CORPORATE TRAINING AND BUSINESS SERVICES

Customizable, High-Impact Training Tailored to Your Organization's Needs

144% ROI for every dollar invested in a well-trained workforce*

For over 50 years, UMass Global has been collaborating with organizations to create educational partnerships that meet the company's unique needs and budget.

WHAT MAKES US DIFFERENT?

1 **One source for all your training solutions** - From individualized executive coaching to one-time or ongoing professional development, we collaborate with you to deliver your ideal educational program. We partner with you through all steps, from initial needs assessment to final evaluation, **saving you time and money**.

2 **UMass Global instructors** - Our instructors are hand-selected industry experts and active professionals that meet our high training standards ensuring every program is consistent in quality with proven best practices.

3 **A dedicated corporate training team** - Our goal is to help your organization reach its optimal performance by delivering the best training experience. Once your professional development needs are determined, our team takes care of all the details so you can focus on running your business.

CORPORATE TRAINING SERVICES:

- Targeted skill development to support organizational success
- Alignment with your mission, vision and strategic objectives
- Program design and curriculum development
- Co-branded course materials and certificates of completion
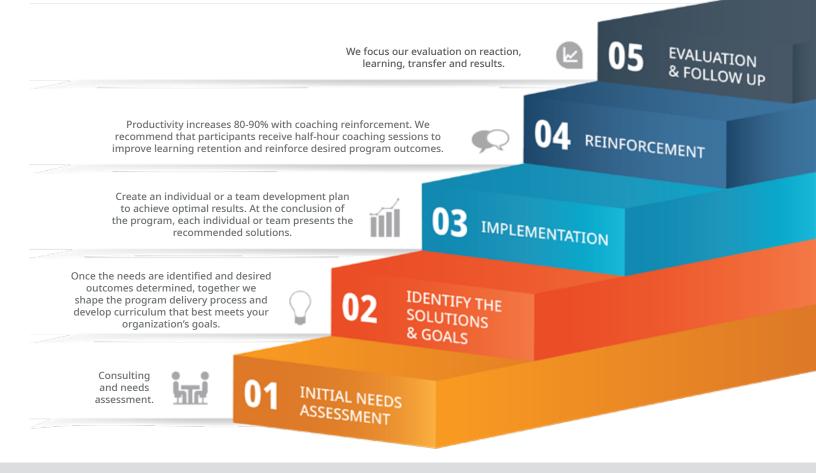- CEUs, academic credit or professional development credit

BUSINESS SERVICES:

- Executive and management coaching
- Team development and training
- Train-the-Trainer sessions
- Leadership retreats
- Strategic planning
- Individual and organizational assessments
- Facilitation

MULTIPLE DELIVERY MODALITIES:

- In-person workshops
- Multiple topic training programs
- Virtual training sessions
- Webinars
- Online, self-paced courses

WEBINAR SERIES - FREE AND OPEN TO THE PUBLIC

Our Corporate Training instructors lead live monthly webinars focused on innovative ideas and practical solutions. For more information, visit *www.umassglobal.edu/ExEdEvents*

* According to a 2016 Lumina Foundation study. Learn more at umassglobal.edu/sources

OUR APPROACH TO CORPORATE TRAINING

We focus our evaluation on reaction, learning, transfer and results.

05 EVALUATION & FOLLOW UP

Productivity increases 80-90% with coaching reinforcement. We recommend that participants receive half-hour coaching sessions to improve learning retention and reinforce desired program outcomes.

04 REINFORCEMENT

Create an individual or a team development plan to achieve optimal results. At the conclusion of the program, each individual or team presents the recommended solutions.

03 IMPLEMENTATION

Once the needs are identified and desired outcomes determined, together we shape the program delivery process and develop curriculum that best meets your organization's goals.

02 IDENTIFY THE SOLUTIONS & GOALS

Consulting and needs assessment.

01 INITIAL NEEDS ASSESSMENT

The School of Extended Education works in close partnership with our clients so that custom programming is based on the development of specific competencies that support the business strategy and goals, incorporate best practices and align to the culture. A five-step approach is recommended to maximize program impact:

Initial Needs Assessment - Client organizations may develop the program around a particular level of leaders (supervisory, management or executive), a functional group (customer service, operations, marketing, etc.) or specific individuals based on other selected criteria. Once the participants have been identified, the next step is to determine learning needs and desired program outcomes. The organization may be able to accomplish this internally by utilizing the results of employee surveys and existing core competencies that are essential to their culture. With additional input from UMass Global, recommendations are made concerning the individual training modules, business services and overall program structure.

Identify the Solution and Goal - Once the employee needs have been identified and desired outcomes determined, specific program modules are selected. All modules are based on "best practices" and designed to improve employee performance and increase organization effectiveness and productivity. All program modules are delivered by qualified Extended Education instructors selected for their subject matter expertise and "real world" experience. All instructors use a strategic, data-driven approach to align learning with the client organization's unique needs, culture and desired results.

Implementation - Programs can include Individual Development Plans or a Team Development Plan to achieve optimal results. At the conclusion of the program, each team or individual presents the recommended solutions. The process begins with the selection of internal sponsors to help identify appropriate challenges. Participants then create high-level proposals of their challenge and present these at the beginning of the program. Participants are organized into cross-functional teams for support and accountability as they apply concepts learned throughout the program to their challenges. During the Capstone, each participant or team makes a verbal presentation summarizing the results of their Development Plan.

Reinforcement - Research shows that training alone increases productivity on average from 10-22%. Productivity increases to 80-90% with coaching reinforcement. We recommend that participants receive at least one individual half-hour coaching session to improve learning retention and reinforce desired program outcomes. Current data validates that coaching has a significant impact on employee retention and engagement, team effectiveness and organizational productivity.

Evaluation and Follow Up - We primarily use Kirkpatrick's Four Levels of Evaluation (Reaction, Learning, Transfer and Results) as the basis for program evaluation. At Level 1/Reaction, mid-point and post-training evaluations are utilized and provided at no additional cost. For Level 2/Learning, pre-training and post-training assessments may be incorporated in the program. Comparison of the results will ascertain how much actual learning has occurred in the program in addition to identifying positive, neutral or negative reactions to the program via level 1 instruments. Various initiatives can be utilized for Level 3/Transfer (determining how much of the learning actually transferred to the day-to-day work life of the participant) and Level 4/Results (determining bottom line business results that occurred as a consequence of the program) evaluations.

These initiatives may include tracking employee turnover, conducting an employee engagement survey and analyzing the results, conducting focus groups and interviews, and incorporating projects into the certificate program that produce quantifiable business outcomes. A significant partnership is required between UMass Global and the client to evaluate at Level 3 and Level 4 and requires dedicated stakeholders and resources internal to the organization.

CORPORATE TRAINING PROGRAMS

PROGRAMS

LEADERSHIP DEVELOPMENT CORE COMPETENCIES- This 45-hour program is for both emerging and experienced leaders that want practical and proven tools to build leadership capacity, improve employee performance, increase team effectiveness and enhance organizational productivity. Participants work in "learning teams" and with an internal accountability partner to develop and implement an Individual Development Plan. New knowledge and skills are applied to specific leadership challenges, based on actual workplace issues or situations, and the results are presented during a Capstone event.

LEADING ORGANIZATIONS- This 45-hour program develops key organization leadership competencies including strategic leadership, resource management, organizational savvy and leading change. A key component is the Everything DiSC Work of Leaders® that identifies a specific set of leadership best practices for leading a group or organization toward desired outcomes. The Work of Leaders assessment evaluates each participant's DiSC profile with a focus on Crafting a Vision, Building Alignment and Championing Execution.

WORKSHOP TOPICS

SELF-MANAGEMENT- Effective leadership begins with self-awareness. This module utilizes an individual assessment tool to determine preferences and identify behavioral styles. Through interactive exercises, participants learn how their preferences impact their leadership style, interpersonal communication, group dynamics, decision making and preferred work environment. They also learn to assess the strengths and limitations of their style and to avoid bias and labeling. As participants become aware of how each type contributes to the organization, working relationships are improved and increased productivity results.

EMOTIONAL INTELLIGENCE- Emotional intelligence (EQ) has been defined as the combination of emotional, personal and social competencies that influence the ability to be personally effective and professionally productive. Research indicates that what distinguishes star performers in every field, from entry-level jobs to executive positions, is not IQ, advanced degrees or technical experience – it is "EQ." Today's leader must possess both the intellectual skills to perform the job and the emotional intelligence to effectively manage, develop and retain people. Learn the foundational concepts and practical methods for increasing emotional intelligence.

TEAM DEVELOPMENT- Building an effective team takes time, knowledge, and reinforcement. With proper development, a team can be one of the most powerful contributors to organizational productivity. Learn the characteristics of a high performing team and leadership strategies that create synergy, recognize team essentials, identify types of teams and learn the phases of team development.

DELEGATING EFFECTIVELY- Rather than offloading routine tasks, delegation is the art of empowering and developing your employees to maximize your team's time and resources. Yet many leaders admit they don't delegate as much as they could. Learn best practices for successfully delegating to increase the capacity of your team and overall effectiveness.

SERVANT LEADERSHIP- Learn the servant leadership model and the characteristics of a servant leader. Learn to differentiate between a power model and service model of leadership, evaluate the impact of servant leadership principles in an organization and create an action plan for implementing servant leadership in the work environment.

EMPLOYEE ENGAGEMENT- High performance leaders understand what motivates their employees. They know the value of setting clear expectations and giving consistent, honest feedback. The ability to effectively motivate and recognize employees is a crucial leadership competency in light of the fact, as reported by Gallup, employee engagement in most organizations is documented at around 28%. Leaders today are tasked with creating a positive, engaging work environment and recognition is an effective way to reinforce an organization's culture, align to corporate goals and retain talent. Learn proven strategies for optimizing employee engagement, boosting morale and increasing productivity.
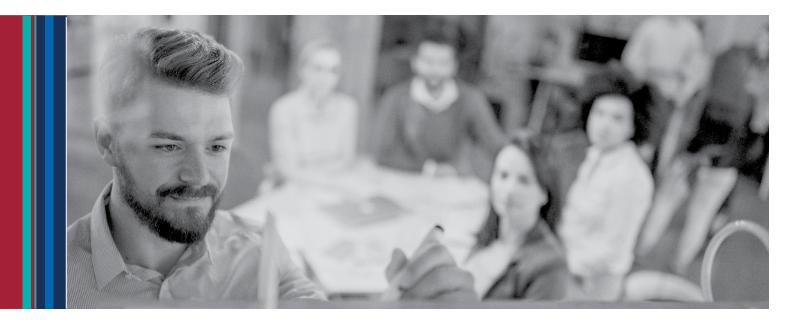
COACHING CONCEPTS- Coaching is one of the most effective ways leaders can increase employee engagement and retention, improve team performance and boost organizational productivity. Learn fundamental coaching skills and core competencies including active listening, powerful questions, giving feedback and accountability for results.

PERFORMANCE MANAGEMENT- The best practices of performance management can produce a more engaged workforce, higher productivity and an improved bottom line. Learn how to identify performance drivers, set performance standards, align individual performance to organizational goals and effectively provide feedback.

LEADING CHANGE- Many organizations are in the midst of major changes driven by factors that may include current economic conditions, legislative mandates or a significant change in leadership. High performance leaders identify the need for change, prepare their organizations and then effectively execute change. Learn best thinking, as well as tools and techniques to build consensus, create momentum and attract sustained support. Topics include change models, organizations as systems, leadership and influence, and effective communication.

INTERPERSONAL COMMUNICATION- Top performers are great communicators and they understand that good interpersonal skills are critical to success. Learn to have successful conversations with others, set healthy goals for dialogue, manage strong emotions, make it safe to talk about almost everything, develop skills for being persuasive—not abrasive and learn to listen empathetically.

RESOLVING CONFLICT- One of the least enjoyable aspects of leadership is dealing with workplace conflict – the inevitable disputes, disagreements and personality conflicts that arise. Unresolved conflict can cripple team effectiveness, result in lost business opportunities, or escalate into expensive and divisive lawsuits. Conflict can also be a source of creative solutions, but only if people understand both the value of conflict and how to resolve it. Learn how to identify the real causes of conflict, new strategies to avoid destructive responses and how to use constructive behavior to manage conflict more effectively.

DIVERSITY AND UNCONSCIOUS BIAS- The increasingly diverse workforce requires leaders at every level to develop the ability to lead diverse teams. Participants will recognize the expected and unexpected types of diversity, identify key attitudes they have towards differences, discuss unconscious bias and understand the implications of diversity in the workplace. Innovative strategies to capitalize on the strengths of differences and the ability to identify frames of reference and commonalities in order to build relationships between groups are key takeaways.

STRATEGIC THINKING- The key role of a leader is as a strategist. Successfully formulating and executing strategy requires a different way of thinking – a big picture focus and awareness of the organization as a system. Strategic leaders provide the vision and direction for growth and productivity of their team, business unit or organization. Learn practical tools for strategy formulation and implementation, and develop skills for effectively incorporating both the analytical and human dimensions in the strategic management process.

HOW LEADERS BUILD TRUST- The ability to build trust has the potential to create unparalleled success for leaders at all levels of an organization. However, "building trust" is a critical leadership competency that is often neglected, misunderstood or underestimated. Learn to identify behaviors that build trust to improve employee productivity, team effectiveness and organizational success.

RESILIENT LEADERSHIP- Resilience is a critical leadership competency. Taking risks that have unexpected results, making decisions that produce undesired outcomes and experiencing challenges they did not initiate all provide an opportunity for growth and development if leaders see them as learning opportunities rather than roadblocks to success. Learn how to effectively transform disappointments, failures and mistakes into success by developing the skills and attitudes that will enable them to bounce back from setbacks.

AUTHENTIC LISTENING SKILLS- Research confirms that poor communication in organizations is directly linked to poor results and performance. Listening to understand is an acquired skill that requires training and practice. Learn different listening styles, a successful communication model that uses proactive rather than reactive language, and how to respond during emotionally charged situations.

APPRECIATIVE INQUIRY- Appreciative Inquiry is a model for analysis, brainstorming, decision making and the creation of strategic change. Participants will learn the four stages of appreciative inquiry and how to ask the right questions to determine what is working and why. Finding out what "works" versus what doesn't, lays the foundation for positive change.

BUILDING ACCOUNTABILITY- Great leadership produces employees that perform at the highest level. A crucial component of performance management that is often overlooked or underemphasized is ensuring accountability in direct reports. Learn how to identify causes of inadequate performance, arrange effective consequences and hold employees accountable to measurable outcomes.

MENTORING- While training is probably the most familiar method used to develop an employee's skills and improve their performance, mentoring is an often-overlooked tool that can aid individual career advancement and help organizations prepare for succession. Participants discuss the value of mentoring, understand the importance of executive buy-in and how to gain it, the key ingredients of successful mentoring relationships and how to structure and support an effective mentoring process.

WORK-LIFE BALANCE- Stress is an unavoidable part of day to day life. Many "stressors" are beyond a leader's control so it becomes essential to learn how to deal with the effects of stress in a healthy and productive way. Learn to identify the symptoms of stress overload, how lifestyle choices can contribute to or diminish stress, reduction of stress techniques that can be implemented and how to develop a long-term plan to prevent the cumulative effects of stress.

MANAGING UP- Top performers effectively manage one of the most vital relationships they have at work – the one with the person to whom they directly report. Participants will identify and practice skills to extend organizational influence by consistently making positive choices when dealing with managers and other higher-ups.

DEALING EFFECTIVELY WITH CHANGE- Change is inevitable and necessary in order for businesses to survive and thrive, especially in a competitive market. Learn how to create trust and empathy within teams, practical strategies to deal with the fear and uncertainty that change can create, discuss how to effectively manage stress and emotions and identify methods to build resilience, agility and optimism.

HIRING FOR EMOTIONAL INTELLIGENCE- Learn the best practices in interviewing such as prioritizing the competencies related to job success, how to ask the right questions to get candidates talking about what really matters and the process to conduct highly effective behavioral interviews to uncover a candidate's level of emotional intelligence.

FACILITATION SKILLS- Facilitation is a key leadership skill. Learn simple and effective practices that will help guide groups of people to have productive discussion, align expectations, reach decisions and want to continue working together. Understand group dynamics and facilitation techniques to support both impromptu discussions and planned meetings.

THREAT READINESS FOR BUSINESS- Most organizations are prepared for a natural disaster, but do you have an emergency readiness plan in case of a violent intruder? Are your employees trained on how to respond to a bomb threat or act of terrorism? Participants learn best practices to mitigate the risks to your employees and business in the case of an unexpected emergency and learn how to develop and implement an emergency readiness plan for your organization.

LEADING TEAMS TO HIGH PERFORMANCE- While most teams have the potential for high performance, many never reach their potential and few consistently operate at peak level. Participants explore what keeps teams from reaching high performance, utilize a model of values for teamwork and examine the critical elements of cohesiveness. The ideal behaviors for a team leader that support their team's growth and development to high performance are identified, discussed and practiced.

TEAM DECISION MAKING- Making good group decision is a critical skill for teams today. Teams and team leaders unskilled in group process can find decision making frustrating and time consuming. Learn different approaches to group decision making (consensus is NOT the only alternative) and techniques that produce more timely and effective decisions.

POLITICAL INSIGHT AND INFLUENCE- For leaders, mastering positive political skills is critical to facilitate changes they desire in their organization and achieve commitment at all levels. Participants learn the positive aspects of organizational politics in order to facilitate commitment to collaborate across the organization, practice effective relationship building techniques and learn the importance of building coalitions.

EFFECTIVE BUSINESS WRITING- The ability to write clearly and persuasively is a vital skill for employees at all levels. Learn the four major factors of effective writing (clarity, tone, organization and delivery) in order to write effectively over the most common business communication formats.

GENERATIONAL SIMILARITIES- There are multiple generations in the workplace today and they each have their own unique way of thinking and getting work done. Discover the similarities of each and more importantly, how we can best work together for the collective good of our organizations and achieve business results. Learn innovative strategies to capitalize on the strengths and bridge the limitations of each, including their different frames of reference, the unique contribution each generation offers to the workplace, how to identify and capitalize on commonalities and how to build effective working relationships between the generations.

SITUATIONAL LEADERSHIP- The situational leadership model teaches participants a method for analyzing a situation and responding with the appropriate leadership approach. Learn the "situational" approach to analyzing management styles, analyzing relationship and task dimensions to leadership, individual strengths assessment, criteria for determining subordinate's leadership needs, and four leadership approaches.

FIRST-TIME MANAGER- Becoming a first-time manager is one of the most challenging and critical career transitions. For many, making the transition from being an individual contributor to a manager can be a dramatic change. An initial challenge most first-time managers face is learning to shift their perspective from going it alone to collaborating with others, getting their work done to getting their work done through others and being one of the team to being the manager of the team. This session utilizes materials from the Ken Blanchard Companies, based on the bestselling book, *The New One Minute Manager*. The First-Time Manager program can get new managers off to a fast start and improve their performance, not only for them but for the entire team as well.
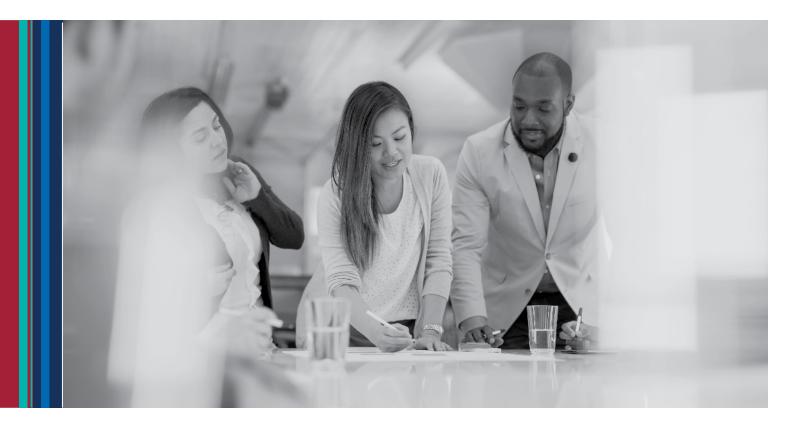
MISSION, VISION, VALUES- Managers typically focus on the day-to-day – doing 'things right' to accomplish tasks and achieve objectives. Effective leaders focus first on doing 'the right things' and understand the necessity of defining their organization, department or team mission, vision and values. They recognize it is the mission, vision and vales that establishes and drives the business strategy. Learn the importance of identifying key stakeholders, understanding their needs, developing and defining a team's vision and purpose, and how to sharpen strategic focus on priorities.

EXECUTING WITH EXCELLENCE- It is a sad, but true, fact that more companies fail due to poor execution than flawed strategy. The ability to effectively execute is what separates the best companies from the rest, and top performing leaders from those who have trouble achieving their goals. Learn how to identify and navigate the common roadblocks that keep smart companies from executing well.

CUSTOMER SERVICE- Learn key strategies for mastering the "art" of creating the total customer experience and building a culture of service. Understand how to deliver quality service, improve working relationships and gain greater job satisfaction. As miscommunication, misinformation and lack of communication are minimized, customers get their problems solved and needs met, and the organization benefits from reduced service costs while creating "customers for life."

INNOVATIVE PROBLEM SOLVING- Employees are increasingly required to create new strategies, streamline processes and find more effective ways to respond to challenges. Participants learn how to harness creative right-brain thinking to achieve common goals, solve problems collaboratively and communicate more effectively. Learn a proven system to seed, harvest and cultivate a crop of ideas that can continually grow and positively impact the organization.

LEADERSHIP AND ETHICAL VALUES- Leaders must focus on the critical nature of personal values, ethics and their impact on character and behavior. Learn how values are developed and applied, how they can be implemented in an organization, practice ethical decision making strategies and discuss actual case studies.

SETTING S.M.A.R.T. GOALS- The capability to set and reach goals is crucial to effective leadership. Learn strategies and methods for effectively developing individual, team and organizational goals. Understanding the value and purpose of setting goals, the difference between long term, short term and stretch goals, developing a step-by-step approach to making goals a reality, and identifying and overcoming common elements that sabotage goal realization.

LEADING AND FACILITATING MEETINGS- Meetings – attending and participating in them, as well as scheduling and facilitating them – are a fact of life for leaders at all levels. Unfortunately, inefficient meetings cost organizations billions of dollars each year in otherwise productive employee work time. Learn simple, yet highly effective, strategies and techniques for making meetings more productive and efficient. Meeting tools and tips include planning and organization, keeping on track and on time, getting and keeping attendees involved and engaged, and achieving desired results through good decision making and action plans.

POWERFUL PRESENTATIONS- High performance leaders know how to develop and deliver powerful presentations. However, the ability to effectively present information to groups of people – whether motivating a team, facilitating a department meeting, conducting a training session or delivering a keynote address – is often overlooked or ignored. Learn specific strategies and techniques including preparation, delivery, organization and use of visuals.

CULTURE AS COMPETITIVE ADVANTAGE- Smart organizations leverage their unique culture to build competitive advantage. One of the hallmarks of successful leaders is the ability to intentionally create and maintain a culture that enhances employee experience while improving individual effectiveness and company performance. Learn practical tools and techniques for engaging employees to create and sustain the culture they desire and how to implement systems to support a culture that is a competitive advantage.

NEUROSCIENCE OF LEADERSHIP- A great deal of research has been conducted on the brain and linking brain capacities to behavior. The application of this research to leadership has resulted in the field of NeuroLeadership. Learn the application of neuroscience on how leaders make decisions, solve problems, regulate emotions, collaborate with others and facilitate change. Participants will also learn about the social systems of the brain and how they influence teams, partnerships and organizations.

TIME DYNAMICS- In our "24/7" world, people seem busier and more stressed than ever before. Running late, multi-tasking and squeezing in "one more thing" are the norm rather than the exception. Technology should help, but often seems to make the situation worse, as people expect an instant response to their call or message. The solution to the feeling of "not having enough time" isn't just about managing our time better. It is really more about understanding the dynamics of time and how those dynamics work for and against you. This session addresses the four key dynamics of time: time in relation to personality, time boundaries, priorities and informed choice.

MEDIATION & NEGOTIATION- Mediation and negotiation are two different approaches towards resolving a dispute. Understand the different types of mediation principles and types of negotiation. Learn to demonstrate active listening and effective communication skills, and practice techniques of dealing with the criteria necessary in order to reach agreements and objectives.

MANAGING TRANSITION- No matter what the scale, changes in the workplace are often not as difficult as the psychological transitions that accompany them. Successful organizational change takes place when employees have a purpose, a mental picture, a plan for and a part to play in change. Participants learn a step-by-step strategy to set expectations, prepare for change, communicate effectively and engage employees so the change can be implemented while minimizing disruption.
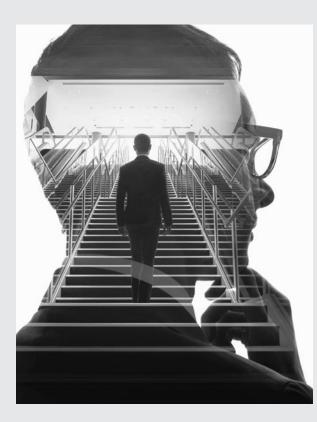
LEADERSHIP CERTIFICATE FOR INDIVIDUALS

LEADERSHIP CORE CERTIFICATE

For organizations to grow and be successful, they need skilled leaders who can confidently lead others while helping the organization achieve their goals and objectives. This certificate provides leaders with skills and knowledge that are necessary to be successful in leading others while increasing their self-awareness to become better leaders.

This certificate includes six competencies:

1. Self-Management
2. Emotional Intelligence
3. Effective Communication
4. Conflict Resolution
5. Unconscious Bias
6. Performance Management

COST: $800 - No additional materials required

DURATION: 45 hours - Up to 6 months to complete

ONLINE & SELF-PACED - Move at your own pace as your schedule allows

LEADERSHIP TRANSFORMATION CERTIFICATE

This certificate will help you build skills to lead effective teams while expanding your skillset to become a more effective leader. Developing leadership skills and acquiring new capabilities will make you more successful leading others.

This certificate includes six competencies:

1. Employee Engagement
2. Team Development
3. Giving and Receiving Effective Feedback
4. Effective Delegation
5. Leading Change
6. Coaching Fundamentals

COST: $800 - No additional materials required

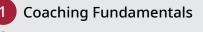**DURATION:** 45 hours - Up to 6 months to complete

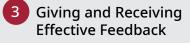**ONLINE & SELF-PACED** - Move at your own pace as your schedule allows

COACHING FOR LEADERS CERTIFICATE

Coaching allows individuals to realize greater self-awareness, learn from their experiences and initiate action that contributes to personal growth and higher performance. Implementing best practice coaching skills helps build capacity and increases the potential of individuals, teams and organizations.

This certificate includes three competencies:

1. **Coaching Fundamentals**
2. **Emotional Intelligence**
3. **Giving and Receiving Effective Feedback**

COST: $450 - No additional materials required

DURATION: 25 hours - Up to 6 months to complete

ONLINE & SELF-PACED - Move at your own pace as your schedule allows

NEW MANAGER CERTIFICATE

This certificate provides students with the essential skills needed to lead others while learning about their management style. Making the transition from an individual contributor to the role of leading others can be very overwhelming. A new manager will need to acquire a new set of skills to be successful in this new role.

This certificate includes six competencies:

1. **Self-Management**
2. **Effective Communication**
3. **Giving and Receiving Effective Feedback**
4. **Conflict Resolution**
5. **Human Resource Fundamentals**
6. **Peer to Manager Transition**

COST: $800 - No additional materials required

DURATION: 45 hours - Up to 6 months to complete

ONLINE & SELF-PACED - Move at your own pace as your schedule allows

LEADING TEAMS CERTIFICATE

Become a strong team leader to increase your team's productivity, effectiveness, employee satisfaction and contribute to the overall success of the organization. Knowing how to lead a team is essential for every leader. Team leaders are not only responsible for their performance, but also have to navigate the dynamics and performance of their team.

This certificate includes three competencies:

1 Team Development

2 Effective Communication

3 Conflict Resolution

COST: $450 - No additional materials required

DURATION: 25 hours - Up to 6 months to complete

ONLINE & SELF-PACED - Move at your own pace as your schedule allows

FUNDAMENTALS OF COMMUNICATION CERTIFICATE

This certificate provides you the necessary skills to become an effective communicator to minimize misunderstandings, strengthen relationships and increase organizational success. Effective communication is a critical life skill, both personally and professionally.

This certificate includes four competencies:

1 Effective Communication

2 Emotional Intelligence

3 Conflict Resolution

4 Giving and Receiving Effective Feedback

COST: $450 - No additional materials required

DURATION: 25 hours - Up to 6 months to complete

ONLINE & SELF-PACED - Move at your own pace as your schedule allows

A SAMPLE OF OUR CORPORATE TRAINING CLIENTS

Acon Laboratories

Allergan

Anaheim Arena/Honda Center

arc

Beckman Coulter

BenQ America

Betty Ford Center

Biocom

Bio-Rad Laboratories

Global gaming company

Broadcom Corporation

CalOptima

California Republic Bank

California State Firefighters Association

Chapman University

City of Anaheim

City of Carlsbad

City of Ceres

City of Irvine

City of Los Angeles

City of Santa Monica

CompIQ

County of Orange

Dowling & Yahnke Wealth Advisors

Dreamgirl International

Edwards Lifesciences

Firmenich

Gladstein, Ross & Associates

Glaukos

Glidewell Laboratories

Harborstone Credit Union

Hampton Products

Hearts of Gold Care Homes

HID Global

Intralase Corporation

iSolved

Judicial Council of California

Kawasaki Motors

Keystone Pacific Property Management

KIA Motors America

LoanDepot

Lindsay & Brownell

Lynx Grills

Mission Internal Medical Group

Mitsubishi Materials U.S.A.

Modesto Irrigation District

Newport Adhesives and Composites, Inc.

NorthBay Healthcare

Optivest Properties

Orange County's Credit Union

Orange County Community Resources

Orange County Employees Retirement System

Orange County Fire Authority

Orange County Sanitation District

Orange County Sheriff's Department

County of Orange, Community Investment Division

Orange County Workforce Development Board

Oro Grande School District

PBC Companies

Rancho Mission Viejo

Ricoh Electronics

Roland DGA

SecurCare Self Storage

Sempra Utilities

SELACO - Southeast Los Angeles County WIB

Southern California Public Power Authority (SCPPA)

Spireon

Superior Court of California, OC

Sycuan Casino

TROY Group

TwinStar Credit Union

Union Supply Group

United States Marine Corps

U.S. Navy Miramar Air Station

VIZIO

Washington State Employees Credit Union

Westport Properties/US Storage

Zumasys