

**Workforce Development
Corporate Training
Business Partners**

Buffalo Medical Group
Buffalo Niagara Partnership
Catholic Health System
City of Buffalo
Erie County
Ford Motor Company
General Motors
Greatbatch
Greater Buffalo Savings Bank
HSBC
Kaleida Health
Mittal Steel
MOD-PAC
NanoDynamics
Surmet Ceramics

**Workforce Development
Specialty Training
Partners**

Accelerated Resource Solutions Ltd
Buffalo Spinal Institute
Dantra and Associates
Ed2Go
Ergo Works
Fire Inspection by Ron Endle
Hagemeyer North America
Hands on Technical Training
Hunt Associates
Invirogenics
James A. Mezhir Consulting
NYSERDA
Quality Inspection Services
RGonzales Consulting
Transformation Partners Company

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Your Leader In Workforce Development

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Workforce
Development
Corporate
Training



MISSION STATEMENT

“The Division of Workforce Development provides innovative, high quality, cost effective skill enhancement training for the benefit of individuals, businesses and organizations”

Since the mid 1980's the Department of Corporate Training has provided non-credit training programs in support of the Academic mission of Erie Community College. Over the past three decades, it has been our privilege to serve the residents and local business community of Erie County by providing professional development and lifelong learning opportunities. It's our feeling that an investment by business and industry in continuous learning and training strategically positions its workforce for regional economic development and future growth. With this in mind, upgrading the current skills and retraining the workforce in Erie County remains the primary objective of the Department of Corporate Training.

The target population we strive to serve includes small, medium and large businesses located in Western New York and Erie County. All of our training programs are customized to meet the specific needs of a company. Our professional staff can assist in identifying the educational and training needs of your business with a free training assessment. Training plans can include a custom designed training program or modification of existing course offerings to

meet an organizations specific needs and goals. Our staff can also be a valuable resource in identifying potential grant funding opportunities that are available to companies. Such opportunities may assist a company in defraying the cost of training or provide additional benefits. Whether it is a single course or an extensive training program, small or large company, the Department of Corporate Training can offer the following:

- Free training assessments
- Customized courses to meet unique needs
- Flexible scheduling of courses
- State of the art training labs
- Interactive, quality training from industry experts and our faculty
- Productivity enhancement training
- Greater efficiency, cost savings and profitability as a result of training
- Grant resource information and assistance
- Reasonable costs



CORPORATE TRAINING PROGRAMS AND COURSE OFFERINGS LIST

Customer Service Academy

- Attitude in the Workplace
- Communication
- Conflict Resolution
- Customer Service
- Dealing with Difficult People
- Decision Making and Creative Problem Solving
- Ethics and Values
- Managing Organizational Change
- Organization and Time Management
- Stress Management
- Team Building

Professional Development and Leadership

- Diversity in the Workplace
- Effective Performance Evaluations
- Executive Management Series
- Human Motivation
- Leadership in the Workplace
- Sales and Marketing
- Speaking with Confidence
- Supervisory Skills
- Language

Technical and Manufacturing

- Auto Cad
- Basic and Advanced Electricity
- Blue Print Reading
- Computer Numerical Controls
- Geometric Dimensioning and Tolerancing
- High Voltage Electricity
- Hydraulics and Pneumatics
- ISO Certifications
- Lean Six Sigma
- Machine Tool Technology
- Mechanical Maintenance
- Programmable Logic Controls
- Shop Math
- Statistical Process Controls
- SolidWorks

Computers and Information Technology

- A+ and Net+
- Cisco
- Graphic Design
- World Wide Web
- QuickBooks
- Web Page Design & Development
- Microsoft Office Suites (2000, XP, 2003)

Environmental Health and Safety

- Asbestos Awareness
- Back Injury
- Blood Borne Pathogens
- Cardiopulmonary Resuscitation (CPR)
- Confined Space
- Electrical Safety
- Emergency Evacuation
- Emergency Preparedness
- Ergonomics
- Fall Protection
- Forklift Operation
- Hazard Communication
- Hazardous Waste
- Health and Safety Committee
- Heat/Cold Stress
- Indoor Air Quality
- Ladders and Scaffolds
- Lockout/Tagout
- Machine Guarding
- National Electric Code
- Noise/Vibration
- OSHA 10 and 30 Hour Outreach Course (Construction)
- OSHA 10 and 30 Hour Outreach Course (General Industry)
- Personal Protective Equipment
- Repetitive Motion
- Safety Management
- Video Terminal Display
- Welding/Cutting
- Workplace Violence

