



# TJC<sup>TM</sup>












School of Skilled Trades  
and Continuing Studies

# WORKFORCE TRAINING



CUSTOM TRAINING FOR BUSINESS AND INDUSTRY



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# WHO WE ARE

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## WE UNDERSTAND

Employers need ready, talented and knowledgeable employees to stay competitive. TJC School of Skilled Trades & Continuing Studies responds with flexible, focused, custom training tailored to the needs of any business or industry.

## OUR GOAL

Our goal is to establish partnerships with regional businesses to offer custom training, ensuring their workforce possesses the requisite knowledge, skills and capabilities essential for sustained success.



### COMPETITIVE PRICING

On a budget?  
No problem.  
We offer competitive quotes to fit your business needs.



### FLEXIBLE SCHEDULING

Days, nights, weekends – we work around your schedule. Select training times that best suit your business.



### CONVENIENT LOCATIONS

We can train your employees onsite, online or on our campus.  
*The choice is yours.*

# LEADERSHIP & MANAGEMENT SKILLS

Managing Change, Proactive Listening

Spanish in the Workplace  
(Industry Specific)

Clarifying Team Roles & Responsibilities

Understanding Diversity, Equity &  
Inclusion in the Workplace

Leadership for First-Time Supervisors

The Five Levels of Leadership

Diversity Awareness, Unconscious Bias

Establishing Performance Expectations

Frontline Leadership C-Suite Series

HR Best Practices

Resolving Team Conflicts

Taking Corrective Action

Leading a Multi-Generational Workforce

Coaching: Bringing Out the Best in Others





# CUSTOMER SERVICE

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**Spanish in the Workplace  
(Industry Specific)**

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**Customer Service Excellence Certification**

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**Help Desk**

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**Call Center/Telephone Etiquette**

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**Customer Service Essentials  
for Supervisors**

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**Connecting with Customers**

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**Guiding Customer Conversations**

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**Sales Training**

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**Resolving Issues that Impact the Customer**





# INFORMATION TECHNOLOGY

**Introduction to Computers**

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**Microsoft Office: Word, PowerPoint & Excel  
(Basic, Intermediate, Advanced)**

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**Microsoft Technical (MOC)  
(Azure, SharePoint, SQL, Exchange, Cloud)**

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**Learning QuickBooks**

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**QuickBooks: Performing Payroll &  
Keeping an Eye on Inventory**

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**Cybersecurity  
(Employee Awareness, Data Privacy, Hacking)**

**Databases & Business Intelligence  
(Big Data, AI/Machine Learning, Data Analytics)**

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**Google Ads**

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**Google Analytics**

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**Social Media Strategist**

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**Search Engine Optimization for Beginners**

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**Email Marketing for Beginners**

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**Video Marketing Strategy**





**Digital Marketing Strategy**

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**Advanced Digital Marketing**

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**IT Project Management**

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**Agile/Scrum**

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**ITIL, Governance and  
IT Service Management**

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**DevOps Tools  
(Continuous Integration, Chef)**

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**Adobe  
(InDesign, Illustrator, Photoshop)**

**SAP  
(FICO, MM, HR, SD, PM, ABAP, HAHA)**

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**AWS, Visualization  
(Cloud, VMware & Citrix)**

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**Servers  
(Apache, Jboss, Blockchain, C++, JAVA)**

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**CompTIA  
(A+, Network+, Security+, CASP)**

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**Cisco, TCP/IP, Networking Technologies  
(CCENT, CCNA, CCNP, Wireless, Data Center)**

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**Web Development, Programming  
(Java, JavaScript, CSS, HTMLS,  
XML, PHP, Python, C#)**



# PROJECT MANAGEMENT

PMP Certification

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Preparation for the CAPM

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MS Project

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Project Planning, Project Leadership,  
Team Effectiveness

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Organization Development

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Professional & Career Development

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IT Project Management







# LOGISTICS & SUPPLY CHAIN

**Supply Chain Management**

**CLA Certified Logistics Associate**

**Warehouse & Inventory Management**

**Just-in-Time (JIT) Manufacturing**

**Procurement & Supply**

**APICS (CPIM)**

**Transportation Routing, Scheduling & Costing**

**Lean Supply Chain Management,  
Inventory Control**

**Certified Professional in Supply Management  
(CPSM®)**

**Circular Economy, The Fresh Connection**





# SAFETY & REGULATION

First Aid/CPR

10- & 30-Hour OSHA Certificates

Forklift Operator

Rigging/Fall Protection

Lockout/Tagout, Confined Space

Personal Protection Equipment (PPE)

Emergency Medical Responder

HAZWOPER

NFPA 70e Arc Flash





# MANUFACTURING & CONSTRUCTION

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**NCCER Training**

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**Blue Print Reading & Schematics**

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**Electricity & Electronics  
(Level 1, 2, 3)**

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**AC/DC Electrical Diagrams, Components**

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**Computer Numerical Control (CNC)**

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**PLC & Control; PLC Maintenance**

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**Principles of Manufacturing**

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**Welding & Fabrication; Arc Flash; VFD**

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**Robotics, Operations & Programming**

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**Sheet Metal Fabrication**



# QUALITY/ LEAN

**Six Sigma:  
(Yellow, Green, Black Belt 7 Step)**

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**Lean Management,  
Process Improvement Simulation**

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**A3/S Whys**

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**FMEA Potential Failure Mode  
& Effects Analysis**

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**ISO 14001; ISO 9001  
Quality Management System**

**Manufacturing; Lean Healthcare; Lean IT;  
Lean Engineering; Lean Six Sigma**

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**Design for Manufacturability**

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**Statistical Process Control (SPC)**

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**Measurement System Analysis (MSA)**

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**Advanced Product Quality Planning  
(APQP)**



# CAD/CAM/ PLM



CAD/CAM/PLM

**Design for Manufacturability**

**Statistical Process Control (SPC)**

**Measurement System Analysis (MSA)**

**Adv. Product Quality Planning  
(APQP)**

**AutoCAD Mechanical, Inventor,  
Revit, MDP**

**ENOVIA**



# MEET OUR PARTNERS & CLIENTS





# QUESTIONS?

# READY TO SCHEDULE TRAINING FOR YOUR BUSINESS?

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## *Contact Us!*

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**TJC.edu/WorkforceTraining**

Don't see a  
training you need  
for your business?  
Just ask! We have a  
library of over  
1,000 courses!



**CONTACT US**



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