

Business & Industry Training Services and You

Partnering to Improve



Your Business Performance

What We Can Do for Your Organization

- Enhance your business performance
- Train your employees in over 20 major topic areas



What We Can Do for Your Organization

- Provide you any level of service you need:
 - Single course
 - Targeted training
 - Degree programs
 - Organizational performance improvement



What We Can Do for Your Organization

- Interface with any area or level of your staff
 - Executives and Business Owners
 - Human Resources/Training
 - Operations
 - Managers
 - Supervisors
 - Employees



What We Can Do for Your Organization

- Provide personal service to walk you through the entire training process
- Build a long-term relationship to ensure your ongoing success



B&I and Columbus State Community College

- B&I: primarily non-credit training and consulting to address specific business needs
- College degree and transfer programs: primarily credit programs designed for individual students
- We can also bring any credit program to the business community

Community Education and Workforce Development

- Business and Industry Training Services
- Continuing Professional Education
- Language Institute
- Entrepreneur Workforce
- Real Estate Programs
- Transitional Workforce

Consultative Training Process

1. Discuss Your Training and Performance Needs
2. Assess Current Situation
3. Identify Your Desired Outcomes
4. Create a Customized Training/Consulting Plan
5. Assess Your Employees' Skills
6. Identify and/or Develop Curricula
7. Deliver Training and/or Consulting for Your Organization
8. Assess Results and Compute Your Return on Investment

Leading Topic Areas

- Accounting
- Business Communications
- End-User Computer
- Customer Service
- Enhancing Individual Performance
- Food Protection
- Healthcare Skills
- Human Resources
- Industrial Technologies
- Fluid Power
- Integrated Systems Technology
- ISO 9000-2000
- Information Technology Skills
- Language and Global Workplace Skills
- Leadership
- Lean Processes
- Logistics
- Project Management
- Quality Assurance
- Supervisory Skills

...and more!

Assessment Services

- Needs Assessment Design and Implementation
- SHL
- WorkKeys



Center for Community Education and Workforce Development

- SkillsMAX Center
 - Work Profiling
 - Ability and Behavior Style Assessments
 - Workplace Literacy Assessments
 - IT Certification Testing
- ACT Center
 - 3000 Web- and Computer-Based Courses

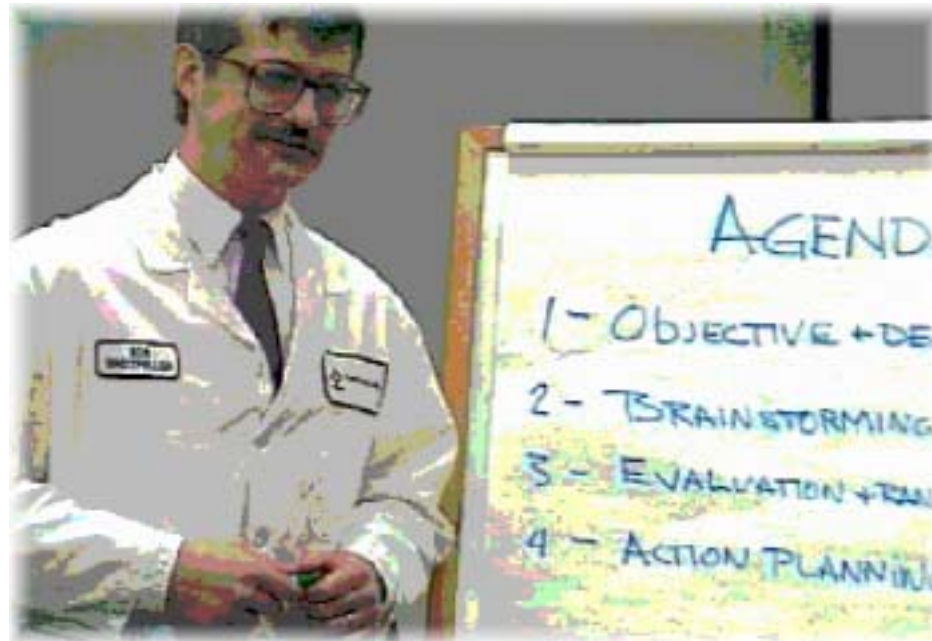
Key Consulting Areas



- ISO 9000-2000
- Job Analysis
- Performance Improvement
- Employee Testing

Training for Individuals

- Professional Development Seminars
- Pharmacy Technician Program



Resources

- Experienced instructors and consultants
- Over 20 staff to serve you
- Training at your place of business or at one of Columbus State's campuses
- Mobile computer lab with wireless network

How B&I Serves Central Ohio

2003-2004 Statistics



- 109 Organizations Served
- 10,076 Individuals Served
- 66,700 Total Hours of Education and Training

Selected Customers

- Blackburn's Chimney Sweep, Inc.
- Covansys
- Creamer Metal Products
- Franklin County Child Support Enforcement Agency
- General Motors Corporation
- Honda of America Manufacturing
- Horton Emergency Vehicles
- The Huntington Bancshares
- ISP Columbus
- Liebert Global Services
- Metal Container Corporation
- NBC 4
- National City Corporation
- Norse Dairy Systems, LLC
- Ohio Department of Administrative Services
- Ohio Rehabilitation Services Commission
- OhioHealth
- Progressive Medical
- Retail Venture Services, Inc. - Logistics Division
- Roxane Laboratories, Inc.
- Showa Aluminum
- TS Tech USA Corporation
- Ward Engineering
- Worthington Industries

Success Story




Success Story

- Background
 - Customer: auto parts manufacturer, 400 employees, annual revenue over \$35 million
 - Leadership Training: “Linking Performance to Strategic Goals”
 - Trained approx. 50 managers, assistant managers, coordinators, team leaders

Success Story

- Results
 - 60% decrease in scrap saving over \$135,000
 - 26% reduction of absenteeism saving over \$180,000
 - 18% reduction in turnover saving over \$1,700,000
- **Total savings: over \$2 million**

Customer Testimonials



“They brought an expertise and knowledge that we did not have in this particular area, but more importantly, they brought objectivity.”

Jennifer Bisciotti

*Central Regional Director of Human Resources
for Audit and Assurance Services
Deloitte and Touche*

Customer Testimonials

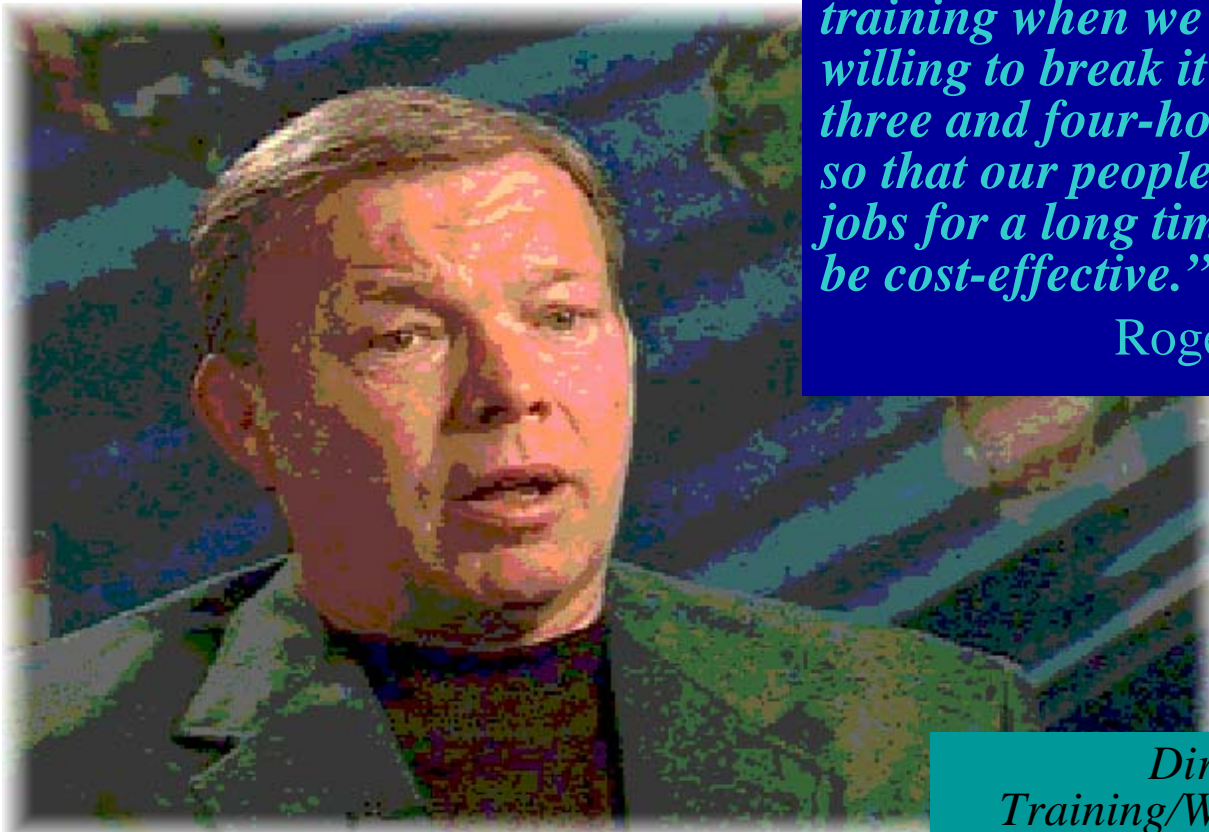
“They offered the support we were looking for—whether it be from a curriculum topic, to helping us with the administrative end of the program, to being experts in understanding state government training needs and how they are starting to blend with business needs as a whole.”

Kimberlee Wilcox

*Project Manager/Department of
Administrative Services, State of Ohio*



Customer Testimonials



“They are willing to come in and deliver training when we need it and they are willing to break it up into the kinds of three and four-hour modules that we need so that our people aren’t away from their jobs for a long time. So that really helps us be cost-effective.”

Roger Campbell

Director of Corporate Training/Worthington Industries, Inc.

Business and Industry
Training
Services

Custom training solutions
from Columbus State.

Thank you!