

Forging Industry Specific Courses

Ferrous Metallurgy for Plant Personnel
Heat Treatment of Carbon Steel Forgings
Induction Heating For Forging
Lubricants in Forging
Optimizing Die Care

Safety / Health & Human Resources

Harassment of Gays & Lesbians (NEW)
OSHA and Medical Emergencies (NEW)
OSHA: Walking-Working Surfaces and Housekeeping (NEW)
Sexual Harassment (NEW)
Dealing with Criticism (NEW)
Simple Conflict Resolution (NEW)
The Family and Medical Leave Act (NEW)
Working With a Mentor or Coach (NEW)
OSHA Employee Safety-Electrical Systems and Equipment
Avoid big blow-ups in the workplace
Successfully managing workplace stress
Creating a Safe and Sound Environment
Watching Out for Others Prevents Accidents
OSHA Employee Safety Personal Protective Equipment and Hazardous Confined Spaces
OSHA Employee Safety - Special Work Issues
OSHA Employee Safety—The Work Environment
Risk of Drug and Alcohol Abuse in the Workplace-Overview for Employees
Sharpening Employee Skills to Stay On-Target
Ethics – Issues in Business
Substance Abuse-Manager's Guide to Identification and Prevention
Workplace Violence—Identify and Defuse Your Time Bomb
Sharpening Employee Skills to Stay On-Target
Ethics-Issues in Business
Diversity in the Workplace
How To's of Successful Staffing
Recruiting—Quick Quality Results in a Tight Labor Market
Sexual Harassment Prevention-Guidelines for Employees
Sexual Harassment Prevention-Guidelines for Managers
Smart Hiring Techniques for Managers
Targeted Staffing-Confirming Candidate Credentials
Targeted Staffing-Job Matching and Interviewing

Sales / Marketing / Customer Service

Communicating for Sales Success (NEW)
Excelling as First-Time Manager/Supervisor (NEW)
Handling Terminations (NEW)
Executive Must-Knows for E-Business
Fast and Effective Web Research
Marketing on the Internet - A Strategic Approach
On-line Marketing
Organizational Skills for Powerful Presentations
Powerful Sales Relationships
Secrets to Sales Success—The Basics
Seven Qualities of Successful Selling
Succeeding at Sales Preparation and Practice
Using the PACER Virtual PR-Building Business Relationships Online
Web Sites That Sell - Promoting and Measuring Success
Web Sites That Sell - Building Your Site
Double Your Sales—Without Quadrupling Your Effort
Online Market Research
Customer Service Teams—Keys to Success
Effective Customer Service—The Communication Component
Strategic Customer Service—Using the PACER™ Process to Keep and Grow Customers

Management / Self Development

Conducting Performance Evaluations (NEW)

Finance Essentials (NEW)

Manager/Supervisor Responsibilities Regarding Workplace Violence (NEW)

Preparing and Working With Budgets (NEW)

Preparing Presentations That Have Impact (NEW)

Selection Interviews for Employers (NEW)

What Managers and Supervisors Need to Know About Drug Testing (NEW)

High Impact Skills for career success

High Impact Skills for presentations that impress

High Impact Skills negotiate, influence, persuade.....succeed

High Impact Skills to conduct highly productive meetings

Keeping your employees focused through mentoring

Leadership transition

Moving up: successful strategies for career development

Expert Stress Management strategies that work

Expert time management strategies that work

Supreme teams: how to make teams work

Winning Management-Customer Focused

Winning Management-Change Driven

Winning Management-Climate Building

Winning Management-Coach and Empower

Winning Management- Building the Foundation

Winning Management – Communication

Envision Success – Creative Leadership for Managers

Strategic Planning for Business

Turning Strategy Into Action: Understanding Strategy

Power Management-Maximizing Your Facilitation Skills

Power Managing-Understanding and Evaluating Performance

Turning Strategy Into Action: Managing Change

Turning Strategy Into Action: The People Factor

Introduction to Supervisory Skills

Leadership Every Day

Management Awareness Workshop

Managing for Peak Performance

Principles of Total Quality Management

Project Management (3 lessons)

Raising the Bar

Success Through Service

Twenty-First Century Business Protocol