

# ACCOUNTING AND FINANCE

## Audience

Non-financial personnel who require a basic understanding of finance and accounting; personnel moving into a position which requires knowledge of accounting and finance; financial and accounting personnel who need to update or improve skills.

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## Program Description

Business and Industry Training Services will help your employees learn the “ins” and “outs” of accounting and finance. Participants will learn the language of accounting and how it differs from bookkeeping. We can provide all levels of training including basic debits and credits, journals and ledger entries, constructing financial statements (including income statements and balance sheets) and analyzing financial information.

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## Business Needs

- Outdated accounting practices and/or procedures
  - Need for more specific financial reports
  - Employee frustrations with new job challenges
  - Additional responsibilities in position
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## Typical Outcomes

- ✓ Updated and improved accounting procedures
  - ✓ Improved skills in generating and interpreting reports
  - ✓ Easily transition employees into new job responsibilities
  - ✓ Employees experience satisfaction rather than frustration with new job challenges
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## Topics

- |   |   |
|---|---|
| <input type="checkbox"/> General Principles of Accounting | <input type="checkbox"/> Income Statements                  |
| <input type="checkbox"/> Accounting Worksheets            | <input type="checkbox"/> Information Analysis               |
| <input type="checkbox"/> Balance Sheets                   | <input type="checkbox"/> Finance for Non-Financial Managers |
| <input type="checkbox"/> Journal & Ledger Entries         |   |

# ASSESSMENT SERVICES

## Audience

Any public or private organization wanting to ensure their Human Resource development initiatives strategically support their business needs.

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## Program Description

Business and Industry Training Services offers a variety of workplace assessments that match your organization's human resource initiatives. Our consultants can help you choose appropriate assessments for your project that are the most cost-effective while producing the required business results.

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## Business Needs

- Skill-gap analysis
  - Succession planning initiatives
  - Selection and recruitment
  - Performance improvement initiatives
  - Job profiling
  - Workplace testing
  - Curriculum development
  - Job redesign/restructuring
- 

## Typical Outcomes

- ✓ Improved employee selection and development
  - ✓ Reduction in overtime and turnover
  - ✓ Increased worker productivity
  - ✓ Increased ROI on training programs
  - ✓ Improved performance appraisals
  - ✓ Better job/person match
  - ✓ Improved compensation structures
  - ✓ Defined worker specifications & competency identification
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# BUSINESS COMMUNICATIONS

## **Audience**

Employees throughout an organization requiring improved effectiveness in written correspondence and oral presentation skills.

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## **Program Description**

Business and Industry Training Services provides a variety of customized training topics focused on basic to advanced written and oral communication skills. These topics are designed to help individuals to meet the challenges of effectively and credibly communicating their ideas.

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## **Business Needs**

- Improve written communication skills
  - Improve oral communication skills
  - Improve employees' professionalism
  - Improve quality of documents
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## **Typical Outcomes**

- ✓ Clearer and more concise written correspondence
  - ✓ More effective presentation skills
  - ✓ Increased efficiency
  - ✓ Improved work skills
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## **Topics**

- |   |   |
|---|---|
| <input type="checkbox"/> Writing Effective Business Documents | <input type="checkbox"/> Effective Meetings   |
| <input type="checkbox"/> Effective Presentation Skills        | <input type="checkbox"/> Proposal Writing     |
| <input type="checkbox"/> Technical Writing                    | <input type="checkbox"/> Basic Writing Skills |
| <input type="checkbox"/> Addressing Customer Complaints       |   |

# COMPUTER SKILLS

## Audience

Clerical and professional staff who need to develop a higher level of computer skills.

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## Program Description

Business and Industry Training Services provides computer training to meet a wide range of employee and organizational needs. Basic to advanced computer training is available on an individual enrollment or contract basis. Individuals participating in this training will be better able to utilize desktop software more efficiently, both individually and when exchanging data between multiple users and applications. Consulting services are also available to help you organization maximize its investment in technology. This training can be provided on the Columbus State campus, or on-site at your place of business with our mobile computer lab.

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## Business Needs

- Software conversions and upgrades
  - Employee skill enhancement
  - New hire training
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## Typical Outcomes

- ✓ Improved computer skills
  - ✓ Increased efficiency
  - ✓ Increased productivity
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## Topics

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|--|--|
| <input type="checkbox"/> Computer Literacy       | <input type="checkbox"/> Microsoft Office 2000, XP & 2003  |
| <input type="checkbox"/> E-mail and Groupware    | <input type="checkbox"/> Microsoft Project                 |
| <input type="checkbox"/> Adobe Photoshop         | <input type="checkbox"/> Adobe Acrobat                     |
| <input type="checkbox"/> DreamWeaver             | <input type="checkbox"/> Macromedia Flash                  |
| <input type="checkbox"/> Internet and Web Design | <input type="checkbox"/> Other software training available |

# CUSTOMER SERVICE SKILLS

## Audience

All employees within an organization, from the front line to the executive level.

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## Program Description

Business and Industry Training Services provides customized training solutions to help your organization develop essential customer service skills. Our programs show you how to identify the needs and expectations of your customers, and also how to improve your organization's service delivery system to respond to those expectations. We select topics and learning activities based on your specific business needs and will help you achieve visible improvements in internal and external service for your organization.

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## Business Needs

- Enhance relationships with internal and external customers
  - Improve quality of service
  - Manage customers with efficiency and care
  - Reduce service delivery time
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## Typical Outcomes

- ✓ Improved customer loyalty
  - ✓ Increase in overall customer satisfaction
  - ✓ Reduced transaction time
  - ✓ Increased productivity
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## Topics

- |   |   |
|---|---|
| <input type="checkbox"/> Foundations of Customer Service  | <input type="checkbox"/> Addressing Customer Complaints |
| <input type="checkbox"/> Call Center Communication Skills | <input type="checkbox"/> Creating a Service Climate     |
| <input type="checkbox"/> Dealing with Difficult Customers | <input type="checkbox"/> Call Center Customer Service   |
| <input type="checkbox"/> Listening to Your Customer       |   |

# ENHANCING INDIVIDUAL PERFORMANCE

## Audience

Any public or private organization wanting to maximize their employees' performance in the workplace.

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## Program Description

Business and Industry Training Services offers training to enhance an employees' performance. Because an organization's internal strength and performance depends strongly on individual talent, it helps to know and understand each employee's strengths and weaknesses. This training will also help individuals to sharpen their personal skills, so they may thrive in today's fast-paced and ever-changing environment.

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## Business Needs

- Excessive turnover
  - Personal organization and prioritization
  - Post-employment placement
  - Dealing with change
  - Absenteeism and tardiness
  - Professionalism
  - Career planning
  - Work satisfaction
- 

## Typical Outcomes

- ✓ Increased worker satisfaction
  - ✓ Improved work/life balance
  - ✓ Increased worker productivity
  - ✓ More professional behavior and attitudes
  - ✓ Reduced absenteeism and tardiness
  - ✓ Decreased turnover
- 

## Topics

Topics include, but are not limited to:

- ❑ Time Management
- ❑ Career Planning
- ❑ Resume Writing
- ❑ Critical Thinking
- ❑ Stress Management
- ❑ Managing Priorities
- ❑ Interpersonal Communication Skills
- ❑ Problem Solving
- ❑ Conflict Management
- ❑ Setting Priorities

# FOOD PROTECTION CERTIFICATION COURSE

## Audience

Food and beverage professionals working within the restaurant and hotel industry; grocers; retail and wholesale vendors; individuals who work with or supervise others who are in contact with food.

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## Program Description

Business and Industry Training Services can help your employees prove they are ready to keep your establishment clean and safe. These goals will be achieved by preparing your employees for the ServSafe Certification from the National Restaurant Association Educational Foundation and the State of Ohio.

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## Business Needs

- Satisfies Ohio House Bill 223 for those “in charge” at any given time
  - Developing supervisors and managers from within the operation
  - Past issues in your organization with food safety compliance
  - Aid in the prevention of food-borne illnesses
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## Typical Outcomes

- ✓ A safer, more efficient operation
  - ✓ Upon successful completion of an examination from the NRA Education Association, students will receive certification from CSCC, NRA Education Association and ODH.
  - ✓ Assurance that employees will be in legal compliance with ODH
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## Topics

- ❑ The “how” and “why” of providing safe food
- ❑ Purchasing, Receiving, Storing, Preparing & Serving Safe Food
- ❑ Kitchen Sanitation and Pest Management
- ❑ Microorganisms that Cause Problems in Food
- ❑ Principles of the HACCP System
- ❑ Food Service Rules, Regulations and Laws as Established by the FDA, OSHA and ODH

# HUMAN RESOURCES

## Audience

Human Resource professionals, managers, and other employees that have responsibility for Human Resource related activities.

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## Program Description

Business and Industry Training Services provides a variety of customized training topics focused on a wide range of Human Resource topics. These topics are designed to help Human Resource professionals and managers provide a safe work environment, create greater levels of employee satisfaction, and stay current on federal laws that regulate the employee relationship.

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## Business Needs

- Improve employee selection and development strategies
  - Reduce legal challenges
  - Improve performance appraisal processes
  - Improve compensation practices
  - Increase awareness of management's responsibilities and guidelines for addressing current HR issues
  - Initiate succession planning process
  - Improve workplace health and safety
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## Typical Outcomes

- ✓ Increased productivity and improved morale
  - ✓ Fewer legal challenges
  - ✓ Reduction in employee turnover
  - ✓ Better job/person match
  - ✓ Improved safety ratings
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## Topics

- ❑ Addressing Disability Issues
- ❑ Equal Employment and the Law
- ❑ Addressing Sexual Harassment
- ❑ Diversity As A Competitive Edge
- ❑ Employee Health and Safety
- ❑ Compensation Practices
- ❑ Preventing Workplace Violence
- ❑ Interviewing, Selecting and Retaining Key Performers
- ❑ Succession and Career Planning
- ❑ Rightful Termination Practices

# INDUSTRIAL TECHNOLOGIES

## Audience

Line workers, industrial maintenance specialists

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## Program Description

Columbus State Community College offers a wide area of topics in the manufacturing and building machinery fields. These programs provide skills necessary to operate, maintain, troubleshoot, repair and install various kinds of manufacturing equipment.

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## Business Needs

- Replace experienced personnel lost through attrition or retirement
  - Implement new product lines
  - Difficulty in filling maintenance positions
  - Provide professional development for line workers
  - Install/operate new machinery
  - Provide additional training beyond vendor-provided seminars
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## Typical Outcomes

- ✓ Increased uptime
  - ✓ Expedited troubleshooting, maintenance and repair
  - ✓ Reduced cost in new hires (develop expertise from within)
  - ✓ Increased employee loyalty and retention
  - ✓ Greater level of comfort with equipment
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## Topics

- ❑ Hydraulics
- ❑ Heating, Ventilation and Air Conditioning (HVAC)
- ❑ Electricity
- ❑ Pneumatics (limited availability)
- ❑ Industrial maintenance
- ❑ Metrology
- ❑ Programmable Logic Controllers (PLC)
- ❑ Welding (limited availability)

# IT TRAINING & CERTIFICATION

## Audience

Information technology professionals: support technicians, network engineers, network administrators, web designers; individuals from other fields preparing to move into IT positions.

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## Program Description

Columbus State Community College's programs in IT Training cover the fields of PC support, networking, systems administration and web design. All programs listed are available on an open enrollment or contract basis. Programs can provide skills training as well as preparation for IT certifications. Columbus State also offers testing for popular IT certifications.

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## Business Needs

- Moving non-IT personnel into positions to implement or support technology
  - Implementing/supporting new technologies
  - Cross-training individuals with different areas of IT expertise
  - Improving organization's credibility by employing certified staff
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## Typical Outcomes

- ✓ Increased ability to provide backup to the rest of the IT staff
  - ✓ Shorter resolution times on support tickets
  - ✓ Reduced escalation of support issues
  - ✓ Reduced outsourcing cost
  - ✓ Decreased system downtime
  - ✓ Reduced implementation timelines
  - ✓ Reduced staffing cost by developing internal personnel
  - ✓ Increased credibility
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## Topics

- ❑ A+ Certification
- ❑ CCNA (Cisco Certified Network Associate)
- ❑ CIW (Certified Internet Webmaster)
- ❑ MCSA / MCSE
- ❑ Java Programming Fundamentals
- ❑ Voice & Data Cabling
- ❑ Information Technology Essentials
- ❑ CCNP (Cisco Certified Network Professional)
- ❑ HTI (Home Technology Integrator)
- ❑ Unix Fundamentals
- ❑ Network Security Fundamentals
- ❑ Wireless Networking

# LANGUAGE & GLOBAL WORKPLACE SKILLS

## Audience

People working or living in an ethnically, internationally and/or linguistically diverse workplace and/or community.

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## Program Description

Business and Industry Training Services offers language programs through Columbus State Community College's Language Institute. Our language programs feature verbal and written skills including speaking, listening, writing, reading, vocabulary, and grammar. Programs can be customized to meet specific workplace or community needs. The Language Institute also provides training that improves understanding of the culture(s) of people speaking various languages. Courses are offered both on an open-enrollment basis as well as by contract with a business or organization.

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## Business Needs

- Strained communication between people of diverse cultures
  - Communication difficulties due to diverse languages in the workplace
  - Misinterpretation of cultural routines & practices
  - Lack of positive working relationships
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## Typical Outcomes

- ✓ Better communication between people of diverse speaking groups
  - ✓ Better understanding of daily routines and practices for different cultures
  - ✓ Clarification of daily work routines & expectations
  - ✓ Better working relationships between individuals of diverse cultures
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## Topics

- English as a Second language
- Spanish
- Spanish for Healthcare Workers
- Spanish for Law Enforcement
- Somali
- Japanese

# LEADERSHIP

## Audience

Leaders, at all levels, with formal responsibility for performance management (Managers, Supervisors, Team Leaders, Individual Contributors)

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## Program Description

Business and Industry Training Services' leadership curriculum is built to address the current business issues organizations face today and will face in the future. By providing a systematic approach to leadership development we will provide you with the training necessary to build a motivated, loyal workforce, capable of reaching new levels of productivity.

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## Business Needs

- Improve individual and team efficiency
  - Improve individual and team productivity
  - Improve interpersonal communication and collaboration skills
  - Improve employee retention and job satisfaction.
  - Improve adaptability to changing market conditions.
  - Improve manager and supervisor skills needed to lead, coach, and measure performance.
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## Typical Outcomes

- ✓ Provides leadership key concepts and behaviors necessary for business leaders
  - ✓ Increased job satisfaction
  - ✓ More innovative problem-solving skills
  - ✓ Positive and productive working relationships
  - ✓ Increased productivity
  - ✓ Reduced turnover
- 

## Topics

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|---|--|
| <input type="checkbox"/> Core Interpersonal Skills      | <input type="checkbox"/> Managing Individual Performance           |
| <input type="checkbox"/> Developing Team Performance    | <input type="checkbox"/> Making Organizational Impact              |
| <input type="checkbox"/> Managing Change and Innovation | <input type="checkbox"/> Problem Solving for Individuals and Teams |
| <input type="checkbox"/> Developing Frontline Leaders   | <input type="checkbox"/> Personal Leadership                       |
| <input type="checkbox"/> Coaching Others for Success    | <input type="checkbox"/> Linking Performance to Strategic Goals    |
| <input type="checkbox"/> Team Leadership                | <input type="checkbox"/> Performance Planning                      |
| <input type="checkbox"/> Building Trust                 | <input type="checkbox"/> Keeping Talent                            |
| <input type="checkbox"/> Facilitating Change            |  |

# PROJECT MANAGEMENT

## Audience

Project managers, program managers, business professionals charged with managing projects, project team leaders

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## Program Description

Business and Industry Training Services provides training in project management to help professionals manage people, tasks, and resources more efficiently. Participants will learn how to define what tasks must be accomplished, how to set a timeframe, how to manage resources, how to manage the project schedule, how to track progress, and how to utilize technology tools to help with the process.

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## Business Needs

- Difficulties in keeping projects on schedule
  - Increasing reliance on work teams, especially cross-functional teams
  - Need for improved cost tracking
  - Difficulties in setting project scope, timeline, and or budget
  - Employees manage multiple projects
  - Difficulties utilizing project management tools
  - Need to track multiple projects at the department, division, or enterprise level
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## Typical Outcomes

- ✓ Improved tracking of project schedules and costs
  - ✓ Improved proficiency in project management tools
  - ✓ Improved efficiency in managing multiple projects
  - ✓ Improved cross-functional collaboration on projects
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## Topics

- ❑ Project Scheduling and Management
- ❑ Introduction to Microsoft Project
- ❑ Advanced Microsoft Project
- ❑ Microsoft Project Server

# QUALITY ASSURANCE

## Audience

Quality initiatives are not just for the assembly line anymore! In today's economy, delivering and producing the best products and services in the most efficient manner is the goal of every non-profit, public or private organization.

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## Program Description

Business and Industry Training Services' quality assurance training and consulting services can help you to positively impact your organization's bottom line by offering programs and services that are customizable to any business or industry from customer service to manufacturing. Our qualified trainers and consultants can assist you with reaching your goals in quality management, continuous quality improvement, and streamlining business operations.

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## Business Needs

- Improve customer satisfaction
  - Produce more with less resources
  - Reduce overtime
  - Improve product or service quality
  - Streamline operations
  - Lower operating costs
  - Improve workplace safety
  - Reduce waste
  - Meet increased supply demands
  - Increase profit margins
  - Reduce downtime
  - Enhance worker productivity
  - Reduce production time
- 

## Typical Outcomes

- ✓ Higher customer satisfaction ratings
  - ✓ Lower overall operational costs
  - ✓ More efficient business practices
  - ✓ Cleaner and safer work environment
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## Topics

- Lean Manufacturing
- Process Improvement
- Work Flow Analysis
- ISO Certification
- Team Development
- Quality Assurance
- Customer Service
- TQM

# SUPERVISORY SKILLS

## Audience

Supervisors with formal responsibility for performance management with skill levels from newly promoted, needing substantial training to experienced but looking to enhance a particular skill set.

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## Program Description

Our supervision curriculum focuses on those at the front line of organizational performance. This curriculum provides practical tools to meet the expanding demands of their jobs by beginning with fundamental supervisory skills and then building specific leadership skills such as managing individual performance, developing team performance, collaboration effectively with others, managing change, fostering innovation, problem solving, and building relationships with managers and peers.

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## Business Needs

- Improve individual and team efficiency
  - Improve individual and team productivity
  - Improve interpersonal communication and collaboration skills
  - Develop methods for solving problems with individuals and teams.
  - Develop approaches to managing change and encouraging innovation.
  - Improve employee retention and job satisfaction.
  - Improve supervisor skills needed to lead, coach, and measure performance.
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## Typical Outcomes

- ✓ Increased involvement and productivity
  - ✓ Improved processes
  - ✓ Enhanced communication skills
  - ✓ Increased job satisfaction
  - ✓ Improved change management
  - ✓ Improved creativity in meeting critical objectives
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## Topics

- |  |  |
|--|--|
| <input type="checkbox"/> Core Interpersonal Skills       | <input type="checkbox"/> Problem Solving for Individuals and Teams |
| <input type="checkbox"/> Managing Individual Performance | <input type="checkbox"/> Coaching Skills                           |
| <input type="checkbox"/> Developing Team Performance     | <input type="checkbox"/> Performance Planning                      |
| <input type="checkbox"/> Making Organizational Impact    | <input type="checkbox"/> Guiding Conflict Resolution               |
| <input type="checkbox"/> Managing Change and Innovation  |  |
| <input type="checkbox"/> Succession Planning             |  |