs) control nearly all of the machinery in any industry today. The troubleshooting skills required for these controllers is different than the skills required for general electrical work. The skilled trades person must be able to 'swing a mouse,' know the terminology of the technology, and understand the troubleshooting methods to effectively repair controllers and associated machinery.

This 3-day hands-on Control Logix Boot Camp will introduce the learner to advanced PLCs and communication techniques including RSLogix 5000 using Compact Logix Controllers, Tags, DH485/Data Highway/Ethernet, and Distributed I/O. Students should have previous knowledge of AB PLCs. (*Note: Class schedule includes 60 minute lunch on your own*)

Feb 20 - 22, 2012 Mon/Tue/Wed 8:30 am - 4:30 pm \$695

## INDUSTRIAL MAINTENANCE TECHNICIAN

Do you need to increase your knowledge of electrical or mechanical maintenance? Kent State Trumbull can help. We offer hundreds of online, self-paced courses to meet your needs. Most courses start at just **\$15 each**.

Programs for both Electrical Maintenance (MTE) and Mechanical Maintenance (MTM) are available. *For more information about our MTE/MTM programs or available courses, contact Julie Sharrow (330) 675-7606*

Some of the Topics Included: (Hundreds to choose from!)

Industrial Drive Systems	Rigging
OSHA/Safety	Lubrication Systems
Centrifugal Pumps	Industrial Bearings
Control Valves	Industrial Hydraulics
Pneumatic Systems	AC/DC Electricity
Electronics	Circuit Analysis
Motors and Motor Controls	PLCs
Measurement Instrumentation	Predictive Maintenance

### Featured Course

#### PREDICTIVE MAINTENANCE & MACHINE VIBRATION

This one-hour introductory course introduces you to reactive and proactive predictive maintenance, highlighting the important relationship of condition-monitoring principles to machine vibration. It also explains the effectiveness of vibration analysis. \$15

Additional predictive maintenance courses are available including Machine Vibration Basics, Advanced Vibration: AC Induction Motors, Data Collection and Analysis, and Oil Analysis. Call for details on these or other online electrical / mechanical maintenance courses. 330-675-7606

# MANUFACTURING & LOGISTICS



## Manufacturing Skills Standards Council (MSSC)

The Manufacturing Skills Standards Council (MSSC) is an industry-led training, assessment and certification system focused on the core skills and knowledge needed by the nation's production workers.

The national MSSC system offers both entry-level and incumbent workers the opportunity to demonstrate that they have mastered the skills needed in the high-growth, technology-intensive jobs of the 21st century. Kent State University at Trumbull is pleased to announce our partnership with MSSC and our certification as a MSSC Test and Training Center.

**MSSC credentials are based on the National Skill Standards for Manufacturing and are endorsed by the National Association for Manufacturers (NAM).** *"We believe the MSSC certification program for production workers will help address the growing skills gap by making it clear to workers what skills they need to work in manufacturing, and at the same time enable manufacturers to identify applicants who have the requisite skills."* John Engler, CEO, National Association of Manufacturers.

### CERTIFIED PRODUCTION TECHNICIAN (CPT)

Gain the skills employers want and earn a national credential to verify your skills. This program is applicable to all manufacturing sectors and all production occupations. The Certified Production Technician includes training and assessment in the following areas:

- **Manufacturing Processes and Production**
- **Safety**
- **Quality Practices and Measurement**
- **Maintenance Awareness**

You can test in one or more of these categories or test in all four to earn your CPT. Online training courses are available in each category. Now is the time to advance your knowledge and gain the skills manufacturing employers are seeking. Improve your career advancement and job security opportunities by adding this certification to your resume.

Training Fees: \$95 per training course/topic (\$380 for all 4)

Assessment Fees: \$55 per topic (\$220 for all 4), plus \$60 one-time registration fee.

### CERTIFIED LOGISTICS ASSOCIATE / TECHNICIAN

The MSSC system leading to a Certified Logistics Technician covers the core skills required for higher skilled, frontline material handling workers across all supply chain facilities: factories, warehouses, distribution centers and transporters. Two levels of certification are available: Entry-level Certified Logistics Associate (CLA) and mid-level Certified Logistics Technician (CLT). CLA is a prerequisite for CLT.

Topics included in these programs include: **Global supply chain logistics, material handling, safety, quality control, product receiving and storing, order processing packaging and shipment, inventory control, dispatch and transportation**, and more. Gain the skills and certification you need to advance your career in the growing field of logistics.

Training Fees: \$180 for online course (CLA or CLT)

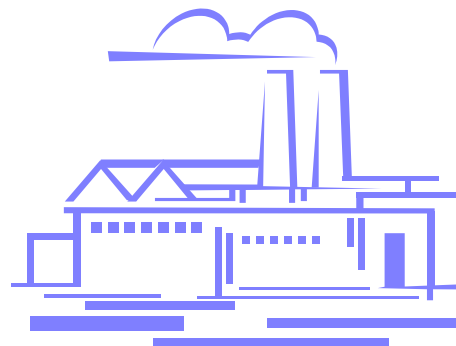
Assessment Fees: \$55 per test (CLA or CLT), plus \$60 one-time registration fee.

**ATTENTION EMPLOYERS:** Validate the skills of your current workforce and prepare workers to meet current and future needs in a technologically advancing industry. The MSSC CPT and CLA credentials are designed to help you identify skill gaps, improve productivity and innovation, and assist you in recruiting and retaining qualified workers.

MSSC assessments can be used for pre-hiring, pre-training, or pre-promotion purposes. In addition, utilizing MSSC assessments allows you to validate employee skills and add credentials to your workforce - a great opportunity to enhance your business quality system. Online or instructor-led training is available. Ensure your workers have a foundation of core skills necessary for improved organizational performance.

On June 8, 2011 the White House hosted an event focused on building the educated and skilled workforce U.S. manufacturers need to successfully compete in the 21st century economy. **President Obama** announced the goal of credentialing 500,000 students with skills certifications aligned to manufacturers' hiring needs, citing The Manufacturing Institute's NAM-Endorsed Manufacturing Skills Certification System as a national solution.

To learn more about this nationally recognized credential, visit: <http://institute.nam.org>, or call Kent State Trumbull at 330-675-8809.



**EXCELLENCE IN ACTION**

*Enhancing Employee and Organization Performance*

# MANUFACTURING & BUSINESS

## **JOB SAFETY ANALYSIS - POTENTIAL HAZARDS** (4 Hours)

A Job Safety Analysis is a technique that focuses on job tasks as a way to identify hazards before they occur. It focuses on the relationship between the worker, the task, the tools and the work environment. Ideally, after you identify uncontrolled hazards, you can take steps to eliminate or reduce them to an acceptable risk level. Learn to analyze your job and recognize workplace hazards. This workshop will offer you guidelines to help you conduct your own step-by-step analysis.

Mar 16, 2012      Fri      Noon - 4 pm      \$100

## **ACCIDENT INVESTIGATIONS** (4 Hours)

The three primary tasks of the accident investigator are to gather useful information, analyze the facts surrounding the accident, and write the accident report. This workshop will help you gain the basic skills necessary to conduct an effective accident investigation at your workplace. Topics of discussion will include securing the scene of the accident, reporting the accident, collecting facts, conducting interviews, analyzing the situation, determining causes, preparing recommendations and writing the report. You will leave this workshop knowing how to conduct an accident investigation and properly complete an accident investigation report. This class is a must for all safety team members, human resource representatives, and others responsible for workplace safety,

Mar 30, 2012      Fri      Noon - 4 pm      \$100

## **COMPUTER INTEGRATED MANUFACTURING** (60 Hours)

Planning, developing and implementing a strategy to control and coordinate all the engineering production and business operations within a manufacturing enterprise.

Jan 9 - Apr 25, 2012    Mon / Wed    7 - 8:40 pm    \$525

## **ENGINEERING DRAWING** (60 Hours)

Engineering drawing principles and techniques: orthographic projection, sketching, sections, auxiliary views, dimensioning and conventional practices.

Jan 9 - Apr 25, 2012    Mon / Wed    5 - 6:40 pm    \$525

## **COMPUTER AIDED DRAFTING** (60 Hours)

This course builds on the skills learned in the Engineering Drawing course. Teaches students how to construct multi-view drawings and how to create sets of mechanical component drawings, including assembly and detail sheets.

Jan 10 - Apr 26, 2012    Tue / Thu    5 - 6:40 pm    \$525

## **INTRODUCTION TO BUSINESS** (60 Hours)

Overview of social, economic and consumer environments as related to large and small business. Emphasis is on production, marketing, finance, management and human resources.

Jan 10 - Apr 26, 2012    Tue / Thu    7 - 8:15 pm    \$525

## **BUSINESS COMPUTATIONS** (60 Hours)

Application of algebraic and arithmetic concepts to accounting, finance and marketing. Computation of finance charges, taxes, fundamentals of inventory control and depreciation.

Jan 9 - Apr 25, 2012    Mon / Wed    7 - 8:15 pm    \$525

## **INTRODUCTION TO MANAGEMENT** (60 Hours)

A study of planning, organizing, directing, controlling, staffing, decision making, and communication theories and management/leadership applications of human and material resources and methods.

Jan 9 - Apr 25, 2012    Mon / Wed    7 - 8:15 pm    \$525

## **BUSINESS LAW AND ETHICS** (60 Hours)

An introduction to American law as related to government, business, society and the ethical issues that occur in the legal environment. Emphasis will be on contract law. Relevant past and current law issues will be addressed.

Jan 10 - Apr 26, 2012    Tue / Thu    5:30 - 6:45 pm    \$525

## **ONLINE CAREER TRAINING PROGRAMS**

We offer a wide variety of online, self-paced programs to help you prepare for a new career. Options include health-care, administrative, accounting, information technology, logistics, purchasing, business management, and much more. Programs can generally be completed in less than 6 months. Students love the quality as well as the convenience of anytime, anywhere learning!

**For a complete list of courses,  
detailed course descriptions, outlines and demos  
please visit:**

**[www.gatlineducation.com/ksutc](http://www.gatlineducation.com/ksutc)**

**Kent State University at Trumbull**  
**Workforce Development & Continuing Studies**  
**330-675-8809**

# BUSINESS / PROFESSIONAL



## THE SHRM LEARNING SYSTEM (40 Hours)

### Certification for Human Resource Professionals

The SHRM Learning System is designed to provide participants with an overview of key areas in human resource management. Materials include six modules that correspond to the six functional areas, responsibilities and associated knowledge as defined by the **Human Resource Certification Institute (HRCI)**. The program is offered in cooperation with the Society for Human Resource Professionals (SHRM) as study material for the Professional in Human Resources (PHR) and Senior Professional in Human Resources (SPHR) certification examinations administered by HRCI.

Besides being a powerful tool to assist you in preparing for the PHR or SPHR certification exams, The SHRM Learning System also provides professional development for you and your HR department. The course provides a solid foundation for managing the HR challenges you face in today's demanding work environment; it supplies a current reference of HR practices, broadens the perspective of functional specialists and strengthens individual competencies and productivity. (*\*one hour lunch on your own*)

Feb 4 - Mar 24, 2012 Sat 9 am - 3 pm \* \$1095

### WORKFORCE DEVELOPMENT: THE DRIVING FORCE BEHIND BUSINESS IMPROVEMENT AND SUCCESS (2 Hours)

Most business leaders agree that their people are their greatest corporate asset. But are these employee assets aligned to your organization's strategic goals to help you gain competitive advantage in the marketplace?

Do you know what workforce development is and the important role it plays within your organization? Are your employee development plans aligned to your strategic business goals? Are your employees meeting performance expectations? Do you know what is causing performance gaps and how to improve them? Do you measure the impact of employee development programs? We can help you answer these questions and develop an effective workforce development process that will help your organization achieve success.

This program is a must for HR professionals, department supervisors, and business owners.

Apr 25, 2012 Wed 1 - 3 pm \$50

## ACHIEVING SUPERIOR CUSTOMER SERVICE (4 Hours)

Organizations need to provide superior customer service in order to build customer loyalty and stay ahead of the competition. Service providers, quite often, know how to have a friendly, positive customer interaction but lack the skills to handle an interaction that takes a turn for the worse. The potential to lose business increases when the service provider does not respond appropriately to a dissatisfied customer. This course equips learners with an important skill set that is essential to providing high-quality customer service. These essential skills will help service providers turn dissatisfied, upset customers into satisfied, loyal ones.

This workshop helps individuals:

- Recognize the business impact of customer retention on their organization.
- Identify the differences between two types of customers: "walkers" and "talkers", and explain the importance of encouraging walkers to talk about their dissatisfaction.
- Apply a set of skills, "HEAT" (Hear, Empathize, Apologize, Take Responsibility), that will enable them to identify and respond to dissatisfied customers.
- Use a set of best practices for taking the "HEAT" to turn difficult customer situations into positive interactions.

Jun 11, 2012 Mon 8:30 am - 12:30 pm \$145



## TheCourse Online

Register, pay and start today!

## PROJECT MANAGEMENT CERTIFICATION (56 Hours)

**PMP PREP COURSE:** This online course (TheCourse™) was developed and is conducted by a Registered Education Provider of the Project Management Institute (PMI®). Course materials include PMI's Guide to the Project Management Body of Knowledge (PMBOK®), workbooks tailored for TheCourse, and TheTest™, a Test Engine containing 1,000 exam-like questions, to download and use on your own computer. TheCourse teaches the core competencies of project management. It covers the five process groups and nine knowledge areas of PMBOK, the PMP code of ethics and professional conduct, and a review of general management topics that are in the PMP examination. Project management is an evolving profession, and employers are increasingly requiring that their project managers be certified.

A demonstration of this course can be found at: [www.thecourse-online.us/Demo/DemoIntro.htm](http://www.thecourse-online.us/Demo/DemoIntro.htm)

Course fee: \$895

For information on the PMI certification exam: [www.pmi.org](http://www.pmi.org)



# BUSINESS / PROFESSIONAL

## ESSENTIALS OF LEADERSHIP (4 Hours)

The essence of being an effective leader lies in establishing good interpersonal work relationships and having the ability to spark action in others. This foundation course teaches leaders how to get results through people. Participants will learn essential skills to meet both practical business needs and people's personal needs. You will acquire a set of proven interaction skills, discover seven leadership imperatives for meeting today's challenges, and realize the role of a catalyst leader—a leader who inspires others to act. This course is a must for all supervisors and managers.

This workshop helps leaders:

- Multiply their effectiveness by motivating their team and helping people to be more effective.
- Accomplish more in interactions in less time, while enhancing interpersonal relationships.
- Help people enhance their performance by providing them with feedback they are willing to accept and upon which they are able to act.

May 14, 2012      Mon      8 am - Noon      \$145

## ESSENTIAL COMMUNICATION SKILLS (4 Hours)

Even experienced workers can improve their messages by making them clear, well-organized and aimed at the needs and interests of the listener. This course focuses on improving relations with team members and increasing productivity by creating a climate of open communication, and through understanding communication as a two-way process. Research shows that people screen out or misinterpret 70 percent of the messages to which they are exposed. This can create numerous problems for individuals and organizations. This interactive course helps participants understand the impact of effective interaction skills. It teaches you to recognize and overcome communication barriers and interact effectively with others. Effective communication skills are essential in all industries and occupations and one of the top skills requested by employers for new hires.

This workshop helps participants:

- Communicate more effectively with coworkers, leaders, team members, suppliers and customers.
- Be aware of communication barriers and ways to overcome them.
- Understand the importance of communication in the workplace.

May 21, 2012      Mon      8 am - Noon      \$145



## Essential Skills for the Workplace

Kent State University at Trumbull offers a wide variety of courses to increase personal and group effectiveness. We can help your organization build leadership and workforce skills, enhance customer service, or improve the management of your employee's performance. Our Certified DDI instructors provide solutions built around critical competencies designed to give people at all levels the skills needed to be increasingly effective in their jobs.

All programs can be customized to meet specific organizational needs and can be held at your facility and at your convenience. Join the growing list of more than 75 local companies who have turned to Kent State Trumbull for high quality, interactive training. Call today.

### Personal Effectiveness

- Adapting to Change
- Building Trust
- Communicating and Listening
- Controlling Stress in the Workplace
- Effective Decision Making
- Improving Work Habits
- Influencing Others
- Personal Empowerment—Taking Initiative
- Practical Project Management
- Working through Conflict

### Group Effectiveness

- Contributing to Meeting Success
- Emotional Intelligence
- Employee Engagement
- Fast Start for Teams
- Optimizing Team Performance
- Training Others
- Valuing Differences
- Working as a Team



### Leadership Development

- Achieving your Leadership Potential
- Adaptive Leadership
- Boosting Business Results
- Building an Environment of Trust
- Coaching for Improvement and Success
- Creating a Service Culture
- Delegating for Results
- Developing Others
- Driving Performance and Accountability
- Facilitating Change
- Influential Leadership
- Leading Organizational Change
- Providing Performance Feedback
- Resolving Conflict
- Retaining Talent
- Supporting Leadership Development
- Taking Action to Boost Business Results

# DEGREE PROGRAMS



**Affordable. Convenient. Trusted.**

**That's Kent State University at Trumbull**

Kent State University at Trumbull is part of Kent State University's eight-campus system, which lets you take advantage of an internationally renowned university in your own backyard. Small class sizes, affordable tuition, flexible course scheduling, personalized tutoring and one-on-one advising are just a few reasons why over 3,000 students attend our campus.

Our campus offers over two dozen degree programs as well as the ability to begin your path on the road to higher education at our campus before moving on to complete one of the 280 degree programs Kent State University offers. The following degree programs are offered in their **entirety** at Kent State Trumbull:

## Associate Degrees available at Kent State University at Trumbull

Accounting Technology	Environmental Technology
Allied Health Management	Industrial Trades Technology
Associate of Arts/Associate of Science	Information Technology for Administrative Professionals
Associate of Technical Study (Individualized Degree Program)	Justice Studies
Business Management Technology	Legal Assisting Technology
Computer Technology (including web design, applications and networking)	Manufacturing Engineering Technology
Electrical/Electronic Engineering Technology	Mechanical Engineering Technology
Emergency Medical Services Technology	Systems (Industrial) Engineering Technology

## Bachelor's Degrees available at Kent State University at Trumbull

Industrial Technology	Justice Studies	Communication Studies (Applied Communication)
Business Management	Nursing	Technical and Applied Studies
General Studies	Psychology	English

## Certificate Programs

**What is a Certificate Program?** A certificate program is a collection of five to eight courses that offers focused instruction in an area that addresses topical or workplace needs. You may complete a certificate program whether or not you are enrolled in a degree granting major. Recognition of certificate completion is included on your academic transcript.

**Why Choose a Certificate Program?** To gain skills and get back into the workplace sooner. To develop an area of expertise that will give you an advantage in the workplace. To update or expand your professional skills. To correct a deficiency that may affect your job performance.

## Some Certificates available at Kent State University at Trumbull:

Accounting Technology	Computer Forensics	Internet and Advanced Internet
Business Management	Industrial Security	Manufacturing Management Technology

**CONTACT US** to request an admission packet, talk with an advisor or plan a visit during walk-in hours.

Visit our website at [www.trumbull.kent.edu](http://www.trumbull.kent.edu) for a complete list of credit courses available this spring.

**Call: 330-675-8860**

**E-Mail: [trumbullinfo@kent.edu](mailto:trumbullinfo@kent.edu)**

The admission process (which includes testing for Math, Reading and English placement) can take up to four weeks. Please apply early.

# INFORMATION / REGISTRATION

**Kent State Trumbull is your local resource for Workforce Development and Continuing Education. Call today to see how we can meet your personal and organizational needs.**

Noncredit courses and workshops are open to all interested adults unless specific age groups are indicated. Formal admission to the university is not required. Registration for all continuing studies courses and workshops is required.

Textbooks are required for many classes and are not included in the course fee (unless indicated). Textbooks may be purchased at the Campus Bookstore.

Certificates of Completion are awarded to each participant who successfully attends a minimum of 70 percent of the scheduled course/workshop hours. *(There is a \$5 fee for re-issuing a Certificate of Completion.)*

Refunds: 100% - Withdrawal requests will be accepted when the office is notified **one week prior to scheduled course start date**. Participants who do not formally withdraw by this deadline will be charged full tuition. If Kent State cancels a course, participants will be notified and may be transferred to the next session or receive 100% refund.

While every effort will be made to provide the courses as listed, the University reserves the right to make changes to course schedules, fees, or cancel classes based on enrollment.

## Six Easy Ways to Register

- 🖥 Online: [www.yourtrainingresource.com](http://www.yourtrainingresource.com)
- ☎ Phone: 330-675-8809
- @ Email: [tgrant3@kent.edu](mailto:tgrant3@kent.edu)
- 📠 Fax: 330-675-7650
- ✉ Mail: Kent State Trumbull Campus  
Workforce Development and Continuing Studies  
4314 Mahoning Avenue NW  
Warren, Ohio 44483
- ☺ In Person: Kent State Trumbull Campus  
Technology Building, Room 102  
4314 Mahoning Avenue NW  
Warren, Ohio 44483

**Can't find a class you are looking for? Contact us!**

Additional classes are available.  
Let us help you find what you need.

## Kent State Trumbull, Workforce Development & Continuing Studies— Registration Form

Full Name \_\_\_\_\_ Email Address \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_ Zip \_\_\_\_\_

Day Phone \_\_\_\_\_ Evening Phone \_\_\_\_\_ Cell Phone \_\_\_\_\_

Course Name (and start date if multiple course listings)

Course Fee

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\$ \_\_\_\_\_  
\$ \_\_\_\_\_  
\$ \_\_\_\_\_

Self Paid:

Cash (Do not mail cash)     Check: Payable to KSU

Credit Card: \_\_\_ Visa \_\_\_ MasterCard \_\_\_ Discover  
*Sorry - Debit Cards NOT accepted.*

Card # \_\_\_\_\_

Expiration Date: \_\_\_\_\_

Employer Paid:

Company Name: \_\_\_\_\_

*Purchase Order or letter of authorization required*



**Workforce Development & Continuing Studies Center**

# BACK COVER

NOTE: the large quantity run will utilize the “residential customer / postal mark” back cover page.