



Winter/Spring 2025 Course Catalog

Industrial Safety Logistics Medical Leadership Computer





SUPERVISORY TRAINING

Supervisor Training Series:

\$129 per person, individual course

Member Discount: \$100 per course

Accountability in the Workplace

January 20th, 8:30 a.m. to Noon

This course will provide you with informative tools and practical strategies that can be used to help empower the team to work towards achieving the benefits of accountability.

Accountable employees will fuel performance and productivity, and generate an enhanced workplace.

Objectives:

- Define accountability and personal accountability
- Differentiate between ownership and accountability
- Use feedback as a tool to enhance performance
- Understand the barriers of workplace accountability
- Focus on building accountability leadership
- Effectively set SMART goals
- Identify the components of the cycle of accountability
- Work towards achieving the benefits of accountability

Developing Emotional Intelligence

January 27th, 8:30 a.m. to Noon

Emotional intelligence is a skill that can be developed, in which these skills will help you to maximize your personal and professional success. The Developing Emotional Intelligence course will provide participants with the tools to gain control over emotions, navigate challenging situations, and communicate empathetically. With emotional intelligence, you can build a happy and prosperous personal and professional life.

Objectives:

- Define emotional intelligence and emotions
- Identify the components of emotional intelligence
- Identify tools to gain control over emotions
- Determine effective verbal and nonverbal communication skills
- Successfully execute conflict resolution and manage relationships with others
- Identify the benefits of being emotionally aware
- Recognize ways to apply emotional intelligence in the workplace
- Determine ways to make a great impression on others



SUPERVISORY TRAINING

Supervising Others

February 3, 8:30 a.m. to Noon

Supervising can be a tough job. Between managing your own time and projects, helping your team members solve their problems and complete tasks, and helping other supervisors, your day can fill up before you know it. This workshop will help supervisors become more efficient. They will also become more proficient with delegating, managing time, setting goals and expectations (for themselves and others), providing feedback, resolving conflict, and administering discipline.

Objectives:

- Define requirement for particular tasks
- Set expectations for your staff
- **Set SMART goals for yourself**
- Assign work and delegate appropriately
- Provide effective, appropriate feedback to your staff
- Manage your time more efficiently
- Help your team resolve conflicts
- Understand how to manage effectively in particular situations
- Understand what a new supervisor needs to do to get started on the right path

Communication Strategies

February 10th, 8:30 a.m. to Noon

For the better part of every day, we are communicating to and with others. Whether it's the speech you deliver in the boardroom, the level of attention you give your spouse when they are talking to you, or the look you give to the cat, it all means something. This workshop will help participants understand the different methods of communication and how to make the most of each of them.

Objectives:

- Understand what communication is
- Identify methods of communication
- Identify barriers to communication and how to overcome them
- Develop non-verbal and paraverbal communication skills
- Use the STAR method
- Listen actively and effectively
- Ask good questions
- Use appreciative inquiry as a communication tool
- Adeptly converse and network with others
- Identify and mitigate precipitating factors
- Establish common ground with others
- Use "I" messages



SUPERVISORY TRAINING

Goal Setting & Getting Things Done

February 17th, 8:30 a.m. to Noon

\$129 per person

Our Goal Setting and Getting Things Done workshop will cover strategies to help your participants overcome procrastination. These skills will translate into increased satisfaction in their professional and personal lives. Your participants will learn about the goal setting characteristics of successful people and how they too can become happier and more productive individuals.

Objectives:

- Overcome procrastination
- Manage time effectively
- Accomplish important tasks
- Self-motivate
- Create SMART goals

Conflict Resolution

February 24th, 8:30 a.m. to Noon

\$129 per person

In the Conflict Resolution workshop, 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.

Objectives:

- Understand what conflict and conflict resolution mean
- Understand all six phases of the conflict resolution process
- Understand the five main styles of conflict resolution
- Be able to adapt the process for all types of conflicts
- Be able to break out parts of the process and use those tools to prevent conflict
- Be able to use basic communication tools, such as the agreement frame and open questions
- Be able to use basic anger and stress management techniques



SUPERVISORY TRAINING

Conducting Annual Employee Reviews

March 3rd, 8:30 a.m. to Noon

An annual review can help you keep your employees happy, engaged, and focused. It is human nature to want to succeed. Giving your employees feedback on their positive and negative attributes is part of the pathway to success. A poorly designed annual review can have the reverse effect. With our Conducting Annual Employee Reviews workshop, your participants will discover how to conduct a well-designed employee review. By determining the categories for an annual review and understanding how it affects employee compensation, an overall increase in performance should be seen throughout your organization.

Objectives:

- Understand the process of conducting an annual review.
- Determine the categories for an annual review.
- Know the mistakes managers make during an annual review.
- Understand the concept of pay for performance.
- Know how to tie employee compensation to firm-wide returns.
- Know the value of employee communication.
- Gauge employees' happiness.

Leadership Development for Women

March 10th, 8:30 a.m. to Noon

Women's leadership has consistently proven to be a powerful force for positive change in the world, with female leaders sharing unique skills, strengths, and perspectives that are essential for creating a more equitable society. Despite the advancements of female leadership over the years, women continue to face numerous challenges in leadership positions, including gender stereotypes, bias, and underrepresentation. Understanding the importance of women's leadership is not only a matter of justice and equality, but also a critical step towards creating a better, more inclusive world for everyone. Today, women are stepping up and making their voices heard, while breaking down barriers and shattering glass ceilings along the way.

Objectives:

- Understand the value of women's leadership
- Identify common gender-based barriers
- Recognize the presence of bias against women in leadership positions
- Explore strategies and tools to gain confidence to lead
- Navigate common leadership challenges
- Identify the power of leadership networking
- Determine ways to establish a strong leadership style
- Identify ways to empower and inspire others, using resources and support
- Apply the principles of effective leadership to create organizational change



SUPERVISORY TRAINING

Other leadership and supervisory courses are available upon request with a minimum of 5 enrollees.

Courses available:

- Budgets & Financial Reports
- Change Management
- Conducting Annual Employee Reviews
- Critical Thinking
- Customer Service
- Developing New Managers
- Employee Recruitment
- Generation Gaps
- Handling Difficult Customers
- Leadership & Influence
- Leadership Development for Women
- Meeting Management
- Millennial Onboarding
- Negotiation Skills
- Supply Chain Management
- Teamwork & Team Building
- Train the Trainer

CO.STARTERS Core

Mondays - Begins February 3

6:00 p.m. to 9:00 p.m.

\$250 per person

CO.STARTERS provides an action-driven, collaborative process with a small and supportive group. Over ten sessions, you'll identify your assumptions about why and how your businesses will work and then talk to customers in order to validate your ideas. You'll leave the program with a deeper understanding of how to create a sustainable business, articulate your model, and repeat the process with your next great idea.

Need Customized Training?

If your organization is seeking a specific training program that isn't currently offered as an open enrollment option, we're here to help! In 2023, we partnered with over 40 organizations to design and schedule customized training programs tailored to their unique needs—exceeding expectations every time. Our office can also assist with securing funding for eligible programs, including TechCred reimbursements, which can provide businesses with up to \$180,000 annually for approved training. Contact us today to explore the training solutions and funding opportunities available to your organization!
(419) 408-5540





MEDICAL TRAININGS

STNA

Nurse Aides provide a variety of care-related tasks such as dressing, feeding and observing patients. STNA's usually work in long-term care facilities, home health agencies, assisted living facilities and hospitals. After completing this course, students will be prepared to take the State written and competency exam. Clinical locations will be announced in class.



State Tested Nursing Assistant (STNA)

Time: 8am - 4:30pm

Price: \$850 (does not include testing fee.)

Dates:

January Class

January 7,8,9,10,13,14,15, Noon-8:30pm

Exam January 16, 12 pm-3 pm

Clinicals January 18 & 19, 6:30am-2:30pm

February Class

February 11,12,13,14,17,18,19, 8am-2:30pm

Exam February 20, 12 pm-3 pm

Clinicals February 22 & 23, 6:30am-2:30pm

March Class

March 11,12,13,14,17,18,19, 8am-2:30pm

Exam March 20, 12 pm-3 pm

Clinicals March 22 & 23, 6:30am-2:30pm

Before Clinicals each student will need following:

TB Test & Physical

Clinical site - the Willows of Tiffin -
410 Fair Lane Tiffin Ohio

For more information and to register:

419-559-2356

kern@terra.edu



COMPUTER TRAININGS

Excel 365 Level 1

August 28th, \$160 per person

This course will introduce students to Microsoft Word's most important features. Key topics include creating a new document, making it look professional and presentable, adding graphics, and customizing the Microsoft Word interface. After completing this course, students will be ready to use Microsoft Word to efficiently complete daily tasks.

Excel 365 Level 2

September 11th, \$160 per person

This course is intended to help all users get up to speed on the different features of Excel and to become familiar with its more advanced selection of features. We will cover how to create and use advanced formulas, analyze data, organize worksheet data with tables, visualize data with charts, insert graphics, and enhance workbooks.

Excel 365 Level 3

September 11th, \$160 per person

This advanced level of Excel training program explores the advanced features in Excel. Topics covered include how to automate worksheet functionality, auditing worksheets, analyzing data, working with multiple workbooks, exporting Excel data and import/export of XML data.

Excel 365 Pivot Tables

October 16th, 8:30 a.m. to 11:30 a.m.

\$75 per person

New to pivot tables or want to get more out of them? This course is designed to give you a solid understanding of pivot tables. Pivot tables are a powerful tool within Excel that can be used to analyze, sort, filter, and present data in an understandable way.

Power Point

October 30th, 8:30 a.m. to 4:30 p.m.

\$160 per person

This course is intended to help all novice computer users get up to speed with PowerPoint quickly. We will cover different features of the interface; show users how to create, save, and present a basic presentation; cover the basics of formatting; and discuss how to add multimedia to a presentation.



LEAN & SMALL BUSINESS TRAININGS

CO.STARTERS Core

Mondays - Begins September 9

6:00 p.m. to 9:00 p.m.

\$250 per person

CO.STARTERS provides an action-driven, collaborative process with a small and supportive group. Over ten sessions, you'll identify your assumptions about why and how your businesses will work and then talk to customers in order to validate your ideas. You'll leave the program with a deeper understanding of how to create a sustainable business, articulate your model, and repeat the process with your next great idea.

Customized Training

Need specific training? We can create customized trainings to meet your upskilling needs. Call us at 419-408-5540.



CONSTRUCTION TRAININGS

ABC Northwestern Ohio Chapter Construction Craft Apprenticeship

ABC Education Programs include:

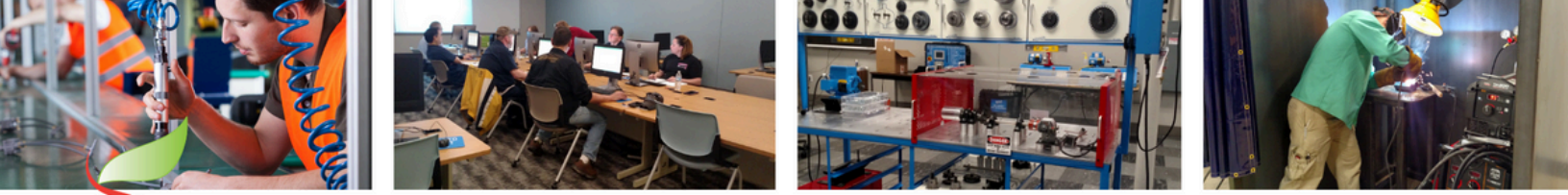
- Electrical
- Carpentry
- Heating, Ventilating, Air Conditioning (HVAC)
- Plumbing
- And More

ABC Education Programs Feature the following:

- More than 45 years of experience training thousands of construction professionals in Northern Ohio
- Nationally-recognized NCCER curricula (www.nccer.org)
- Registered Apprenticeship with 300 contractors
- College credit toward an Associate degree in construction included in tuition
- Knowledgeable and experienced journey-person-level instructors
- Hands-on and online instruction
- Reasonable, all-inclusive tuition with tuition payment option

To learn more and enroll contact ABC at 440-717-0389.

<https://www.nocabc.com/Education-and-Training>



WORKFORCE TRAINING PROGRAMS

Basic Industrial Electricity 1

September 17-19, 8 a.m. to 4 p.m.

\$1650 per student

Industrial Electricity I is an introductory electricity course for skilled trade's personnel. The course is a study of DC and AC electricity principles, with a practical approach to applications in an industrial environment. The learner will obtain a knowledgeable understanding of the key symbols and abbreviations associated with the electrical trade, acquire a comprehensive understanding of basic electrical terminology, apply Ohm's Law to a number of relevant electrical applications, and synthesize a number of components into a working system involving series, parallel, and series parallel circuits.

Pneumatics (Fluid Power 1)

October 9-11, 8 a.m. to 4 p.m.

\$1650 per student

This course is a basic study of the principles of fluid power systems based on industrial applications. This course will have a heavy focus on pneumatic circuit operation and troubleshooting. Students will learn how to interpret a pneumatic circuit print and predict the operation of the circuit. The course will utilize the simulation software, Automation Studio, to understand how each pneumatic circuit operates. The course will also construct and troubleshoot the circuits in a controlled lab environment with industrial grade devices. The student will be introduced to hydraulic circuits, focusing on the safety of working with hydraulic systems and components, and interpreting hydraulic symbols in circuits. The student will also be introduced to controlling a pneumatic circuit with electrical/PLC circuits utilizing the simulation software in an asynchronous format.

Industrial Electricity 2

November 5-7, 8 a.m. to 4 p.m.

\$1650 per student

Industrial Electricity II is an advanced study of industrial electricity providing comprehensive coverage of the control devices used in contemporary industrial electrical systems. The focus of this course is to provide the architecture for acquiring the knowledge and skills required in an advanced manufacturing environment. The course builds on electrical concepts from Industrial Electricity I and adds motor theory, building on circuit fundamentals and reinforcing these with practical hands on labs designed to reinforce the concepts and provide control systems design experience. These topics will be delivered through text, presentations and various exercises, and hands-on labs.

Machine Repair

October 16-18, 8 a.m. to 4 p.m.

\$1750 per student

Machine Repair is a study of mechanical components used in a variety of industrial applications. Students will learn to work with mechanical components through hands-on labs. In this course, students will work with the following:

- Fixed and variable speed motors
- Plain bearings, ball and roller bearings, linear bearings, and tapered bearings
- V-belt, chain, and gear drives
- Indirect and direct drive alignments
- Laser alignment equipment for direct drives
- Gaskets and Seals
- Lubrication on mechanical components



WORKFORCE TRAINING PROGRAMS

Allen-Bradley PLC 1

December 10-12, 8 a.m. to 4 p.m.

\$1650 per student

The course is a study of the installation, programming and troubleshooting of programmable controlled systems currently used in an industrial environment. The focus will be on Installation, Programming, Engineering and Maintenance tasks performed with PLC systems. The primary PLC used for this class will be the Allen Bradley SLC-500 and CompactLogix, using RSLogix 500, RSLogix5000 and RSLinx software. The topics presented will be learned through Online instructional material, and hands on labs.

Need Customized Training?

If your organization is looking for a specific training program, but don't see it as an open enrollment option, check out our website for a more complete list of course offerings available and reach out to us. In 2023, we assisted 15 different organizations by designing and scheduling a customized program that met and exceeded their needs. We also assist with funding for eligible programs. Give us a call to learn about the different options available to your organization.

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