



## Manufacturers – We Can Provide Customized Training at No Direct Cost to Your Company

### ***State funds are available for work force improvement.***

UC Riverside Extension has funds and specialists available to help improve your work force. We can train at your work site, and classes can start any time to meet your schedule or needs.

Training currently includes:

#### **Leadership, Supervision and Teambuilding**

- Motivating Employees
- Decision-Making and Communication Skills
- Handling Conflict and Change
- Coaching and Counseling Employees
- Performance Management and Evaluation

#### **Computer Skills**

- Word: Navigation, formatting, tables, mail merges, forms and Web integration
- Excel: Spreadsheet formatting, calculations, tables, charts, graphs, and Web integration
- Web page publishing
- Access: Data modeling, database design and end-user forms
- Outlook: E-mail use, optimization, task tracking and calendaring
- Internet navigation, research and optimization

#### **Project Management**

- Prioritizing Project Goals
- Managing Time, Products and People Effectively
- Gaining an Appreciation of End-Term Focus
- Negotiation Techniques and Processes
- Creating and Executing a Project Plan
- Monitoring Budget, Progress and Schedules

#### **Vocational English as a Second Language**

- Literacy Assessment
- Team Building and Problem Solving
- Workplace Communication Skills
- Following Job Instructions
- Pronunciation, Spelling and Grammar

#### **Organizational Skills**

- Goal Setting
- Strategic Planning
- Performance Improvement
- Managing People, Projects and Goals



## Lean Manufacturing

- Standard Work and Standard Operations
- Reducing Cycle Times
- Building Efficient Processes
- Creating Productive Workflow

## Teambuilding

- Creating Effective Work Teams
- Developing Team Environments
- Utilizing Team to Improve Productivity

## Continuous Process Improvement (CPI)

- Identifying Process Improvement Goals
- Statistical Process Control
- SMART Goals and Objectives
- Problem Solving

## Supply Chain

- Logistics Management
- Production and Inventory Management
- Purchasing Management
- Supply Chain Management

## Customer Service

- Managing Interactions
- Assessing Communication Difficulties
- Customer Retention
- Determining Customer Needs/Expectations

## Communication

- Communicating Goals and Expectations
- Cross-Cultural Communications
- Presentation Skills
- Delivering Critical or Negative Information



### To qualify:

- Companies must pay into the California Unemployment Insurance Fund and be issued a California Employee Account Number (CEAN) or a State Tax ID Number.
- Trainees must be full time (minimum 35 hours per week) California employees and on the job a minimum of 90 days prior to start of training.
- Companies must be a manufacturing company as determined by the issued Standard Industrial Code (SIC). However, companies from other industries may be eligible if they meet certain out-of-state competition requirements.
- Trainees must earn a minimum wage, set by ETP, depending on location.
- Training mandated by the State of California including sexual harassment and environmental health and safety are ineligible under this program.

*For more information, contact Susan Almeida, Program Representative, at (951) 827-1623 or e-mail [salmeida@ucx.ucr.edu](mailto:salmeida@ucx.ucr.edu).*