



Here are some of our best-selling classes. This is not a complete list. If you have a class you'd like us to offer, please call Laura at 847-214-7802 or email her at llewis-barr@elgin.edu

Working through Conflict --from Development Dimensions International

Explore techniques to reduce wasted time, lessen conflict, and influence interactions in a positive way.

- Approach conflict as a process.
- Reduce the potential cost of conflict to themselves and their organization.
- Minimize the negative consequences of unresolved differences.
- Improve productivity by effectively handling conflict on and off the job.
- Contribute to an open, collaborative work environment.

Lean Mfg. and the Toyota Production System

Lean is about doing more with less: Less time, inventory, space, people, and money. Lean is about speed and getting it right the first time.

Businesses are using lean practices as a structured approach to help drive value to the customer through flow improvement and waste elimination. Key Lean techniques start with defining Customer Value, identifying the Value Stream, creating Flow, linking with Pull, and striving for Continuous Improvement.

This class will include:

- Joe's Garage Discussion: (a very quick book to read)
- Lean Production Overview: Overview of Lean Production concepts
- Conducting a Diagnostic: Overview of how to perform an analysis of a factory using lean concepts
- Value Stream Mapping (VSM): Technique used to visually understand and uncover opportunities that drive customer value.
- Lean Simulation: Hands-on simulation of manufacturing facility
- Original Equipment Effectiveness (OEE): Metric used to measure capability and uptime of operations.
- Yield: In-depth look at quality issues that affect product yield.
- 5S Organization
- Standard Operations

Lean Manufacturing II

Lean is about continuous elimination of waste. Waste includes over processing, inventory, transportation, defects, and non-value added motions. Businesses are using lean practices as a structured approach to help drive value to the customer through flow improvement and waste elimination. The Lean Program will include classroom learning as well as some interactive exercises. Learners will find these classes informative, beneficial, and enjoyable. Learners will appreciate the power and benefits of Lean Manufacturing.

This class will include:



Popular classes from Corporate Services at Elgin Community College

- TPM (Total Preventive Maintenance)
- Quick Changeover
- Flow
- Cell Layout
- Mistake Proofing
- Line Stop and Call
- Man Machine Separation
- Kanban.

OSHA 10-Hour General Safety Training

This course includes:

- Intro to OSHA, OSH Act/General Duty Clauses 5 (a) (1)
- Inspections, citations and penalties (CFR Part 1903)
- Walking and working surfaces
- Exit routes, emergency action plan, fire prevention plan, fire protection
- Electrical
- Personal protective equipment
- Machine guarding
- Hazard communication
- Ergonomics
- Lockout/tagout

Building Accountability in your Team

In this lively program you will look at a process of accountability that will help you:

- Ensure that every task has a clearly defined owner and agreement.
- Empower yourself to keep agreements.
- Hold others accountable for their agreements.
- Be accountable without being defensive.
- Learn from mistakes and continue to improve performance.

Basic Blueprint Reading for Manufacturing:

Become proficient in the interpretation and use of drawings.

Learn how to interpret and apply specifications from any type of drawing, visualize the object and apply tolerance and dimensional requirements used on drawings.

Topics covered:

- Dimensioning • Title blocks
- Section views • Symbols
- Tolerances • Auxiliary views
- Types of lines

Using Outlook 2007 Effectively



We all spend so much time in Outlook managing E-mail, calendars, and contacts. This course will provide business professionals with a better hands-on understanding of how to process incoming information more efficiently, define tasks more accurately, and use Outlook tools more successfully. After attending this class you will be able to create and respond to e-mail messages with greater confidence, organize messages by folders and color, handle attachments, insert signatures, use search and follow-up folders, and modify the Auto Archive settings.

Tips and Tricks-- Microsoft Word 2007 Use Word Expertly!

This class is geared towards people who have been using Microsoft Word for a while, but would like to take advantage of the new features and find ways to make their work easier. You'll learn how to quickly accomplish the same formatting and editing tasks you did in the previous versions, as well as learn new tricks such as creating custom footers that are always available. Topics include customizing Word 2007 to meet your needs and using the new formatting features to quickly create professional looking documents.

Excel 2007 Learn tricks and best practices to excel at Excel!

This course is designed for those who have been using Microsoft Excel for a while and want to become comfortable with the new and changed features in Microsoft Excel for everyday tasks. We will briefly review the new general Office 2007 features using Excel worksheets and then look at the features specific to Excel. Topics covered include using the new Page Layout view and working with the new table options for formatting and calculating. Participants will learn about the various file format options and compatibility issues.

After attending this class participants will be able to use many of the new features in Excel 2007 including themes, formatting and charting galleries, and new methods for filtering and totaling data. They will also receive a list of productivity tips and shortcuts, which they practiced in class.

Tap Into PowerPoint's FULLEST capabilities!

Creating Exceptional Presentations using PowerPoint 2007-

Participants will learn how to use PowerPoint to enhance any presentation or speech. Keep your audience's attention by efficiently using PowerPoint - the most widely used presentation software in the world. Easily create presentations that get your message across by integrating text, charts, diagrams and pictures.

Topics:

- Quickly create and modify eye-catching slides
- Create customized drawings
- Use transitions effectively
- Use animations to keep your audience's attention
- Have keyboard shortcuts to keep you in control, even when the unexpected happens
- Use the new PowerPoint 2007 backgrounds



Popular classes from Corporate Services at Elgin Community College

- Easily build charts, graphs and tables that help your audience understand complex information.
- Save tons of time by developing a new presentation from an old one – without losing the original.
- Tour the 6 PowerPoint screen views and learn how to change them in a flash
- How to create an outline and build slides in one easy step
- How to customize one show for multiple audiences
- Key steps for setting up a timed presentation
- Create a “looping show” for pre-shows, breaks and exit shows
- Adding page numbers, headers and footers to your printed slides

Social Media 101

Wikis, and Twitter, and LinkedIn, O My! Discover the benefits of social networking platforms at work.

Improve Teamwork - Productivity – Safety

Workplace Spanish® Trabajadores Industriales (Spanish to English) for Manufacturing. English learning for your Hispanic Workforce

"Trabajadores Industriales" is designed for companies that want to train their Spanish-speaking associates in "workplace English."

Trabajadores Industriales means Industrial Workers. It is designed for workers in these types of companies:

Manufacturing - Assembly - Packaging Companies

Warehousing and Materials Handling Companies

Farming and Agricultural Companies

This is a non-academic program (no grammar) whose objective is to help achieve better workplace communication – in English.

Practical Project Management:

Practical Project Management is a one-day interactive workshop for professionals of all levels seeking to strengthen their project management skills. This program introduces the participant to the tools and approaches of the professional project manager, while emphasizing practical skills building that can be applied immediately in the workplace.

Workshop Objectives:

- Develop an understanding of the language, key concepts and best practices of project management.
- Learn the project management lifecycle and be able to understand the role and tasks of the project manager in each phase of the lifecycle.
- Gain insights into the art and challenges of managing and leading others as a project manager,
- Establish a basic knowledge of how to apply the following project management tools and techniques:



APICS 1, **Basics of Supply Chain Management**

The basic concepts in managing the complete flow of materials in a supply chain from suppliers to customers are covered in the Basics module. Supply chain concepts are introduced and basic terminology emphasized, as are relationships among activities in the supply chain.

- Introduction to Supply Chain Management
- Demand Management and Forecasting Techniques
- Priority and capacity planning at the Master Planning, MRP and PAC levels
- Aggregate and Item Inventory Management
- Purchasing and Physical Distribution
- Lean/JIT, Quality Systems and Theory of Constraints

APICS 2, **Master Planning of Resources**

Explore the processes used to develop sales and operations plans and identify and assess internal and external demand and forecasting requirements. The course focuses on the importance of producing achievable master schedules that are consistent with business policies, objectives, and resource constraints.

Topics include:

- Demand Management
- Sales and Operations Planning
- Master Scheduling
- Measuring Business Performance.

APICS3, **Detailed Scheduling and Planning—**

Learn best practices for material and capacity scheduling.

Detailed Scheduling and Planning

Focus on the various techniques for material and capacity scheduling. Study detailed descriptions of material requirements planning (MRP), capacity requirements planning (CRP), inventory management practices, and procurement and supplier planning.

Topics include:

- Recognizing Techniques and Practices of Inventory Management
- Mechanics of the Detailed Material Planning Process
- Planning Operations to Support the Priority Plan
- Planning Procurement and External Sources of Supply.

APICS 4, **Execution and Control of Operations**

Learn skills in prioritizing and sequencing work, executing work plans, implementing controls and more.

Execution and Control of Operations

Focus on the areas of prioritizing and sequencing work, executing work plans and implementing controls, reporting activity results, and providing feedback on performance. The course explains techniques for scheduling and controlling production processes, the execution of quality initiatives and continuous improvement plans, and the control and handling of inventories. Topics include:

- Prioritizing and Sequencing Work



- Executing Plans and Implementing Controls
- Authorizing and Reporting Activities for Push and Pull Systems
- Evaluating Performance and Providing Feedback.

APICS 5, Strategic Management of Resources

Explore the relationship of existing and emerging processes and technologies to manufacturing strategy and supply chain-related functions. The course addresses three main topics: aligning resources with the strategic plan, configuring and integrating operating processes to support the strategic plan, and implementing change. Topics include:

- Competitive Market Issues
- Choices Affecting Facilities, Supply Chain, Information Technology, and Organizational Design
- Configuring and Integrating Internal Processes
- Evaluating and Managing Projects.

Making Meetings Work --from Development Dimensions International

Most people say they hate meetings, but what they really dislike are non-productive, poorly run meetings. Meetings are a great tool for achieving business results when the right people meet with a clear purpose and specific agenda.

This course helps leaders save time and resources by leading meetings that support business needs. Leaders learn how to plan, facilitate, and follow-up on meetings (including virtual meetings) to ensure that there is a payoff for the time invested in meetings.

Performance Objectives

- Plan, facilitate, and follow-up on meetings to ensure that business results are achieved.
- Use appropriate intervention techniques to keep meetings on track.
- Ensure that participants contribute effectively and support the meeting's outcomes.
- Create and implement a strategy for effectively leading virtual meetings

Where Does the Time Go??? Principles in Time Management

Proven techniques to make you more efficient at work and home!

What would you do with an extra hour each day?

Using video clips, discussion, quizzes, and small group activities, this program provides current theory and practical tips to transform your habits and help you utilize your time more effectively.

Workshop objectives:

- Identifying time wasters.
- Recognizing goals and setting priorities.



Popular classes from Corporate Services at Elgin Community College

- Creating effective "to-do" lists.
- Matching energy levels to tasks.
- Dealing with interruptions like drop-in visitors, telephone calls, and emails.
- Overcoming procrastination.
- Managing time in crisis situations.
- Learning to work in "flow."
- Balancing work and personal life.
- Working smarter, not harder!

Motivating Your Team

Did you know that employee disengagement may affect 80% of your workforce? How do we remain enthused about our work? How do we inspire others? Explore new research in cognitive science & emotional intelligence; as well as Maslow's hierarchy of needs. Examine habits of thinking & motivation. Key points in the session include:

- The best & most effective ways to motivate others
- "Flow" and how to achieve it
- The many benefits of an optimistic attitude and how to maintain a positive mind set.
- Effective communication techniques to motivate and inspire your team.

The Great Divide: Four Generations in the Workplace

Improve your career by understanding generational differences.
includes materials and continental breakfast

Generation Y, Generation X, Baby Boomers, Veterans. How do we all work together? This class will focus on ways to manage and communicate more effectively with each generation, enhance productivity, create a blended work environment, and avoid conflict.

Dynamic Speaking

This workshop will explore:

- Changing nervousness into an energized presentation.
- Organizing your ideas.
- Creating a powerful, charismatic presence.
- Developing a voice with authority.
- Discovering how to use PowerPoint to engage audiences.
- Using storytelling and narrative to make your presentations come alive.
- Eliminating vocal fillers.
- Learning to deliver content without memorizing.



Superior Resume, Business, & E-Mail Writing

Create documents that will inform and impress.

Your success in business is determined by how well you communicate--whether it's for finding a job, keeping your skills up to date, or competing for a promotion. Become confident in your writing skills. Learn to write effective e-mails, professional correspondence (including cover letters and thank-you-for-the-interview letters), and persuasive resumes.

Protect Your Data

ECC's security analyst teaches you to create a safer work environment.

This workshop will address some of the common data exploitations used in today's marketplace from a non-technical perspective. The first step to protecting your data is to understand from where the threats come. Topics include hacker motivation; different types of malware (viruses, worms, Trojan Horses); social engineering and its effectiveness; security trends for 2009; and tips for protecting your data.

Assertiveness in the Workplace: a Vital Skill

Explore how to communicate assertively without upsetting your customers or team.

By the end of this lunchtime workshop you will be able to:

- Discriminate between aggressive, passive and assertive styles,
- Recognize the components of assertive communication,
- Use assertiveness techniques to confidently give feedback, set limits, and handle conflict.

Delegating for Results --from Development Dimensions International

While most leaders understand the need to delegate, they are often hesitant to invest the time and effort up front. They need to be catalysts who transfer responsibility and authority to achieve key results and enhance the capabilities of their teams.

In this course, leaders overcome their hesitation for delegation by learning skills for successfully matching people, responsibility, and authority. This allows them to maximize involvement, productivity, motivation, and growth for individuals, groups, and the organization.

This workshop will help you:

- Identify tasks and responsibilities that can and should be delegated and determine the most effective method of allocating them.
- Assess the scope of delegated tasks and identify the appropriate level of authority and support to give the people doing the work.
- Use a set of criteria to select the best people for tasks and responsibilities.
- Use the interaction process to conduct delegation discussions that meet personal and practical needs.



Improve your Auditing Skills: Internal Auditor Training

This course will:

- Enhance your understanding and application of ISO 9001:2000.
- Explain the necessary approaches to auditing processes.
- Learn how to increase the effectiveness of your organization's internal audit program.
- Get tips on how to convince management internal auditing is valuable to the organization.

Attendees to the course should bring a copy of ISO 9001 or ISO 9004 to class with them. Course includes a pre-class assignment to read ISO 9001:2000, homework with case-study scenarios and a test at the end of the course.

Getting started as a New Leader --from Development Dimensions International

It's an exciting day in the workplace when an individual is recognized for their performance and rewarded with a promotion to the leadership ranks. The stellar individual contributor is magically transformed into a successful frontline leader. Unfortunately, that is not how the story typically unfolds.

This course arms new leaders with the knowledge and skills they need to confront the challenges associated with getting their footing—and getting results more quickly—in their new leadership role.

They learn how to focus their time and efforts on tasks that are most important to the organization's success. New leaders learn an approach that will accelerate their ability to achieve results through others.

Getting started as a New leader helps participants:

- Quickly and effectively achieve results in their new role as a leader.
- Focus their time and efforts on high-priority tasks.
- Effectively lead their teams to contribute to the organization's business strategies.
- Achieve results through others by building strong relationships with team members

Essential Interviewing Skills --from Development Dimensions International

This workshop teaches participants competency-based interviewing and will:

- Help participants build essential behavioral interviewing skills similar to those used by the world's most admired and profitable organizations.
- Help your organization avoid the long-term cost implications of hiring the wrong person.
- Let you select people whose skills and motivations match specific job requirements.
- Help you meet legal guidelines for fair hiring practices.
- Create a positive impression of the organization.

Legal Aspects of Management



Managers today are expected to do more than just supervise daily work activity. They are also legally obligated to enforce company employment policies. This program uses a variety of workplace scenarios to help participants develop a clear understanding of the laws relating to: ADA, discrimination and harassment, recruiting and hiring, progressive discipline and termination, workplace violence, workplace privacy, substance abuse and the family medical leave act.

Building Trust --from Development Dimensions International

This workshop will help participants:

- Take steps to strengthen trust in their interactions.
- Build a history of trust with coworkers.
- Encourage open communication.
- Develop an action plan for building trust with coworkers, team members, customers, and leaders.

Influencing Others --from Development Dimensions International

This class will help you or your staff:

- Increase acceptance of ideas and ensure involvement from others.
- Feel more confident in making suggestions for improvement.
- Implement new ideas more efficiently.
- Enhance their reputation as strong contributors to meeting organizational goals.

Exploring Emotional Intelligence

Do you see how your own emotions “color” your thinking? Do you know how they drive your behavior? How can we gain make better choices in our life? How can we become more motivated in our work or motivate others?

Possible topics can include:

- Investigate research on the benefits of Emotional Intelligence (EI) and explore how it can benefit my life;
- Explore our degree of emotional literacy—the building block of EI skills;
- Examine the power of unconscious patterns in behavior;
- Study the brain’s reaction cycle and learn ways to slow down unwanted emotions.
- Investigate managing emotions—the analytical work of EI--called “Consequential Thinking.”
- Explore research on how to motivate others (and myself).
- Analyze our capacity for optimism.
- Increase our ability to empathize with others.



Geometric Dimensioning and Tolerancing (GD&T)

An 8-hour introduction to the basic principles of Geometric Dimensioning and Tolerancing as it applies to ASME Y14.5M-1994.

Course includes:

- Terms
- Applications
- Interpreting GD&T Symbols
- Feature Control Frame
- Geometric Characteristics
- Geometric Tolerance Zone
- Maximum Material/Least Material Condition
- Datum Reference
- Form and Orientation Tolerances
- Form Tolerances (Flatness, Straightness, Circularity, Cylindricity)
- Orientation Tolerances (Perpendicularity, Angularity, & Parallelism)
- Profile, Runout, & Location Tolerances
- Profile Tolerances (Profile of a Surface & Profile of a Line)
- Runout Tolerance (Circular Runout & Total Runout)
- Location Tolerance (Position, Concentricity, & Symmetry)

Statistical process control

An 8-hour manufacturing statistics course that emphasizes the selection, set up, calculation, and interpretation of SPC charts.



Longer training --from Development Dimensions International

Managing Others—Leadership Training

In this group of DDI modules, leaders learn how to proactively create an environment in which people are highly motivated to perform.

Essentials of Leadership 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.

Resolving Conflict helps leaders:

- Effectively resolve workplace conflict and enhance productivity, efficiency, and morale.



- Help others take responsibility for resolving workplace conflict.
- Reduce the negative effects of workplace conflict on individuals, groups, and the organization.

Delegating for Results helps leaders:

- Identify tasks and responsibilities that can and should be delegated and determine the most effective method of allocating them.
- Assess the scope of delegated tasks and identify the appropriate level of authority and support to give the people doing the work.
- Use a set of criteria to select the best people for tasks and responsibilities.
- Use the interaction process to conduct delegation discussions that meet personal and practical needs.

Setting Performance Expectations helps leaders:

- Ensure mutual understanding of performance expectations.
- Help others identify performance expectations that align with the organization's goals.
- Gain individual or team commitment to fulfilling the expectations in the performance plan.
- Handle challenging situations that can arise during setting expectations discussions.

Motivating others helps leaders:

- Create an environment that allows individuals and work groups to achieve their full potential.
- Spark high levels of sustained energy in individuals and work groups.
- Improve work group results by helping people sustain their motivation.

Development Dimensions International presents

BUILDING BETTER WORK RELATIONSHIPS

This group of DDI modules will present the basics on how to work well together, reduce wasted time, lessen conflict, and influence interactions in a positive way.

Interaction Skills for Success will help participants:

- Choose the most effective way to interact with others in order to reduce wasted time and miscommunication.
- Get what they need from their interactions.
- Make sure they give people what they need from their interactions.
- Maintain strong working relationships and reduce misunderstandings and conflicts.

Building Trust will help participants:

- Take steps to strengthen trust in their interactions.
- Build a history of trust with coworkers.
- Encourage open communication.
- Develop an action plan for building trust with coworkers, team members, customers, and leaders.



Communicating and Listening will help participants:

- Send and receive clear, accurate messages.
- Actively listen to and understand what others say.
- Manage internal and external distractions that can interfere with communication.
- Manage the nonverbal messages that they send and receive.
- Match the appropriate method of communication to their messages.

Working through Conflict will help participants:

- Approach conflict as a process.
- Reduce the potential cost of conflict to themselves and their organization.
- Minimize the negative consequences of unresolved differences.
- Improve productivity by effectively handling conflict on and off the job.
- Contribute to an open, collaborative work environment.

Coaching Series:

Coaching: Developing High Performance Teams

By helping others develop critical thinking skills to work through problems, ideas, and opportunities, leaders can focus on broader strategic issues while creating an environment in which high performers excel.

This course identifies techniques for developing self-leadership among individuals and teams.

Performance Objectives

- Guide others to think for themselves when taking on a new challenge or solving problems.
- Balance telling and seeking to provide support, encourage involvement, and share responsibility.
- Develop all team members—with individual styles, abilities, and motivations—into high performers.

Coaching for Improvement

Individuals need to take responsibility for addressing unacceptable performance or work habits that impact others and the organization—but leaders must know how to help them do it.

This course helps leaders conduct effective improvement discussions and provide the feedback and ongoing support people need to improve performance.

Performance Objectives

- Encourage others to take charge of improving performance and altering work habits, develop an improvement plan, and measure their progress.
- Prepare for and conduct successful improvement discussions.
- Handle specific challenges that might occur during such discussions.
- Foster morale and productivity by addressing performance and work-habit issues in a firm, fair, and consistent manner.

Coaching for Success

Too many leaders cling to outdated ideas of what it takes to be a good coach. They can't let go of the misguided concept that good coaches help their teams learn from



mistakes, focusing on improvement and correcting performance after mistakes happen. In today's work environment, organizations can't afford trial and error; they need things to be done right the first time.

This course develops leaders who help people achieve their goals and avoid problems—a more positive experience for themselves and those being coached. Leaders learn a proven coaching process—a continuous cycle that ensures they identify coaching opportunities, provide needed coaching and support, observe performance, and measure results until the desired outcomes are achieved. They learn how coaching for success benefits individuals, strengthens work groups, and supports company objectives and priorities.

Performance Objectives

- Prepare people to successfully handle challenging situations and tasks.
- Expand their teams' capabilities to give the organization a competitive edge.
- Delegate with confidence in their team's ability to assume new responsibilities.
- Spend less time reacting to problems because they have prepared their work groups to succeed.

Service Plus®

Customer loyalty comes from an expectation of superior service. It's a belief that even if something goes wrong, your company will do everything possible to make it right and to make sure the customer is happy.

Is this the relationship you have with your customers?

Service Plus® creates this level of service, helps eliminate customer defections and strengthens customer satisfaction and loyalty. The program gives service providers more than a list of do's and don'ts by providing a toolbox of skills for effectively and efficiently handling all types of customer interactions.

Service Plus® creates service providers who:

- Think and act consistently to please customers by putting them at the heart of your organization.
- Create unprecedented levels of customer satisfaction and loyalty.
- Ensure repeat business from established customers, increase word-of-mouth referrals for your business and inspire loyalty in new customers.