

Take the Smart Route to Success

## For Managers & Supervisors

**South Hills' Corporate Training** has teamed up with Innate Management, Inc. to bring your company high quality employee learning opportunities. The typical audience for our courses can include everyone from frontline employees, team leaders and supervisors to top-level management and leadership. Classes can be conducted in private sessions at your business or you can send individuals to public sessions held at the local South Hills campus. As you look through this abbreviated listing of our courses, consider the benefits to your organization when your employees have the knowledge and skills needed for success in business today.

### **Business Communications Skills - Relate with Results**

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Poor communication skills cause a variety of organizational dysfunctions. Time, effort and money are lost and opportunities are missed because people do not know how to communicate effectively. It's not that people don't want to communicate; it's just that they lack some of the skills to communicate. With the proper training, people can speak effectively and easily with each other and with groups. As a result, information flows easily from person to person, intentions are understood and a healthy, trusting environment develops. This course was developed for the person who needs to communicate effectively in today's business environment. It provides a basis for understanding why communications fail and the skills needed to plan your message, speak, present, discuss, clarify, persuade, resolve and negotiate for results.

### **Time Management - Get the Most from Your Time**

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Do you feel like you have too much to do ... and not enough time in which to do it? Join the crowd. This is a common complaint among business people today. Even with the advent of computers and personal time management systems, people still feel like they just can't get control of their time. Can you really get control of your life? Can you actually get more out of each hour, day, week and year? Can you get things under control and relax a little? Yes, it is possible ... with a little training and discipline you can learn to take control of your life. Some of the most important information, tips, suggestions, tools, and techniques on time management are presented in this course. You will find your success depends on figuring out where your time is going, eliminating "time bandits", identifying what you need to do, planning and getting those things done. This may be the most important one-day seminar you will take this year.

### **Problem Analysis and Decision Making - Solve it Now!**

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Businesses face more problems today than ever in the past and your ability or lack of ability to solve these problems determines the speed with which your organization moves ahead. The absence of a problem solving methodology and a lack of skill in using popular problem solving tools hinders individuals and groups who are charged with resolving difficulties, eliminating troubles, unraveling dilemmas and defusing crises. Are unsolved problems hurting your company? This course is for professionals and employees who solve problems on their own or in groups. It provides strategies, tools and techniques to help employees examine a situation and quickly develop a complete and comprehensive solution.

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## **Project Management - Get Your Gold**

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Everything done in business is a project and poor project management skills result in poor results. Teams work fruitlessly and without a common direction. Effort is wasted as individuals focus on the wrong tasks at the wrong times. Costs run higher than expected and there are flare ups as the teams struggle with planning and interpersonal problems. Fortunately, it doesn't have to be this way. Project management is a science developed at the start of the space age and the methodology has expanded and matured since then. Now, your organization can use the same techniques to guarantee the success of their efforts. They can learn to develop project outcome statements, work breakdown structures, contingency plans and control systems and more taught in this course and applied to projects they bring with them to class. This course was developed for employees who manage projects and supervise employees who manage projects. It is a step-by-step explanation of the tools and techniques that must be used if you want your projects to be successful, on-time, and under budget.

## **Conflict Resolution**

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Conflict resolution is not just something between management and labor anymore. Instead, conflict resolution is present and essential in most aspects of everyday business and life. And, with the way business is changing so quickly today, you can actually expect to see more conflict in the future than you have experienced in the past. As such, conflict resolution skills are a useful skill set that can help you in many situations; when you have a disagreement with an employee working for you, when you and peers disagree, or when there is a difference in opinions, schedules, responsibilities and more between you and your boss or customers. So, how can do a better job resolving the conflicts you encounter?

This course presents a four-phase model for conflict resolution with steps, actions and techniques for each phase. It is useful for managers, supervisors and employees who engage with others where there are limited resources, multiple options and a willingness to work together.

## **Presentation Skills: Public Speaking is the #1 Fear Among People**

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Are you nervous making presentations but your job requires it? Do you need to announce, inform, persuade, represent, or sell through your presentations but you just don't feel comfortable and then fail to get to the results you need? Remember that public-speaking/presentations is the #2 fear among people and most professionals don't do as well here as they would like. Our program provides you with everything you need to know from setting your presentation objective and establishing your "residual message" to developing an introduction, getting the audience's attention, presenting your points, engaging the audience, using visual aids, handling difficult audience members and answering their questions through to the point when you say, "You've been a wonderful audience ... thank you for your time!" This course is designed for supervisors, sales personnel, managers, and organizational leaders who make presentations.

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## **Pennsylvania Employment Law - Avoid Legal Problems**

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Companies compete in an increasingly litigious environment ... and your best managers and supervisors can be your greatest liabilities. Discrimination, harassment, illegal discipline and termination, violations of federal and state regulations, employee rights, ADA, FMLA and other programs established to protect the employee can be a significant burden to a company ... unless you know exactly what to do and how to do it. Do your managers and supervisors know what it is they need to do?

This course was developed with your managers and supervisors in mind. It gives them the opportunity to examine many legal concerns that face your business and get information, suggestions and advice from a human resource lawyer to help them steer your company through the unforgiving legal landscape.

## **Business Plan Development**

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Whew! Writing a business plan can be an intimidating task ... especially if you have never done it before or are unclear of the content, approaches, formatting and other information. We have developed a course that takes you from the beginning (research) through documentation (organizing and formatting) to the end (presenting) with clear directions. Even a novice business leader or manager can learn from this program. So, think about your business and if you have troubles getting good plans from your managers or have trouble developing plans on your own, contact us. Our program, contained in a 175 page workbook accompanied with lecture, discussion, exercises, PowerPoint and more will enable you to help direct others in their writing and help you write a business plan you can put into action!

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## For Sales Professionals

### **Consultative Selling Skills**

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Businesses are turning to employees for more sales, especially in the area of technical products and services. For this, the employees, often engineers and staff who have been with you for years, know the products and services but are not experienced in sales. In this situation, your "sales" employees can make mistakes that cause you to lose sales, leave money on the table ... and maybe even lose customers! That's too expensive a mistake to make! Our program is a proven approach that can turn your technical employees into consultative sales professionals in a short time. It can also help experienced sales personnel brush up their skills and learn new techniques that will help them achieve higher sales levels. This program is based on an established sales model and leads your employees through the step-by-step approach as they learn to prospect, qualify, plan, approach, inquire, solve and sell! It's as easy as that.

### **Presentation Skills: Public Speaking is the #1 Fear Among People**

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### **Negotiating - Getting What Everyone Wants**

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Negotiations are a three-step process – preparation, interaction and follow-up. But, if you don't know these steps and the key points in each, you lose your negotiations or leave money on the table that could be yours! Most people feel uncomfortable in a negotiating situation. They don't know how to "read" the other person, what to say, when and how to say it and how to resolve the inevitable differences that arise. As a result, they fail to achieve the results they want and need. But, with the proper training, you can learn to be confident as you enter the negotiations ... and feel good at the end about what you have achieved.

This course was developed for the person who needs to negotiate for sales, with external suppliers and customers and for internal resources, support and cooperation. It provides an understanding of why negotiations break down and fail and the skills and steps you need to follow to prepare for, initiate, conduct and conclude successful negotiations.

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# For Sales Professionals

## **Customer Care and Service Skills**

The ability to work with customers, meet their expectations and solve their problems is a critical skill in today's complex business world. And, it is also one of the most challenging. Customers are disappointed by the products or services they paid for ... and angrier about the service they received (or didn't receive) after they contacted the company to complain. These problems are really opportunities for companies to improve their relationship with customers ... if they know what to do! Building a strong relationship between your company and your customers develops the type of customer loyalty every company wants and needs today. In this course, we provide important information, tips, models, techniques and skills to help you be more successful in your role as a customer service employee ... and help your company be more successful as a business.

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# For Business & Business Process Improvement

## Statistical Process Control (SPC) - Get Consistent Quality

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Many organizations have problems with Statistical Process Control. Operators don't know their responsibilities or understand the charts. Supervisors cringe when they see out-of-control points, and engineers are frustrated because Action Logs are incomplete. As a result, the company misses the opportunity to benefit from one of the simplest and most powerful quality tools developed in the last fifty years and quality problems continue, defects are sent out the door and customers complain. But, organizations that provide the training needed to implement and support SPC see their processes improve, watch their employees become empowered, eliminate expensive and ineffective inspection systems, shorten cycle times, lower costs and develop a partnership with customers based on consistently high quality products and services.

This course was developed for businesses that want to be successful with Statistical Process Control. It is intended for those employees with direct involvement with SPC including the measurements, charting and responding to in-control and out-of-control conditions.

## 5S - The New Business Order

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Do you want to get your employees involved in improving your business and, at the same time, get the benefits you need to make the investment worthwhile? Based on the 5S disciplines **developed originally here in America** and refined in Japanese manufacturing, you can teach your employees Seiri, Seiton, Seiso, Seiketsu and Shitsuke and help them help themselves ...and at the same time, help your business. This program includes a 90+ page workbook for each participant, complete explanation and examples as well as instructions to get them started and, if you want, application projects as "homework". As a result, your work sites will be less cluttered, better organized, cleaner and employees will be doing more of their work alike. Think of benefits this can bring to your organization ... and to your customers.

This course is designed for employees who work in production, warehouses, store rooms, and offices in your company. It provides the instruction to help clean up, clear out and smooth your operations.

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# For Business & Business Process Improvement

## **Supply Chain Management**

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You've probably heard about supply chains and have an understanding of what they are. But, what about your employees? Do they share your understanding? Do they see the importance of good vendor/customer relations and understand how everyone in your supply chain must work together so that your supply chain is stronger, more robust, faster and cheaper than your competitors'? Do they understand the metrics and measures, problems and solutions associated with supply chains? If not, this may be the perfect course for your company!

This is an introductory course that covers many of the concerns of supply chains in a way that employees understand. The workbook is 150+ pages of information, explanations diagrams and exercises to help everyone better understand this complex subject. Your employees will map, measure and analyze your supply chain as they progress through the chapters and, by the end, will walk away with a clearer understanding of their roles and responsibilities. They will also learn how to improve your supply chain and work with your suppliers and customers for better business results.

## **Team Management and Participation**

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At its worst, an untrained team is a serious problem waiting to happen. Interpersonal conflicts, hours wasted every meeting, schedules disturbed, processes upset and little gets done. At the least, an untrained team is an exercise in basic futility that ties people up for weeks and months, creates frustration and log jams, and expends energy while getting nowhere. In addition, the reputation for the benefits of teams is damaged and the organization loses opportunities to move ahead. Is your company investing time and money on teams like these? By contrast, well trained teams function smoothly. They set and achieve goals that support the organization, make realistic plans, tap into their collective knowledge and creativity and improve the conditions they were established to fix. The power of teams is recognized here in the United States and around the business world.

This course was developed for employees who work on teams in your company. It provides the direction and skills needed for these teams to function as intended; focused, collaborative, scheduled and productive.

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# Technical Skills Training for Front Line Employees

## Technical Skills Certification for Your Employees

We have all seen the problem. Companies spend thousands and maybe millions on new equipment but fail to achieve the results they expect. The problem is often the training. Employees do the same tasks differently and its worse when there are multiple shifts. These differences cause confusion, conflict, defects, down time, missed deliveries, sky-rocketing costs, customer complaints and it gets worse as competition gets tighter. Time and money are lost and opportunities are missed because employees are not completely and consistently trained.

Good employees want to know how to do what you pay them to do. The problem is a lack of structure in their training. With structure, training can be done effectively and efficiently and you can achieve the results you need. We can provide it all! Here are the components you need ... and we can provide!

The **Certification Form** is a complete listing of the responsibility areas and related tasks that provides the structure you need to make sure your employees are trained in all their work. This form is the "backbone" of the training you need and is used on-the-job to guarantee that your employees receive training in all the work they do!

**Training manuals** provide instruction and explanations your employees need to do the work you hired them to do. The manuals contain definitions, procedures, pictures and explanations of their responsibilities written so they are clear, concise and understandable.

**Workbooks** provide a tool for employees to "work" with information about their jobs by answering questions, explaining diagrams and control panels, listing steps in procedures, and other approaches. The employee's workbook also provides a tracking system so you can monitor their progress, know what they have learned and evaluate their training as they develop the skills they need for success.

**Job aids** are simple reference tools that explain complex control panels, detail important procedures, give daily, weekly and monthly inspection and maintenance schedules and other important production-related information.

A **knowledge assessment** is a written exam used to gauge the level of understanding your employees have about the information needed on the job. The assessment is a great way to find out what the employee knows ... and doesn't know ... about their work and can help your trainers focus on that "missing" knowledge.

Employee training can be formalized quickly and inexpensively. A job analysis can be done in a few days. Training plans and a training guide can be developed in a couple of weeks. You can have your people training this time next month. This approach is effective for manufacturing, production, skilled labor, office staff and just about any position in your business where there are critical responsibilities or multiple employees. It's based on a proven technique that has been applied in many companies. And it can all be done in compliance with customer, ISO and QS guidelines.