



# CORPORATE SERVICES

*Customized Training for Your Business*



**Eastern Florida**<sup>SM</sup>  
STATE COLLEGE

321-433-7505 | [www.easternflorida.edu/workforce](http://www.easternflorida.edu/workforce)



## CORPORATE SERVICES

### TRAINING BREVARD'S WORKFORCE

#### EFSC CORPORATE SERVICES

EFSC's Corporate Services is dedicated to serving the business and industry training needs of Brevard County. Customized contract training options are available for professional and technical instruction delivered at a location of your choice or at an EFSC Campus. Courses can be customized and the topics listed on the following pages represent examples of the training offered.

- Competent employees with broader skill sets create a competitive advantage
- Learning opportunities improve morale
- Increase analytical and critical thinking to innovate and solve problems
- Productivity increases with education



FOR MORE INFORMATION CALL: 321-433-7505 OR VISIT: [www.easternflorida.edu/workforce](http://www.easternflorida.edu/workforce)

## CORPORATE SERVICES



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*If the training you want is not listed – Ask Us! We will create it just for you!*



### CUSTOMIZED CONTRACT TRAINING | 321-433-7505

Dedicated to Serving the Training Needs of Brevard County. If you do not see the specific training you need, or need more information, please call 321-433-7505 | [www.easternflorida.edu/workforce](http://www.easternflorida.edu/workforce)



# CUSTOMIZED CONTRACT TRAINING MENU

## Business Administration/ Management/ Law

1

**Applied Active Listening** ..... Contact hours: 16 hours or Four – 4 hour modules  
This is designed for leaders/supervisors who desire skill building and practical methods that enhance their leadership effectiveness and build interpersonal skills with customers and employees alike. This session offers a solid foundation in active listening skills and insights. These skills and insights include: interpersonal skills, communication and management behaviors, rapport building, empathic listening, reframing, problem solving and decision making. Selected assessments provide learners insight into their preferred styles and behaviors, enabling them to identify strengths, modify behaviors, and target skills and habits that require changing.

2

**Better Business Writing & Emails** ..... 3 Contact Hours  
Do you struggle with getting others to see your point of view? Do you dread communicating with an individual who displays difficult behavior? Is it necessary to remind others over and over again about deadlines, needed information, and details previously communicated? The following topics will be covered:

- How to add power to your emails and business writing,
- The three pitfalls and how to avoid them,
- The one thing you should always remember.

3

**\*Building a Unified and Successful Team** ..... 4 Contact Hours  
**\*True Colors Basic Team Building** (Line Staff)  
**\*True Colors Advanced Team Building** (Senior Management)  
Intrinsic in human nature is the need for self-esteem and confidence, two characteristics widely recognized as the basis for successful behavior. Recognizing this need, True Colors has been created as the vocabulary through which people can communicate the expression of their character.  
  
True Colors is an easy, entertaining way to identify your character spectrum to better understand yourself and others. It is an invaluable tool for enjoying success in your personal and professional life. Entertaining and fast paced including high levels of interaction and attendee participation.  
  
This is the greatest team building tool. Fun and entertaining! High energy and motivational!!

4

**Building Customer Satisfaction through Excellent Customer Service Telephone Skills** ..... 3 Contact Hours  
This training will teach how to achieve Customer Satisfaction through developing skills in personal and telephone communication, problem management and prevention, time management and organizational skills. Included in this training is role playing to re-enforce skills.

5

**Career Management: A Key to Developing and Retaining Quality Talent** ..... 2-6 Contact Hours  
Career management is a forward-looking management tool for developing and retaining quality employees. Learn how career management can be implemented in your organization. Discover practical tools that can be used to help employees develop careers that match your organization's needs. Find out how career management can be used to retain talented workers.

6

**Conflict Resolution** ..... 3 Contact Hours  
Turn conflict into positive resolution with down-to-earth communication techniques that work. Avoid conflict with innovative strategies and tools. Understand and use body language to your advantage.

7

**Customer Service Training** ..... Contact Hours to be customized  
Are you guilty of "inside out" thinking? Believing that you know what your customer wants and then delivering that? This will result in a service gap. A gap between what customers expect and what you perceive they expect. You can never hope to raise the level of service to surpass your customer's expectations if you don't know what their expectations are. Customer service starts with understanding what good service is from your customer's point

8

**Discover Your Strengths** ..... 2-4 Contact Hours  
Society has long focused on overcoming our deficits. Many of us have learned to hone in on our weaknesses and spend our precious time repairing and fixing these weaknesses, while our strengths often get ignored. This could be considered the path of most resistance. Where do you spend much of your time? Taken from the book Now, Discover Your Strengths, by Marcus Buckingham and Donald O. Clifton, we'll explore the concepts of focusing one's energy on building upon strengths and the value and benefits derived from this. Also learn how to pinpoint your staff's strengths and allocate work more effectively. (\*Can be combined with True Colors for a full day of Training.)

9

**Diversity** ..... 4-6 Contact hours  
Diversity training to include: Respecting differences, EEO compliance issues, communication in a diverse setting, generational diversity to develop better workplace and community relationships. This leads to fewer turnovers, less litigation, less interpersonal conflict and significant improvement in employee knowledge of responsibilities.

10

**Emotional Intelligence (aka Social Competence, EI, EQ)** ..... 2-4 Contact Hours  
We have all worked and lived with people who seem to have a knack for remaining calm and thoughtful even when others tend to lash out. Some react first and think later, while others can remain in control in most, if not all, situations. Some of us are better at understanding our emotions and managing them versus others. The good news is that we can learn new skills to become more proficient at our own Emotional Intelligence and feel more in control of interactions and "trigger" situations, ultimately improving our performance in various situations. This training is based on the best-selling book Emotional Intelligence, by Daniel Goleman.

11

**Employment Legal Issues** ..... 4-24 Contact Hours  
Addresses Family Medical Leave Act, the Americans with Disabilities Act and other laws regulating the interaction of supervisors and managers with their employees and applicants with medical conditions.

12

**Energy Leadership** ..... 4-6 Contact Hours  
If you don't think of yourself as a leader, then you are limited in your thinking. Leading is the way we help move people into action, including ourselves. The question is not whether or not we are leaders, but how well we lead.

13

**Ethics** ..... Contact Hours to be customized  
Money follows trust. With that awareness, we see that laws and regulations are taking over instead of personal ethical behavior. Why do ethics matter? Ethics matter for trust and survival. Trust is critical for organizations. Trust is critical for leadership. The language of ethics is discussed in a daily life awareness approach. Dilemma analysis is presented in the format of:

- Right versus wrong
- Right versus right
- Dilemma resolution

14

**Highly Effective Networking** ..... 2-4 Contact Hours  
Networking is a vital business skill that when done well produces numerous benefits to both people and the organizations they represent. This session tells you how to succeed by effectively leveraging your current circle of contacts. Participants will learn to:

- Use their network to reach dozens of insiders and decision makers
- Speak effectively and comfortably with contacts
- Access decision makers ahead of the competition

15

**Interviewing and Hiring** ..... 4 Contact Hours  
Supervisors and Managers are trained to conduct interviews including proper and improper questioning. The training also explores the different types of employment relationships in today's workplace, and information is provided on how to initially establish the desired employment relationship.

**16 Leadership for Managers** ..... Contact hours to be determined through customization  
 Discover how your Managers come across as a leader. Learn how to be more aware of how to sustain and generate high performance. Increase your proficiency in recognizing effective styles of motivating and supporting workplace initiatives.  
 Leadership development training can be given as a short course or as a series.  
 Customized training created to meet individual or team needs.

**17 Meeting Magic**..... 4 Contact Hours  
 Meetings become purposeful with well-planned agendas that achieve results before, during and after the appropriate time frame. Helpful tips on handling difficult situations.

**18 Motivational Activities**..... 3-4 Contact Hours  
 This can be used in combination with True Colors for a full day of Team Building and building better communication skills. The Portable Challenge Course is a carefully orchestrated set of physical and mental challenges and activities for groups. The course features a variety of initiatives together with many ice breaking activities and games with specific purposes. This course can be taken to the client's site or a neutral site of the client's choice. This course also involves the debriefing process. (\*Can be combined with True Colors for a full day of exciting training.)

**19 Negotiating Skills**..... 3 Contact Hours  
 Learning the way to help you and help others through skilled communication techniques. You are taught how to negotiate successfully through the use of innovative tools and knowledge.

**20 Occupational Spanish** ..... 25 Contact Hours  
 According to the 2000 Census, the Hispanic population has grown 79.2% in Brevard County since 1990. Are you prepared to communicate effectively with your clients, employees, and suppliers who speak only Spanish? Occupational Spanish is a program that was developed to provide non-Spanish speaking people with the language skills necessary to communicate with the Spanish-speaking population in their workplace. It teaches non-Spanish speakers key phrases and commands appropriate to each specific profession. Unlike traditional conversational Spanish programs, occupational Spanish eliminates the tedious learning process that usually takes years of study. We offer occupational courses tailored to your field.

- AUTO SALES/SERVICES
- BANK TELLERS
- CHILD CARE WORKERS
- CORRECTIONAL STAFF
- DENTAL STAFF
- FIREFIGHTERS
- HOTEL AND MOTEL
- INTERNATIONAL TRAVEL
- LAW ENFORCEMENT OFFICERS
- LIBRARY STAFF
- NURSERIES
- NURSING
- OFFICE PERSONNEL (SECRETARIES AND RECEPTIONISTS)
- PARAMEDICS AND EMT'S
- PHYSICIAN'S OFFICE
- RESTAURANT STAFF
- SCHOOL ADMINISTRATORS, TEACHERS AND SUPPORT STAFF
- SPANISH FOR REQUESTING PERSONAL INFORMATION

**21 Performance Management Strategies** ..... 3 Contact Hours  
 Presents Supervisors and Managers a set of skills assessment tools to use when evaluating employees. Techniques learned for drafting and conducting evaluations. Recognize the difference between coaching and counseling. Learn how to handle the unexpected using Management and Employee Action Plans.

**22 Planning for Top Performance** ..... 4 Contact Hours  
 What organization can lose 40% of its workforce and 80% of its expertise to mass retirement? Apply that to Florida's workforce and finding solutions to improving performance becomes urgent. Learn a 3-step process for planning for top performance, strategies/tools for analyzing performance, and possible solutions for improving performance. Be introduced to the HPI model which provides a framework for analyzing human performance in the workplace. Then leverage this information to prepare for and conduct effective performance discussions.

**23 Presentation Skills**..... 8 Contact Hours  
 This is a full day workshop that allows the participant to overcome the fear of giving presentations. Each participant will have a total of 5 opportunities to identify and hone their skill in a safe and encouraging environment.

**24 Presenting Your Ideas with POWER**..... 3 Contact Hours  
 From preparation through organization, outline, support materials (including Visual Aids and techniques to use them), communication tools, inner/outer dressing (Confidence/polished packaging), to The Presentation (Creating the environment, staying focused and focusing your audience)—it is all here.

**25 Preventing Sexual Harassment and Discrimination**..... 4 Contact Hours  
 Supervisors and Managers learn the legalities in preventing, recognizing, and handling workplace harassment. This stresses the importance of knowledge in preventing sexual harassment. The company's legal obligations, when either discrimination or harassment complaints are received are reviewed for Managers and Supervisors. They are trained how to handle such complaints. Supervisors and Managers are also trained in how to avoid retaliation claims in connection to discrimination or harassment complaints. A full range of training in employment and labor law is available including:

- Avoiding Discrimination and Harassment
- Claims Dealing with Sick and Injured Employees  
 (How to Navigate the ADA, FMLA and Worker's Compensation)
- How to Interview and Hire
- How to Evaluate, Discipline and Terminate Employees
- How to Comply with the Overtime and other Wage and Hour Laws and Regulations

**26 Resilience Building Strategies: Employee / Manager** ..... 3 – 4 Contact Hours  
 Resilience is an essential life skill that helps people survive (thrive) in organizational change. Participants learn how to apply a resilience model to help increase their personal resilience which will empower them to deal more effectively with change. Practical tools and resilience building strategies are provided during the session. Participants will:

- Learn why resilience is important and its relationship to self-confidence
- Assess their level of resilience and identify specific behaviors that can strengthen it
- Recognize the personal and professional benefits of increasing their personal resilience
- Learn a model for building resilience and how it can help them deal with change
- Commit to strategies/actions that build resilience to enhance their ability to cope

**27 Positive Focus**..... Contact Hours to be customized  
 We get more of whatever we focus on. It is important to train ourselves to know what we want and focus on that. Every individual and every organization wants to be successful. One part of being successful is to make a positive contribution, to have a vision, and take steps to achieve it.

**28 Supervisory Development Series** ..... 24 Contact Hours  
*Supervisory Development* is designed for supervisors who desire skill building and practical methods that will enhance their leadership effectiveness and build interpersonal skills with employees. This workshop offers a solid foundation in:

- Confirming Supervisory Role Expectations
- Time Management
- Communicating Professionally & Listening Effectively
- Inspiring Loyalty & Trust
- Coaching & Developing for Results
- Executing a Performance Management System and Managing Performance Problems

Plenty of examples and illustrations are used to promote learning. Each module incorporates practical applications using case studies or role-plays to provide participants hands-on practice with situations that reflect their world and build skill.

**29** **Time Management/Priorities, Projects and Deadlines**..... 4 Contact Hours  
With this training discover strategies for gaining greater control, improving productivity, and meeting deadlines. Take stock of priorities, set goals and integrate them into daily routine. Develop an action plan for applying specific strategies to improve productivity and manage multiple priorities.

**30** **Understanding the Change Cycle**..... 4 Contact Hours  
This course provides a method for dealing with organizational change that focuses on the core issue: people – employees, management, and customers. The Change Cycle model depicts the six sequential stages of change and specific behaviors and feelings associated with each stage. Participants complete an assessment to discover what stage they are in. As they learn about each stage, they get guidance on how to move forward. Bottom line, the Change Cycle provides a road map for making the process of change more predictable and manageable.

**31** **Working Effectively through Organizational Change: Employee / Manager** ..... 6 ½ & 4 Contact hours respectively  
Employees find the psychological transition that accompanies change more difficult to work through than the change. Organizational transition is about working through the emotions and chaos to mitigate damage to careers, relationships, confidence and health. How an organization addresses these issues directly impacts employee retention and morale. In this session, you will gain:

- A contextual framework for change and the transition process
- Understand why you react/respond to change
- Identify resilience-building actions (employee version)
- Learn to lead others through the transition process (managers only)
- Recognize where you and others are in the transition process
- Insight to help better control one’s reaction to change and transition

**32** **360 Degree Feedback** ..... Contact Hours to be customized  
360 Degree Feedback provides a process for collecting perceptions about your behavior as well as the impact of that behavior from multiple sources. These sources are typically your boss, peers, direct reports and customers/suppliers from inside and outside your organization. It is best if the raters have known you for at least a year. 360 Degree Feedback should not be collected more often than once every two years. This module supports the ability to:

- Provide you with data about how others perceive your strengths and development needs
- Help you focus your individual development efforts (with coaching)
- Provide measurement for impact of change interventions over time (individual and organization)
- Identify organizational strengths and weaknesses to drive curriculum planning (dept / org level). Assistance in development of an individualized action plan

## Technical Training

**33** **5s & Housekeeping**..... 4 Contact Hours  
Participant will understand the importance of:  
Sorting – Eliminating all unnecessary tools, parts, and instructions, keeping only essential items.  
Straightening – Designate a place for everything and arrange items in a manner that promotes efficient work flow.  
Sweeping – Keep the workplace clean and organized and be certain the workplace is clean  
Standardizing – Work practices should be consistent and standardized. Everyone should know exactly his or her responsibilities.  
Sustaining – Maintain and review standards and make suggestions for improvements.

**34** **Adhesive Applications, Bonding and Sealing** ..... 4 Contact Hours  
This course trains in the proper methods for mixing and applying adhesives. It teaches the ability to perform surface preparations, electrical connector potting, various polymeric applications, sampling and testing techniques.

**35** **Applying Torque, Lock Wire & Seal**..... 18 Contact Hours  
Select appropriate tools and equipment for a given procedure. Recognize the importance of proper torquing procedures. Demonstrate proper use of torque wrenches. Demonstrate approved safety wiring practices. Demonstrate acceptable sealing technique.

**36** **Basic Measurement Tools**..... 18 Contact Hours  
Identify proper tools and their uses. Inspect tools for cleanliness. Inspect tools for functionality and suitability. Demonstrate knowledge/use of specialized tools and devices. Demonstrate knowledge of English and metric measuring systems. Demonstrate knowledge of Geometric Dimensioning and Tolerancing. Clean/decontaminate tools/equipment.

**37** **Blueprint Reading & Interpretation** ..... 18 Contact Hours  
Participants are trained to demonstrate knowledge of blueprint reading. Interpret technical drawings and schematics. Demonstrate application of technical drawings and/or schematic specifications. (See Geometric Tolerancing.)

**38** **Cable, Harness and Connector Skills** ..... 16 Contact Hours  
This course qualifies the employee to properly manufacture, test and install cable assemblies. It also trains employees in a variety of crimped electrical connections and shield terminations.

**39** **Change Acceleration (BB, GB)** ..... 16 Contact Hours  
How do you make changes in an organization and get them to really work? Sometimes people resist change and it slows down projects and advancements. Change acceleration is a way to address those issues.

**40** **Composites Introduction** ..... 16 Contact Hours  
Introduction to Composites covers basic composite theory, including fiber reinforcements, matrix systems, fabrication techniques, and safety. The course will provide participants with the knowledge, techniques, and materials required to complete a project using composite wet lay-up methods.

**41** **Composites Inspection & Repair** ..... 16 Contact Hours  
Covers advanced composite theory, material evaluation, advanced fabrication techniques, composite repair, and nondestructive testing.

**42** **Design of Experiments (DOE) (BB)** ..... 16-32 Contact Hours  
This training covers statistical method for optimizing designs and processes.

**43** **Electronics Training**  
*Basic Electrical*..... 40 hours  
The course uses a broad based approach to cover principles upon which modern electronic/electrical systems operate. Introduction to basics of electronics, measuring devices, electrical wire terminations, basic units, resistance, conductors, sources, series/parallel circuits, DC/AC circuits, and safety will be covered.

*Advanced Electrical* ..... 40 hours  
This course builds upon the introductory electrical course and provides an overview of how electrical devices and systems work. Hands-on exercises will provide opportunities for the student to become familiar with electrical test equipment and perform basic troubleshooting.

**44** **ESD – Electrostatic Discharge Awareness and Prevention**..... 3 Contact Hours  
This course covers the cause and effects of ESD, how it is generated, the damage caused, and the requirements of prevention. This training is important for employees who handle or are in close proximity to static sensitive components, equipment and materials.

**45** **Fiber-Optic Terminations and Testing**..... 10 Contact Hours  
Participants receive the very best in fiber optic training, with hands-on knowledge and the ability to successfully install, test, and troubleshoot fiber optic cables and systems. They will terminate a variety of ST



• **Fiber-Optic Terminations and Testing Cont'd**

and SC (standards based) connectors and will be trained in performing mechanical splices. They will test and troubleshoot using a light source/power meter and a leak detector. Participants will also be introduced to the principles of fusion splicing and the use of an OTDR.

Topics include:

- Background
- Fiber Optics as a communication medium
- Fiber Optic system design considerations
- Components including cable and characteristics
- Techniques for cable installation and handling
- Terminations & splicing, testing & troubleshooting

46

**FMEA (BB, GB)** ..... 12 Contact Hours

Failure Modes and Effects Analysis is a tool for identifying potential failure modes, evaluating their risk and coming up with a risk mitigation strategy.

47

**FOE/FOD** ..... 3 Contact Hours

Demonstrate proper FOE/FOD procedures. Inspect for foreign object debris. Demonstrate good housekeeping practices.

48

**Geometric Dimensioning & Tolerancing Fundamentals** ..... 24 Contact Hours

This is a thorough introduction of Geometric Dimensioning & Tolerancing (GD&T) for those with little to moderate levels of experience with GD&T, covering definitions, concepts & language in ASME Y14.5. These seminars are designed for anyone who designs, drafts, engineers, purchases, manufactures, estimates, or inspects parts and assemblies. Particular emphasis is placed on those who design and manufacture, and those responsible for quality. The goal is to bring participants to a basic and operational level of understanding of GD&T by studying the geometric controls. Also covered is an introduction to Datum Reference Frames, inspections gauges, and the definition and affects of Material Condition Modifiers.

49

**Geometric Dimensioning & Tolerancing Overview** ..... 6 Contact Hours

This provides an overview of GD&T for those with little to no experience of the subject, covering definitions, concepts & language in ASME Y14.5. This is for anyone who desires a basic knowledge of GD&T due to associations with designs, drafting, purchasing, manufacturing, or inspections. Applicable for managerial positions to familiarize them with design and contractual requirements.

50

**Geometric Dimensioning & Tolerancing Applications** ..... 16 Contact Hours

The course gives participants, possessing a moderate level of skill with GD&T, an enhanced exposure to the application of the geometric controls to mechanical drawings, and by extension, digital definition products. The course begins with a brief review of the fundamentals of GD&T including definitions, the geometric controls, material condition modifiers and the fastener formulas. Concepts presented include an expanded investigation into datum theory including the implementation of datum targets. The remainder of the lesson places an emphasis on identifying datum features, controlling surface form, and locating features of size for parts on engineering drawings. The goal is to have participants implement the GD&T tools to drawings and further their understanding of the associated inspection activities and legalities of ASME Y14.5.

51

**Geometric Dimensioning & Tolerancing Intermediary** ..... 16 Contact Hours

This course gives participants a continuation to their exposure to the geometric controls and concepts within ASME Y 14.5. The course begins with a brief review of the fundamentals of GD&T including definitions, the geometric controls, and material condition modifiers. New concepts presented include the expanded investigation into datum theory including the implementation of datum features of size. Additionally an introduction to composite feature control frames for profile of a surface is presented as well as enhanced concepts for quality inspection gauging. The remainder of the lesson places an emphasis on identifying boundaries as they relate to LMC & MMC virtual conditions, Resultant Conditions, MMB & LMB, datum shift and wall thickness for tolerance stack analysis. The goal is to expand participant's knowledge of GD&T to an intermediate level of understanding of concepts and legalities imposed by ASME Y 14.5.

52

**FMEA (BB, GB)** ..... 24 Contact Hours

IPC-A-610C is the most widely used standard published by the IPC, with an international reputation as the source for end product acceptance criteria for consumer and high reliability printed wiring assemblies. This is an industry-consensus program that includes training, certification and instructional materials based on the IPC-A-610. Training includes inspecting electronic assemblies including: vocabulary, ESD, handling, mechanical assembly, through hole part installation and soldering, surface mount part installation and soldering and Illustrations of defects These certifications demonstrate commitment to customer requirements and greatly assist any company dedicated to ISO-9000 or other quality assurance initiatives. All certifications are valid for 24 months upon completion.

53

**IPCA-620 Certification** ..... 24 Contact Hours

Industry consensus standard for cable and wire harness fabrication and installation. Classes of products are defined and include criteria for Target, Acceptable, Process Indicator and Defect conditions to support the collection of visual quality acceptability requirements for each class.

Acceptability criteria include crimped, mechanically secured and soldered interconnection and the corresponding lacing/restraining criteria associated with cable and harness assemblies.

54

**IPC-7711 & IPC 7721 Certifications** ..... 40 Contact Hours

Learning and using internationally recognized workmanship standards for electronic assemblies including rework, repair and modification.

- Module 1: Common Procedures (required for everyone)
- Module 2: Wire splicing
- Module 3: Through hole components
- Module 4: Chip & MELF removal & installation
- Module 5: SOIC/SOT Procedures
- Module 6: J-Lead & QFP Procedures
- Module 7: PWB Circuit Repair
- Module 8: Laminate Repair
- Module 9: Conformal Coating

55

**IPC J-STD-001 Soldering Certification** ..... 40 Contact Hours

The IPC J-STD-001 Requirements for Soldered Electrical and Electronic Assemblies has emerged as the preeminent authority for electronics assembly manufacturing. The standard describes materials, methods and verification criteria for producing high quality soldered interconnections. The standard emphasizes process control and sets industry-consensus requirements for a broad range of electronic products. The training covers the following material in a 5 module format:

- Module 1 – Overview of J-STD-001
- Module 2 - Wires and Terminals
- Module 3 - Through Hole Technology
- Module 4 - Surface Mount Technology
- Module 5 - Inspection Methodology
- Module 6 - Space Addendum

56

**Measurement System Analysis (MSA) (GB)** ..... 8 Contact Hours

How do you know if your measurement system is accurate and reliable? MSA is a statistic tool used to test a measurement system.

57

**Metallization** ..... 4 Contact Hours

Identify and characterize materials and commodities. Demonstrate a basic knowledge of metallurgy. Identify materials for compatibility/incompatibility. Demonstrate knowledge of chemical processes involved in metal treatments. Recognize type and degree of corrosion. Identify various types of contamination. Identify symptoms and causes of metal fatigue. Identify a good/bad weld.

58

**Non-Destructive Testing** ..... 16 Contact Hours

Introduction to Non-Destructive Testing (NDT) will cover basic NDT theory, including the six major inspection techniques and related safety procedures. This training will provide participants with the knowledge, techniques, and materials required to use multiple NDT methods.

- 59 OSHA Forklift Training** ..... 4 Contact Hours  
OSHA mandates a training program for operators of powered industrial trucks (forklifts). Training must be equipment specific, requiring employees to be trained on the exact equipment they will be operating. The training must be site specific, as well as, identifying unique hazards and specific activities involving the use of powered industrial trucks. In addition, there are established pass/fail examinations, which include performance, written and oral tests, and maintaining documentation of the training and testing done. Regulations require refresher training every three years or sooner if an operator has an accident, near miss, or is observed in unsafe operation of the vehicle. Operators must also receive refresher training if there are any changes in equipment or operating conditions in the workplace. OSHA Forklift Certification is a four-hour course that fulfills the OSHA requirements for retraining and testing of experienced forklift operators.
- 60 Process Capability (BB, GB)** ..... 8 Contact Hours  
Process Capability is a statistical method for predicting how well you are meeting customer requirements with a current process.
- 61 Production & Inspection Documents** ..... 3 Contact Hours  
Interpret work authorization documents. Demonstrate application of work authorization documents to tasks. Perform technical report composition and demonstrate understanding. Demonstrate knowledge of work team protocols (engineering support).
- 62 Quality** ..... 18 Contact Hours  
Participate in periodic internal quality audit activities. Check calibration of gages and other data collection equipment. Suggest continuous improvements. Inspect materials and product/process at all stages to ensure they meet specifications. Document the results of quality tests. Communicate quality problems. Take corrective actions to restore or maintain quality.
- 63 Quality Function Deployment (QFD)** ..... 12 Contact Hours  
Quality function deployment (QFD) is a method to transform user demands into design quality, to deploy the functions forming quality, and to deploy methods for achieving the design quality into subsystems and component parts, and ultimately to specific elements of the manufacturing process.
- 64 Statistical Process Control (SPC)** ..... 12 Contact Hours  
Statistical process control (SPC) is the application of statistical methods to the monitoring and control of a process to ensure that it operates at its full potential to produce conforming product. Under SPC, a process behaves predictably to produce as much conforming product as possible with the least possible waste. While SPC has been applied most frequently to controlling manufacturing lines, it applies equally well to any process with a measurable output. Key tools in SPC are control charts, a focus on continuous improvement and designed experiments.
- 65 Value Stream Mapping (VSM)** ..... 4-8 Contact Hours  
Value stream mapping is a lean manufacturing technique used to analyze and design the flow of materials and information required to bring a product or service to a consumer.

## Computers/Information Technology

- 66 Accounting Practices** ..... 7 Contact Hours  
This course covers the basic accounting principles and functions: financial reporting and statements, account management, allocation and tracking, budgeting and reconciliation. Prerequisite: Familiarity in accounting concepts and Windows environment.
- 67 AutoCAD** ..... Contact Hours to be customized  
This accelerated course presents AutoCAD for both the beginner, wanting to gain insight, or an experienced user wanting to master technical concepts and techniques for AutoCAD, the drafting and design program that has become industry standard. Students will be able to apply skills learned to create, develop, and complete a sophisticated AutoCAD project. Prerequisite: Knowledge of drafting and design concepts.

- 68 AutoCAD/Revit** ..... Contact Hours to be customized  
Building Information Modeling (BIM) helps you capture and analyze your most innovative design concepts and maintain your vision through documentation. Through BIM you have support for your decision-making to create a sustainable design, clash detection, construction planning, and fabrication while helping you work collaboratively with engineers, contractors and owners. All design changes along the way are automatically updated throughout your evolving design and documentation making for more coordinated processes and reliable documentation.
- 69 FrontPage** ..... 7 Contact Hours  
This class introduces FrontPage editor basic functions and menus, editing text, templates and wizards, using the navigation bar, making hyperlinks, creating & maintaining web page documentation. Prerequisite: Internet familiarity.
- 70 Introduction to PC's** ..... 7 Contact Hours  
This course is the foundation for new users of PC systems. Participants will learn essential computer concepts and terminology, PC hardware and software, tips and techniques, how and when to use a mouse, and the essentials of the Windows operating system. Prerequisite: Familiarity with keyboard.
- 71 Keyboarding** ..... 7 Contact Hours  
Learn tips and tricks to utilize your computer keyboard efficiently.
- 72 LabView – Level 1, 2** ..... 24 Contact Hours each level  
**Level 1** – This course is an introduction to the world of virtual instruments and data acquisitions. The student will learn the basics of graphical programming for instrumentation, including the LabView environment and foundations as well as creating and running a VI. Familiarity with Windows is recommended.  
**Level 2** – This course is a continuation of Level 1, covering a more in-depth study of the language of graphical programming for instrumentation. Pre-requisite: LEVEL 1.
- 73 Microsoft Access - Level 1, 2, 3** ..... 7 Contact Hours each Level  
**Level 1** – Participants learn to use tables and queries, use forms and reports, create tables in design view and table wizard, and create single and multi-table queries.  
**Level 2** – Intermediate database design theory will be highlighted in this course. Work with input masks and validation rules to improve database accuracy. You will design a custom form using calculated fields, drop-down fields and check boxes, and be introduced to the use of “properties” and macros. Learn to link two database tables and begin using both expressions and functions, and how to design custom reports based on your queries. Prerequisite: Access 1 or equivalent.  
**Level 3** – This course provides students with skills to create and maintain databases. Prerequisite: Access 2 or equivalent.
- 74 Microsoft Excel - Level 1, 2, 3** ..... 7 Contact Hours each Level  
**Level 1** – Participants learn to create travel expense reports; project income and expenses; enter, edit, move, and copy data; enter formulas and functions; and format numbers, text, and worksheets.  
**Level 2** – Increase magnification, switch to full screen view, split the windows, remove split windows, freeze the panes, format chart objects, create pie charts, add a data table and more. Prerequisite: Excel level 1 or equivalent.  
**Level 3** – Participants will be introduced to advanced features of Excel, beginning with creating charts and macros. Creating and managing: links to other spreadsheets; workbooks and applications; worksheet using the scenario manager, creating a consolidation report of linked data and building a database; managing, finding and sorting records. Prerequisite: Excel level 2 or equivalent.
- 75 Microsoft Outlook - Level 1, 2** ..... 7 Contact Hours each Level  
**Level 1** – This course will familiarize the student with Outlook’s interface and basic features. Basic computer, mouse and keyboard skills are required. Features include: creating messages with Outlook; sending, receiving and forwarding an electronic message; editing and saving messages; using Outlook calendar, tasks and contacts.  
**Level 2** – This course covers advanced features of Outlook.

76

**Microsoft PowerPoint - Level 1, 2** ..... 7 Contact Hours each Level

**Level 1** – PowerPoint is a presentation graphics package that is a great time-saver for anyone who makes professional presentations. PowerPoint can enhance your work with effective visuals using text, drawings, graphs and clip art. Students will learn to create overhead projection/slide shows, handouts, speaker’s notes and outlines.  
**Level 2** – Participants will learn to import text, audio, & video, animate text & objects, add slide transitions & timing, add speaker roles, and create & print audience hand-outs. Prerequisite: PowerPoint level 1 or equivalent.

77

**Microsoft Project - Level 1,2,3,4** ..... 7 Contact Hours each Level

**Level 1** – This course is designed to teach a complete project management style; develop the interpersonal, analysis, and managerial skills needed to successfully plan, manage, close, and evaluate IT projects. Prerequisite: Windows environment and spreadsheet familiarization.  
**Level 2** – This course presents intermediate Project functions and resource allocations, tracking, evaluating and distributing data; project finalization; saving as an HTML file to be used with Graphics and Web pages. Prerequisite: Project level 1 or equivalent.  
**Level 3** – This course presents advanced concepts and functions in Project; multiple projects management, importing and exporting data and customization techniques. Prerequisite: Project level 2 or equivalent.  
**Level 4** – This course presents advanced features and functions in finalizing a project, working with resources pools and linking with graphics and web pages. Prerequisite: Project level 3 or equivalent.

78

**Microsoft Publisher - Level 1, 2** ..... 7 Contact Hours each Level

**Level 1** – Create newsletters with Publisher. Participants will learn to create, modify, maintain publications, manage pages, editing, formatting, and using frames and tables.  
**Level 2** – Students learn advanced features of Publisher. Prerequisite: Publisher 1 or equivalent.

79

**Microsoft Word - Level 1, 2, 3** ..... 7 Contact Hours each Level

**Level 1** – Participants will learn to open, navigate, create, and save documents; enter, move, insert, cut, copy, and paste text; format and align text; and insert clip art. Prerequisite: Working knowledge of Windows.  
**Level 2** – Participants will learn to create and use auto text, auto correct, page numbers, create and apply styles and paragraph formatting, insert columns and sections, create and modify tables, create and print envelopes and labels, and save as a web page. Prerequisite: Word Level 1 or equivalent.  
**Level 3** – Participants will learn to use mail merge, bookmarks, outline view & master documents, develop & modify a form, and link Excel data to a table. Prerequisite: Word Level 2 or equivalent.

80

**MS Project** ..... Contact Hours to be customized

The course prepares project team members at all levels to use MS Project in preparing logical project schedules and to manage projects effectively. The course is suited for those who are responsible for the scheduling, estimating, coordinating, controlling, budgeting, and staffing of projects. The student will learn how to configure options; setup a project; estimate, schedule, and budget task; resource the project; and update and report performance using MS Project. The course will begin with an overview of project management activities, although students should be familiar with key project management concepts and terminology before taking the course.

81

**Photoshop** ..... 7 Contact Hours

Photoshop teaches advanced effects that can be used for web pages. Students will learn how to create custom tiles and edit Adobe’s built-in styles, design Micro-Tiles for page backgrounds and how to make tiles seamless. Navigation bars and buttons, text that looks like glass and text that drips are just some of the effects students will learn to create.

82

**QuickBooks - Level 1, 2, 3, 4** ..... 7 Contact Hours each Level

QuickBooks is intermediate accounting software ideal for small businesses or individuals providing easy to use tools for effective financial management.  
**Level 1** – Introduction to QuickBooks automated accounting system. This training teaches how to Work with files, lists and accounts implementing various skills – adding customers, vendors, items, and employees. Create purchase orders, accounts receivable, accounts payable and invoices. Prerequisite: Accounting Principles Familiarity.

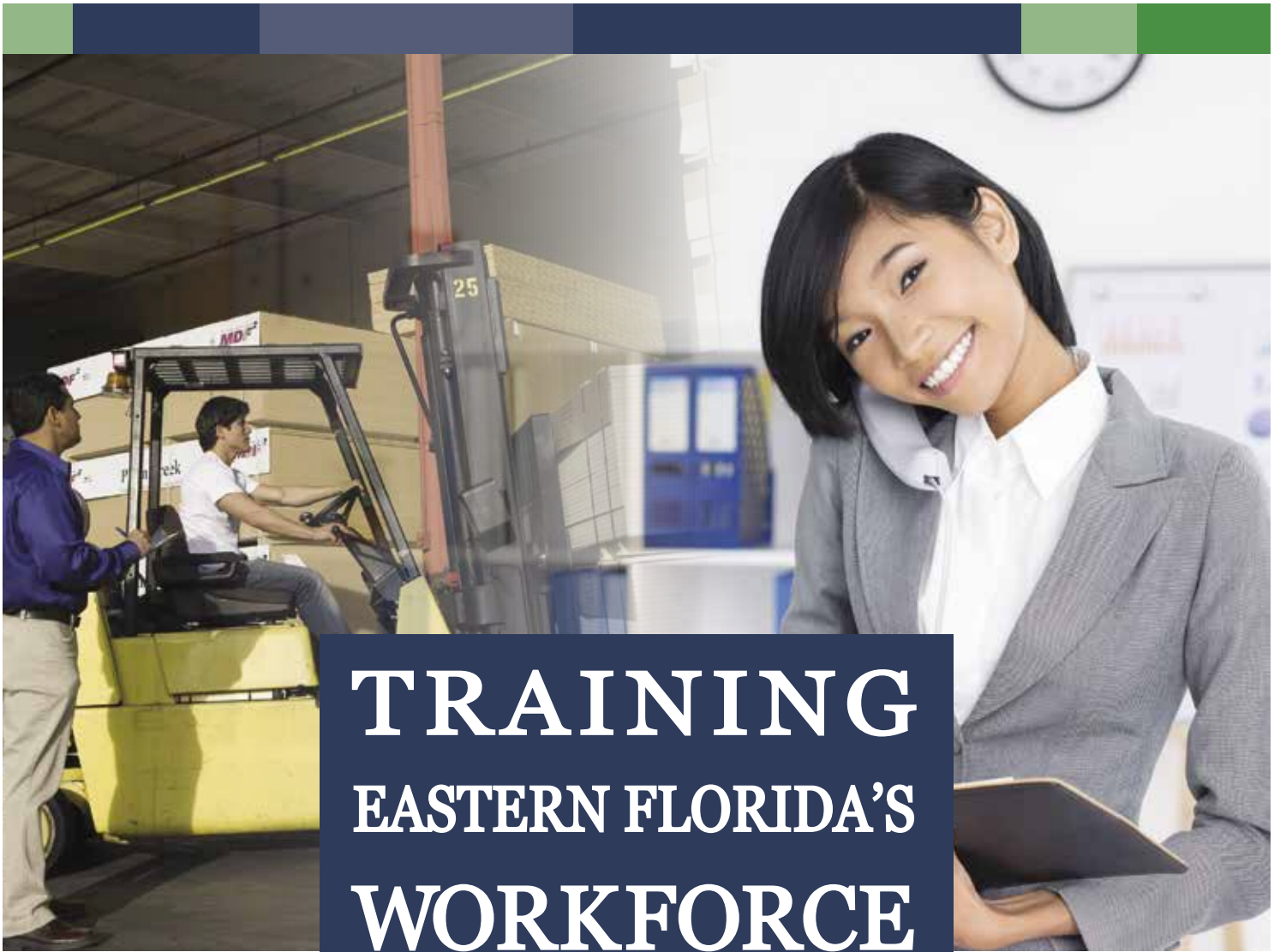
83

**SolidWorks 3D CAD Solutions** ..... 40 Contact Hours

SolidWorks 3D CAD solutions enable you and your team to quickly transform new ideas into great products. Its intuitive interface and powerful design capabilities drive smarter, faster product development that powers your company’s success. Easy-to-use yet powerful toolsets, clear communication of design information, virtual prototyping, and quick generation of manufacturing-ready drawings and data give you the distinct advantage in a competitive market. Discover all the advantages of SolidWorks 3D CAD.

**Level 2** – Creating and working with forms, lists and/or registers; assets and liability accounts, accounts receivable and payable, reconciliation and analyzing financial data. Customizing reports and creating graphs. Prerequisite: QuickBooks level 1 or equivalent.  
**Level 3** – Intermediate QuickBooks functions; sales, invoices, records and statements. Payroll and sales tracking, tax liabilities. Planning budgets and creating analytical reports. Prerequisite: QuickBooks level 2 or equivalent.  
**Level 4** – Advanced QuickBooks functions and features. Estimating and progress invoicing, time tracking, customizing forms, using Letters. Teaches quick tips to improve organization.





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