



Live Online Workforce Training

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Business

21st Century Leadership Program: Develop the Leader Within

8 weeks, 2 hours/week, Instructor: Tom Moore

Every day, leaders make decisions and base action on a personal set of assumptions, unknown values and “gut instinct.” Understanding the why and how of those assumptions—and how to handle them—can result in better leadership. The 21st Century Leadership Program provides new and experienced leaders with the opportunity to delve into why they lead the way they do and how best to leverage their natural styles. The program offers a stimulating and challenging learning environment that invites participants to learn how to exercise leadership with more courage, mindfulness, skill and effectiveness.

Course Topics:

- Role of the Leader in the 21st Century
- Claiming Your Value
- Self-awareness: The Mindful Leader
- Building Your Communication Skills
- Communicating Effectively with Your Team
- Teamwork & Collaboration
- Motivating & Engaging Others
- Managing Performance

21st Century Leadership Program: Leading into the Future

8 weeks, 2 hours/week, Instructor: Tom Moore

Every day, leaders make decisions and base action on a personal set of assumptions, unknown values and “gut instinct.” Understanding the why and how of those assumptions—and how to handle them—can result in better leadership. The 21st Century Leadership Program provides new and experienced leaders with the opportunity to delve into why they lead the way they do and how best to leverage their natural styles. The program offers a stimulating and challenging learning environment that invites participants to learn how to exercise leadership with more courage, mindfulness, skill and effectiveness.

Course Topics:

- Building Self-Awareness
- Coaching for Commitment
- The Art of Delegation
- Celebrating Diversity in the Workplace
- Unconscious Bias
- Leading Change
- Great Leaders Don't Forget to Manage
- Leading Yourself: Everyone is a Leader

Business Communications for the Workplace

8 weeks, 2 hours/week, Instructor: Ruth Stadheim

Develop professional communication skills for the workplace so that you can communicate effectively and efficiently with team members and supervisors, internal and external groups, and as a department or company. Throughout the course, you will examine and practice the development of oral communication skills required in a business environment and gain an understanding of verbal and non-verbal communication, barriers to communication, and appropriate medium usage. In addition, you'll learn the basics of composing, writing, and editing a variety of business communications such as email, letters, memos, and reports as you continue to practice grammar fundamentals.

Career Success Skills (CMAE 1528)*

8 weeks, 2 hours/week, Instructor: Mary Kay McVey

The primary goal of this course is to help participants develop a solid foundation in the basic skills for a successful career. Students will be introduced to skills that will help them succeed in the workplace, including communication skills, productivity, teamwork, conflict resolution, and critical thinking. Students will be able to identify professional skills, learn how to assess their abilities, and identify ways to improve.

Course Outcomes:

- Characterize appropriate and inappropriate professional behavior
- Evaluate areas of personal strengths and weaknesses related to a successful career
- Identify the skills needed to be a productive, responsible, and professional employee for a business

Change Management

2 weeks, 4 hours/week, Instructor: Mary Kay McVey

Change management is an approach to prepare, support and help individuals, teams and organizations in making organizational change. Learn how to be fluent in the fundamentals of change and change management, how to explain the value of change management to your peers and leaders, understand the different change management models and how to create a change management plan.

Discover Your Natural Talents for Team Building

1 day, 2 hours, Instructor: Michael Monroe Kiefer

Do you know what your natural talents are? How about the talents of your team members? This exciting class allows you to take a proprietary survey to determine your talents for career development, projects, task assignments, personal development, education and training goals. Gain insights into your inherent natural abilities so you can move forward in your career with confidence and build stronger, smarter, more cohesive teams. Relevant real-life examples of people succeeding in their natural talent areas will be provided as examples and models that can be replicated. A hot topic in human resource circles is the concept of "talent matching" - matching the right people to the right tasks and jobs; This topic will also be discussed.

Diversity of Personality Styles

3 weeks, 2 hours/week, Instructor: Michael Monroe Kiefer

Leaders and teams in all organizations now have the most diverse workforces ever. Different races, ages, religions, cultures, and genders are all mixed in the workplace and expected to easily blend and magically create high performance teams... This is not reality. All people need new communication skills and principles to understand their own personal traits and bias, and then respect for the diverse workforce that they are in. Take this course to discover your core personality style through a unique personality assessment, and then learn how to work with each style to create a more positive workplace culture, recognizing the fact that all people respond to courtesy, respect for their opinions, and natural traits.

Effective Remote Communication

1 day, 2 hours, Instructor: Mary Kay McVey

In this training, we will introduce some best practices to effective meeting management, including agenda creation, meeting minutes, clear understanding of the action items, RACI matrix for handling the action items, tangent flags to help keep the meetings focused, team communication, and work styles that impact team dynamics.

Improving Work Ethic & Personal Responsibility

1 day, 2 hours, Instructor: Michael Monroe Kiefer

Does your organization struggle with: poor attendance, negative attitudes, entitlement mentality, time theft, poor meeting attendance, dress code issues, e-mail etiquette, internet abuse, texting, basic organizational respect, social media problems, etc.? You are not alone! The Minnesota Department of Employment and Economic Development (DEED) conducts worker surveys of the state workforce and "work ethic" is consistently at the top of the training needs list. Other nationwide surveys have been conducted with the same results. This session covers over 20 ethical violations and provides you with ideas to combat them in the workplace. Small group discussions and many case studies are provided.

Know Yourself, Understand Others and Start Creating True© Teams

1 day, 4 hours, Instructor: Roxanne Hayenga

In an ideal workplace, leaders are visionaries who inspire their staff to do their best, and recognize and appreciate each team member. The staff works together without conflict to achieve common goals. People recognize and respect each other's strengths, support each other and enjoy coming to work. The True Colors Adult Personality Instrument is a simple, intuitive system for identifying the four temperaments (Blue, Gold, Green or Orange) common to all people. It provides users with an effective tool for understanding human behavior, for uncovering motivators specific to each temperament and for improving communication skills. The True Colors Adult Personality Instrument and training serves as the foundation for leaders and work teams to address common organizational issues such as leadership, stress reduction, conflict prevention, team building, improving customer service and more.

Leading to Impact Culture

8 weeks, 1.5 hours/week, Instructor: Christine Ripley

Join the positive leadership movement impacting today's culture and learn how to actively engage in creating a positive culture in your workplace and the world. This unique, interactive course will provide you with actionable tools and leadership skills to positively impact your culture in all areas of life. Each week, you will be provided with a new tool to explore and the opportunity to deepen your learning through discussion and activities. Lessons are based on real workplace situations and will encourage the connection and support of participants.

Course Outcomes:

- Understand the difference between coaching, mentoring, and managing
- Identify the root cause of performance concerns and errors to create a culture of safety and learning
- Become a positive leader without ignoring the areas of concern
- Learn how to maintain and build relationship bridges while enforcing discipline
- Understand how your power (titled or implied) impacts others
- Obtain tools to transition from peer to supervisor

Managing & Motivating Your Remote Workforce

1 day, 2 hours, Instructor: Michael Monroe Kiefer

This tools-you-can-use seminar covers: Holding online meetings (agenda prep, frequency, participant roles, explanation of format controls, brainstorming, assignments, 360-degree feedback); Delegation pointers and a quality control checklist for assigning work; Setting "micro-goals" for your staff; How to give remote "high touch" support to your team in a virtual environment; How you can be a positive encourager and "light spreader" for your team.

New Supervisor Skills Workshop

4 weeks, 4 hours/week, Instructor: Tom Moore

Develop the leadership skills you need to transition into a supervisor role in this 16-hour live online training workshop. Whether you've recently moved into a supervisor role, you've been in the role for a while and want to improve your skills, or you want to prepare for a future supervisor role, this training is for you. Learn how to transition from peer to supervisor, set expectations, assign and delegate work, resolve conflict and provide feedback in a way that supports and motivates your team to be their best. You'll also discover and build on your personal strengths, influence, and leadership style through assessments and activities throughout the workshop.

Course Outcomes:

- Leadership qualities and styles
- Supervisor roles and responsibilities
- Transition from peer to leader
- Setting expectations
- Assigning Work
- Delegating
- Providing Feedback
- Resolving Conflict
- Self-leadership

Sales & Customer Service Techniques

1 day, 2 hours, Instructor: Michael Monroe Kiefer

Most sales people are trained in a one-dimensional "pitch" for one type of customer. This class provides specific techniques allowing you greater flexibility in dealing with different types of people. This course will boost your self-confidence and sales numbers by providing you with new tools to deal with "difficult customers" and those that are hard to close the sale. Gain insights into your personality and what types of people you will be able to easily deal with and those that will be a challenge. Multiple techniques for customized presentations, building sales grids, ongoing communications, follow-up, and closing tactics will be provided.

Sexual Harassment: Making Your Workplace and Policies Compliant

1 day, 3 hours/day, Instructor: TD Hostikka

Every workplace should be a place where employees feel safe. TD Hostikka is certified by the state of Minnesota to help employers stay compliant and knowledgeable about current definitions related to harassment. This 3-hour training includes information for managers as well as employees. Employers are asked to share a copy of their current policies 10 days prior to the training.

Skills of Negotiating

1 day, 4 hours, Instructor: Mary Kay McVey

Explore the major concepts and theories of negotiation, the dynamics of interpersonal and intergroup conflict and its resolution. Identify dynamics required for successful navigation of the negotiating process; structural (parties, positions, interests) and process (cognitive, interactional). Improve your individual or department sales skills, negotiate better pricing, and improve negotiating skills within your teams.

Wake Up and Live – Motivation You Can Use!

1 day, 2 hours, Instructor: Michael Monroe Kiefer

Do you wake up each morning thinking, "How can I get out of work today?" Many people feel this way – Stuck in the daily grind of eat, work, sleep, repeat. This class will teach you how to free yourself from that mindset and be energized every day with meaningful, balanced goal-setting. Generate a positive life plan for your future in the following critical areas: job, health, relationships, hobbies, vacation, material, family, and FUN! Plus, learn a proven eight-step formula for rapid goal achievement and how to use the wish listing and vision board methods.

Workplace Diversity

8 weeks, 2 hours/week, Instructor: Ruth Stadheim

Learn new ways of thinking, understand different points of view, and create innovative workplace solutions you may not have otherwise come to by developing a stronger understanding of the ever-changing demographics in the country and the workplace. Topics will include cultural differences, generational differences, gender differences, birth order, and unconscious bias.

Course Outcomes:

- Understand the impact of cultural diversity in the workplace
- Research the influence of culture on communication and how that effects the team setting
- Demonstrate intercultural resolution strategies
- Identify their own beliefs about work values and identify work values of others from different cultural backgrounds
- Demonstrate communication skills exemplifying how cultural and ethnic differences shape the conflict process
- Understand how the synergy of cultural differences can create innovative workplace solutions

Computers & Technology

Excel Level 1: Practical Excel

1 day, 4 hours, Instructor: Bob Bruce

Gain the foundational knowledge you need to start using Microsoft Excel. Learn to navigate, manage, create formulas and use basic functions in worksheets. Instructor Bob Bruce is a Twin Cities-based Information Architect who has expert level skills in the Microsoft Office suite of products. He's an Excel 2013 Microsoft Certified Expert.

Course Outcomes:

- Getting started: Exploring the Microsoft Excel environment
- Navigating, managing worksheets, and views
- Worksheet layout, entering and modifying data
- Creating formulas and using basic functions
- Formatting cells, themes and cell styles
- Printing worksheets

Excel Level 2: Working with Data

1 day, 4 hours, Instructor: Bob Bruce

Learn how to understand, filter and sort different types of data in Microsoft Excel. You will also learn advanced formulas and utilize the Data Model with pivot tables. Instructor Bob Bruce is a Twin Cities-based Information Architect who has expert level skills in the Microsoft Office suite. He's an Excel 2013 Microsoft Certified Expert.

Course Outcomes:

- Understanding types of data in Excel
- Filtering and sorting
- Excel tables
- Advanced Formulas: logic and summarizing functions (COUNTIF, SUMIF, AVERAGEIF, VLOOKUP)
- Pivot tables and pivot charts
- Using the Data Model with pivot tables

Introduction to Computers (CMAE 1506)*

8 weeks, 2 hours/week, Instructor: Mary Kay McVey

This is an introductory course in Microsoft Office computer applications for technical fields. The primary goal of this course is to help individuals acquire a hands-on working knowledge of current personal computer applications including word-processing, spreadsheets, database, presentation, and internet browser software.

Course Outcomes:

- Compose technical documents using a word-processing application
- Sort and query database information
- Create spreadsheets utilizing functions, formulas, and charts
- Construct a professional level multi-media presentation
- Utilize internet browser software to find credible information
- Manage files, email applications, business calendars, and contacts while using professional etiquette

Microsoft Teams for Telework

1 day, 2 hours, Instructor: Mary Kay McVey

Microsoft Teams is a great way to bring groups of people together for work or projects, and helps keep your team connected - even when they're working apart. In this high-level overview, you will learn how to create teams, channels, conversations, files, and meetings specific to your work team. Discover how you can improve the visibility of information and allow increased collaboration of ideas that will result in higher productivity for your organization.

Health Care & Wellness

Mindfulness & Stress Management for the Workplace

4 weeks, 2 hours/week, Instructor: Ashley Kuemper

The secret to success is self-care and, believe it or not, a healthy work-life balance IS possible! You may be surrounded by things that distract you and demand your attention (not to mention negativity and stressful situations), but you can learn mindfulness techniques and create a tool kit of stress reduction practices to help manage your stress so that you can focus through the chaos, live in the present moment, stay positive through any season, and maintain a healthy work-life balance.

Course Outcomes:

- Practice performing guided and individual stress-reduction activities
- Develop a mindfulness practice
- Create a tool kit of stress reduction techniques
- Reduce and manage stress

Manufacturing

CNC Machining Basics

6 weeks, 2 hours/week, Instructor: Bob Bach

Learn the fundamental knowledge of how CNC lathes and milling machines work, including the multi-plane coordinate systems, standard CNC programming commands, machine maintenance, similarities and differences between machine models, work holding and cutting tools, and machine setup activities. Each two-hour class session will have a mixed media format, combining lecture presentation with professionally made YouTube videos and machine brochures from various machine tool manufacturers. You'll also get a short refresher on shop math (in particular, trigonometry), as this is essential for being a good machinist.

Course Outcomes:

- Understand the capabilities and basic operating concepts of typical CNC milling machines and lathes, including multi-axis systems
- Identify the differences between single and multi-turret CNC lathes and understand how "live tooling" works
- Know the standard EIA command codes (G, M, T, S, D etc.)
- Understand how a CNC machine is programmed
- Learn common canned cycles
- Read a CNC program and describe what it's doing

Geometric Dimensioning & Tolerancing

8 weeks, 2 hours/week, Instructor: Bob Bach

Gain a foundational interpretation of mechanical drawings using linear tolerancing and GD&T in the design, manufacture, and inspection of parts, which have geometric controls applied per national standards. In this course, you will engage in learning how to read prints with Geometric Dimensioning and Tolerancing applications. Each of the geometric controls will be examined so you may determine the allowable variation in form and size between part features.

Course Outcomes:

- Understanding of ANSI Y14.5 standards that affect geometric dimensioning and tolerancing applications.
- Proficiency in using geometric dimensioning and tolerancing symbols and controls
- Decipher how piece-parts must be inspected if the features have GD&T controls and symbols
- Interpret a sketch or print with pertinent feature control frame and its contents based on written geometric requirements
- Decipher the correct precision tool(s) to inspect geometric requirements on a piece-part
- Determine the Total tolerance of a feature using bonus and non-bonus tolerances

Maintenance Awareness (CMAE 1526)*

8 weeks, 2 hours/week, Instructor: Jerry Musiliewicz

The course introduces the concepts of predictive and Total Productive Maintenance (TPM) with the fundamental principles of lubrication, electricity, hydraulics, pneumatics, and power transmission systems. This course aligns with the Manufacturing Skill Standards Council's (MSSC) assessment and certification system for Maintenance Awareness. The curriculum is based upon federally endorsed national standards for production workers.

Course Outcomes:

- Explain the concepts of predictive and Total Productive Maintenance (TPM) systems
- Interpret monitoring indicators for optimal equipment performance
- Analyze potential maintenance issues with production equipment
- Explain documentation within a maintenance plan

Manufacturing Processes and Production (CMAE 1518)*

8 weeks, 2 hours/week, Instructor: Jerry Musiliewicz

Become a better production worker by understanding Just-In-Time manufacturing principles and basic supply chain management, in addition to improving your communication and customer service skills. This course aligns with the Manufacturing Skill Standards Council's (MSSC) assessment and certification system for Manufacturing Processes. The curriculum is based upon federally endorsed national standards for production workers emphasizing lean manufacturing principles, basic supply chain management, communication skills, and customer service.

Course Outcomes:

- Identify the needs of the customer
- Determine resources required for the production process
- Interpret job assignments to meet production goals
- Analyze workflow of team members and work groups to meet production goals
- Utilize lean and high-performance manufacturing principles to improve the manufacturing process

Print Reading (CMAE 1510)*

8 weeks, 2 hours/week, Instructor: Jerry Musiliewicz

This course will give students an understanding of basic mechanical drawing principles. Topics include the alphabet of lines, arrangement of views, orthographic projections, scaling, dimensioning, tolerancing, and symbols. Students will read and interpret mechanical drawings.

Course Outcomes:

- Interpret types of multi-view drawings within manufacturing
- Evaluate drawings based on information in the title block, notes, and tables
- Explain line types, symbols, and dimensions on mechanical drawings
- Apply tolerances to determine dimensional limits on drawings

Quality Practices (CMAE 1522)*

8 weeks, 2 hours/week, Instructor: Jerry Musiliewicz

Students will be introduced to a quality management system and its components. These include corrective actions, preventative actions, control of documents, control of quality records, internal auditing of processes, and control of non-conforming product. Emphasis is placed on Continuous Improvement concepts and how they relate to a quality management system. This course aligns with the Manufacturing Skill Standards Council's (MSSC) assessment and certification system for Quality Practices and is based on federally endorsed national standards for production workers.

Course Outcomes:

- Summarize the basics of quality management systems including the PDCA cycle
- Illustrate calibration of gauges and other data collection equipment
- Document test results and corrective actions to restore or maintain quality
- Apply process control practices for quality assurance
- Apply key principles of quality systems including Lean, ISO, and TQM
- Apply key principles of 6 Sigma
- Evaluate internal quality audit practices, outcomes, and trends to improve quality and processes
- Develop a Quality Policy Statement utilizing the fundamentals of quality documents

Technical Math (CMAE 1502)*

8 weeks, 3 hours/week, Instructor: Jerry Musiliewicz

This is an introductory technical math course. The course is for participants who have basic math skills and for those who need basic technical math concepts. The primary goals of this course are to help individuals acquire a solid foundation in algebra and geometry used in a technical setting. This course will show how these skills can model and solve authentic real-world problems.

Course Outcomes:

- Solve practical problems using correct order of operations, fractions and percent, units of linear measure, signed numbers, and metric system
- Solve practical problems in technical algebra concepts
- Solve practical problems in technical geometry concepts
- Utilize a systematic approach to problem solving
- Utilize a scientific calculator to solve technical math problems

Workplace Safety

Arc Flash & Electrical Safety in the Workplace

1 day, 8 hours, Instructor: Robert Weston

All workers who are potentially exposed to energized electrical systems (often maintenance and repair personnel) - and their supervisors - need electrical safety training to remain compliant with OSHA and MSHA regulations. This highly interactive 8-hour training will teach you how to address electrical hazards in the workplace and the steps you can take to minimize them, with special emphasis on shock avoidance and arc flash hazard recognition. We'll walk through personal protective equipment scenarios, electrical test equipment demonstrations, and hazard recognition analysis. Plus, you'll get an update on NFPA 70E requirements for safe work practices to protect personnel by reducing exposure to major electrical hazards.

COVID-19 and the Workplace: Keeping Compliance During a Pandemic

1 day, 1 hour, Instructor: Terry Meschke

Keep your company in compliance and your employees safe during the COVID-19 pandemic. This 1-hour training workshop will help you understand and remain compliant with the mandates that Minnesota OSHA will be enforcing that are related to COVID-19. It will also cover any guidance on Personal Protective Equipment (PPE) that has come out since the start of 2020. Recommended for supervisors, managers, HR, and safety personnel in all industries.

Course Outcomes:

- Keep your company in compliance with safety mandates related to COVID-19
- Recognize what personal protective equipment is needed and what requirements are exempted during the pandemic
- Understand what is needed to assist with a COVID-19 plan

Topics Covered:

- Explain an Exposure Incident
- How to ensure compliance with Minnesota OSHA and the mandates required in the state
- Learn COVID-19 guidance and what is required and recommended
- Understand best practices for creating a written safety plan that includes COVID-19
- Best practices to ensure "social distancing" for workers returning to the workplace
- Learn how best to assess potential hazards during this pandemic
- Recognize your responsibilities for accurate and acceptable record keeping and maintenance
- Learn best practices for incident reporting and recording even when employees work remotely

Fundamentals of Safety Leadership

1 day, 2 hours, Instructor: Terry Weston

Are you leading for safety? Discover your leadership style and decode your SafetyDNA to find out how you can reduce the risk of injury to your team. Learn how your direct reports are wired and what you can do to prevent workplace injuries -- and the costs associated with it. Fundamentals of Safety Leadership is a must for frontline leaders in all industries and includes a comprehensive safety leadership assessment.

Course Outcomes:

- Decode personal SafetyDNA
- Discover personal leadership style
- Understand how your direct reports are wired
- Learn what you can do to reduce the likelihood of injury to your team

Safety Awareness (CMAE 1514)*

8 weeks, 2 hours/week, Instructor: Jerry Musiliewicz

Earn an OSHA 10 card and learn OSHA standards relating to personal protective equipment, hazard communication, tool safety, confined spaces, electrical safety, emergency responses, lockout/tagout, and more. This course aligns with the Manufacturing Skill Standards Council's (MSSC) assessment and certification system for Safety. The curriculum is based upon federally endorsed national standards for production workers including Occupational Safety Health Administration (OSHA) standards relating to Personal Protective Equipment (PPE), lockout/tagout (LOTO), Hazardous Material (HAZMAT), tool safety, and confined spaces.

Course Outcomes:

- Implement safe and effective workplace practices
- Choose correct Personal Protective Equipment (PPE) for workplace environment
- Apply procedures for emergency situations
- Choose applicable OSHA requirements for maintenance, installation, and repair

Safety for Construction Workers

8 weeks, 2 hours/week, Instructor: Jerry Musiliewicz

This 8-week course provides training for entry-level workers and employers on the recognition, avoidance, abatement, and prevention of safety and health hazards in workplaces in the construction industry. Upon successful completion of the online homework and assessments, you will earn an OSHA 10-Hour Construction Industry wallet card from the OSHA Training Institute (OTI).

Course Topics:

- Introduction to OSHA
- OSHA Focus Four Hazards – Falls, Electrocutation, Struck-By, Caught-In or Between
- Personal Protective Equipment
- Health Hazards in Construction
- Hazard Communication
- Excavating and Scaffolds
- Materials Handling, Storage, Use and Disposal
- Hand and Power Tools

Workplace Violence Prevention

2 weeks, 2 hours/week, Instructor: Michael Monroe Kiefer

Learn how to make your workplace culture a safe one. Employees need to know what to do to prevent workplace violence: What should you be looking and listening for? How do you handle red flags when you spot them? This class will analyze the psychological profiles of several well-documented active shooter incidents in the U.S. as well as the circumstances leading up to the incidents. Learn what motivates active shooters along with possible intervention techniques to stop an incident before it happens. Managers will be given tips in how to treat employees in regard to incident prevention. Learn how to apply the U.S. Department of Homeland Security's Run, Hide, Fight methodology at your worksite. Plot out safety escape routes, learn rapid barricade building to secure a room, discover the safest places to hide, and where and how to strike an assailant if needed. You'll also learn how to analyze your entire workplace to strengthen weak areas and find natural safe spots, as well as how to recognize common offensive tools that are already present at most worksites and how they can be used for violence prevention.

Course Outcomes:

- Understand the Run, Hide, Fight methodology
- Participate in workplace application exercises for active shooter safety
- Utilize management prevention methods
- Implement workplace safety culture tips
- Analyze active shooter case studies
- Recognize common worksite offensive tools