

Craven Community College Workforce Development Course Offerings for Business

Craven Community College Workforce Development Department offers numerous courses designed to improve the productivity, professionalism, organizational culture and technical abilities of employees. These courses range in duration from two hours to over 500 hours. The courses are designed to benefit construction trades, medical occupations, manufacturing and many other businesses. A complete list can be found below.

Customized Training Program – Customized Training is funded by the state of North Carolina as a way to help state business who are new to an area or who are growing and adding additional employees. The State of North Carolina funds the training and the cost of tuition for students. If it is a highly specialized training, the Customized Training Program will fund bringing in a specialist to provide the training at the business or it will fund registration for employees to go to the off-site training. Often times, the Customized Training Program funds a college representative or business employee to go to the training for “Train the Trainer” training by which the individual can return and provide the training locally. Some examples of Customized Training that have been provided over the past three years by Craven Community College are listed below:

1. Basic Robotics Training (KUKA Robots)
2. Advanced Robotics Training (KUKA Robots)
3. Epson Robots Training
4. Kawasaki Robots Training
5. Auto-Cad
6. Blue Print Reading
7. Essentials for NX Design
8. Microsoft Office (Access, Excel & Word) Basic through Advanced topics
9. Feature Cam
10. Forklift Operations and Certification
11. Hydraulics
12. Lean Six-Sigma Training (Yellow, Green and Black Belt)
13. MTM-1 Base
14. MTM-UAS
15. Maintenance Planning and Scheduling
16. Maintenance and Reliability Management
17. Maintenance Excellence
18. Preventative Maintenance Optimization
19. Principals of Industrial Hydraulics
20. Project Management
21. OSHA 10 and 30 Hour Training
22. OSHA 40 Hour HAZWOPER Training

23. Resistance Welding
24. S7 System Tools and Troubleshooting
25. Siemens Essentials for NX Design
26. System Diagnostic Tools
27. TruLaser 3030 Fiber Operations

The above represents a sampling of courses that have been provided to local businesses through the Customized Training Program. New courses/projects are continuously being put forth and approved to make the workforce of Craven County second to none.

Organizational Performance Improvement Training – These courses are designed to teach students to understand business processes and procedures and to follow continuous process improvement methodologies. Many of these training opportunities are at the forefront of modern Fortune 500 companies. A complete listing can be found below:

1. Organizational Performance Specialist Certificate Program
2. Fundamentals of Total Quality in Health Care
3. Fundamentals of Total Quality
4. Team Skills & Concepts
5. Concepts & Tools for Performance Improvement
6. Statistical Process Control (SPC)
7. Basic Statistics & Statistical process Control (SPC)
8. Basic Team Facilitation Training
9. Advanced Team Facilitation Training
10. Facilitator Refresher Training
11. Team Building
12. Team Building Training (For Newly-Formed Teams)
13. Strategic Planning Workshop
14. Decision-Makers Toolbox
15. Organizational Problem Solving & Root Cause Analysis
16. The Malcolm Baldrige Criteria for Performance Excellence
17. Quality Management Systems (The ISO 9000 Quality System Framework)
18. Activity-Based Management
19. Winning Supervision
20. Quality & Management Auditing
21. Audit Management & Supervision for Lead Auditors
22. Scorecard & Performance Measurement Concepts
23. Concepts & Tools for the Lean Organization
24. Managing & Improving the Logistics Chain
25. Six Sigma Yellow Belt Certification Courses
26. Lean Six Sigma Yellow Belt Certification Courses

27. Six Sigma Green Belt Training
28. Lean Six Sigma Green Belt Training
29. Lean Six Sigma Green Belt Training for Healthcare
30. Six Sigma Black Belt Training Course
31. Lean Six Sigma Black Belt Training
32. Lean Six Sigma Executive/Champion Training
33. Lean Master Training
34. Systems Management
35. CPI Yellow Belt Training
36. Creating & Managing Organizational Excellence
37. Creative Problem Solving
38. Dealing with Difficult People
39. Change Management
40. Quality Principles
41. Lean Tools & Techniques for Process Improvement
42. Minitab Analysis Tools
43. Process Analysis with iGrafx
44. Basic Process Modeling & Simulation using iGrafx
45. Root Cause Analysis Refresher Training
46. Quality Auditing & CPI Yellow Belt Training
47. Analyzing & Auditing Organizational Performance Courses
48. Lean Administration
49. Managing the Unexpected
50. Systems Diagnostic Skills
51. Implementing & Auditing the ISO 9001-2008 System
52. Organizational Problem Solving & Root Cause Analysis for Health Care
53. Concepts & Tools for Performance Improvement in Healthcare

Business, Industry, and Technology Training – These courses are generally of short duration but essential to business operations. The courses run the gamut from computer software training to business specific training. A listing can be found below:

1. Microsoft Access Basic
2. Microsoft Access Intermediate
3. Microsoft Access Advanced
4. Microsoft Excel Basic
5. Microsoft Excel Intermediate
6. Microsoft Excel Advanced
7. Microsoft Powerpoint Basic
8. Microsoft Powerpoint Intermediate
9. Microsoft Powerpoint Advanced
10. Microsoft Word Basic
11. Microsoft Word Intermediate

12. Microsoft Word Advanced
13. Quickbooks
14. Auto-Cad
15. Computer Literacy
16. Law and Administration Code Enforcement Training
17. Notary Public Education/Certification
20. ServSafe Food Safety Manager Training/Certification
21. Working with Difficult People
22. Problem Solving
23. Team Building
24. Communicating Effectively

Craven Community College, Workforce Development Department, also had a number of certified Development Dimensions International (DDI) instructors who can provide an assortment of Soft Skills training topics to employees. For a complete listing refer to: <http://www.ddiworld.com/products/level>

Technical Skills and Trades Training – These courses are ran to train students for careers. Most are ran through the National Center for Construction Education and Research (NCCER) and students who successfully complete are awarded certification by the NCCER. A listing can be found below:

1. Carpentry (NCCER)
2. Welding (NCCER)
3. HVAC (NCCER)
4. Residential and Commercial Electrician (NCCER)
5. Plumbing (NCCER)
6. Commercial Driver's License (Truck Driver Training) CDL "A" and CDL "B"
7. Commercial Cleaning
8. Small Engine Repair
9. Handtruck/Forklift Training and Licensing
10. Electrical Contractor CEU Updates
11. ARC Flash Training
12. EPA Refrigerant Certification
13. HVAC Equipment Servicing
14. Barbering
15. Federal Aviation Administration Airframes and Power Plants Licensing
16. Aviation Sheet Metal

Medical Programs and Skills Training – These courses are designed to either add skills to those already serving in the Medical Profession or to certify the individual to work in the medical field. A list of courses offered can be found below:

1. Certified Nursing Assistant 1 (State Certification Exam) (Requirement to enter Nursing Program)
2. Certified Nursing Assistant 2 (State Certification Exam) (Requirement to enter Nursing Program)
3. Phlebotomy (National Certification Exam)
4. Cardio and EKG Technician (State Certification Exam/National Exam can be taken as well)
5. Pharmacy Technician (National Certification Exam)
6. Physical Therapy Aide
7. Medication Aide (State Certification Exam)
8. Veterinarian Assistant
9. Activity Director (State Certification Exam)

Environmental and Safety - This program area, provided through Workforce Development, provides Occupational Safety and Health Administration (OSHA), National Fire Protection Association (NFPA), and Department of Transportation (DOT) training for local corporations, government agencies and military personnel in Craven County. All businesses are expected to know and comply with federal laws administered and regulated by these agencies if they pertain to the business. A list of classes is contained below:

1. 10 Hour OSHA Safety Training
2. 30 Hour OSHA General Industry Safety Training
3. 30 Hour OSHA Construction Safety Training
4. 40 Hour Hazardous Waste Operations and Emergency Response (HAZWOPER) Training
5. 8 Hour Hazardous Waste Operations and Emergency Response (HAZWOPER) Refresher Training
6. Personal Protective Equipment (PPE) Training
7. Hearing Conservation Training
8. Trenching and Excavation Safety Training
9. Bloodborne Pathogen Training
10. Compressed Gas Hazards Training
11. Chain Saw Safety Training
12. Confined Space Training
13. Slips, Trips and Falls Training
14. Ergonomics Training
15. Eye Safety Training
16. First Aid/CPR Training

17. Globally Harmonized System Training
18. Hazardous Communications Training
19. Heat Related Injuries and Illness Training
20. Industrial Safety Training
21. Machine Guarding Training
22. Health Insurance Portability and Accountability Act (HIIPA) Training
23. Ladder and Scaffolding Safety Training
24. Material Safety Data Sheet (MSDS) Training
25. Respirator Training
26. Spill Response Training
27. Welding Safety Training
28. Workplace Wellness Training
29. Stress Relief and Workplace Fatigue Training
30. DOT Hazardous Waste Training
31. Workplace Violence Training

Human Resources Development – This program area is designed to serve the unemployed or underemployed citizens of the county. The purpose of the program is to prepare individuals for the job market by teaching them employability skills as well as job-keeping skills. A sample list of courses is contained below:

1. Resume and Cover Letter Writing Skills
2. Interviewing Techniques
3. Dressing for Success
4. Budgeting and Banking Basics
5. Career Planning and Assessment
6. Computer Skills for Employment
7. Employment Assessment
8. Gateway to Employment
9. Goal Setting
10. Job Search Planning
11. Social Media Tools for Employment
12. Ten Steps to Federal Jobs

Ed2Go On-Line Training – Craven Community College Workforce Development partners with Education2Go, which is a nationwide on-line training provider. Various courses can be taken through the Ed2Go program that will enhance or benefit an employee or future employee.

Public Services Training – Craven Community College Workforce Development is responsible for training all Public Safety and Public Service employees in the county. This includes Firefighters, Law Enforcement Personnel, EMS/EMT workers, Department of Public Safety (Prison Guards) and various other public servants. The Firefighting Training Coordinator at Craven Community College Workforce Development offers HazMat and LP Gas Fire Suppression classes to local businesses and establishments.

Small Business Center/NC Military Business Center – The Small Business Center (SBC) is a component of the Workforce Development Department. The SBC is designed to assist Entrepreneurs who wish to establish small businesses in Craven County. Additionally, the SBC works hand-in-hand with the North Carolina Military Business Center (NCMBC) to help entrepreneurs and local businesses understand the processes and procedures for bidding on government contracts at our local Cherry Point Marine Corps Air Station or other federal contracts across the state or in the country. The SBC workshops are offered at no cost to participants and include the following workshops:

1. How to Start a Business
2. How to write a Business Plan
3. Financing Your Business
4. Bookkeeping and Taxes
5. Marketing for Success
6. Hiring the Right Employees
7. Social Media Marketing
8. Developing a Business Website
9. Networking
10. Numerous other workshops. For the upcoming workshops refer to:
<https://www.ncsbc.net/center.aspx?center=75160>

The SBC also offers individual counseling to entrepreneurs and connects them with potential funding sources to start their business. THE SBC is an invaluable asset to those individuals who are starting their own businesses. The NCMBC is a great source to help existing businesses or start-up businesses get acquainted with the process for entering bids for government contracts.

As can be seen by the above listing, Craven Community College Workforce Development plays an integral role in the technical, professional and career development of governmental and corporate employees in Craven County. Workforce Development is always looking for new training opportunities and is reactive and quickly able to develop new training as the need arises. We strive to be the number one training resource for all of Craven County.