

PROFESSIONAL DEVELOPMENT COURSE SCHEDULE

Medina County University Center



THE UNIVERSITY OF AKRON ww.uakron.edu/mcuc

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MCUC. PROVIDING THE TOOLS FOR SUCCESS...

A productive, competitive work force is vital to the economy of Medina County. The University of Akron Medina County University Center (MCUC) was built to provide state-of-the-art training, skills building and education to keep our companies competitive and residents marketable. Whether a company seeks to invest in its future through building the skills of its work force, or an individual desires more training for a current position, promotion, or a new career — MCUC is here to help.

The professional development courses at MCUC are leading-edge, affordable and open to all adults in our community. No degree required.

MCUC also offers customized training designed to fit your company's specific needs. See Page 14 for details.

What students are saying about MCUC Professional Development classes...

"The tools I learned in this class are going to propel our Quality team to the next level of effectiveness." ~ A. Hassman, Customer Care Center Quality Leader

"I learned a lot on how to talk to people, understand them more and how to handle different work situations... The instructor was the best I ever had." ~ L. Cutshall, Supervisor

What is a CEU?

To figure out class CEUs, 10 hours = 1.0 CEU (expressed to the nearest tenth). This unit of measurement has been adopted nationwide by continuing education programs.

Do I receive registration confirmation?

All registrations will be confirmed upon receipt of payment. If you have not received confirmation three days prior to your class, please call our main office.

What if my course is canceled?

In the event of a course cancellation or change, you will be notified by phone or mail. Transfers to other courses may be available. MCUC reserves the right to change instructors and to cancel/ reschedule a program in the event of insufficient enrollment or unforeseen circumstances. Information in the catalog should not be considered a contract between students and MCUC.

What is MCUC's refund policy for professional development programs?

If a professional development program is canceled by MCUC, a full refund will be issued. Withdrawal requests received up to three business days prior to the first class meeting will result in a full refund, less a \$15 processing charge, or an opportunity to transfer to another course. No refunds are issued after the start of the class. Refunds for professional development programs are determined by the date the withdrawal request is received.

What is MCUC's closing policy?

If MCUC finds it necessary to cancel classes due to severe weather, or other unforeseen circumstances, closing information will be broadcast by area radio and television stations and posted on our website at www.uakron.edu/ mcuc. When conditions are threatening, turn to your local stations for news or call 330-972-SNOW. The closing of the Akron campus does not mean that classes at MCUC are canceled. Listen carefully for the notice to include MCUC as being closed.

How can I save on my training investment?

Corporate Package– Enroll three or more people from your organization and receive a 10% discount per person. Enroll five or more people and receive a 15% discount per person.

Early Registration – Receive a 10% discount when an individual registers and pays for a course at least 14 days in advance of course start date (\$149+).

Discounts do not apply to material fees. Discounts must be taken at the time you register. Discounts may not apply to all courses - please call for details.



www.uakron.edu/mcuc/facebook

Follow us on twitter[®] www.twitter.com/uamcuc



MCUC Workforce Development Contact Information

6300 Technology Lane Medina, Ohio 44256 phone 330-721-2210 fax 330-721-2235 infomcuc@uakron.edu www.uakron.edu/mcuc/nc

Quality for Business

LEAN MASTERY

Lean provides essential efficiency and continuous improvement practices to leaders of all types businesses, no matter what industry. Learn Lean techniques and how to provide a sustainable Lean culture in your business. Instructor: John Veatch

Days 1 - 3

Lean 101. 5S and visual management, standardized work, problem solving (PDCA), Lean leadership, Kaizen Blitz - what it is and how to run one, homework/project assignment.

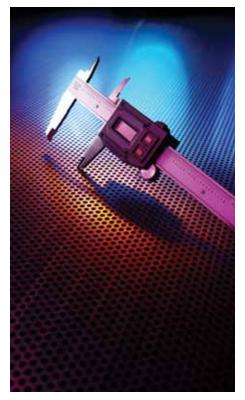
Days 4 - 6

Kanban (inventory pull system), onepiece flow/cellular concepts, total productive maintenance, setup reduction (SMED), value stream mapping,

homework and project assignment.

Tue-Thu; Mar 27-29 continuing on May 1-3 8:30 a.m.-4:30 p.m. or Tue-Thu; Sep 25-27 continuing on Oct 25-27 8:30 a.m.-4:30 p.m. \$1999*

* Price includes materials, lunches, and mid-session, live Q&A webinar with instructor



QUALITY CONTROL

Quality Control Series provides the right mix of statistical theory and practical applications for finding solutions to process control issues. Minitab software is included and used throughout the program. Instructor: Dan Sommers

Basic Stats

Statistics is the science of learning from data. Learn simple and effective graphical and statistical tools to improve your processes, provide value to your customers and obtain a cost advantage in your marketplace.

Mon/Wed/Fri; Feb 13-17 8:30 a.m.-4:30 p.m. or Mon/Wed/Fri; Jun 4-8 \$649

Design of Experiments

Design suggests structure, and it is the structure of the statistically designed experiment that gives it meaning and power. Learn to: properly design, conduct and analyze experiments to effectively and efficiently gain knowledge of your process.

Mon/Wed/Fri; Mar 12-16 8:30 a.m.-4:30 p.m. or Mon/Wed/Fri; Jul 9-13 8:30 a.m.-4:30 p.m.

\$649

Statistical Process Control

Statistical process control is a primary tool for being right the first time. Learn to: properly apply and interpret control charts to keep your processes stable, repeatable and predictable.

Mon/Wed/Fri; Apr 16-20 8:30 a.m.-4:30 p.m. or

Mon/Wed/Fri; Aug 6-10 8:30 a.m.-4:30 p.m. \$649

Process Troubleshooting

Every production engineer and supervisor has to be a troubleshooter that uses systematic data obtained from the process. Learn the appropriate tools of troubleshooting science to prevent and resolve problems.

Mon/Wed/Fri; Jan 24-26 8:30 a.m.-4:30 p.m. or Mon/Wed/Fri; May 14-18 8:30 a.m.-4:30 p.m. \$649

Quality for Business

SIX SIGMA*

Are you looking for higher customer satisfaction, greater profitability, and a huge competitive edge for your company in the marketplace? Six Sigma methodologies can lead to dramatically improved business performance and bottom-line profitability. Instructor: Dan Sommers.

Minitab Software

Avoid the drudgery of manual calculations and save time with Minitab, a powerful software package for performing statistical analysis - and highly recommended for Six Sigma use. Register for the Green Belt or Black Belt training and receive this course free!

Tue/Wed; Feb 28-29 8:30 a.m.-4:30 p.m. \$479

Six Sigma Black Belt

Data-driven, project-focused approach. Minitab software will be used throughout the training for data collection and interpretation. Minitab training is a prerequisite for our Six Sigma classes and is free if you register for the Green or Black Belt course. A one-year Minitab 16 software license is included. We extend each DMAIC session of the Green Belt class two-and-one-half-days for the Black Belt training.

Mon-Fri; Mar 5 - Jun 15 8:30 a.m.-4:30 p.m. \$7400

Six Sigma Green Belt

Lead and perform Green Belt projects in your company. DMAIC: define/measure, analyze, improve and control steps are taught for projects of immediate significance. Class meets one Monday and Tuesday per month, March-June.

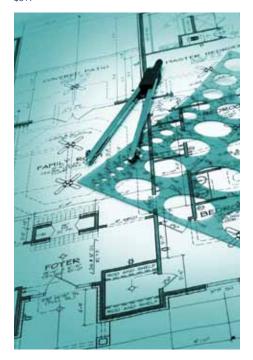
Mon/Tue; Mar 5 - Jun 12 8:30 a.m.-4:30 p.m. \$3900

*Minitab and Six Sigma classes held in conjunction with Summit College and take place at the First Congretional Church, Akron.

BLUEPRINT READING

This course is designed to give the user the ability to understand and interpret basic blueprint terminology and features. The focus of the class will be on title block information, revisions, flag notes tolerances and their meaning, datums, as well as rotation of views and cut-away views. Instructor: Jake Bennett

Wed; Feb 15-Apr 18 6-8 p.m. \$319



PROJECT MANAGEMENT* Certificate and Applied Project

Management

This 5-day program is designed to help you quickly and efficiently earn a Certificate in Applied Project Management from The University of Akron. This unique program is composed of a blended learning environment molding classroom contact with online assignments, template reviews, and additional information. You will also establish a professional network of local project managers, including faculty. Instructor: Alan Plastow, MAT, PMP.

Mon-Wed; Feb 13-21 8 a.m.-4 p.m. \$1199*

*Project Management is held in conjunction with Summit College at The University of Akron, main campus.

Management Skills

SUPERVISORY LEADERSHIP SERIES CERTIFICATE

Managing people in today's time of fast-paced change is not easy. Our Supervisory Leadership Certificate Program can help you build the people-management skills necessary to meet the constantly changing challenges of your business. Instructor: Mary Kay Milewski

SUPERVISION 1 Building Your Management Foundation

Module explores the unique responsibilities and challenges of a supervisor, teaching sound communication and leadership techniques to effectively communicate with others.

Week 1: Roles and Responsibilities of a Supervisor Week 2: Becoming a More Effective Communicator Week 3: Building Healthy Work Relationships Week 4: Leadership and Empowerment

Wed; Feb 15-Mar 7 1:30-4:30 p.m. \$489

SUPERVISION 2 Managing and Developing Others

Learn how to: create a climate that makes your team want to do their best, manage your team's performance, provide feedback and solve performance problems. Develop sound timemanagement skills, as well as effective decision making.

Week 1: Creating a Climate for Outstanding Performance Week 2: Performance Management Week 3: Time Management and Delegation Week 4: Making Decisions and Solving Problems

Wed; Mar 21-Apr 11 1:30-4:30 p.m. \$489

SUPERVISION 3

Flexibility and Staying the Course Understand the science of change, how to build a cohesive team, manage conflict and negotiate effectively are all critical skills of managing in today's business climate.

Week 1: Supervising in a Changing Environment Week 2: Supervising in a Team Setting Week 3: Resolving Conflict Week 4: Negotiating Effectively

Wed; May 2-23 1:30-4:30 p.m. \$489

SUPERVISION 4 Human Behavior

Do the right thing and do it well. Examine the unique, ethical challenges facing our businesses, as well as the impact of work place violence. Study the role as providers of customer service, both internally and externally. And finally, we will explore the concepts of continuous improvement and what that means for us as a company and as an individual.

Week 1: Ethical Behavior in the Work Place Week 2: Organization and Well-Being Week 3: Customer Service Week 4: Concepts of Continuous Improvement

Wed; Jun 6-27 1:30-4:30 p.m. \$489

> REGISTER FOR ALL FOUR SESSIONS AND SAVE 15% \$1675 (\$1956 if offered separately)



Management Skills

EXCEPTIONAL LEADERSHIP SERIES CERTIFICATE*

Instructor: Judy Bodenhamer

Understanding Behavioral Styles

Great foundation course for the Exceptional Leadership Series. Learn to improve communication with this DiSC profile assessment course that shows participants ohw to read people and interpret their behaviors. Gives new appreciation for the needs of coworkers.

Tue; Apr 17 8:30 a.m.-12:30 p.m. \$149

Essentials of Leadership

Learn to motivate your team and help others to be more effective; accomplish more in less time, while enhancing interpersonal relationships; provide feedback people are willing to accept and act upon, while enhancing performance.

Tue; May 15 8:30 a.m.-12:30 p.m. \$149

Communicating with Impact

Course provides individuals with a powerful set of interaction skills that enables them to communicate more effectively with colleagues and customers and, in the process, build trust, strengthen partnerships, and achieve desired results.

Tue; Jun 19 1-5 p.m. \$149

Embracing Change

Learn about the phases of change that many people experience. Participants are introduced to best practices that enable them to tackle and overcome the business challenges of today and tomorrow.

Tue; Jul 17 8:30 a.m.-12:30 p.m. \$149

Managing Performance Problems

Learn how to document performance problems and explain what the employee must do to address them. Leaders are skilled in discussing and imposing formal consequences while adhering to their organizations' disciplinary policies and procedures.

Tue; Sep 18 8:30 a.m.-12:30 p.m. \$149

*Series uses courses from the industry-leading talent management service provider Development Dimensions International (DDI).

THE STRATEGIC MANAGER

Real results. Real changes. Learn the powerful, on-going process of The Strategic ManagerSM. Bring out the best in your team, transforming them from mere managers into *strategic* managers. Program is designed to develop managers who desire to take on greater responsibilities and find better ways to grow profits, improve operations and increase customer satisfaction.

- Distinguish and execute strategic focus
- Differentiate between systems and processes; apply the five steps to documenting business systems
- Apply the READ selling process
- Discover five ways to grow business
- Assess current business plans and indentify improvement in seven key areas
- Create commitments
- Build a successful business and enjoy the process
- Earn more, work less

Four quarterly workshops serve as coaching and accountability sessions, and focus on specific areas of business including: Strategic Mindset Process; Strategic Selling and Marketing; Leadership and People Management; and Developing an Operations Manual. Instructor: Mike Rao

Sat; Apr 28, Jul 28, Nov 3 and Jan 26, 2013 8 a.m.-5 p.m. \$2395



Small Business/Professional Enhancement

SMALL BUSINESS AND ENTREPRENEUR BASICS

Have you dreamed of owning a business but just don't know where to start? Move your idea in the right direction...towards success.

Nine, in-depth sessions help you make the critical decision of whether or not to start a business. There is an opportunity to apply for a low-interest loan that may turn your business dreams into a reality.

Program is the result of the collective efforts of The City of Medina, The Greater Medina Chamber of Commerce, SCORE, The SBDC (Small Business Development Center), The Medina County University Center and The OEOC (Ohio Employee Ownership Center). Space is limited.

Course Topics Include:

- Start-up basics
- Business concepts and strategies
- Developing a marketing plan
- Legal and regulatory issues
- Financial projections
- Funding sources
- Succession planning
- Human resources
- NEW! Panel discussions
- NEW! Expert coaching

Wed; Jan 25-Mar 21 5:30-8:30 p.m.* \$199 *(Jan 25 and Feb 15 are to 9 p.m.)



QUICKBOOKS PRO 2010

Spend more time growing your business and less time worrying about the numbers. Learn how a small business owner can manage a wide variety of potentially complex accounting tasks with this easy-to-use, industry-leading software package. Instructor: Marcia Collins

Level 1 Mon; May 14 and 21 9 a.m.-4 p.m. \$229

Level 2 Mon; May 28 and Jun 4 9 a.m.-4 p.m. \$229



SPANISH FOR BUSINESS AND TRAVEL

To excel in today's global economy, it's become more important to be able to effectively collaborate and communicate with others around the world. According to the US Census Bureau, the percentage of non-English languages has grown 140% since 2007, with Spanish being the second-most spoken language next to English. Whether you're travelling for business or leisure, the advantages to learning Spanish is vast. This class will teach you the basics of the Spanish language to do everyday things like order a meal at a restaurant, speak to a cab driver or hotel clerk and read simple signs. Learn the alphabet, numbers, basic vocabulary, a bit about the culture and norms. Basic conversation skills will be covered. No prior language skills are required, just a desire to learn and have fun! Instructor: Lillian Ortiz

Mon/Wed; Apr 9-May 21 7-8:30 p.m. or Mon/Wed; Jun 5-Jul 17 7-8:30 p.m. \$199

8 www.uakron.edu/mcuc 330-721-2210

SELLING WITH STYLE (EVERYTHING DISC SALES)

CCES

Being able to read your customer equals sales professionals who adapt their styles to connect better and close more sales. Complete online prework that will generate an assessment and sales-specific report that helps them understand themselves, their customers and their relationships. Focuses on three vital areas: understanding your DiSC® sales style, recognizing and understanding customer buying styles and adapting your sales style to your customer's buying style. Instructor: Judy Bodenhamer

Section One: Understanding Your DiSC Sales Style Section Two: Recognizing and Understanding Customer Buying Styles Section Three: Adapting Your Sales Style to Your Customer's Buying Style

Fri; Mar 9 8:30 a.m.-5 p.m. \$249

"M" MEANS MARKETING

Develop an action-oriented marketing plan that means business. This course will expose participants to the fundamental concepts of marketing communications and planning while introducing a wide range of marketing topics. Instructor: Judy Bodenhamer

Session One: Analyze strengths and weaknesses by completing a SWOTT analysis, determine how your brand message is key to marketing communications, establish marketing goals & objectives, define and identify target markets.

Session Two: Evaluate the competitive landscape, develop a marketing plan (incorporating the four Ps of marketing: product, place, price and promotion), create a tactical marketing communication calendar, integrate social media strategies.

Fri; Sep 21 and Oct 5 8:30 a.m.-12:30 p.m. \$189

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Media Interaction for Business

Instructor: Kathy Breitenbucher

POWERPOINT PRESENTATIONS THAT GET PEOPLE'S ATTENTION

PowerPoint is often the most misunderstood tool in your marketing toolkit. Presentations that outline how your company started, bulleted lists of information and endless narration give this tool a bad name. We will discuss solid practices that will help PowerPoint enhance your presentations while leaving the right impression and making a difference in your marketing efforts. Bring a presentation with you to revamp for the most impact possible!

Fri; Feb 24 1-4 p.m. \$49



NETWORKING FOR BUSINESS

Learn how to prepare for different types of networking opportunities, how to "work the room" once you are there, how to meet the right people and get remembered, and how to manage your follow up after the fact. Great class for new sales professionals, job seekers, entrepreneurs or anyone else who would like to harness the true power of networking.

Fri; Mar 9 1-4 p.m. \$49

SOCIAL MEDIA - YOU CAN STILL GET ON BOARD

Feel like you are missing the social media train? Get on board with this practical ramp-up class that will help you understand what the pieces are and how to determine where you should be. We will go through each tool and set up accounts, learn how to use them and why, and determine a plan for how to incorporate these tools into your current marketing plan.

Fri; Apr 27 and May 4 1-4 p.m. \$99

GET MORE "LINKEDIN"

LinkedIn can be a powerful tool for your business to help find prospects, connect with vendors and clients, and improve your business image online. Review how to take your profile to the next level and how to leverage your network, and that of your connections, to reach your prospects.

Pre-requisite: LinkedIn profile.

Fri; Jun 22 1-4 p.m. \$49

BLOGGING

Many business gurus will tell you a great way to get your name in front of the right people is to blog. "Blogging" will talk about how to generally manage a blog, develop solid content that can serve your marketing needs while educating your clients and prospects, and how to manage it so it doesn't take over your life.

Fri; Jul 13 1-4 p.m. \$49

SOCIAL MEDIA AND MANAGING THE RISK

Social media has opened a whole new realm when it comes to hiring and maintaining employees. But while there are more ways to find out about people, there are also more liabilities of which to be mindful. This course offers a practical approach on to how to use social media to manage your brand, your employees and your risk while still getting the value out of these tools.

Fri; Aug 3 1-4 p.m. \$49



Test Prep/MBA

GMAT PREP

Thinking about getting your MBA? Your score on the GMAT will probably determine whether you're admitted to your business school of choice. MCUC offers a GMAT prep course to get you ready for the exam, as well as get you back in the groove of class structure! Learn testing strategies and methods specifically geared toward the GMAT. Verbal and quantitative questions will be covered, as well as math, reading, comprehension, grammar/usage, logic and testing subleties of the GMAT. You're going to be investing a lot of time and money in your MBA...start on right foot with by prepping for a good GMAT score. Instructor: Todd Gerber

Tue/Thu; Mar 13-22 6-9 p.m. Sat; Mar 17 and 24 9 a.m.-4 p.m. or Tue/Thu; May 22-31 6-9 p.m. Sat; May 19 and 26 9 a.m.-4 p.m. or Tue/Thu; Aug 14-23 6-9 p.m. Sat; Aug 18 and 25 9 a.m.-4 p.m. Total class hours: 24 \$269





SATURDAY MBA

The University of Akron (UA) College of Business Administration Saturday Master of Business Administration (MBA) program will be starting a new cohort at MCUC and Wayne College. Program is designed for business-minded working adults who will come together as a cohort of students, beginning and finishing the program as a group, in an interactive learning environment.

Courses will be taught by the full-time MBA faculty from UA with in-class experiences enhanced with online technology.

Program Format

- Students complete the program in six semesters, including summers
- Classes meet two Saturdays each month from 8 a.m.-5:30 p.m.
- Format includes in-classroom and online sessions, and distance learning
- Cohort of students take three courses each semester, complete a team project and graduate together
- Call UA College of Business at (330) 972-7041 for information on the next cohort

Admission Requirements and Procedures

- Minimum of 500 GMAT score
- 3.0 grade point average
- Two years professional experience
- Bachelor's degree, business or nonbusiness major

Computers and Technology

MICROSOFT OFFICE 2010

Word - Level 1 Fri; Mar 23 8:30 a.m.-4:30 p.m. \$139 **Excel - Level 1** Fri; Apr 20 8:30 a.m.-4:30 p.m. \$139

Word - Level 2 Fri; Mar 30

8:30 a.m.-4:30 p.m. \$139 **Excel - Level 2** Fri; Apr 27 8:30 a.m.-4:30 p.m. \$139

Instructor: Ted Younessi

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Access - Level 1 Tue; Apr 17 8:30 a.m.-4:30 p.m. \$139 **Publisher - Level 1** Tue; Aug 7 and 14 8:30 a.m.-4:30 p.m. \$259

Access - Level 2 Tue; Apr 24 8:30 a.m.-4:30 p.m. \$139

SQL - STRUCTURED QUERY LANGUAGE

SQL is the standard language for communicating with most existing databases. If you use Oracle, Sybase, SQL, Access, Ingres or any other relational database management system, this course will provide the foundation. Learn the basic tools and methods for proper database design as well as the SQL tools to be able to store and retrieve information in multiple tables for summarizing and reporting purposes. Instructor: Bill Herceg

Thu; Apr 5-26 9-11:30 a.m. \$379



INTRODUCTION TO SOLIDWORKS

Create and modify three-dimensional solid modeled parts and assemblies, and learn related official engineering drawing for each part and assembly. Topics include the use of sketches with dimensions, extrudes, revolves, sweeps, patterns, lofts, shells, molds, sheet metal parts, proper engineering drawing symbols and procedures, and exposure to rapid prototyping. Instructor: Jake Bennett

Tue/Thu; Feb 14-Mar 15 6-8 p.m. \$379

Design

ADOBE CREATIVE SUITE

Photoshop CS5 Level 1

Tue; Mar 20 and 27 8:30 a.m.-4:30 p.m. \$239

Instructor: Ted Younessi

Photoshop Lightroom 3

Tue; Apr 3 8:30 a.m.-4:30 p.m. \$259

InDesign CS5

Level 1 Thu; Apr 12 and 19 8:30 a.m.-4:30 p.m. \$239

Flash CS5

Level 1 Fri; Aug 10 and 17 8:30 a.m.-4:30 p.m. \$259



WEB DESIGN

HTML - Level 1

Web page structure using straight HTML and notepad. Create links to documents, images, and pages. Hands-on exercises will get you comfortable using HTML. Basic computer knowledge is necessary for this class. Instructor: Ted Younessi

Fri; Jul 13 9 a.m.-4 p.m. \$189

HTML - Level 2

Advanced hands-on exercises writing HTML. Focus on CSS, IDs, Tags, and other properties.

Fri; Jul 20 9 a.m.-4 p.m. \$189





Dreamweaver CS5 - Level 1

Learn how to create and publish web sites. Define, format text, apply images, tables and styles, format links and publish a web site. Prerequisite: Knowledge of the World Wide Web. Instructor: Ted Younessi

Fri; Jul 27 9 a.m.-4 p.m. \$199

Dreamweaver CS5 - Level 2

Building on the skills and concepts taught in Dreamweaver - Level 1. Level 2 has a high emphasis on CSS. You will also dabble in DIV tags, rollovers, interactive forms, assets and snippets. Prerequisite: Dreamweaver - Level 1

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Custom Training / Facility Information

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Research shows that skills development training for employees achieves the following goals:

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- Less turnover
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3 Fax:	Send your registration to 330-721-2235 Our fax machine receives 24/7		
4 In Person:	Visit our office 6300 Technology Lane, Medina, OH 44256 Office hours vary, call for details		
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