

LAKESHORE TECHNICAL COLLEGE SEMINARS & CONTINUING EDUCATION

Develop, improve, and advance the skills of your workforce.

August – December 2022

**Registration
Now Open**



LAKESHORE
TECHNICAL COLLEGE

**WORKFORCE
SOLUTIONS**



WORKFORCE
SOLUTIONS

SEMINARS & CONTINUING EDUCATION

Lakeshore offers a wide variety of seminars that will get you or your employees up to speed in a hurry. From advanced manufacturing to business and computers to safety and compliance, we've got a seminar that meets your educational needs. Lakeshore can also bring training to your site and tailor a program to your business.

HOW TO REGISTER



ONLINE

gotoltc.edu/seminars



CALL

1.888.GO TO LTC
ext. 1366

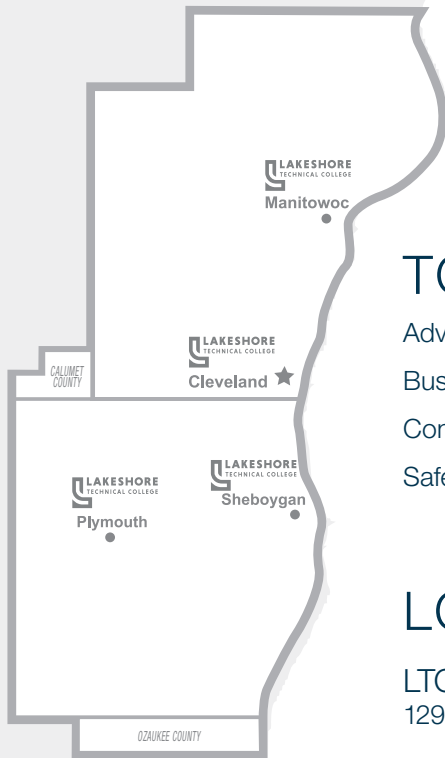


EMAIL

workforce.solutions@gotoltc.edu



LAKESHORE TECHNICAL COLLEGE DOES NOT DISCRIMINATE AGAINST PROTECTED CLASSES, INCLUDING BUT NOT LIMITED TO RACE, COLOR, NATIONAL ORIGIN, RELIGION, SEX, OR GENDER - INCLUDING SEXUAL ORIENTATION, GENDER IDENTITY, GENDER EXPRESSION, DISABILITY OR AGE IN EMPLOYMENT, ADMISSIONS, OR ITS PROGRAMS OR ACTIVITIES. TO HANDLE INQUIRIES REGARDING LAKESHORE'S NONDISCRIMINATION POLICIES, CONTACT MGR-ACCESS, EQUITY, & INCLUSION (STUDENTS) 920.693.1120, NICOLE.YANG@GOTOLTC.EDU / EXECUTIVE DIRECTOR OF HUMAN RESOURCES (STAFF/OTHERS) 920.693.1139, MARISSA.HOLST@GOTOLTC.EDU. 1290 NORTH AVENUE, CLEVELAND, WI 53015. TTY 711 GOTOLTC.EDU/EQUAL-OPPORTUNITY-STATEMENT 6/22



TOPICS

Advanced Manufacturing	1
Business & Communications	2
Continuing Education	6
Safety & Compliance	8

LOCATIONS

LTC Cleveland
1290 North Avenue, Cleveland

LTC Manitowoc
600 York Street, Manitowoc

LTC Plymouth
125 South Highland Drive, Plymouth

LTC Sheboygan
1320 Niagara Avenue, Sheboygan

*All seminars in this book take place on our
Cleveland campus.*

Lakeshore Technical College Business & Community Solutions

Workforce Solutions (WFS) is the connection between your business and industry and Lakeshore Technical College's resources.

BUSINESS SERVICES WE OFFER

ASSESSMENTS: Abilities and aptitude testing that help to identify skills and skills gaps used for hiring, promoting, and training candidates and incumbent workers.

Bill Persinger, Business & Manufacturing Assessment Services Manager
bill.persinger@gotoltc.edu

PROFESSIONAL DEVELOPMENT SEMINARS: Open enrollment educational opportunities that span many areas including, but not limited to, manufacturing safety and skills, healthcare, leadership, technology, and industry specific credentials.

Wendi Holschbach, Seminar & Professional Development Specialist
wendi.holschbach@gotoltc.edu

CONTRACT TRAINING: Providing customized, dedicated training for local partners at their location or at Lakeshore's fully equipped facilities. View a sample of our offerings in our training catalog.

Tonia Gibeault, Business Solutions Manager | tonia.gibeault@gotoltc.edu
Tammy Beringer, Training Director | tammy.beringer@gotoltc.edu

TECHNICAL ASSISTANCE: Ability to offer hands-on technical support when it comes to helping you improve your processes. Examples include welder testing and certification (Lakeshore is an American Welding Society Accredited Test Facility), respirator safety and FIT testing for local healthcare facilities, and developing digital curricula for a factory's machine operators.

Tonia Gibeault, Business Solutions Manager | tonia.gibeault@gotoltc.edu

FACILITIES RENTAL: Hold your meeting or event on our beautiful, accommodating campus by renting a classroom, conference room, auditorium, or other popular space.

Jenny Beltran, Administrative Specialist | jenny.beltran@gotoltc.edu

For more information or specific questions regarding WFS, please contact:
Tonia Gibeault, Business Solutions Manager | tonia.gibeault@gotoltc.edu

Blueprint Reading for Industry

Whether working out in the field or in the office, or anywhere in between, everyone working in industry can benefit from having at least a basic understanding of how to read blueprints. Build your industry skills as you:

- Develop an understanding of basic print reading principles
- Learn about line recognition, orthographic projection, and other views
- Become familiar with welding symbols

Sept 15, 22, 29, Oct 6 Thur

5 – 9 PM

64923

Dave Saunders

\$345

Robotics: Robot Electrical Maintenance

Although the focus is on the Fanuc R30iB controller, the concepts covered can be applied to several other series of Fanuc controllers. Industrial maintenance professionals who troubleshoot and repair Fanuc robots will:

- Discuss the function & relationship of electrical control components, including communication & power flow
- Participate in lab experiences focusing on troubleshooting using fault codes, symptoms, file manipulation, and backups
- Set up & configure robot & digital I/O equipment
- Discuss robot set-up procedures involving collision detect, payload schedules, and axis limits

Oct 19, 26 & Nov 2

Wed

8 AM – 4:30 PM

64981

Jason Scholten

\$755

Geometric Dimensioning & Tolerancing (GD&T)

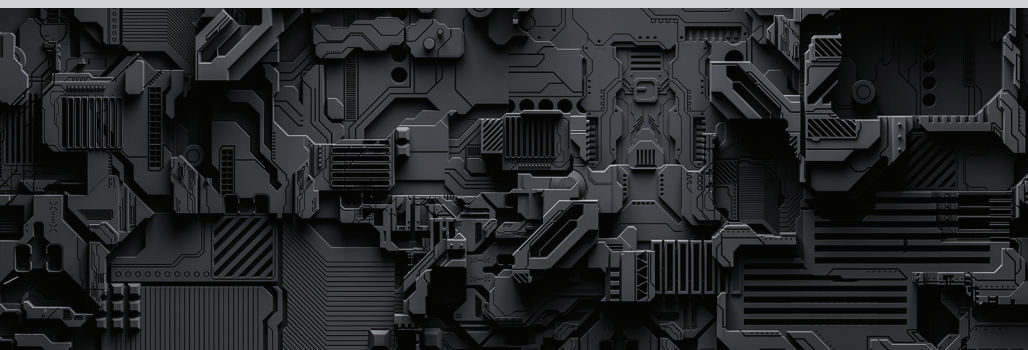
Workshops now forming! Contact us at workforce.solutions@gotoltc.edu or 920.693.1675 for more information.

GD&T topics:

- Fundamentals
- Interpreting Engineering Prints
- Advanced
- Tolerance Stacks

Advanced Manufacturing topics:

- Robotics & PLCs
- Electrical Troubleshooting





Communicating with Impact

Every interaction matters. Gain a powerful set of interaction skills that enable you to communicate more effectively with colleagues and customers and, in the process, build trust, strengthen partnerships, and achieve desired results. Return to your workplace knowing how to:

- Recognize the impact you can have on your success & the success of others by enhancing interpersonal relationships in the workplace
- Relate to colleagues & customers in a way that meets their personal needs while also meeting the practical need of accomplishing objectives
- Use a set of interaction process skills that enable you to conduct more successful discussions that achieve results
- Use a technique for providing specific, meaningful feedback that helps people improve their performance & increase productivity

Aug 24
65089

Wed
Deron Poisson

8:30 AM – 12:30 PM
\$129

Building Your Grants Team 101

Explore all things related to grants including their purpose, who can apply for them, and the overall monetary benefits for grant recipients. Discover the steps to building an effective grants team, including assigning roles and responsibilities. Additional topics covered include:

- Creating a procedure for determining compelling wish list items
- Applying the 7 Step Grant Writing Process, including developing a procedure for increasing successful grant approvals
- Creating an immediate action plan to develop a grants team that will write your first application

Aug 29
65091

Mon
Theresa Collins

8:30 AM – 12:30 PM
\$95

Oct 11
65092

Tues
Theresa Collins

8:30 AM – 12:30 PM
\$95

Canva and Beyond: Color, Typography, and Design

Canva makes it easy to create professional graphics, even for individuals without graphic design experience!

During this workshop, individuals learn how to create eye-catching presentations, social media posts, newsletters, brochures, and more that build strong designs with compelling type, color, and image choices.

After attending this workshop, participants will support and communicate personal and professional brands by learning how to perform the following, and more:

- Use templates for unique communications
- Recognize & pair fonts
- Create hierarchy with type
- Select & use color palettes
- Add & edit photos

Sept 12 65193	Mon Stephanie Carpenter	8:30 AM – 12:30 PM \$99
Nov 11 65195	Fri Stephanie Carpenter	NOON – 4 PM \$99

Building Effective Relationships: Everything DiSC® Workplace

Highly interactive for all levels, Everything DiSC Workplace® provides a personalized learning experience that benefits both individuals with improved relationships, and organizations with improved engagement, collaboration, and overall culture quality. The Everything DiSC Workplace® assessment will be emailed to participants approximately one week in advance of the workshop; results will be the foundation of activities used throughout the workshop. With personalized insights and actionable strategies from the assessment profile, you will learn how to:

- Understand yourself & others
- Appreciate the different priorities, preferences, and values each individual brings to the workplace
- Adapt to others' styles

Sept 14 65072	Wed Deron Poisson	8 AM – NOON \$129
Oct 26 65073	Wed Deron Poisson	8 AM – NOON \$129

Microsoft Excel 101: An Introduction to Excel (2016)

Designed for those who are new to Excel, we will explore the basics of spreadsheets and entering data while helping you become comfortable with the user interface. We will also introduce tools that will help you create and use your spreadsheets productively, which will save you time. Topics covered:

- Using functions, formulas, and conditional formatting
- Formatting numbers & text
- Making your data stand out by using styles
- Creating charts to improve the presentation of your data
- How to keep your worksheets consistent with templates

Oct 12
65001

Wed
Todd Radke

8:30 AM – 12:30 PM
\$75

Microsoft Excel 102: Intermediate Level Excel (2016)

If you're comfortable with the basic functionality of Excel 2016 and ready to take on some of its intermediate level functions, this course is an ideal fit for you. Topics include:

- Elevating your mastery of lists & functions
- Importing, exporting, and validating data
- Working with pivot tables, tools, and large sets of data

Oct 19
65004

Wed
Todd Radke

8:30 AM – 12:30 PM
\$75

Microsoft Excel 103: Advanced Level Excel (2016)

For those who are ready and want to perform advanced data analysis, this Excel course will cover complex functions including:

- Auditing worksheets & workbooks
- Protecting your work
- Conditional look-up & text-based functions
- Automating repetitive tasks with macros & mastering "What if" tools

Oct 27
65006

Thur
Todd Radke

8:30 AM – 12:30 PM
\$75

Professional Productivity with Microsoft 2019

Designed for individuals new to using Microsoft Teams, Outlook, and One Note to gain a foundational level of knowledge of the primary Microsoft Office 365 applications. Learn how to perform the following capabilities with each application:

Microsoft Teams

- Access, download, and set up Teams
- Schedule an audio or video call
- Use the audio & video calling options including recording calls
- Use the meeting notes function
- Adjust admin & user settings

Microsoft Outlook 365

- Perform setup in Outlook
- Send & receive emails
- Customize mailbox & view
- Use the search feature
- Attach files, photos, graphics, signatures, and voting buttons

Microsoft OneNote

- Access, download, and set up OneNote
- Take & format notes
- Draw & sketch information
- Organize information within OneNote

Nov 7
65186

Mon
Todd Radke

8:30 AM – 12:30 PM
\$129



Child Care: Art Is More Than Just the Process

Children learn to express their ideas and imagination through art, boosting their self confidence and future decision-making skills. Learn to think beyond product and process to understand the benefits of Cognitive Art. Allowing children to explore not only the process, but also explore art as a medium to communicate planning, ideas, thoughts, and emotions can benefit an entire classroom or household. Teachers and caregivers alike will learn how to:

- Develop strategies to explore art mediums
- Set the stage for artistic learning
- Connect classroom activities & content to meaningful & intentional art exploration

Sept 12
65035

Mon
Mary Schroeder

6:30 – 8:30 PM
\$25

Child Care: It's OK to Hug a Tree

Get children, staff, and all those caring for children excited about going outside and enjoying nature as they learn about the environment. Join us as we explore:

- Hands-on ideas to help children learn about the environment in which they live
- Shared resources, ideas, and experiences that encourage staff to use the outdoors as a learning environment

Sept 26
65070

Mon
Mary Schroeder

6:30 – 8:30 PM
\$25



Vaccine Administration

Designed for healthcare professionals who administer vaccines or medications, this two-part seminar provides the opportunity to boost your confidence in providing these services. The first morning involves a review of terms, supplies needed to deliver vaccines and medications, and administration for vaccinations. During the second morning, you will apply your knowledge during a two-hour skills check-off session, providing an opportunity for those who attend the first part to demonstrate applied skills and earn a continuing education certificate. Upon completion of this seminar, you will successfully be able to:

- Demonstrate procedures for vaccine administration (IM, SQ, and IN)
- Define procedures for receiving, storing, and handling vaccines
- Summarize common vaccinations & vaccination schedules
- Describe procedures for immunization-related documentation
- Learn how to manage vaccine-related adverse reactions & emergency situations

Oct 6 & 13
65025

Thur
Kellea Ewen

8:30 – 10:30 AM
\$80

HVAC Fall Furnace Tune-up

Properly maintaining equipment helps maximize operating performance. Experience hands-on activities to prepare you for troubleshooting issues with a furnace and prevent premature failure of equipment. Topics and activities include:

- Setting a proper fan speed
- Identifying & cleaning blowers
- Selecting proper air filters
- Managing wiring & safety devices
- Proper venting & exhausting setups, as well as drains & traps (time permitting)

Oct 17
64977

Mon
Steve Sorenson

8 AM – Noon
\$79

OSHA Outreach 10-Hour for General Industry

As an entry-level worker, you are required to learn about workplace safety and health hazards specifically for the general industry. You will receive your Department of Labor card upon successful completion of this course where you'll learn about OSHA and:

- Hazard recognition
- Avoidance
- Abatement
- Prevention
- Employer responsibilities
- Worker rights

Aug 10 – 11
64806

Wed – Thur
Ken Rost

8 AM – 3:30 PM/8 AM – NOON
\$345

Oct 4 – 5
64809

Tues – Wed
Ken Rost

8 AM – 3:30 PM/8 AM – NOON
\$345

OSHA 10-Hour Construction

Designed for entry-level construction workers, this general awareness training covers recognizing and preventing hazards on a construction site. Topics include:

- Introduction to Occupational Safety and Health Administration (OSHA)
- OSHA's Focus Four Hazards
- Health hazards in construction
- Cranes, derricks, elevators, stairways, and ladders
- Lead & asbestos exposure

Aug 16 – 18
64797

Tues – Thur
Michael Ott

2 – 7:30 PM
\$165



Confined Space: Entrant/Attendant/Supervisor

This hands-on class will prepare you to assume the role of attendant, entrant, or supervisor for a permit-required confined space (PRCS) entry. Topics include:

- Identification of different types of confined spaces
- Overview of OSHA's CS standard
- Identification of hazards
- Application of hazard controls such as air monitoring, ventilation, and lockout/tagout
- Non-entry rescue
- Scenarios applying principles to simulated confined space entries

Aug 18
64854

Thur
Dan Ortscheid

8 AM – 4:30 PM
\$295

Powered Industrial Truck Train-the-Trainer

Forklift experience is highly recommended before taking this class that will certify you as a trainer (not an operator). We will discuss and review the following:

- OSHA's PIT training regulations, case studies, and reference materials
- Forklift safety regulations
- Training methods for adult learners in the classroom

Aug 23
64804

Tues
Tom Fitzgerald

8 AM – 4:30 PM
\$410

Oct 12
64805

Wed
Ken Rost

8 AM – 4:30 PM
\$410



Powered Industrial Truck Train-the-Trainer Refresher

This class is recommended every three years for those that have successfully completed the initial Powered Industrial Truck Train-the-Trainer class. Changes to PIT standards will be shared with you, along with a review of applicable standard interpretations and training tools. You will have the opportunity to discuss challenges or questions you may have encountered within your organization's training program.

Aug 23 64807	Tues Tom Fitzgerald	NOON – 4:30 PM \$189
Oct 12 64808	Wed Ken Rost	NOON – 4:30 PM \$189

DOT Hazardous Materials Compliance Training

Hazmat training is required within 90 days for new employees responsible for shipping and receiving hazardous materials, or those with regulatory responsibilities for transportation management, dispatching, training, safety, or human resources. You should have a working knowledge of the types of hazardous materials and wastes commonly shipped from or received by your facility, and bring copies of recent applicable shipping documents for project work. Topics include:

- General orientation to regulation
- Labeling, marking, and shipping papers requirements
- Load securement & segregation
- Spill reporting criteria
- Security plan & awareness training

Aug 31 64816	Wed John Hanson	8 AM – 4:30 PM \$275
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Ammonia Emergency Response: Technician Level

A combination of classroom learning and hands-on exercises will prepare you to meet OSHA's required competencies. Topics include:

- Ammonia toxicology & monitoring
- Emergency response operations
- Personal protective clothing
- Risk assessment
- Work practices & standard operating procedures

Sept 6 – 8 64803	Tues – Thur John Hanson	8 AM – 4:30 PM \$695
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Ammonia Refresher

This annual refresher is for those having completed a Technician Level class with an emphasis on ammonia. The same topics will be covered as in the initial Ammonia Emergency Response: Technician Level class (page 10). You will also participate in a simulated ammonia response, including Level A and B dress-out.

Sept 9
64887

Fri
John Hanson

8 AM – 4:30 PM
\$295

Industrial Emergency Response Operations

A combination of classroom and hands-on instruction prepares you to safely respond to hazardous material incidents. Satisfies OSHA's 29 CFR 1910.120 Operations Level training requirements. Topics include:

- Air monitoring & hazard recognition
- Decontamination
- Emergency response SOPs & simulations
- Personal protective equipment
- Spill control
- Toxicology & medical surveillance

Sept 20 – 22
64884

Tues – Thur
Ken Rost

8 AM – 4:30 PM
\$685



Industrial Emergency Response Operations: Refresher

This annual refresher is for those who have completed Operations Level training. We will review competencies necessary for operations level response according to OSHA's 29 CFR 1910.120. Topics include:

- Air monitoring & hazard recognition
- Discuss current uses of confinement & containment techniques
- Examine practical applications of protective clothing
- Participate in actual containment scenarios
- Review ERP/IC procedures

Sept 23
64885

Fri
Ken Rost

8 AM – 4:30 PM
\$290

OSHA Outreach Training 30-Hour for General Industry

This course was specifically developed for safety coordinators, supervisors, management, and anyone in a leadership role in general industry where they may have safety responsibilities. You will learn how the provisions of the Occupational Safety and Health Act (OSH Act) must be implemented in the workplace not only to achieve OSHA compliance, but to achieve quality expectations of business partners. Department of Labor cards will be provided upon successful completion of this course where you will learn about OSHA and:

- Hazard recognition & prevention
- Avoidance & abatement
- Safety management
- Employer responsibilities
- Worker rights

Sept 27 – 30
64810

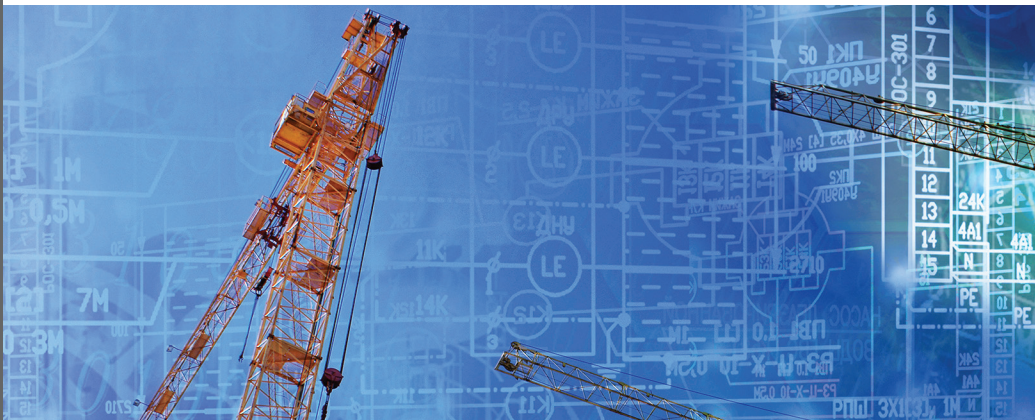
Tues – Fri
Ken Rost

8 AM – 4:30 PM
\$745

Nov 15 – 18
64811

Tues – Fri
Ken Rost

8 AM – 4:30 PM
\$745



OSHA Recordkeeping & Injury Reporting

Effective recordkeeping and injury reporting are critical to ensuring workplace safety and providing a strong foundation for a successful, well-managed safety program. Employees, supervisors, and managers responsible for recording and reporting workplace injuries and illnesses must learn how to stay in compliance with Occupational Safety and Health Administration (OSHA) regulations, while identifying workplace risks. With focus on 29 CFR 1904 requirements, participants will:

- Recognize OSHA's rules for recordable injuries & illnesses on the OSHA 300 form
- Understand the critical importance of a thorough incident investigation
- Evaluate safety metrics & indicators, including their relevance to an organization's safety performance
- Link the importance of building relationships with medical professionals to an organization's overall safety program
- Understand how injury & illness recordkeeping & reporting impacts Workers' Compensation

Nov 3
64886

Thur
Tom Fitzgerald

8 AM – 4:30 PM
\$260

Confined Space: Entrant/Attendant/Supervisor

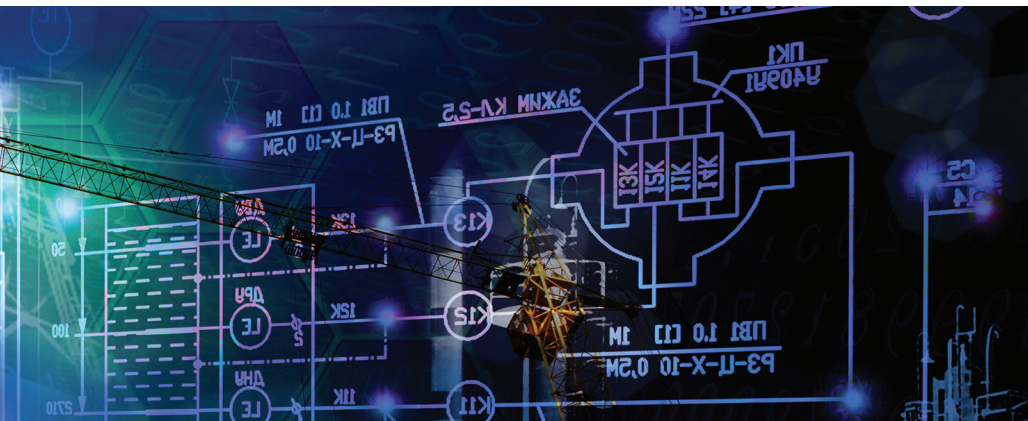
This hands-on class will prepare you to assume the role of attendant, entrant, or supervisor for a permit-required confined space (PRCS) entry. Topics include:

- Identification of different types of confined spaces
- Overview of OSHA's CS standard
- Identification of hazards
- Application of hazard controls such as air monitoring, ventilation, and lockout/tagout
- Non-entry rescue
- Scenarios applying principles to simulated confined space entries

Nov 8
64855

Tues
Ken Rost

8 AM – 4:30 PM
\$295



Confined Space: Entry Rescue

Learn how to rescue entrants from confined spaces. This hands-on class addresses situations ranging from hazard analysis to rescue simulations. Completion of Confined Space Entrant/Attendant/Supervisor (EAS) training is required. Topics include:

- Application of incident command system
- Selection of personal protective equipment
- Development of patient haul systems (anchors & connections)
- Application of respiratory protection
- Patient packaging & retrieval

Nov 10
65077

Thur
Ken Rost

8 AM – 4:30 PM
\$299

Lockout /Tagout: Machine Guarding

You will become familiar with Occupational Safety and Health Administration (OSHA) standards for protecting employees from injury when energy and machine hazards exist in the workplace. Focusing on the requirements of OSHA's lockout/tagout standard (1910.147) and how lockout/tagout and machine guarding work in tandem to protect employees, you will learn:

- Required components of a lockout program, and how organizations provide enhancements to their programs to maximize safety performance
- How to recognize machine hazards & perform machine assessments
- How to obtain & install the best value-added machine guarding systems
- How to use related documents like ANZI, ASTM, and ISO to maximize machine safety performance
- Components of effective training techniques in Lockout and Machine Guarding

Nov 14
64978

Mon
Tom Fitzgerald

8 AM – 4:30 PM
\$340



Storage Tank Remover Cleaner

Department of Agriculture, Trade and Consumer Protection requirements for the proper removal, cleaning, and closure of storage tanks will be addressed.

Note: Bring a check for \$35 made payable to WDATCP to cover the application and exam fee not included in your registration fee. Topics include:

- Notification procedures
- Tank removal
- Site inspection
- Correct handling & disposal of the tank, waste, and containment soils

Dec 5	Mon	8 AM – 4:30 PM
64812	Randy Shervey	\$395

Aboveground Storage Tank Installer

Aboveground Storage Tank (AST) installers will learn about regulations, consensus codes, recommended practices, plan preparations, and submittal procedures as they pertain to ASTs. Site preparation, tank handling, testing, leak-detection systems, secondary containment systems, and overfill protection are also covered. Note: Bring a check for \$35 payable to WDATCP to cover the application and exam fee not included in your registration fee.

Dec 6 – 7	Tues – Wed	8 AM – 4:30 PM
64813	Randy Shervey	\$395

Underground Storage Tank Installer

Underground Storage Tank (UST) installers will learn about regulations, consensus codes, recommended practices, plan preparations, and submittal procedures as they pertain to USTs. Site evacuation practices, tank handling, testing, leak-detection systems, corrosion protection, and overfill protection are also covered. Note: Bring a check for \$35 payable to WDATCP to cover the application and exam fee not included in your registration fee.

Dec 8 – 9	Thur – Fri	8 AM – 4:30 PM
64815	Randy Shervey	\$395

Safety & Compliance

Workshops now forming! Contact us at workforce.solutions@gotoltc.edu or 920.693.1675 for more information on the following Safety & Compliance topics:

- First Aid/CPR
- Hazardous Waste Operations & Emergency Response (HAZWOPER)
- DOT Hazardous Materials Compliance



Confined Space: Non-Entry Rescue

This hands-on training will prepare you to confidently extricate entrants without having anyone enter the confined space. Learn the requirements of non-entry rescue and how to safely perform this role with the proper rescue equipment. In addition to obtaining employer authorization to participate in this training, participants must also have previously completed the Confined Space Entrant/Attendant/Supervisor (EAS) training. Topics include:

- Hazard analysis
- Active & passive non-entry rescue techniques
- Fixed & portable mechanical retrieval devices
- Hasty anchorage & connections
- Portable rope, ladder, and unreachable device usage
- Scenarios applying principles & techniques

Dec 13
65078

Tues
Ken Rost

8 AM – NOON
\$149

Confined Space: Rescue Technique Fundamentals

Learn how to rescue entrants from confined spaces without atmospheric hazards, including low/high oxygen levels, toxic gases or vapors, and flammable atmospheres. This hands-on class covers the gamut of confined space topics from hazard analysis to rescue simulations. Topics include:

- Active entry rescue techniques
- Selection of personal protective equipment
- Fundamental anchors, body harnesses, and connections
- Patient packaging & low-angle retrieval

Dec 15
65079

Thur
Ken Rost

8 AM – 2:30 PM
\$236



FEATURED TRAINING OPPORTUNITY

Inspiring Leadership Series

A great culture begins with leadership. Inspiring others is a “soft skill,” one that many believe you need to be born with to possess. However, research shows that inspiring others to greatness is, in fact, something that can and should be learned.

Attributes of inspiring leaders, such as being a role model or a change champion, can be acquired. Skills, such as developing staff and becoming a good communicator, can be learned. Even the most critical characteristic of an inspiring leader — the ability to make an emotional connection with a team — is achievable by building on an individual’s unique strengths, personality, and leadership approach.

To learn more about and reserve your seat(s) in our next Inspiring Leadership Series, please contact our Workforce Solutions team at 1.888.GO TO LTC extension 1366.



TESTIMONIAL

“The Inspiring Leadership program is an ideal program for our new and aspiring leaders. Built upon the principles of servant leadership, this program encourages participants to embrace and champion our core values throughout the organization! It’s become an important component of our leadership development program.”

— General Manager, Forefront Dermatology





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Cleveland WI 53015

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**REAL EXPERIENCE
FOR THE
REAL WORLD**

CUSTOMIZED TRAINING

Why do we offer customized, on- and off-campus training in addition to what you see in this book? Because your business faces unique challenges. Contact us and start a conversation to determine the best training solutions for your business today.

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