



ECC Corporate Solutions

Customized Employee Training

Performance Solutions Catalogue

Bill J. Priest Institute for Economic Development



El Centro College

DALLAS COUNTY COMMUNITY COLLEGE DISTRICT

Performance Solutions 2011 Catalogue

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Performance Solutions Overview

Needs Assessments

El Centro Corporate Solutions Group offers needs assessments and surveys to determine performance gaps.

Employee Profiles and Assessments

- Myers-Briggs Type Indicator
- DiSC®
 - Team Dimensions Profile®
 - Work Expectations Profile®
 - Time Mastery Profile®
 - Personal Listening Profile®
 - Discovering Diversity Profile®

Customized Training

Training can be designed from scratch or tailored to meet your company-specific needs. Follow-up coaching is available.

Corporate Academy Development

The Corporate Solutions Group can help you design and implement your own training academy. Incorporate proprietary training with workforce and management skills designed to move your business forward.

Just-in-Time Training

Does your internal training department need help in meeting the growing demands of internal customers? Let Corporate Solutions fill in the gaps when your training staff is engaged in other priority initiatives. Our trainers are certified in DDI, Achieve Global, and more.

Process Improvement

- Lean Manufacturing
- Quality Improvement
- ISO Registration Preparation and Updates

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Business Communication

Business Writing (in English)

POFT 1004

16 Hours

This course is designed to refresh the skills of the busy business person who must write for clarity, consistency, and impact. Email and memo writing will be stressed. Grammar rules will be reviewed and winning writing techniques will be practiced.

Powerful Presentation Skills

COMG 2030

14 Hours

During this 14-hour course, you will learn the essentials of delivering a business presentation with impact. Vocal variety, appropriate body language, and techniques to engage your audience will be mastered.

The Art & Science of Screen Design

8 Hours

Learn how to create visual aids that *complement* the words you speak rather than *compete* with them! Learn how to use the 4 key elements of an effectively designed screen to increase audience's *attention* to your message, accelerate message *comprehension* and enhance listener's *retention*. (Pwhel)

Accent Reduction for the Business Professional

16-24 Hours

Learn to present to English-speaking customers without distractions of pronunciation. You will be more confident and at ease by learning key techniques to accent reduction.

Presentation Skills for the Non-native English Speaker

16 Hours

In this course, you will learn the essentials of delivering a business presentation with impact. You will master vocal variety, appropriate body language, and techniques to engage your audience. This course is specially designed for those who speak English as a second language.

Customer Service Phone Skills

12 Hours

This workshop combines phone skills and customer service excellence by providing guidelines, techniques, and the opportunity to practice as well as explore with employees the kind of customer service representative they want to be. (Pwhel)

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Languages

English

English at Work – Multilevel

COMG 1091

30-32 Hours

Employees will learn English vocabulary, phrases, and functional skills in order to communicate better in the workplace. Listening and speaking skills are emphasized, while reading and writing skills are also practiced. Industry-specific vocabulary and skills are integrated into the class. This multilevel course is offered to those businesses that have small groups of employees at different levels of English ability. Materials appropriate for each student are recommended and a thematic program is followed to include students in whole-group activities as well as small-group work.

Basic English at Work

COMG 1003

60 Hours
(or 30+30 Hours)

An introduction to the English language for the beginner. Participants will learn to recognize and produce sounds and characters of the alphabet and number system, acquire survival vocabulary and elementary functional grammar, and improve communication skills for successful job performance.

English at Work – Level 1

COMG 1091

60 Hours
(or 30+30 Hours)

For the beginner with limited experience in English. Participants will acquire basic work-related vocabulary and use simple grammar structures to form short sentences. Course provides practice in conversation to develop real-world listening and speaking skills, including basic sounds of the English language for use in the workplace.

English at Work – Level 2

COMG 1091

60 Hours
(or 30+30 Hours)

Participants will continue study of English vocabulary, phrases, and functional skills in order to communicate at a high basic level in the workplace. Site-specific vocabulary and skills are integrated into the class. Listening and speaking skills are emphasized, while reading and writing skills are also practiced.



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English at Work - Levels 3 & 4 COMG 1091 60 Hours

Participants will advance in their study of English vocabulary, phrases, and functional skills. While listening and speaking skills are emphasized, reading and writing skills are also **integrated into the course of studies.**

Speaking English at Work: Pronunciation COMG 1006 16 Hours

Designed to complement English at Work: Level 1 and above, this course is the first in a series of workshops focused on guided practice in the area of speaking. Students will practice basic sounds of the English language for assimilation and use in the workplace. Pronunciation and repetition of frequently used words are used to enhance speaking and listening skills and build English vocabulary. Verbal drills and coaching are included. Simultaneous enrollment in the appropriate level of English at Work is required.

Speaking English at Work: Techniques of Clear Speech COMG 1006 16 Hours

Designed to complement English at Work: Level 2 and higher, this course is the second in a series focused on guided practice in the area of pronunciation. Course provides practice in standard American English pronunciation and foreign accent reduction. Concepts of stress and intonation are introduced.



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Spanish

Spanish at Work I

FRNL 1001

30 Hours

This introductory Spanish class focuses on listening and speaking skills, while also providing explanation of basic grammar and practice in writing. Culture units on Hispanic culture and Puerto Rico included. Industry-specific words and phrases may be integrated into the class. Recommended textbook includes four compact discs for reinforcement of concepts introduced in class.

Spanish at Work II

FRNL 1001

30 Hours

This continuation of introductory Spanish class focuses on basic conversational skills, while also providing explanation of basic grammar and practice in writing. Culture units on Spain and Mexico included. Industry-specific words and phrases may be integrated into the class. Recommended textbook includes four compact discs for reinforcement of concepts introduced in class.

Spanish at Work III

FRNL 1091

30 Hours

This lower-intermediate Spanish class focuses on conversational skills, while also providing a review of basic grammar and practice in verb tenses and writing. Industry-specific words and phrases may be integrated into the class.

Spanish at Work IV

FRNL 1091

30 Hours

This upper-intermediate Spanish class focuses on conversational skills, while also providing practice in verb tenses moods and writing. Industry-specific words and phrases may be integrated into the class.

Spanish Conversation at Work

SPNL 1091

30 Hours

This class may be taken simultaneously with or in lieu of Spanish at Work III or IV. Students will practice Spanish vocabulary, phrases and functional skills in order to develop conversational fluency at an intermediate level in the workplace. Industry-specific vocabulary and skills may be integrated into the class. Listening and speaking are emphasized, while reading and writing skills are also practiced. Prerequisite: Spanish II or instructor permission.

Workforce Spanish

FRNL 1001

16-24 Hours

This course is designed for employees with no previous knowledge of Spanish. Workforce Spanish will jumpstart their ability to say words and phrases which are imperative for success with the Spanish employee or customer.



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Spanish for Bilingual Professionals

Advanced Written Spanish for Bilingual Professionals

24 Hours

Write your way into the hearts of your customers with grammatical confidence and professionalism. This course is designed for the bilingual employee who must write Spanish with increased precision for better communication.

Advanced Spoken Spanish for Bilingual Professionals

24 Hours

Win your customers' trust with better verbal skills in Spanish. This course is designed for the bilingual employee who would like to speak Spanish even more courteously and professionally.

Spanish for Medical Personnel

Spanish I for Medical Personnel

SPNL 1001

48 Hours

This beginning Spanish class initiates a basic understanding and use of the language. The focus is on beginning listening and speaking skills, including terms and phrases specific to a hospital setting. Basic grammar and writing are included. Culture units on Hispanic culture and Puerto Rico included. Language textbook includes four compact discs for reinforcement of concepts introduced in class; separate medical Spanish textbook also required.

Spanish II for Medical Personnel

SPNL 1002

48 Hours

This continuation of Spanish I for Medical Personnel completes a basic understanding and use of the language. The focus is on listening and speaking skills, including terms and phrases specific to a hospital setting. Basic grammar and writing are included. Culture units on Spain and Mexico are included. Language textbook includes four compact discs for reinforcement of concepts introduced in class; separate medical Spanish textbook also required.

Spanish III for Medical Personnel

SPNL 1091

48 Hours

This continuation of Spanish II for Medical Personnel reviews a basic understanding and use of the language and continues at a low intermediate level. The focus is on listening and speaking skills, including terms and phrases specific to a hospital setting. Intermediate grammar and writing are included. Language textbook and separate medical Spanish textbook are required.



Technology

Computer Fundamentals in Spanish

POFI 1004

32-64 Hours

This introduction to the personal computer provides participants with practice with basic file operations, such as creating, copying, and deleting files, executing programs and other operating system skills. Basic word processing document creation, editing, and formatting are also practiced.

Microsoft Office Skills Upgrade

ITSC 1004

7-40 Hours

This seminar is customized to meet company needs following a self-assessment or a specific request for assistance with specific Microsoft Office documents, templates, or skills by the company. One example is making the transition to the Microsoft Office 2007 System.

Intermediate Spreadsheets

ITSW 2029

7-40 Hours

Customize the spreadsheet environment by analyzing workbook data and creating worksheets and charts. Import and export data, manage workbooks, format numbers, establish ranges, customize spreadsheets, audit worksheets, summarize data, analyze data, and apply workgroup collaborative features.

Advanced Spreadsheets

ITSW 2049

7-40 Hours

Learn advanced concepts in electronic spreadsheets: macro programming features, database functions, merging and linking spreadsheets, data file transfer, and Boolean functions. Utilize advanced spreadsheet functions; create and design macros; and devise solutions utilizing linked worksheets and merged data.

The Power of PowerPoint

COMG 1002

7 Hours

Learn to take Power Point into the light with screens that are designed for impact and clarity. You'll never have a snoozer in your audience by using these tried-and-true design and presentation methods. (Pwhel)

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Health

Medical Terminology

HPRS 1006

48 Hours

Study of common medical terminology, word origin, structure, and application. Participants will be able to identify, pronounce, and spell medical terms with the use of medical references as resource tools; use terms in context; build and analyze medical terms; examine word origin and structure through the introduction of prefixes, suffixes, root words, plurals, abbreviations and symbols.

Anatomy and Physiology

SCIT 1007

48 Hours

An applied systematic study of the structure and function of the human body designed for students considering a career in the health field. Includes anatomical terminology, cells, tissues, and the following systems: integumentary, skeletal, muscular, nervous, and endocrine. Emphasis on homeostasis. Participants will be able to identify the structure and explain the function of cells and tissue; identify the components and explain the physiological mechanisms of the following body systems: integumentary, skeletal, muscular, nervous, and endocrine; and apply anatomical terminology to describe the processes these systems use to maintain homeostasis of the human body.

Pathophysiology

HPRS 2001

32 Hours

Study of the pathology and general health management of diseases and injuries across the life span. Topics include etiology, symptoms, and the physical and psychological reactions to diseases and injuries. Participants will be able to distinguish environmental factors, physical, psychosocial, and cognitive characteristics of various diseases and conditions; and identify implications of therapeutic interventions for common diseases and conditions.

Pharmacology

HITT 1049

32 Hours

Overview of the basic concepts of the pharmacological treatment of various diseases affecting major body systems. Participants will be able to identify the drugs associated with the treatment process; and examine drug therapy, dosages, actions, and drug administration routes.



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Medical Coding I

HITT 1013

48 Hours

Knowledge and skills in health information for ICD-9 and CPT coding of insurance forms for reimbursement of medical services. Participants will be able to identify different nomenclatures and classification systems; and assign codes using appropriate rules, principles, guidelines, and conventions.

Medical Coding II

HITT 2046

48 Hours

In-depth coverage of ICD and CPT coding rubrics, conventions, principles, and updates as they apply to accurate coding of complex medical and surgical cases. Government regulations and changes in health care reporting will be addressed. Interpret inpatient or outpatient medical records to assign appropriate principal or secondary diagnosis and principal or secondary procedures and the appropriate PPS reimbursement category.

Insurance Billing and Reimbursement

HITT 1013

24 Hours

Provides skills and knowledge in the health information field for ICD-9 and CPT coding of insurance forms for reimbursement of medical services. Participants will be able to identify different nomenclatures and classification systems; and assign codes using appropriate rules, principles, guidelines, and conventions.

First Aid with Cardiopulmonary Resuscitation & AED EMSP 1026

7 Hours

Instruction in first aid for injured and ill persons as prescribed by the American Heart Association. Cardiopulmonary resuscitation and automated external defibrillator techniques will be presented and practiced in this class. Upon successful completion, participants will receive the AHA card.

Cardiopulmonary Resuscitation & AED

PHEZ 1000

4 Hours with infant CPR

3 Hours w/out infant CPR

The Heartsaver® AED course teaches cardiopulmonary resuscitation and automated external defibrillator use, relief of choking in adults and children, and infant CPR and relief of choking, and use of barrier devices for all ages.



Food Service

Food Service Manager Certification (English or Spanish) RSTO 1041 15 Hours

This course is the 15-hour certification program for owners and operators of establishments which prepare and serve food to the public. Topics include methods of proper food storage, techniques for sanitary food service preparation, employee sanitation, pest control, accident prevention, housekeeping management, sanitation regulations and standards, and facility conditions which contribute to outbreaks of food-borne disease. The class will be presented in English or Spanish as requested. Participants will present the state examination in either language at the end of the course, and the state will send the results to the participants at the addresses that they specify on the exam.

The El Centro College Food Protection Certification and Recertification programs meet training requirements mandated by the cities of Dallas, Garland, and Mesquite.

Recertification: Food Protection Management Program (English or Spanish)

RSTO 2041 7 Hours

This seven-hour recertification course is designed for owners and operators of establishments that prepare and serve food to the public. Specified topics include categories of food contamination, factors that contribute to food-borne illness, and introduction to HACCP. All students must show evidence of successful completion of the 15-hour Basic Food Service Manager Certification course. The class will be presented in English or Spanish as requested. Participants will present the state examination in either language at the end of the course, and the state will send the results to the participants at the addresses that they specify on the exam.

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Safety

Best Practices in Injury and Illness Management

8 Hours

Learn how to accurately document and maintain OSHA-required documents. Realize the importance of a good return-to-work program. Learn how to conduct incident investigations and determine the root causes of incidents. Learn how to save thousands on your annual worker's compensation premiums.

Personal Protective Equipment

8 Hours

Learn how to conduct a Hazard Assessment and make a Certification Statement as required by OSHA. Identify steps to avoid common compliance mistakes. Learn the PPE requirements for eye, face, head, foot, hearing, and respiratory protection.

Ergonomics

4 Hours

Learn how to recognize risk factors related to musculoskeletal trauma disorders, develop an ergonomic work site analysis, and implement a successful ergonomics program.

Incident Investigation

4 Hours

Analyze incidents to identify root causes, develop effective investigative and interviewing techniques, and address hazard control and follow-up. Learn how best to gather information and data following an incident.

Job Safety Analysis

4 Hours

Learn how to reduce injuries and help control operating hazards, recognize often-overlooked job hazards, and create and complete JSA forms correctly.

Confined Spaces

4 Hours

Learn how to comply with one of the most difficult regulations, 1910.146, recognize the difference between confined space and permit-required confined space, and develop the required site-specific written program for your workplace.



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Emergency Action Plans

4 Hours

Learn how best to prepare for workplace emergencies. Learn how to plan exit routes and post facility layouts, and evacuation methods to ensure employee safety.

Hazard Communication

4 Hours

Learn how to best protect employees from chemical hazards in the workplace by setting up an effective hazcom program. Learn chemical labeling requirements and methodologies and proper chemical storage techniques.

Introduction to OSHA

4 Hours

Learn the roles and responsibilities of the U.S. Occupational Safety and Health Administration. An introduction to the OSHA regulations 29 CFR 1910 and 1926. Learn recordkeeping, posting and employee training requirements.

Lockout / Tagout

4 Hours

Learn how to comply with the most commonly violated OSHA regulation. Energy control procedures that make sense. Learn how to develop your own site-specific written program and how to conduct periodic inspections of procedures.

OSHA Recordkeeping

4 Hours

Learn how to accurately complete and maintain OSHA-required documents, “trend” injuries and illnesses, and calculate “DART” rates for internal and external reporting.



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Business Continuity

These courses are designed as a 35-hour institutional award series to provide you with proven techniques and necessary skills to develop a successful business Continuity/Disaster Recovery Program for your business. Participation in the award program is optional.

Creating a Business Impact Analysis (BIA) for Your Organization

HMSY1016

7 Hours

During this workshop, you will learn the major techniques to enable the development of recovery time objectives and data recovery time objectives for your organization's departments and data center technology. The legal implications of a disaster, understanding the customer impact of a disaster and quantifying the financial impact on the organization will be covered. Specific guidelines on how to cost-effectively conduct the BIA and what questions to avoid will be covered. Also discussed will be a strategy for annual follow-ups and review of the previous BIA.

Choosing the Most Appropriate and Cost-Effective Disaster Recovery Solution for Your Organization

HMSY1033

7 Hours

During this workshop, you will review the business impact analysis results for your organization and examine the various recovery strategies that can satisfy your recovery time objectives and data recovery time objectives. Factors such as distance, security, size, utilities, parking, location, and cost will be considered.

Creating a Documented Recovery Plan

HMSY2028

7 Hours

During this workshop, you will review various techniques for documenting your recovery plan solution. You will learn what should be included in the tasks to be performed at disaster time, what notifications need to be made, and what lists of equipment, supplies, procedures, validation efforts and salvage need to be recorded.

How to Test Your Organization's Recovery Plans

HMSY2030

7 Hours

During this workshop, you will discuss testing both the work area (office) and the data center technology testing techniques you need to employ to prove the concept of the selected recovery solutions. Testing templates will be distributed for work area and technology solutions.

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How to Maintain Your Business Continuity Program and Report on its Status

HMSY2029

7 Hours

During this workshop, you will learn how often to redo your business impact analysis, maintain your recovery plan documents, and conduct testing of your recovery plans. Also to be discussed will be the various methods to provide managers with the needed status reports so they can feel that the money for the recovery program is being well spent.



Lean Six Sigma

Lean Power Tools for Your Business

2 hours

Learn Lean and Quality tools used by large corporations like Texas Instruments to improve your organization's performance. Topics include Lean Thinking, Visual Management & 5S, DMAIC Problem Solving, Voice of the Customer, and You Get What You Measure

Business Process Management: DMAIC Summary

Introduction to Business Process Management

Lean and Six Sigma history and theory, what a sigma is and why it matters, defects per million opportunities, the Six Sigma DMAIC (Define, Measure, Analyze, Improve, and Control) process, and Lean thinking are covered.

Problem Definition – Getting Started

Learn critical process management concepts and tools to help get your new process design effort launched, including; process mapping, flow charts, value stream mapping, Pareto chart, project selection, project charter, project tracking, Gantt charts, affinity diagrams, critical to quality diagrams.

Measurement System – Charting Process Behavior

Increase your understanding of process effectiveness and the role of statistics in solving business problems. Covers statistical terms, variable and attributes data, central tendency, process variability, probability distribution, histograms, data collection, and trend charts.

Analysis – Discovering Root Causes

Learn the source of business problems, and how to analyze data. Cause and effect diagrams, five whys, scatter plots, and correlation analysis are covered.

Improve – Process Design and Implementation

Understand challenges and opportunities associated with implementing an improved process. Covers solution selection, error-proofing, continuous flow, corrective action matrix, solution pilot, and implementation plan.

Control – Maintaining the Results

Develop the skills necessary to deliver results according to stakeholder and customer expectations. Development of control response plans, 5S, PDCA technique, and best practices.



Business Process Management: Phased Training and Project Completion

<u>Phase 1</u>	<u>Foundation</u>	48 Hours
Description	DMAIC Application Basic 6 Sigma Tools Basic Lean Tools Lean Concepts Theory Of Constraints Sample Size Selection Project Selection Process Mapping Project Planning Project Deliverables In-Class Projects	
Proficiency Level	Understanding: Constructing meaning from oral, written, and graphic messages through interpreting, exemplifying, classifying, summarizing, inferring, comparing, and explaining. Remembering: Retrieving, recognizing, and recalling relevant knowledge from long-term memory.	
Cumulative Projects	Participate 1 <u>Complete</u> 0 Total 1	
Outcome	The participant will have the ability to work on Quality /Process Improvement Project Team and understand the basic Lean, Six Sigma, and Performance Management Tools.	



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Business Process Management: Phased Training and Project Completion

<u>Phase 2</u>	<u>Green Belt</u>	48 Hours						
Description	<p>Lean & TOC Integration</p> <p>Top 20 Lean & 6S Tools</p> <p>Tool Selection</p> <p>Advanced Data Analysis</p> <p>Measurement Systems</p> <p>Capability Analysis</p> <p>Project Reviews</p> <p>Project Measurement</p> <p>Managing Performance</p> <p>Communicating Strategy</p> <p>In-Class Projects</p>							
Proficiency Level	<p>Analyzing: Breaking material into constituent parts, determining how the parts relate to one another and to an overall structure or purpose through differentiating, organizing, and attributing.</p> <p>Applying: Carrying out or using a procedure through executing, or implementing.</p>							
Cumulative Projects	<table><tbody><tr><td>Participate</td><td>3</td></tr><tr><td><u>Complete</u></td><td><u>1</u></td></tr><tr><td>Total</td><td>4</td></tr></tbody></table>	Participate	3	<u>Complete</u>	<u>1</u>	Total	4	
Participate	3							
<u>Complete</u>	<u>1</u>							
Total	4							
Examination	Open Book, 70 out of 100 questions							



Business Process Management: Phased Training and Project Completion

Phase 3

Black Belt

52 Hours

Description

Regression Analysis
Attribute Measurements
Sample Size Calculations
Design Of Experiments I
Factorial Experiments
Statistical Process Control
Mistake Proofing
Control Methods
In-Class Projects
Managing Multiple Green Belt Teams

Proficiency Level

Evaluating: Making judgments based on criteria and standards through checking and critiquing.

Cumulative Projects	Participate	6
	<u>Complete</u>	<u>2</u>
	Total	8

Examination

Open Book, 80 out of 100 questions



Quality

ISO 9001:2008 and AS9100

Executive Briefing

8 Hours

This is a one-day overview of the requirements of the standard; it is meant to be a “quick and easy” briefing for upper management.

Internal Auditor Training

24 Hours

This three day course is designed for those who are responsible for internal audits at their organization. Internal Auditors must be trained, and this course will be exactly what they are looking for. This is a robust, comprehensive course packed full of exercises and case studies.

Documentation or Procedural Reviews

16-24 Hours

This service is a complete review of the organization’s documentation, along with options for improvement, discussions of why or why not the document will work, as well as compliance review to ensure it complies as needed.

Preparing for Registration

8 Hours

This is a one-day course for management and the ISO Management Representative. During this course, leadership will learn what it can expect to happen during the registration process, how it should prepare for the audit, and how to respond to any audit findings.

Key Process Indicators (KPI)

8 Hours

During this one-day course, employees will learn how to set up Key Process Indicators, what to look for, and how they affect an organization’s ability to improve.

Corrective and Preventive Action

8-16 Hours

During this course, employees will learn what corrective and preventive actions are, and how to respond to CARs/PARs. They will also learn how to perform a root-cause investigation, and why.

Supplier Management

8 Hours

This one-day course is designed to show the impact of suppliers on your organization’s ability to meet customer requirements and how to start the process of supplier management.

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Project Management

Project Management Concepts

16 Hours

The Project Management Concepts course is a two-day introductory course designed to give the participants a general understanding of project management concepts and terminology. Concepts takes a high level overview of the project life cycle beginning with project feasibility assessments and ending with project closure. The focus of this course is to orient the participant to the internationally recognized standards in project management. By doing so, a common language can be established which will improve overall project management communications and streamline project processes.

Planning, Scheduling & Control

32 Hours

This 4-day course focuses on the planning and controlling processes of effective project management. You will learn how to define business and project requirements and break them down to manageable units. You will be able to create an appropriate project schedule that considers the associated risks, resources, time and cost constraints. Upon completion, you will prepare a project plan and proposed implementation strategy for the proposed project.

CAPM® Exam Review

4 Hours

The class is designed to enhance your understanding of the Guide to the Project Management Body Knowledge (PMBOK)®, which is essential to successfully passing the CAPM® examination. Time will be spent answering your questions regarding the CAPM® exam, test application process and recommended studying tips. You will learn to understand how the PMBOK® is organized and how you can use it to study for the exam. We will cover all chapters with particular emphasis on the knowledge areas, terminology and concepts. Students are encouraged to bring their copy of the PMBOK® 3rd edition with them to class.

Project Management Professional Exam Preparation

24 Hours

This comprehensive three-day course is specifically designed to prepare an applicant for Project Management Institute's (PMI's), Project Management Professional (PMP) Certification Exam. All PMBOK knowledge areas will be addressed. Bring your PMBOK 3rd Edition to class.

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Management

Organizations today face many difficult issues, such as leadership gaps, high turnover, decreased customer service, overworked employees, and more. To succeed in the face of such formidable challenges, organizations must incorporate a multifaceted approach to training and development.

El Centro College Corporate Solutions has teamed up with **Development Dimensions International (DDI)** to recommend the following solutions for your most common business issues. These solutions help your organization succeed in today's competitive marketplace because they incorporate multiple training courses that will result in a skilled workforce.

Your needs are addressed in the following DDI Leadership and Workforce tracks.

Leadership Tracks

- New Frontline Leaders
- Middle Management Leadership
- Advanced Leadership
- Business Performance Accountability
- Leading Rapid Change
- Motivating & Retaining Talent
- Taking Action to Boost Business Results
- Basic Coaching
- Advanced Coaching
- Team Leadership
- Selection & Retention
- Leading Lean

Workforce Tracks

- Improving Interaction Skills
- Optimizing Team Success
- Taking Action to Boost Business Results



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Leadership Tracks

New Frontline Leadership

- **Essentials of Leadership** – This prerequisite course teaches leaders how to get results through people.
- **Getting Started as a New Leader** – New leaders develop a strategy and learn a leadership approach to accelerate their success in this new role. (No prerequisite course)
- **Coaching for Success** – Teaches proactive coaching skills that leaders need to help people take on new tasks or solve problems.
- **Coaching for Improvement** – Builds the skills leaders need to help people with performance or work habit problems.
- **Managing Performance Problems** – Provides leaders with additional skills to address chronic performance or work habit problems.
- **Setting Performance Expectations** – Helps leaders drive performance and accountability by helping people understand what is expected of them and gaining their commitment to achieving it.
- **Delegating for Results** – Prepares leaders to become catalysts who transfer responsibility and authority to others.

Middle Management Leadership

Essentials of Leadership (see above) is the prerequisite course for most leadership courses.

- **Supporting Leadership Development** – Designed to teach managers what they need to do to provide support during a leadership development initiative which uses DDI curricula. (No prerequisite course)
- **Building an Environment of Trust** – Teaches leaders to recognize behaviors that lead to distrust and to understand the human impact of a non-trusting environment.
- **Developing Others** – Provides leaders, coaches, and mentors with a practical process and the skills necessary to develop talent. (No prerequisite course)
- **Influential Leadership** – Helps leaders get their good ideas heard, accepted, and enacted.
- **Rapid Decision Making** – Helps leaders accelerate the decision-making process, yet still make quality decisions in fast-paced environments with limited time and information. (No prerequisite course)



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Advanced Leadership

Essentials of Leadership is the prerequisite course for most leadership courses.

- **Adaptive Leadership** - Teaches leaders how to tailor their approaches based on team members' motivations, personality styles, the organizational environment, and the situation. This is an advanced interpersonal skills course. It is highly recommended that several other interpersonal skills courses from DDI be taken prior to this one.
- **Building an Environment of Trust** - Teaches leaders to recognize behaviors that lead to distrust and to understand the human impact of a non-trusting environment.
- **Developing Others** - Helps leaders understand the critical role they play in developing organizational talent, and provides a process for them to follow in doing so. (No prerequisite course)
- **Retaining Talent** - Helps leaders understand their critical role in retaining organizational talent, and creating an environment in which people feel valued and satisfied in their job.
- **Building Winning Partnerships** - Leaders learn how to establish true partnerships to meet customer needs by developing strategies for gaining people's commitment to working together.
- **Influential Leadership** - Helps leaders get their good ideas heard, accepted, and enacted. (No prerequisite course)
- **Essential Interviewing SkillsSM** - This behavior-based interviewing course teaches hiring managers how to interview for behaviors, knowledge, and motivations needed for success on the job.



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Business Performance Accountability

Essentials of Leadership is the prerequisite course for most leadership courses.

- **Setting Performance Expectations** - Helps leaders drive performance and accountability by helping people understand what is expected of them and gaining their commitment to achieving it.
- **Reviewing Performance Progress** - Teaches leaders to conduct effective discussions that recognize people's success and plan for their future development.
- **Delegating for Results** - Prepares leaders to transfer responsibility and authority to others.
- **Resolving Conflict** - Enables leaders to recognize signs of conflict, assess the conflict, and serve as catalysts to achieve resolution.
- **Rapid Decision Making** - Helps leaders accelerate the decision-making process, yet still make quality decisions in fast-paced environments with limited time and information. (No prerequisite course)
- **Boosting Business Results** - Designed to follow 3 to 6 of DDI's leadership courses, this course enables leaders to identify a project or task that will require effective use of these newly learned leadership skills. Teaches leaders a proactive, strategic process they can apply to leverage their leadership skills with business results.



Corporate Solutions

Leading Rapid Change

Essentials of Leadership is the prerequisite course for most leadership courses.

- **Building an Environment of Trust** – Teaches leaders to recognize behaviors that lead to distrust and to understand the human impact of a non-trusting environment.
- **Leading Change** - Explores how change affects individuals and teams and shows leaders what they can do to help others adapt.
- **Resolving Conflict** - Enables leaders to recognize signs of conflict, assess the conflict, and serve as catalysts to achieve resolution.
- **Motivating Others** - Teaches leaders how to proactively create an environment in which people are highly motivated to perform.
- **Adaptive Leadership** - Teaches leaders how to tailor their approaches based on team members' motivations, personality styles, the organizational environment, and the situation. This is an advanced interpersonal skills course. It is highly recommended that several other interpersonal skills courses from DDI be taken prior to this one.
- **Influential Leadership** - Helps leaders get their good ideas heard, accepted, and enacted. (No prerequisite course)

Taking Action to Boost Business Results

- **Impacting Your Work Processes** - Teaches people to analyze their own work processes and learn how to improve performance while working faster and minimizing rework. (No prerequisite course)
- **Improving Personal Productivity** - Gives individuals the skills they need to increase their productivity while decreasing their stress levels. (No prerequisite course)
- **Making Effective Decisions** - Teaches a practical five-step method for making clear decisions. (No prerequisite course)
- **Making Sense of Business: A Simulation®** - Uses a business simulation to help learners gain “business sense” and understand how their jobs affect the organization and how the organization competes in the marketplace. (No prerequisite course)
- **Taking Action® to Solve Problems** - Helps people identify problems and their causes, evaluate potential solutions, and select the solution with the greatest chance of success. (No prerequisite course)
- **Thunderbolt Thinking®: Innovation Fundamentals** - Enhances and strengthens innovative thinking skills. (No prerequisite course)



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Basic Coaching

Essentials of Leadership – This prerequisite course teaches leaders how to get results through people.

- **Coaching For Success** – Teaches proactive coaching skills that leaders need to help people take on new tasks or solve problems.
- **Coaching For Improvement** – Builds the skills leaders need to help people with performance or work habit problems.
- **Managing Performance Problems** – Provides leaders with additional skills to address chronic performance or work habit problems.

Advanced Coaching

Essentials of Leadership is the prerequisite course for most leadership courses.

- **Mastering Interaction Skills** - This application course helps leaders significantly improve their confidence and mastery in using the IMSM leadership skills. Leaders explore the issues that they face, practice their skills, and receive feedback on their use of the interaction process skills. It is for leaders who have completed 2 to 3 skill development courses (e.g. Coaching for Success, Coaching for Improvement, etc.)
- **Adaptive Leadership** - Teaches leaders how to tailor their approaches based on team members' motivations, personality styles, the organizational environment, and the situation. This is an advanced interpersonal skills course. It is highly recommended that several other interpersonal skills courses from DDI be taken prior to this one.
- **Developing Others** - Provides leaders, coaches, and mentors with a practical process and the skills necessary to develop talent. (No prerequisite course required)
- **Retaining Talent** - Helps leaders understand their critical role in retaining organizational talent, and creating an environment in which people feel valued and satisfied in their job.
- **Motivating Others** - Teaches leaders how to proactively create an environment in which people are highly motivated to perform.



Corporate Solutions

Team Leadership

Essentials of Leadership is the prerequisite for most leadership courses.

- **Launching a Successful Team** - Leaders learn process and tools for setting up a team charter, including goals, ground rules, and other important elements of a successful team.
- **Building an Environment of Trust** - Teaches leaders to recognize behaviors that lead to distrust and to understand the human impact of a non-trusting environment.
- **Making Meetings Work** - Leaders learn how to effectively plan, facilitate, and follow-up on meetings (including virtual meetings) to ensure that there is a payoff for the time invested.
- **Reaching Agreement** - Teaches the dynamics of reaching agreement in groups.
- **Leading High Performance Teams** - Provides team leaders with the tools and skills to diagnose, coach, and reinforce to support their team's growth.
- **Building Winning Partnerships** - Leaders learn how to establish true partnerships to meet customer needs by developing strategies for gaining people's commitment to working together.

Motivating and Retaining Talent

Essentials of Leadership is the prerequisite course for most leadership courses.

- **Building an Environment of Trust** - Teaches leaders to recognize behaviors that lead to distrust and to understand the human impact of a non-trusting environment.
- **Adaptive Leadership** - Teaches leaders how to tailor their approaches based on team members' motivations, personality styles, the organizational environment, and the situation. This is an advanced interpersonal skills course. It is highly recommended that several other interpersonal skills courses from DDI be taken prior to this one.
- **Motivating Others** - Teaches leaders how to proactively create an environment in which people are highly motivated to perform.
- **Developing Others** - Helps leaders understand the critical role they play in developing organizational talent, and provides a process for them to follow in doing so. (No prerequisite course required)
- **Retaining Talent** - Helps leaders understand their critical role in retaining organizational talent, and creating an environment in which people feel valued and satisfied in their job.



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- **Coaching for Success** - Teaches proactive coaching skills that leaders need to help people take on new tasks or solve problems.

Selection and Retention

Essentials of Leadership is the prerequisite course for most leadership courses.

- **Essential Interviewing SkillsSM** - This behavior-based interviewing course teaches hiring managers how to interview for the behaviors, knowledge, and motivations needed for success on the job. (No prerequisite course required)
- **Achieving Your Leadership Potential** - Shows leaders how to initiate, create, and execute their own development plan. (No prerequisite course required)
- **Coaching for Success** - Helps leaders guide people who are identifying development opportunities through the use of critical thinking skills.
- **Developing Others** - Helps leaders understand the critical role they play in developing organizational talent, and provides a process for them to follow in doing so. (No prerequisite course required)
- **Motivating Others** - Teaches leaders how to proactively create an environment in which people are highly motivated to perform.
- **Retaining Talent** - Helps leaders understand their critical role in retaining organizational talent, and creating an environment in which people feel valued and satisfied in their job.



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Leading Lean

Essentials of Leadership is the prerequisite for most leadership courses.

- **Coaching for Success** – Teaches basic coaching skills that leaders need to help people take on new tasks or solve problems.
- **Delegating for Results** – Prepares leaders to transfer responsibility and authority to others.
- **Developing Others** – Helps leaders understand the critical role they play in developing organizational talent, and provides a process for them to follow in doing so.
- **Influential Leadership** – Helps leaders get their good ideas heard, accepted, and enacted. (No prerequisite course)
- **Leading Change** – Explores how change affects individuals and teams and shows leaders what they can do to help others adapt.
- **Making Meetings Work** – Helps leaders ensure that meetings run efficiently, generate good decisions, and result in clear action.
- **Leading High Performance Teams** – Provides team leaders with the tools and skills to diagnose, coach, and reinforce to support their team's growth.
- **Motivating Others** – Teaches leaders how to proactively create an environment in which people are highly motivated to perform.
- **Building Winning Partnerships** – Leaders learn how to establish true partnerships to meet customer needs by developing strategies for gaining people's commitment to working together.
- **Setting Performance Expectations** – Helps leaders drive performance and accountability by helping people understand what is expected of them and gaining their commitment to achieving it.
- **Reviewing Performance Progress** – Teaches leaders to conduct effective discussions that recognize people's success and plan for their future development.
- **Rapid Decision Making** – Helps leaders accelerate the decision-making process, yet still make quality decisions in fast-paced environments with limited time and information. (No prerequisite course)



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Workforce Tracks

Improving Interaction Skills

- **Interaction Skills for Success** – This prerequisite course presents the essential skills for building positive working relationships.
- **Adapting to Change** – Helps individuals assess the amount of change in their lives and teaches a technique that allows them to better deal with change and continue to move forward. (No prerequisite course)
- **Communicating and Listening** – Gives learners a framework for effective communication and also helps people listen actively, minimize distractions, and understand nonverbal signals.
- **Communicating with Others** – Helps participants recognize and overcome communication barriers and interact effectively with others.
- **Feedback Fundamentals** – Sharpens skills in giving and receiving feedback.
- **Personal Empowerment: Taking Initiative** – Helps employees take responsibility for their success. (No prerequisite course)
- **Working Through Conflict** – Helps employees handle conflicts among team members.

Optimizing Team Success

Course Recommendations: These courses help establish and maintain high-performance teams.

- **Interaction Skills for Success** – This prerequisite course presents the essential skills for building positive working relationships.
- **Contributing to Meeting Success** – Teaches the seven responsibilities of meeting attendees and how to fulfill them.
- **Fast Start for Teams** – Provides a flexible framework and specific steps for moving through the team start-up process. (No prerequisite course)
- **Optimizing Team Performance** – Helps teams assess strengths/ weaknesses and action plan ways to optimize performance.
- **Supporting Others** – Helps employees recognize opportunities to coach, guide, and encourage others as well as learn ways to ask others for support.
- **Valuing Differences** – Helps individuals understand and appreciate the value of different skills, abilities, and motivations.
- **Working as a Team** – Teaches learners to recognize the advantages of teamwork and cooperation and to identify and understand the stages of team development.



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Taking Action to Boost Business Results

Course Recommendations: The courses below were specifically designed to develop employees' understanding of basic business principles as well as how and why employees can contribute to the organization's success.

- **Impacting Your Work Processes** – Teaches people to analyze their own work processes and learn how to improve performance while working faster and minimizing rework. (No prerequisite course)
- **Improving Personal Productivity** – Gives individuals the skills they need to increase their productivity while decreasing their stress levels. (No prerequisite course)
- **Making Effective Decisions** – Teaches a practical five-step method for making clear decisions. (No prerequisite course)
- **Making Sense of Business: A Simulation®** – Uses a business simulation to help learners gain “business sense” and understand how their jobs affect the organization and how the organization competes in the marketplace. (No prerequisite course)
- **Taking Action® to Solve Problems** – Helps people identify problems and their causes, evaluate potential solutions, and select the solution with the greatest chance of success. (No prerequisite course)
- **Thunderbolt Thinking®: Innovation Fundamentals** – Enhances and strengthens innovative thinking skills. (No prerequisite course)

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Management Courses

Customer Care

BUSG 1005

8-16 Hours

The better the “front line” the stronger the “bottom line”. Your front line can actually reduce costs and generate revenue. With Customer Care training, your employees learn to regain passion for the workplace, and apply tools that make exceptional customer service possible. (Lar)

Moving to the Next Level

8 Hours

Transitioning from worker to supervisor / manager not only requires a change in job duties but also a change in the way one sees one job. All too often many assume that they will be doing basically the work as before except that they will now be “in charge”. In reality, a major change in responsibility is occurring and what is needed from the new supervisor / manager is an intensive effort to acquire new skills and the handling of “people” issues. (Zid)

Managing the Technical Professional

8 Hours

Rapid changes in technology and organization environments require the effective management of technical professionals. However, technical professionals offer some unique challenges. They have been educated to analyze and solve problems logically, to focus on data, not human processes and to act as individual contributors, not team players. Learn specific management skills to success in a technical environment. (Zid)

Influencing Behaviors

4 Hours

Having the expertise to gain support for our views and opinions consistently, then motivating our team to achieve those goals can prove a daunting task for even the most exceptional leader. This workshop focuses on skills to maximize the participant’s ability to persuade others using the “Push/Pull” model. (Lar)

Change Management

8 Hours

Creativity is the key to business innovation. Staying flexible in an inflexible world is the key to managing change in our personal and business lives. This workshop looks at why people resist change, and how to most effectively motivate team members to embrace the opportunity to become a part of the change agent roster. (Lar)



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Smart Hiring

8 Hours

Have you ever hired someone who did not live up to expectations? Hiring the wrong person for the job is like asking a rabbit to swim. Rabbits may swim for a short stint, but eventually they will struggle, get frustrated, and quit. That is exactly what happens when we hire people for positions that are not good fits. They will eat up your time and energy and weaken an entire team. It is a lot easier to hire rabbits to run and fish to swim. Learn these essential keys or 'hooks' to avoid costly hiring mistakes. (Zid)

Ethical Attitudes

8 Hours

Tough decisions are a part of everyday life. Making those decisions with an eye on the distinction between discretionary and non-discretionary issues can cast a grey tint to what is traditionally a black and white choice. This workshop examines ethics and their role in today's culture offering keys to unlock ethical mindsets. (Lar)

Employee Motivation

4 Hours

How do you create a committed workforce? Some say money is the answer. "Pay them more and they'll be turned-on." Others say recognition is the key. "Give them pats on the back, awards or gifts and they'll go that extra mile." Still others say the work environment is critical. Each of these has some truth in it. But there is no silver bullet or magic pill. One size doesn't fit all. Learn these essential keys or 'hooks' to power-up your people and keep your high performers excited about their work.

Influence Beyond Authority

8 Hours

In a work world of cross-functional teams and company partnerships, your ability to ethically influence others can create far greater outcomes than formal power structures. Master the art and science of influence through a results oriented approach based on Cialdini's Six Principles of Influence. Learn and apply new tools, strategies, and methods that appeal predictably to deeply rooted human needs. (Pwhel)

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Valuing Generational Differences

4 Hours

This highly interactive course is designed to help employees thrive in a generationally mixed environment. Participants will identify the four generations employed in the workplace today; learn about common preferences, goals, and values in each generation; evaluate the impact of stereotyping and making assumptions; practice practical, workable techniques to bring out the best of each generation and how they can best work together.

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Performance Solutions Processes

1. Meeting to Understand Client Goals
2. Needs Analysis
 - Focus group (4-8 hours)
 - On-line survey
3. Data Analysis
4. Skill and Performance Gaps Identified
5. Process/Value Stream Mapping
6. Performance Solutions Suggested
 - A. Consulting
 - B. Training
 - Off-the-shelf
 - Tailored or Customized
 - On-line
7. Classroom Training Delivery
 - Times Convenient for Business
 - Company Site
 - El Centro College Bill J. Priest Institute or West Campus Facilities
8. Evaluation of Training and/or Services

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