

# Customized Training

**T**he Southeast Los Angeles County Private Industry Council wants to make sure your workforce receives the most current and comprehensive education and training available, while at the same time ensuring learning experience is cost-effective..... How cost-effective?

## Employee Training Paid For You

### COURSES OFFERED

#### **FRONTLINE SUPERVISION & MANAGEMENT**

- *Motivating Employees*
- *Discipline and Grievance Handling*
- *Coaching and Counseling Employees*
- *Decision-Making and Communication Skills*
- *Handling Conflict and Change*
- *Work Improvement Methods*

#### **OFFICE AUTOMATION**

- *Program & File Management*
- *Word Processing features & techniques*
- *Spreadsheet features & techniques*
- *Use of graphics and tables*
- *Powerpoint presentations*
- *Creating, editing & formatting a database*

#### **PROJECT MANAGEMENT**

- *Understanding the nature of project management*
- *Gaining an appreciation of end-term focus*
- *Creating and executing a project plan*
- *Managing time, product and people effectively*
- *Negotiation techniques and processes*
- *Monitoring budget, progress, & schedule*

#### **VOCATIONAL ENGLISH AS A 2<sup>nd</sup> LANGUAGE**

##### **WITH CONTINUOUS PROCESS IMPROVEMENT TECHNIQUES**

- *Literacy Assessment*
- *Workplace Communication Skills*
- *Team Building and Problem Solving*
- *Understanding Company Work Flow*
- *Using Routing Sheets*
- *Following Job Instructions*

#### **CONTINUOUS PROCESS IMPROVEMENT (CPI)**

- *Fundamentals of CPI & Methodologies*
- *Cooperative Decision Making*
- *Cost & Cycle Methods*
- *Materials & Procurement Strategies*
- *ISO 9000 Systems*
- *Understanding Company Work Flow*

#### **COMPUTERIZED ACCOUNTING**

- *Accounting Concepts*
- *Financial Statements*
- *Setting up a Chart of Accounts*
- *Setting up Accounts Receivable Defaults*
- *Setting up and Maintaining Customer Records*
- *Setting up Payroll*
- *Accounts Payable and Purchase Orders*
- *Inventory and Jobs*

Our training partners include Encore Language Training Services, UCLA Extension, KEI, SoCal CATALYST, & Golden Opportunity Career Center. Join companies like A Signal, Marriott Hotels, Hydraflow, Contour Aerospace, Hayward Pools, Safeg Business Systems, and others who have benefited from these courses.

**CALL 562-402-9336 Ext. 234**

*Interviews with Exceptional Workforce Service Deliverers*