



EKU

**WORKFORCE DEVELOPMENT
& COMMUNITY ENGAGEMENT**

WORKFORCE DEVELOPMENT

2024 CATALOG

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WORKFORCE DEVELOPMENT & COMMUNITY ENGAGEMENT

SUMMARY

EKU's Workforce Development and Community Engagement provides quality professional development and training opportunities throughout Kentucky. We utilize the expertise of faculty, area business leaders, and professional trainers to develop and deliver programs tailored to meet the current economic needs of business and industry.

Classes are scheduled throughout the EKU Sixteen County Service Region including Richmond, Corbin and Manchester Campuses. On-site classes may be hosted at your company with sufficient enrollment. EKU specializes in customized work skills boot camps and assistance with planning your next team building activity or retreat. Please contact us for a free price quote, or to discuss specific workforce development needs.

Whether you are interested in team building, leadership development, computer technology or taking part in a safety course, it is our goal to make an impact on your continued, lifelong learning. Workforce Development and Community Engagement offers the option to access Work Ready Kentucky Scholarship Program (WRKS) funds. The WRKS Scholarship helps Kentuckians who have not yet earned an associate's degree afford an industry-recognized certificate or diploma.

EKU WORKFORCE DEVELOPMENT WORK READY APPROVED PROGRAMS

- Six Sigma Yellow Belt Prep Course & Exam (online)
- Six Sigma Green Belt Course & Exam (online)
- Public Sector & Health Fundamentals (General Industry & Construction)
- Leadership Excellence Safety Certificate
- Human Resource Management (online)
- OSHA Authorized Outreach Trainer (General Industry & Construction option)
- First Line Supervision Program
- Certified Safety & Health Specialist (General Industry & Construction option)
- Supply Chain Management
- Leadership Excellence for Middle Managers

MILITARY CREDENTIALING ASSISTANCE

As part of the Army Credentialing Opportunities Online (COOL) service, the Army Credentialing Assistance (CA) program provides qualifying soldiers with up to \$4000 per fiscal year in career educational benefits. The CA program allows soldiers to earn professional and technical credentials. This program creates new opportunities for soldiers to enhance their skills and professionalism while serving and increasing their overall employability upon transitioning from the Army. The EKU OSHA Training Institute Education Center has several programs approved for those in the health and safety officer (HSO) career track.

DIGITAL BADGING

EKU has partnered with Badgr to issue digital badges to students completing training with EKU Workforce Development & Community Engagement. Digital badges are a real-time transcript that can inform a potential employer about a student's particular skill-set. Each student is assigned a digital backpack when they complete a class and earn a badge. As students complete additional classes their badges will accumulate in their digital backpack.

EKU's badging platform also includes support for our cumulative certificate programs. The Pathways system provides a visual way for students to track their progress through a given certificate program. Students will be able to tell what classes have been completed and plan for what class to take next. These badges can easily integrate into social media platforms such as LinkedIn, Facebook, and Twitter.



TRAINING FOR SUPERVISORS

FIRST LINE SUPERVISION CERTIFICATE PROGRAM

Now that you are a supervisor, you have most likely developed the technical skills required in your field. Your continued success depends on the ability to get things accomplished through others. EKU's supervision program develops your interpersonal skills or "people skills" area. The programs are designed to offer a bridge between technical skills and supervising others to increase overall company performance. These classes are helpful for new supervisors, those without formal training, and workers who hope to move into a supervisory role in the future.

BASIC SUPERVISION CERTIFICATE

The First Line Supervision Program begins with an 18-hour seminar (3 one-day classes), Basic Core Concepts I. Participants then select additional 18 hours (3 days) of elective seminars—6 hours of which may be computer classes. This completes the Basic Supervision Certificate for a total of 36 hours. **Basic Core Concepts I is required to receive the Basic Supervision Certificate.**

ADVANCED SUPERVISION CERTIFICATE

Advanced Supervision is the second phase of the program and consists of another 18-hour seminar (3 one-day classes), Advanced Core Concepts II. Participants then select an additional 18 hours (3 days) of elective seminars—6 hours of which may be computer classes—for a total of 36 hours of training. This completes the Advanced Supervision Certificate. **Advanced Core Concepts II is required to receive the Advanced Supervision Certificate.**

BASIC CORE CONCEPTS I

Basic Core Concepts I provides participants skills needed to successfully supervise in today's ever-changing workplace. The course is based around the following topics: Learning Your New Role, Expectations of Supervision, Motivating and Coaching Others, and other critical issues. Instructor Larry Palmisano has been leading training at EKU since 2008. He retired with more than 40 years of manufacturing experience, and with 20 years as a plant manager. Larry's credentials includes a degree in Industrial Management from the University of Akron.

ADVANCED CORE CONCEPTS II

Advanced Core Concepts II offers an opportunity for a supervisor to expand the concepts introduced in Core I through detailed examination and case-study experience. Added material includes the performance appraisal process, the changing workplace, legal aspects of supervision, and growing into management. Learn to make your best skills as supervisor becomes second nature. Instructor Coy J. Brown is an organization & leadership development facilitator specializing in training and development. Coy holds a Masters in Communication from the University of Kentucky as well as a Master in Human Resource Management & Development from Chapman University in California.

FIRST LINE SUPERVISION ELECTIVE DESCRIPTIONS

- **Accident Prevention** - Highlights practical approaches to promote safety and prevent accidents in the workplace.
- **Business Writing** - Improve your written communication skills.
- **Coaching & Workplace Communication** - Assess employees' development needs and respond with appropriate leadership style.
- **Conflict Management** - Use communication skills to defuse conflict and solve problems. Learn how to respond successfully in a variety of situations that occur in the workplace.
- **Creative Problem Solving** - Learn how to effectively apply creative techniques for problem solving while capitalizing on your own creative talents.
- **Customer Service** - Is anything more important than good customer service? This course will provide tips for dealing with difficult people, how to be assertive without appearing rude, and techniques for working with the public.
- **Dealing with Difficult People** - This course emphasizes communication and flexible thinking as key methods of dealing with difficult people.
- **DISC Personal Profile** - This course is designed for people who want to identify, better understand, and more effectively manage their behavioral tendencies in four key areas of life and the workplace.
- **Effective Team Building** - Learn the practical framework required for building teams within a work unit.
- **Embracing your Emotional Intelligence** - Leaders will understand how aware they are of their emotions, as well as those of others, how to deal with negative emotions, and how to utilize positive emotions to improve their leadership performance and that of their teams.
- **Generational Differences** - Learn how work behaviors result from values that may vary based upon generation, stage in career, and stage in life.
- **Interpersonal Communication** - Learn how to communicate effectively with people. Effective communication leads to increased efficiency and effectiveness of workers.
- **Leadership Thinking Skills** - This course provides students with a toolbox of highly effective thinking concepts and methods to apply in their lives and in their work place.
- **Legal Issues for Supervisors** - Explore legal aspects and obligations of being a supervisor.
- **Managing Stress** - From burnout to performance learn what causes stress, its effect on behavior, physical and mental health, and ways to alleviate stress.
- **Motivating Employees** - Learn practical leadership skills to increase employee motivation and performance.
- **Microsoft Classes** - Instructor-led Microsoft computer classes are available. Only one computer class may count towards each certificate.
- **Project Management Fundamentals** - Successfully managing a project requires effective planning and adherence to the industry's best practices in every step of the process.
- **Sexual Harassment** - Led by a practicing attorney, "policy to prosecution"...current issues that supervisors need to know for today's workplace.
- **Time Management** - Designed for anyone who wants to do a better job managing their time - both in the workplace and at home.
- **5S Training** - Focuses on effective workplace organization and standardized work.

TRAINING FOR SUPERVISORS

2024 CLASS SCHEDULE - ECU RICHMOND CAMPUS

Classes are 9:00 a.m. to 4:00 p.m.

Our seminars can be taken as part of the Certificate program or as an individual professional development topic.

SPRING SCHEDULE

- Basic Core Concepts I — January 18, 25, February 1
- Coaching & Workplace Communication — February 13
- Creative Problem Solving — February 15
- Basic Computer Skills — February 21
- Dealing with Difficult People — February 22
- Sexual Harassment — February 29
- Excel Basic — March 6
- Leadership Thinking Skills — March 7
- Project Management Fundamentals — March 21
- Accident Prevention — March 26
- Generational Differences — March 28
- Advanced Core Concepts II — April 4, 11, 18
- Excel Intermediate — April 10
- Effective Team Building — April 23
- Excel Advanced — May 8
- Time Management — May 9

FALL SCHEDULE

- Basic Core Concepts I — August 8, 15, 22
- Legal Issues for Supervisors — August 29
- Embracing Your Emotional Intelligence — September 5
- Conflict Management — September 12
- Motivating Employees — September 17
- Customer Service - September 26
- Excel Basic — October 2
- Interpersonal Communication — October 8
- Business Writing — October 10
- Advanced Core Concepts II — October 17, 24, 31
- Excel Intermediate — November 6
- DISC Personal Profile — November 14
- Managing Stress — November 21
- Excel Advanced — December 4
- 5S Training — December 5

Course Tuition (includes materials)

- 3 Day Seminar \$450
- 1 Day Seminar \$250
- Computer Classes \$200

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LEADERSHIP EXCELLENCE MIDDLE MANAGERS CERTIFICATE

Leadership Excellence is a high octane course that uses a variety of active-learning strategies: exercises, role plays, videos, class discussions, case projects, and online discussions on Blackboard - to promote application and long-term retention of the knowledge and skills gained in the course. Middle Managers in all types of organizations face additional challenges as compared to first-line supervisors, due to the increased complexity of the irresponsibility and managing individuals who are supervising others. To be successful, Middle Managers need to hone their skills and approaches to maximize their personal effectiveness as organizational leaders. Course topics will include: principles of human behavior, selecting & developing talent, performance management/coaching, power & influence, communication/oral presentations, human capital value & costing, leading teams & groups, leading in a multicultural world, managing change, accounting/finance and integrity & credibility.

Leadership Excellence for Middle Managers is a 70-hour program and the cost is \$2,850 per person. For registration information, please contact Susan Cornelius at susan.cornelius@eku.edu or (859) 622-6216.

LEADERSHIP EXCELLENCE

LEADERSHIP EXCELLENCE 2024 DATES

Session 1
February 16

Session 2
February 23

Session 3
March 1

Session 4
March 8

Session 5
March 22

Session 6
March 29

Session 7
April 12

Session 8
April 19

Session 9
April 26

Session 10
May 3

(No class March 15 or April 5)

MANUFACTURING MAINTENANCE CERTIFICATE PROGRAM

The Manufacturing Maintenance Technician Certification Program is designed to provide basic and advanced training for new and existing maintenance personnel. The program is open to everyone, but job expectations and skills will be reinforced by job activities. We recommend a blend of maintenance training and "on the job" work activities for participants to receive the fullest benefits from the program.

The program features Basic and Advanced Certification. Each certification involves completion of selected technical classes that cover a variety of topics and three modules of foundation classes to provide comprehensive training in basic skills and management tools to complement the technical content of the program. All technical modules stress the four keys of manufacturing maintenance:

Spring 2024

Basic Technical Module 5 Machine Shop

February 20 - May 9, 2024
Tuesday/Thursday
Tuition - \$1,999

**CTE Ignite Academy
North Campus**

All Classes 5:00PM - 8:00PM

Foundation Modules

Module 1 (36 Hours)

Safety
Business Economics
Computer Literacy

Module 2 (36 Hours)

Applied Math
Workplace Documents
Graphic Literacy
Workplace Communication

Module 3 (24 Hours)

Problem Solving
Predictive/Preventive
Maintenance

Basic Technical Modules

- | | |
|--|--------------------------------------|
| 1) Machine Maintenance (60 Hours) | 2) Industrial Electricity (45 Hours) |
| 3) Electronics/Ladder Logic (36 Hours) | 4) Welding (84 Hours) |
| 5) Machine Shop (60 Hours) | 6) Fluid Power (39 Hours) |
| 7) Plumbing (36 Hours) | 8) HVAC (24 Hours) |

Advanced Technical Modules

(Prerequisite - Basic Module)

- | | |
|--------------------------------------|--|
| 1) Industrial Electricity (45 Hours) | 2) Electronics/Ladder Logic (45 Hours) |
| 3) Welding (168 Hours) | 4) Machine Shop (60 Hours) |

CERTIFICATION REQUIREMENTS

Basic Technical Certification

Successful completion of all three Foundation Modules and six of the eight Basic Technical Modules

Advanced Technical Certification

Successful completion of Basic Certification and two of the four Advanced Technical Modules

For class registration email susan.cornelius@eku.edu or contact (859) 622-6216

ONLINE CAREER TRAINING

Career, Professional and Certification Training

These advanced, career training courses offer a convenient and flexible way to learn business, healthcare, technology, industry certifications, and more.



**COMPTIA++
CERTIFICATION TRAINING**



**PHARMACY
TECHNICIAN**



**CERTIFIED CLINICAL
MEDICAL ASSISTANT**



**FREIGHT BROKER/
AGENT TRAINING**

HEALTHCARE AND FITNESS

Pharmacy Technician	\$2,995
Medical Billing and Coding	\$2,995
Certified Clinical Medical Assistant (CCMA)	\$2,795
Certified Phlebotomy Technician	\$2,295
Medical Terminology	\$895
NASM Certified Personal Trainer	\$1,296

INFORMATION TECHNOLOGY

CompTIA A+ Certification Training	\$1,995
CompTIA Network+ Security	\$2,695
CompTIA IT Fundamentals	\$895

BUSINESS

Human Resources Profession	\$1,945
Certified Six Sigma Black Belt	\$1,995
Certified Supply Chain Profession (CSCP)	\$2,295

MORE THAN 400 CAREER PROGRAMS OFFERED!

For an additional list of programs, go to
careertraining.eku.edu

Questions? Contact paige.quintin@eku.edu or (859) 622-1164

TEAM BUILDING & RETREATS

Team Building is an essential part of any organization. Whether your team is newly-formed or has been established for a long period of time, you will reap the rewards of letting us assist in planning your next team building activity or retreat!

Topics may include:

- Team Goals
- Professional Development
- Skills Building
- Conflict Management (TKI)
- Myers-Briggs Type Indicator (MBTI)
- DISC Personal Profile
- Customer Service
- Networking & Fun!



Contact Susan Cornelius for additional information at susan.cornelius@eku.edu, or (859) 622-6216

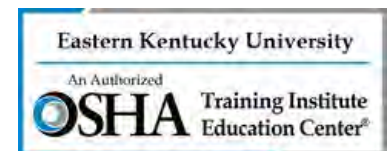
CREDIT FOR PRIOR LEARNING

EKU recognizes that occasionally students have completed education, training classes, and work experiences that result in learning sufficiently similar to major/minor specific coursework; therefore, formal recognition of that body of knowledge, without taking the particular course, is warranted upon evaluation by appropriately qualified faculty.

For additional information, please refer to our webpage at:
www.ekuonline.eku.edu/credit-prior-learning

OSHA TRAINING INSTITUTE

Established in 2003, Eastern Kentucky University's OSHA Training Education Center (OTI Education Center) serves the eight-state Region IV and offers a variety of safety and health training. EKU draws upon the expertise of internationally recognized safety and health professionals to develop and provide quality training.



For more information, Contact Zach Rhodus, William.rhodus@eku.edu or
(859) 622-6976 osha.eku.edu

ONLINE COURSES

Real Estate

Pre-Licensing | Exam Prep |
Post-Licensing | Continuing Education

Mortgage

Pre-Licensing | Exam Prep |
Continuing Education

HOW TO ENROLL:

- 1) Visit - ekucommunityed.theceshop.com
- 2) Choose your state
- 3) Select your course and proceed to checkout
- 4) Complete your courses & your certificate will be issued immediately

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REVIEWS FROM OUR STUDENTS



Juanita - Anne M.

5 Stars! The CE Shop is a very user-friendly platform. The course material is easy to navigate.

Lawrence O.

Wonderfully informative with fantastic support!

Timothy G.

I recommend The CE Shop to anyone with a busy schedule. I was able to complete my courses on my own time. Great material!

Bridgette H.

The program was very educational and the practice test really helped with the Exam.

EXPERIENCE EXCELLENCE



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**WORKFORCE DEVELOPMENT
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