

# NO COST

## TRAINING OPPORTUNITIES FOR SMALL BUSINESSES

With under 100 employees



ALAMO COLLEGES DISTRICT  
Workforce Training Network  
Corporate College

# 8 Hour Workshops

- ❖ Conflict Resolution
- ❖ Customer Service
- ❖ *Beginning Business Writing*
- ❖ *Generations in the Workplace*
- ❖ *CPR/First Aid*
- ❖ *Forklift & Crane Operations*
- ❖ *2016 Microsoft Excel (Levels 1, 2 & 3)*

# 12+ Hour Workshops

- ❖ *OSHA 12 - General Industry Safety*
- ❖ *Technical "Occupational" Math*
- ❖ *Print Reading for Machining Trades*

*The Alamo Colleges' Corporate College, through a Texas Workforce Commission grant, provides fully-funded training classes in numerous concentrations.*

*To take advantage of these courses or to find out more information, visit the Alamo Colleges' website at [www.alamo.edu/district/business-community](http://www.alamo.edu/district/business-community) or contact:*

**Kathy M. Fogle at 210-485-0863**  
[kfogle3@alamo.edu](mailto:kfogle3@alamo.edu)

**Strengthening skills to develop your workforce!**

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**Conflict Resolution Workshop – 1 Day/8 Hours**  
(Min. 8/Max. 20 students)

Participants will learn crucial conflict management skills, including dealing with anger and using the Agreement Frame. Dealing with conflict is important for every organization no matter what the size. If it is left unchecked or not resolved it can lead to lost production, absences, attrition, and even law suits.

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**Customer Service Workshop - 1 Day/8 Hours**  
(Min. 8/Max. 20 students)

The Customer Service workshop will look at all types of customers and how we can serve them better and improve ourselves in the process. Your participants will be provided a strong skillset including in-person and over the phone techniques, dealing with difficult customers, and generating return business.

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**Beginning Business Writing – 1 Day/8 Hours**  
(Min. 8/Max. 20 students)

Writing is a key method of communication for most people, and it's one that is a struggle for many people. This workshop will give participants a refresher on basic writing concepts such as spelling, grammar, and punctuation. It will also provide an overview of the most common business documents such as proposals, reports, and agendas.

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**Generations in the Workplace – 1 Day/8 Hours**  
(Min. 8/Max. 20 students)

This workshop will help participants understand the various generations present at work, and understand what motivates them and how to work with each generation on a daily basis. Both the younger and older worker will have many ideas to offer, which will only help the organization thrive in the marketplace. Learning how to manage and leverage the gaps in these generations will help participants become better co-workers and/or managers.

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**CPR/First Aid - 1 Day/8 Hours**  
(Min. 6/Max. 12 students)

This course is designed for individuals other than healthcare providers or professional rescuers. Instruction in basic life support skills for adult patients experiencing airway obstruction and cardiovascular emergencies. In addition, instruction in first aid for injured and ill persons.

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**Forklift Operations – 1 Day/8 Hours**  
(Min. 4/Max. 8 students)

*(Offered only at client's facility using client's forklift)*

Obtain skills on how to operate powered industrial trucks; to load and unload materials and deliveries and move them to and from storage areas, machines and loading docks, into railroad cars or trucks or storage facilities.

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**Crane Operations – 1 Day/8 Hours**  
(Min. 4/Max. 8 students)

*(Offered only at client's facility using client's crane)*

Learn basic information about Crane Safety. The course will cover general safety procedures and why being mentally and physically prepared to operate a Crane is an important element in Crane Safety operations.

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**Microsoft Excel Level 1 – 1 Day/8 Hours**  
(Min. 4/Max. 10 students)

This course is designed for people preparing for certification as a Microsoft Certified Application Specialist in Excel, who already have knowledge of Microsoft® Office, Windows® 2000 (or above), and who desire to gain the skills necessary to create, edit, format, and print basic Microsoft Office Excel 2016 worksheets.

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**Microsoft Excel Level 2 – 1 Day/8 Hours**  
(Min. 4/Max. 10 students)

The target students for this course are students who desire to gain the skills necessary to create templates, sort and filter data, import and export data, analyze data, and work with Excel on the web. In addition, this course helps prepare students who desire to take the Microsoft Office Specialist exam in Excel and who already have knowledge of the basics of Excel, including how to create, edit, format, and print basic worksheets.

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**Microsoft Excel Level 3 – 1 Day/8 Hours**  
(Min. 4/Max. 10 students)

Gain the skills necessary to create macros, collaborate with others, audit and analyze worksheet data, incorporate multiple data sources, and import and export data. This course will help students who already have knowledge of the basics of Excel, including how to create, edit, format, and print worksheets that include charts and sorted and filtered data prepare for the Microsoft Certified Application Specialist exam in Microsoft® Office Excel® 2016.

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**OSHA General Industry Safety - 2 Days/12 Hours**  
(Min. 4/Max. 18 students)

Prepare to meet the OSHA 12 Hour Training Requirements for 29 CFR 1910 General Industry Safety, and cover topics related to General Industry Safety. Upon completion students who attend all class hours will earn their 12 Hour OSHA Construction Safety and health card.

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**Technical "Occupational" Math – 2 Days/16 Hours**  
(Min. 5/Max. 20 students)

Demonstrate a mastery of the four basic arithmetic operations; addition, subtraction, multiplication, and division when working with: whole numbers, common fractions, decimal fractions. Distinguish between direct measure and computed measure. Compute area, perimeter, and volume of different geometric examples. Define/solve ratio and proportion. Perform right triangle calculations. Use shop formulas for problem solving.

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**Print Reading for Machining Trades – 1 Week/40 Hours**  
(Min. 9/Max. 16 students)

*(Prerequisite: Technical "Occupational" Math)*

Study of blueprints for machining trades with emphasis on machine drawings. This course is part of the Machinist/Machine Technologist program of courses which is designed to prepare students for a career in the advanced manufacturing field. Skills from this course may aid in entry-level CNC operator, machinist, or general manufacturing technicians.



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## TRAINING OPPORTUNITIES FOR SMALL BUSINESSES

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# 8

## Hour **LEADERSHIP** Workshop Courses

### About Skills for Small Business

**Targets businesses with fewer than 100 employees and provides:**

- Training for full-time employees;
- Up to \$1,800 for tuition and fees per new hire;
- Up to \$900 for tuition and fees per incumbent employee;
- Training selected from courses offered by Alamo Colleges District Workforce Training Network Continuing Education department and Corporate College.

*Strengthening skills to develop your workforce!*



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### **Communication Strategies**

**1 Day (Min. 8/Max. 20 students)**

The Communication Strategies workshop will help participants understand the different methods of communication and how to make the most of each of them. These strategies will provide a great benefit for any organization and its employees. They will trickle down throughout the organization and positively impact everyone involved.

### **Employee Motivation**

**1 Day (Min. 8/Max. 20 students)**

The Employee Motivation workshop will give participants several types of tools to become a great motivator, including goal setting and influencing skills. Participants will also learn about five of the most popular motivational models, and how to bring them together to create a custom program.

### **Creative Problem Solving**

**1 Day (Min. 8/Max. 20 students)**

The Creative Problem Solving workshop will give participants an overview of the entire creative problem solving process, as well as key problem solving tools that they can use every day. Skills such as brainstorming, information gathering, analyzing data, and identifying resources will be covered throughout the workshop.

### **Teamwork & Team Building**

**(Min. 8/Max. 20 students)**

The Teamwork and Team Building workshop will encourage participants to explore the different aspects of a team, as well as ways that they can become a top-notch team performer. Your participants will be given the details and concepts of what makes up a team, and what factors into being a successful team and team member.

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