

Center for Professional Training & Development



2011 CATALOG

FRANKLIN UNIVERSITY

Franklin University

Center for Professional Training & Development

Engaging. Empowering. Effective.



When organizations and individuals want to acquire the fresh knowledge and skills needed to remain competitive in the ever-changing global economy, they turn to the Franklin University Center for Professional Training & Development (CPTD).

Built on Franklin's long history of successfully responding to marketplace needs, the CPTD programs are developed by highly experienced faculty to meet the demand for a talented, productive workforce. Taught in a dynamic, collaborative format, each course is designed for immediate application on the job.

Discover for yourself how CPTD programs can inspire leaders, drive productivity, and boost profitability through instruction taught at a variety of locations or on-site at your facility.

CPTD will provide you with:

- Customized, affordable training and development opportunities
- Interactive courses led by qualified, experienced faculty members
- High-quality content designed for real-world application
- Relevant concepts you can apply immediately at work
- Convenient locations - sessions hosted at Franklin or at your organization

Strengthening Organizations

While every organization wants to succeed, each has a distinctive culture and unique needs. For this reason, CPTD customizes our quality programs for local, regional, and international organizations.

If you want cost-effective, high-impact training and skill development for employees, management, or customers, the CPTD business development team will tailor the programs you want to meet the goals you set.

Empowering Professionals

How can you define yourself as a professional in today's knowledge-based marketplace? By developing a reputation for being adaptive, resourceful, and solutions-oriented – along with effective training.

CPTD offers quality programs in areas such as leadership, management, sales, and customer service. No matter your career field, through CPTD you can attain expertise that will give you a distinct advantage in the job market.

Best of all, along with empowering new knowledge comes confidence, energy, and enthusiasm. So when you're ready to stretch your mind and boost your abilities, turn to CPTD.

What's Inside

If you want to make significant contributions throughout your career, nationally recognized certifications, Continuing Education Units (CEUs), and non-credit workshops all add depth and dimension to your professional portfolio.

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Professional Affiliations

Together with outstanding institutions, CPTD partners to elevate workforce performance through innovative approaches to professional training and development. We are proud of the affiliations we have with the following select institutions:



International Business Training Association



International Society for Six Sigma Certification (ISSSC3)



OSHA Great Lakes



Safety Alliance, Inc.



Shadowbox Live



Society for Human Resource Management

Success Stories

The excellent reputation of the Franklin University Center for Professional Training & Development is founded on the positive results of program's participants and partners.

"In working with Franklin University, our company has made great strides in uniting our management teams and improving communication within the corporation. The guidance and instruction tailored made for us was invaluable and has made us understand what we need to do to move forward with better management practices."

Deb Chandler

Director of Coding, Compliance & Employee Development
Central Ohio Primary Care Physicians, Inc.

"The instructor was outstanding how he kept everyone involved and used practical examples to help us understand how to apply the content in the real world."

Brian Annibaldi

Compliance Analyst
CBCS

"I was extremely impressed with the management skills workshop conducted by the Center for Professional Training & Development. The instructor ensured the class was very interactive and really opened our eyes to the type of management styles that we each possess and the pros and cons of how we manage. We were also guided through the development of an action plan to improve upon our weaknesses and solidify our strengths on the job. I was pleased with the class and will be taking more in the coming year."

Domonic DeLuca

Business Development Engineer
Turner Construction Company

"The Time Management workshop provided me with an abundance of ideas on how I can better manage and optimize my time both professionally and personally. The content was insightful and the group discussions added value as business professionals from around the city compared and shared ideas. Applying the ideas and concepts learned during this workshop will realize significant savings for me well into the future!"

Steven Swift

Control Distribution Supervisor
Nationwide Children's Hospital



Customized Training and Development for Organizations

Training Tailored to Your Needs

Franklin will assist your organization in developing practical job-specific courses to meet your training needs. Whether you want to educate targeted employee groups or prospective, new, or experienced managers, we will help assess your situation, identify areas for skill development, and then provide the appropriate quality content to achieve optimal training.

Custom-Created Course Design

You can turn to us to develop an efficient, effective training system that reflects the mission, strategy, culture, and processes of your organization. By consulting directly with you, our CPTD program designers will create instruction that integrates customized case samples, scenarios, forms, and procedures that your employees and managers use regularly to help strengthen their performance.

Certification and CEUs

All CPTD course offerings can be adapted to accommodate specific workplace rules and to include Continuing Education Units (CEUs). Each participant will receive a certificate of completion once the course objectives are successfully satisfied, and customized certificates are supplied to fit organizational needs.

Workshop Location Options

For your convenience, we can conduct workshops at a variety of locations, including the Franklin University Main Campus in downtown Columbus and Franklin's Dublin, Ohio location, as well as on-site at your organization. Both University locations offer free parking and full-service catering.



Non-credit workshops

Our professional development workshops are offered on demand and can be tailored to meet your specific training needs. For a list of upcoming workshops, visit franklin.edu/register.

360° Feedback (HRM 1003)

Often the best developmental and performance feedback comes not only from an employee's manager but from colleagues inside and outside an organization. That's why 360° feedback reviews are increasingly recognized as vital tools in any high-quality, balanced, professional development program. In this workshop, participants will learn how to plan and implement a successful 360° feedback process within their organization.

Auditing (AMGT 1025)

To become a successful auditor, a strong base of knowledge and an understanding of basic auditing skills are essential. In this workshop, new auditors, as well as non-auditors with internal control responsibilities, can learn the ins and outs of an audit from beginning to end. You will gain a foundation of knowledge to properly prepare for and conduct a successful audit using preliminary surveys and evidence-gathering techniques. A basic understanding of the roles of risks and internal controls in auditing will also be stressed, along with interpersonal and team-building skills.

Benchmarking (MKTG 1002)

The best organizations do not simply assume that their products or services are better than those of their competitors. Truly effective organizations take time to benchmark or compare their processes, practices, products, and services against the best competition. In this workshop, you will learn how to design and implement a highly effective benchmarking process in your organization.

Change Leadership (MGMT 1001)

Managers are frequently confronted with challenges that require them to be change agents or internal consultants for change efforts. This workshop will help you learn the conditions required for effective change and how to overcome resistance to implementing and supporting change initiatives.

Change Management (MGMT 1024)

Organizational change is not a single point in time, but an unending journey. Effective managers understand how to assess the need for change, involve others in the change process, and lead others through the inevitable challenges that occur.

Coaching and Mentoring (MGMT 1023)

Effective leaders do not sit back and hope their employees develop the skills and knowledge they need to succeed. Instead, they proactively serve as coaches and mentors to encourage employee growth and development. In this workshop, you will learn the skills needed to serve as an effective coach and mentor to others.

Competencies (HRM 1004)

Many have heard the term "job competency" without understanding the critical value well defined competencies play in organizational success. Identifying job competencies is an important step in ensuring the proper selection of employees, providing appropriate training and development, managing employee performance, and creating succession plans.

Creative Problem Solving (MGMT 1010)

Most organizations have plenty of problems and an equal number of opportunities to solve those problems productively. In this engaging workshop, you will learn how to identify opportunities for improvement and work synergistically with others to develop creative solutions.

Customer Relationship Management (MGMT 1028)

Smart employees recognize that it is a key aspect of their job to ensure that internal and external customers feel informed, needed, and appreciated. In this workshop, you will learn how to introduce a customer relationship management program that will significantly enhance how your internal and external customers perceive the value of your products and services.

Customer Sales (MGMT 1029)

Everyone is a salesperson! Did you ever need to convince an employer to hire you? Have you tried to convince your boss about a change you wanted to make? The same principles that you use to be successful in these situations are the techniques that highly successful sales people use every day. The techniques you use to sell to different types of people need to fit their personality type. In this workshop, you will learn how to build rapport, discover customer needs, promote product and service features and benefits, as well as develop an action plan for applying relationship management principles to increase sales.

Delegation and Influence (MGMT 1021)

How do you influence people who may or may not work for you to get the results you need? Whether you're dealing with colleagues, employees, or senior management, the ability to win respect, influence people, and cultivate cooperation is absolutely essential to your professional success.

Employee Absenteeism (MGMT 1040)

Employee absenteeism negatively impacts the entire organization in terms of productivity, morale and customer satisfaction. In this workshop, you will learn how to identify various causes of absenteeism, determine whether absenteeism is an anecdotal or systemic issue and formulate action steps to address it.



Employee Motivation (MGMT 1020)

Skilled managers make the time and effort to understand what inspires their employees and use both intrinsic and extrinsic rewards to maximize that drive. This workshop will introduce you to models for motivation, as well as provide tips for diagnosing and resolving motivational issues.

Employee Recruitment and Retention (HRM 1002)

Employee selection is the most important issue in business: the wrong hiring decision leads to a substantial waste of time and money on recruitment, training, and benefits. This workshop will take you step-by-step through the employee selection process from recruitment through hiring, with practical advice for improving your interviewing skills and more.

Enterprise Dynamics (MGMT 1041)

An effective business enterprise is composed of a number of important core components such as the overall business environment, company vision, mission and values, business processes, people, quality of products or services, internal communication and factors influencing change. It is important for leaders, managers and employees to understand the interdependency of these components and how they make the business a dynamic entity if the organization is to succeed.

Facilitation Skills (MGMT 1009)

The ability to facilitate meetings, as well as team and group efforts, is a key skill that will encourage your colleagues to view you as one who can achieve results through others. In this workshop, you will learn how to ensure full participation by others and how to implement your new skills back on the job.

Getting Results with Emotional Intelligence (MGMT 1034)

Engaging people in productive change, resolving conflicts, and building a culture of trust are all situations that require emotional intelligence. In this workshop, you will gain key insights about how you can enhance your ability to lead and influence others while improving decision-making, interpersonal relationships and job effectiveness - ultimately strengthening your working environment.

Group Dynamics (MGMT 1025)

Your employees do not work in isolation, but rather with each other to develop products, conceptualize new ways of accomplishing work, solve problems, and serve customers. This workshop will provide practical skills for enhancing group effectiveness and cohesion.

Handling Customer Complaints (MGMT 1030)

Dissatisfied customers tell at least 10 other people about their poor service experience. In this workshop, you will explore some of the most common customer complaints and develop the skills needed to resolve complaints effectively.

Human Resources Management (HRM 1005)

The role of HR is critical in any organization. It's even more important in these competitive, economically challenging times when businesses and their employees can be impacted in profound and significant ways. In this workshop, you will learn the essentials of HR management functions and gain the confidence and know-how you need to succeed.

Interpersonal Skills (MGMT 1013)

Most organizations train managers and employees in on-the-job skills, but overlook vital "soft" skills training. This workshop will give you the kind of ROI needed to improve communication skills that dramatically improve morale, teamwork, productivity, employee retention, customer relations, and your bottom line.

Interviewing Skills (HRM 1006)

Some of the most important decisions made on behalf of an organization involve recruiting new employees. Making the wrong hiring decision is a mistake that can have serious and long-term consequences for any work team or organization. This workshop will provide you with the knowledge and skills you need to identify, hire, and retain the best talent for your organization.

Job Analysis (HRM 1007)

Job analysis is an important function for any manager and a vital role for all human resources professionals. In this workshop, you will learn how to document the requirements of a job and the work performed and help ensure that jobs are accurately described, performance appraisals are appropriately conducted, the right people are selected for and promoted within jobs, and employees are accurately compensated.

Job Design (HRM 1008)

A key element of job satisfaction is that employees feel that their work not only meets the needs of the organization, but is a good fit with their own personal skills and interests. In this workshop, you will learn how to create greater opportunities for individual achievement and recognition by designing jobs to increase a variety of work tasks completed, responsibility, accountability, greater worker autonomy, and increased task identity.

**To register or
for more info**

Visit: www.franklin.edu/prodev

Call: 614.947.6173

Email: prodev@franklin.edu

Non-credit workshops



Leadership & Delegation (MGMT 1002)

Leaders are those who influence others to enact change, embrace improvement, and achieve inspiring goals. Delegation has always been an essential competency for leaders and managers. In today's leaner, more productive workplace, the ability to delegate effectively is now a survival skill for organizational success. This workshop will help you take a new look at an old skill and help you understand what delegating really involves and learn to make confident delegating choices.

Leadership & Influence (MGMT 1000)

How do you influence people you don't supervise directly to get the results you need? Whether you're dealing with your colleagues, employees or senior management, the ability to win respect, influence people, and cultivate cooperation is essential to your professional success. The ability to adapt quickly and work with others to achieve desired results is crucial – especially when you don't have the authority to command their cooperation. In this workshop you will learn the key elements of influencing others when there is lack of authority: personal power, persuasion, and negotiation.

Leadership (MGMT 1019)

Great managers help others see what can be accomplished and provide the spark, inspiration, and direction needed to help them get there. In this workshop, you will study and learn to apply various leadership models that will help you influence others to move in new and more productive directions.

Leading Effective Meetings (MGMT 1012)

As a manager, you spend a very large portion of your time in meetings and not surprisingly, employees report that poorly run meetings are a great waste of time. In this workshop, you will learn how to plan and conduct efficient meetings that get great results.

Managing Conflict (MGMT 1011)

Great managers are skilled at recognizing and diagnosing conflict situations and resolving them in productive ways. In this workshop, you will learn effective strategies for negotiation mediation and achieving win-win outcomes in situations of conflict.

Managing Organizational Improvement (MGMT 1031)

The pace of change in organizations today is escalating rapidly, including changes in technology, products, services, working relationships, and a growing need for new knowledge and skills in the workplace. In this workshop you will learn about key issues and dynamics that shape an organization and how to influence positive change.

Marketing (MKTG 1001)

You are always marketing your personal skills in addition to the services or products of your work unit or organization. In this workshop, you will learn the fundamentals of successful marketing and develop the skills and techniques necessary to help your company develop a marketing orientation that enhances your bottom line.

Negotiation Skills (MGMT 1008)

Whether it's allocating resources for a project, funding a new initiative, defining the terms of a contract or sales agreement, or establishing a supply chain for a new product or service, negotiation is inevitably at the heart of the process. In this workshop you will learn a step-by-step guide to effective negotiation.

Organizational Behavior (AMGT 1021)

Organizational Behavior is the study and application of knowledge about how people, individuals, and groups act in organizations. This workshop defines organizational behavior and identifies the variables and characteristics that influence an individual's behavior in the workplace. Participants will also learn about groups and teams, as well as how decision-making processes, communication styles, organizational structure, and culture influence employee morale and organizational productivity.

Organizational Culture (AMGT 1022)

The culture of an organization is the full set of values that helps its employees understand which actions are desired to move the organization forward in its pursuit of excellence. Understanding how to influence the culture of an organization is a critical skill for any leader as culture has a profound impact on the success of current and future change initiatives.

Organizational Structure (AMGT 1023)

An organization is a collection of interdependent individuals working toward common goals and whose relationships are critical for achieving short- and long-term organizational success. Effective leaders and managers understand how span of control, administrative hierarchy, vision of labor and the organizational chart can be of great benefit to employees in achieving their work objectives.

Performance Management (MGMT 1022)

The best managers find good people to work with, evaluate their performances, and provide frequent feedback. This workshop will help you understand how to select the best employees, appraise their performance, provide timely and appropriate feedback, and coach followers to continually improve.

Personal Productivity (MGMT 1016)

During any work day, we are often faced with disruptions and distractions that reduce our personal productivity. In this workshop, you will learn how to define major obstacles to productivity and take practical steps to improve on-the-job effectiveness and efficiency.

Presentation Skills (MGMT 1042)

The ability to communicate clearly and to gain support and understanding is a critical skill for any employee in today's busy work environment. By attending this workshop, you will learn the fundamental skills you need to project a professional image and convey your ideas and thoughts in an effective manner.

Project Management (AGMT 1013)

The ability to plan and implement projects is a skill that any employee is expected to possess in today's competitive workplace. In this workshop, you will learn how to plan and implement a project successfully and do so in a manner that encourages the support and involvement of others.

Quality Management (MGMT 1032)

It is not enough to develop great products or offer good services – you need to be continually improving those products and services. In this workshop, you will learn the importance of an effective quality management process and techniques for ensuring ongoing quality effectiveness.

Recruitment & Selection (HRM 1009)

Increased globalization coupled with rapid technological developments has shaped how we recruit and select candidates today. As the workforce continues to mobilize, organizations need to find innovative ways to both source and retain staff. From improving the effectiveness of recruiting practices to ensuring the reliability and validity of the selection process, this workshop will allow you to enhance organizational personnel goals.

Selling Professional Services (MGMT 1027)

Whether you are selling your services and expertise within a company or promoting products and services to customers outside your organization, you need to understand how to sell. This workshop will provide you with the skills and knowledge you need to ensure that your personal skills, products, and services are held in high esteem by your internal or external customers.

Strategic Decision Making (MGMT 1043)

When under pressure, it is easy to make quick decisions that are not aligned with and/or that directly contradict longer term goals and strategies. This workshop will help you learn how to assess your strategic plan, make decisions that are tactically and strategically aligned with that plan and discover how to effectively use a step-by-step process to achieve greater results.

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Non-credit workshops

Strategic Management (MGMT 1044)

Learn to develop a strategic plan that directly supports your company's goals. This workshop is designed to combine proven-by-practice strategic management methods with new insights and ideas. You will gain valuable skills and insights to effectively address your strategic concerns in light of the evolving economic and business challenges. Participants in this workshop will gain a wider perspective of management practice through interactive breakout sessions, practice exercises, and case applications.

Strategic Management & Measurement (MGMT 1033)

It is one thing to have a strategic plan and another to know whether you are actually making progress. Nowadays, there's no time or money for strategies that never get off the ground. This workshop will help you understand not only the value of an effective strategy, but also how to measure whether you are making progress.

Strategy, Leadership & Culture (MGMT 1045)

Effective organizations are frequently a harmonious blend of effective long-term strategy, leadership and a culture that brings out the best in all employees. In this workshop, you will learn the characteristics of an effective organization, the role culture plays in driving long-term organizational success, and how leaders bring synergy and focus to the strategic effort.

Stress Management (MGMT 1018)

Positive stress can motivate us to plan ahead and to accomplish worthy goals, but too much can cause a wide variety of problems. In this workshop, you will learn the cost of stress on individuals and the organization and develop practical methods for reducing stress in your life and on the job.

Teamwork (MGMT 1017)

In an increasingly diverse workplace, more projects and initiatives are being accomplished by teams. This workshop will help you understand the basic requirements for creating high performance teams as well as how to serve as a productive team member or team leader.

Technical Report Writing (AMGT 1024)

Communicating verbally is a critical skill for any successful employee, but it is also critical to be able to express oneself well in written terms. In this workshop, you will learn how to enhance your understanding of the technical writing process. You will also develop your personal skills in developing reports and other documents that are clear, concise, and easy to understand.

Telesales (MKTG 1003)

Every successful business utilizes telesales to generate leads and convert them to sales. In this workshop you will learn not only how to "fish for a day, but to fish for a lifetime" by learning how to get the right prospects, understand their needs and interests, and develop sales that drive your personal and organizational success.

The Customer-Driven Organization (MGMT 1026)

Many organizations claim to be customer-focused or customer-centered, but not all conform to the criteria that define a truly customer-driven organization. In this workshop, you will learn what characterizes a customer-centric organization and learn how to improve their work processes and procedures to ensure the best possible service to customers.

The Excellent Organization (MGMT 1046)

All organizations strive to be different and more effective than their competitors, however very few truly understand the qualities that define exceptional organizational performance. To achieve a high degree of success, organizational leaders and managers should understand the factors that will ensure their competitive advantage in today's dynamic marketplace.

The New Manager (MGMT 1015)

One of the more difficult transitions for any employee is that from an individual contributor to one of managing the work of others. Without effective preparation, a fully capable management prospect can struggle and fail in this important role. This workshop is designed to help prospective and new managers transition smoothly and successfully into their first role as a manager or supervisor.

The Work Organization (MGMT 1047)

An organization is a collection of interdependent individuals working toward common goals and whose relationships are influenced by both internal and external factors. It is important for supervisors and managers to understand the factors that influence work inside an organization, the nature of the business itself and its place in the product life-cycle, and the forces that influence its competitive advantage or challenges with other organizations.

Time Management (MGMT 1014)

In today's busy workplace it is important to manage one's time effectively and efficiently. In this workshop, you will learn how to identify major barriers to effective time management, plan your time more strategically, and measure improvements in results.

Training Needs Analysis (HRM 1010)

Almost all employees will have the experience of needing to take some form of training and development at some point in their professional career. A training needs analysis is an important step in determining what training is needed, who needs to be trained and to what level of competence does the training need to be offered. The ability to plan and conduct an effective training needs analysis is a key skill for all human resource professionals and those who aspire to management and supervisory roles.

Professional in Human Resource (PHR/SPHR) Exam Preparation Course

Offered jointly with the Society for Human Resource Management (SHRM), this 8-week online course prepares you to take the Human Resources Certification Institute (HRCI) Professional in Human Resources (PHR) or Senior Professional in Human Resources (SPHR) certification exam.

You'll cover a wide variety of topics, including:

- Strategic Management
- Workforce Planning and Employment
- Human Resources Development
- Compensation and Benefits
- Employee and Labor Relations
- Occupational Health, Safety, and Security

Individuals completing the 8-week online PHR/SPHR preparation course will gain the knowledge and skills needed for both the PHR and SPHR exams. These exams assess generalist knowledge of the HR field, including strategic management, workforce planning and employment, HR development, total rewards, employee and labor relations, and risk management.

Who Should Attend

The PHR exam focuses on the technical and operational aspects of human resources practices as well as U.S. laws and regulations. An ideal PHR candidate:

- Focuses on program implementation rather than creation
- Has a tactical/logistical orientation
- Has 2-4 years of exempt-level (professional) generalist experience

The SPHR exam focuses on the strategic and policy-making aspects of HR management in the United States. An ideal SPHR candidate:

- Designs and plans rather than implements
- Has extensive knowledge of all aspects of HR and ultimate responsibility in the HR department
- Has 4-8 years of progressive exempt-level (professional) experience

WHEN: Mar. 7–Apr. 30 or Oct. 17–Dec. 9
8-week online course

COST: \$1,095



Franklin University is an approved PHR/SPHR exam preparation course provider through the Society for Human Resource Management (SHRM)

Theater of Business



As a business professional, you can learn to improve your effectiveness in the workplace through creative, customized workshops presented by the Theater of Business, an exclusive collaboration provided by Franklin University and Shadowbox Live.

By using sketch comedy, video shorts, music, and drama, you are expertly guided and entertained by a team of performers and university faculty through innovative interactive exercises that help you build team spirit, enhance communication and presentation abilities, or improve customer service and sales skills.

Designed to refine the skills you need to communicate more effectively in today's complex work environment, the Theater of Business merges the world of business with show business.

Connect with – and captivate – your audience:

Through the Theater of Business, you will discover the psychological and social aspects of performance communication as you learn how to speak the language of the listener, grab the attention of your audience, and give dynamic business presentations with the flair of a veteran performer.

You can learn how to create compelling audience interest – whether you are addressing an informal gathering of colleagues or a stadium filled with conference attendees.

The best part about the Theater of Business? You will have so much fun laughing while you learn, the process will seem effortless – and the results will be empowering.



“As William Shakespeare once wrote, ‘All the world’s a stage, and the men and women merely players.’ Indeed, business leaders and managers play many parts that require attention grabbing performance communication. I encourage you to take advantage of this enriching learning opportunity; one designed as a fun, engaging way to advance your professional skills and business results!”

Dr. Christopher Washington

Provost, Franklin University



Theater of Business Workshops

Team Building

- Creating team camaraderie
- Decision making
- Group dynamics
- Team communication
- Valuing diversity

Communication Skills

- Conflict management
- Emotional intelligence
- Negotiation
- Networking
- Presentation

Sales and Service

- World-class customer service
- Dealing with difficult customers
- Making the sale

Conferences/Corporate Events

- Kick-start your conference and corporate events
- Engage in high-energy activities designed to encourage interaction
- Get focused about the goals and successes of your event

Theater of Business programs can be conducted at Shadowbox Live, Franklin University, or on-site at your facility.



Theater of Business is an exclusive collaboration provided by Franklin University and Shadowbox Live.

Certified Business Professional Executive Program

Who Should Attend

Professionals who want to distinguish themselves as leaders in their fields and develop the knowledge and skills they need to attain greater levels of confidence and success will benefit from the courses.

About IBTA

The International Business Training Association (IBTA) is a global, knowledge-centered organization committed to training and certifying business professionals to international standards. IBTA's mission is to equip business professionals with the skills and certification required to meet and surpass business standards in our global industry.



"Every job has core technology and business competencies professionals need to succeed in their careers and organizations. The Certified Business Professional Executive program provides a recognized standard that differentiates between 'ordinary employment seekers' and 'certified professionals.'"

Dr. Garry McDaniel

Associate Dean, Center for Professional Training & Development, Franklin University

Many business professionals in today's fast-paced workplace find it increasingly important to differentiate themselves from their internal and external competition.

The Certified Business Professional Executive Program (CBP) is an international industry credential offered jointly by the International Business Training Association (IBTA) and Franklin University that validates the skills and knowledge of individuals who are committed to exceeding and surpassing all standards for the business professional.

The three-week online learning format offers busy professionals the flexibility to develop cutting-edge skills on their own schedule. Each seminar is taught by highly trained and well qualified faculty from Franklin University. The courses are interactive, engaging and provide practical skills you can apply to your work life. These seminars are designed to prepare you to take the certification examinations.

Benefits of CBP Executive Certification to the Professional

- Eliminates expensive time away from the job
- Provides relevant, job-applicable theory and techniques you can apply immediately
- Allows you to complete coursework at home, at work or when traveling
- Demonstrates your knowledge of industry standards, best practices and technology skills
- Adds professional credibility
- Enhances employability within your company and to prospective employers
- Provides a firm business foundation to pursue additional corporate career paths



Workshops:

Leadership (MGMT 1035)

The CBP™ Leadership Certification equips business professionals with the skills and knowledge required for effective leadership. This module covers the essential skills expected of today's leaders in a hands-on, interactive seminar that uses real-life scenarios to develop practical competencies.

Credit Awarded: 4.5 CEUs

Dates: Feb. 13, May 1, July 31

Cost: \$540

Customer Service (MGMT 1036)

The CBP™ Customer Service Certification provides the foundation for quality service and focuses on building lifelong relationships by developing effective customer-care strategies. The module gives guidelines for emerging technologies and uses a variety of hands-on and interactive scenarios to develop the foundational customer-care skills needed to provide excellent service.

Credit Awarded: 4.5 CEUs

Dates: March 6, May 22, Aug. 21

Cost: \$540

Sales (MGMT 1037)

The CBP™ Sales Certification lays the groundwork for professional selling by helping participants learn the selling process and effective sales methodologies. You will learn the skills and tactics of the leading sales professionals and take part in interactive case studies to master those skills. The module covers all the major sales stages and teaches the best practices in the sales industry.

Credit Awarded: 4.5 CEUs

Dates: March 27, June 5, Sept. 11

Cost: \$540

Business Etiquette and Professionalism (MGMT 1039)

The CBP™ Business Etiquette and Professionalism Certification ensures participants develop the awareness and understanding of business etiquette and the accepted behavior for different business scenarios. You will learn the etiquette requirements for meetings, entertaining, telephone, and other business interaction situations, as well as how to effectively adapt when doing business in a multi-cultural environment.

Credit Awarded: 4.5 CEUs

Dates: April 17, June 26, Oct. 2

Cost: \$540

Business Communication (MGMT 1038)

The CBP™ Business Communication Certification equips the business professional with the best communication practices and develops business communication as a discipline. The module explores the communication process in the business environment, which allows participants to understand how to make better choices in their day-to-day interactions.

Credit Awarded: 4.5 CEUs

Dates: May 8, July 10, Oct. 23

Cost: \$540

**To register or
for more info**

Visit: www.franklin.edu/prodev

Call: 614.947.6173

Email: prodev@franklin.edu

Microsoft Office Training

Is your lack of technology skills holding back your career? Are you searching for office skills training that will provide you with the knowledge of current computer software applications? Our Microsoft Office workshops will ensure you develop the computer-specific skills you need to succeed in your professional role.

Who Should Attend

Office workers, managers, or administrative professionals interested in learning basic or advanced Microsoft Office capabilities will benefit from these courses.



“Microsoft Office continues to be one of the most popular options available for today’s working professional. The hands-on, interactive, work-related workshops in Word, PowerPoint, Excel, Project, and Access will give you the skills you need to enhance productivity, produce professional results, and contribute to organizational success.”

Patricia McCann

Lead Faculty, Statistics and Computer Literacy,
Franklin University

Workshops:

Microsoft Office Basic Word (COMP 1000)

This course provides an overall knowledge of Word. This training will increase participants' productivity by highlighting important tasks such as basic Word features, how to customize Word, format documents, and other basic tools.

Credit Awarded: 1.3 CEUs Dates: Feb. 14-15, June 13-14, Oct. 10-11 Cost: \$530

Microsoft Office Advanced Word (COMP 1001)

Participants will learn some of the more advanced functions of Microsoft Word, such as how to create macros, develop and manipulate tables, manage AutoText, revise styles and themes, and use templates.

Credit Awarded: 1.3 CEUs Dates: Feb. 16-17, June 15-16, Oct. 12-13 Cost: \$744

Microsoft Office PowerPoint (COMP 1002)

In today's work environment, presentations have moved far beyond flip charts and overhead projectors. Audiences not only expect that your presentations are in an electronic format, but also demand that your presentations be unique and sophisticated in their use of such formats. In this course, you will learn how to work with Microsoft Office PowerPoint 2007 to create exciting electronic presentations.

Credit Awarded: 1.3 CEUs Dates: April 18-19, Aug. 15-16, Dec. 12-13 Cost: \$530

Microsoft Office Advanced PowerPoint (COMP 1003)

As a PowerPoint user, you are familiar with the basics of creating a presentation and are able to convey information effectively in a simple way. Static content in a presentation, however, will not keep your audience interested. In this course, you will enhance presentations with features that will transform a basic presentation into a powerful means of communication that is both dynamic and visually appealing.

Credit Awarded: 1.3 CEUs Dates: April 20-21, Aug. 17-18, Dec. 14-15 Cost: \$744

Microsoft Office Excel (COMP 1004)

This course covers the fundamentals of using Excel to create and format spreadsheets, as well as analyze and share information with charts and graphs with hands-on, step-by-step training.

Credit Awarded: 1.3 CEUs Dates: May 16-17, Sept. 19-20, Jan. 18-19 Cost: \$530

Microsoft Advanced Excel (COMP 1005)

This course will provide advanced skills in the use of Excel to improve on-the-job productivity, develop more effective reports, and create reports that get results.

Credit Awarded: 1.3 CEUs Dates: May 18-19, Sept. 21-22, Jan. 20-21 Cost: \$744

Microsoft Office Access (COMP 1006)

This course is designed for individuals who wish to learn the basic operations of the Microsoft Access Database program to perform their day-to-day responsibilities and to understand the advantages using a relational database program can bring to their business processes. You will also gain the fundamental knowledge and techniques needed to advance to more complex Access responsibilities such as maintaining databases and using programming techniques that enhance Access applications.

Credit Awarded: 1.3 CEUs Dates: March 14-15, July 11-12, Nov. 7-8 Cost: \$530

Microsoft Office Advanced Access (COMP 1007)

This Advanced Access training class is targeted at intermediate users of Access who need to work with related tables; create advanced queries, forms, and reports; write macros to automate common tasks; and perform general database maintenance.

Credit Awarded: 1.3 CEUs Dates: March 16-17, July 13-14, Nov. 9-10 Cost: \$744

Microsoft Office Basic Project (COMP 1008)

Whether you manage multiple projects or just an occasional project here and there, effective project management skills are critical in today's professional environment. This hands-on workshop covers the project management basic skills you need to develop a project plan and manage execution of the project using the Microsoft Project software.

Credit Awarded: 1.3 CEUs Dates: Jan. 24-25, May 2-3, Sept. 26-27 Cost: \$599

Microsoft Office Advanced Project (COMP 1009)

This course is designed for those who have responsibility for managing multiple projects and are interested in enhancing their skills for advancement in the project management field.

Credit Awarded: 1.95 CEUs Dates: Jan. 26-27, May 4-6, Sept. 28-30 Cost: \$799

**To register or
for more info**

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Call: 614.947.6173

Email: prodev@franklin.edu

LEAN/Six Sigma Certificates

These certifications will help professionals in the fields of logistics, healthcare, manufacturing, information technology, government, and financial services obtain the knowledge and skills they need to gain an edge over competitors, dramatically improve productivity, and enhance organizational effectiveness.

Who Should Attend

Six Sigma White Belt

Team members, executives, managers, and project leaders who want an overview of Six Sigma and to understand how it drives company success.

Six Sigma Yellow Belt

Team members on Six Sigma projects and individuals wishing to start their Six Sigma training.

Six Sigma Green Belt & Black Belt

Quality professionals, managers, Six Sigma professionals, process improvement leaders, project managers, quality engineers, and supervisors should pursue these certifications.

LEAN Gold Practitioner

Managers in manufacturing, engineering, and operations, and professionals who are challenged to improve their business unit quality and performance.

Workshops:

Six Sigma – White Belt Certification (OSCM 1003)

Individuals will learn what LEAN Six Sigma is, how it developed, and the tools used to streamline and strengthen manufacturing and service industries. The skills learned will enable participants to understand how LEAN Six Sigma can improve quality and reduce costs while increasing customer satisfaction. Participants will also learn how LEAN Six Sigma enhances quality programs, customer retention, and cost reduction using LEAN Six Sigma methodologies.

Credit Awarded: .3 CEUs

Dates: Feb. 2, April 6, Aug. 3, Nov. 2

Cost: \$99

Six Sigma – Yellow Belt Certification (OSCM 1004)

The LEAN Six Sigma Applied Yellow Belt course focuses on the key skills, tools, and processes of the LEAN Six Sigma methodology while maintaining the LEAN Six Sigma Body of Knowledge (BoK) in a blended learning environment. Participants will accomplish in-class and self-directed learning as well as project work. The skills learned will enable participants to be a valuable LEAN Six Sigma project team member and assist the Team Leader in all aspects of a LEAN Six Sigma project. The course is organized following the DMAIC methodology, and introduces LEAN and Statistics.

Note: Laptop recommended

Credit Awarded: 1.3 CEUs

Dates: April 7-8, Oct. 6-7

Cost: \$1,899



“In today’s highly competitive environment, there is no room for error and poor quality. The best organizations work diligently to delight their customers and seek new ways to exceed their expectations. This is precisely why Six Sigma quality must become a major element in your personal skill set and a part of your company’s culture.”

Esau Borja

Vice President, International Society
for Six Sigma Certifications

Six Sigma – Green Belt Certification (OSCM 1000)

The Applied Six Sigma training for Green Belt will provide the skills and knowledge you need to participate as a Six Sigma Green Belt on a process-improvement team and lead a Green Belt-level process-improvement project. Your instructor will take you through a Six Sigma process improvement project using the DMAIC roadmap, teach the concepts and tools needed to participate and lead successful Green Belt projects. You will also receive an introduction to the Applied Six Sigma Business Management methodology and the role of a Green Belt project team member and Green Belt-level project leader.

Those desiring to take the LEAN Six Sigma Black Belt course must take this class as a prerequisite.

Note: Laptop recommended

Credit Awarded: 1.3 CEUs Dates: Jan. 24-26, April 18-20, July 18-20, Oct. 17-19 Cost: \$3,099

Six Sigma – Black Belt Certification

The Applied Six Sigma training for Black Belt will give you the skills to lead a Six Sigma Black Belt process improvement project team and function as a Six Sigma Team Champion in identifying opportunities for improvement within your organization. You will learn the Six Sigma Business Management methodology, the role of a Black Belt project leader, how to work within your organizational structure to help guide Six Sigma Champions in improvement opportunity identification and project selection, basic LEAN (Learn, Examine, Amend, Note) principles, team dynamics, and situational leadership skills, advanced Return on Investment analysis methods, and advanced statistical analysis tools.

Note: Laptop recommended

Credit Awarded: 3.5 CEUs Dates: Jan. 24-28, April 18-22, July 18-22, Oct. 17-21 Cost: \$4,169

LEAN Gold Practitioner Certification

LEAN (Learn, Examine, Amend, Note) is a systematic, continuous improvement approach that drives value to the customer through flow improvement and by eliminating unnecessary or “non-value added” processes. The LEAN course focuses on process improvement and elimination of waste as the key attributes in streamlining operations and improving cash flow. LEAN certification will help your organization increase profits, reduce cycle time, increase capacity and productivity while improving quality.

Note: Laptop recommended

Credit Awarded: 2.1 CEUs Dates: Jan. 31-Feb. 2, April 25-27, July 25-27, Oct. 24-26 Cost: \$1,599

Value Stream Mapping

This course will provide participants with the knowledge and skills you need to understand and assist management with value-based change, waste reduction, and improved profitability. Value Stream Mapping is a highly effective visual tool designed to help personnel understand and streamline work processes using the tools and techniques of LEAN. The goal of Value Stream Mapping is to identify opportunities to eliminate or reduce waste in a process and it serves as an excellent communications, strategic planning, and change management tool.

Prerequisite: LEAN Gold Practitioner Course or instructor approval

Note: Laptop recommended

Credit Awarded: 1.3 CEUs Dates: Feb. 3-4, April 28-29, July 28-29, Oct. 27-28 Cost: \$1,699

Introduction to Statistics

This course will help participants understand the statistical tools needed to provide high-quality qualitative and quantitative statistical data for Six Sigma projects. By evaluating data using proven statistical business tools and techniques, participants learn to make effective, fact-based business decisions.

Prerequisite: Introductory knowledge of Excel is required. No prior knowledge of statistics or data analysis is required.

Credit Awarded: 2.1 CEUs Dates: March 7-9, Sept. 26-28 Cost: \$2,310

Advanced Statistics

In this course, participants will learn to understand the more advanced analysis tools required to provide high-quality qualitative and quantitative statistical data for your quality improvement and reengineering projects.

Credit Awarded: 1.3 CEUs Dates: June 9-10, Dec. 8-9 Cost: \$2,465

Organizational Change

The powerful tools, techniques, and software that are used in this course will provide participants with the skills and confidence to provide immediate value to their operations. The course training approach includes real-time business application of Operational Change Acceleration Process (OCAP) driven with focus in Breakthrough Improvement (tools customized toward the specific business sector requesting the training).

Note: Laptop recommended

Credit Awarded: 2.1 CEUs Dates: May 9-11, Nov. 7-9 Cost: \$2,674

Certified Manager Process Improvement

This course covers the essential aspects of process improvement methods and analysis. It is designed to provide professionals with the topics, direction, mentoring, and case studies needed to realize the full advantages of process improvement.

Note: Laptop recommended

Credit Awarded: 2.1 CEUs Dates: March 21-23, Sept. 19-21 Cost: \$3,745

Upon registration for the Applied Six Sigma Green or Black Belt courses, each participant will be emailed a required pre-work packet. The completion of the pre-work will provide the participant skills to be able to begin the class with the necessary selected project to be used during class time and for certification purposes.

**To register or
for more info**

Visit: www.franklin.edu/prodev

Call: 614.947.6173

Email: prodev@franklin.edu

Fire Officer I Course

Designed to give firefighters the knowledge and skills necessary to advance to the role of Fire Officer, this 10-week online course also provides a way for current officers to enhance their understanding of fire officer roles and responsibilities. Participants will develop their leadership capabilities, apply critical concepts in team dynamics and interpersonal relationships, increase their understanding of pertinent laws, regulations, and improve their ability to build community involvement.

- Qualifies for college credit at Franklin University
- Minimizes time away from the job
- Includes two day-long residencies that eliminate overnight lodging costs*
- Blends current theory and practices with a leadership focus
- Applies case studies to course knowledge
- Relevant and current information taught by active-duty fire officers
- Complies with all NFPA standards and guidelines



WHEN: **Feb. 14** (residencies on Feb. 18 & Apr. 22)
or
May 16 (residencies on May 20 & July 22)

COST: **\$450**

*All participants are required to attend on-site classes at Franklin University on scheduled residency dates from 8 am-5 pm.

Project Management

The ability to manage and guide projects effectively is a critical skill for any professional in today's competitive workplace. Improving your ability to lead projects will increase your organizational and individual performance and help distinguish you from your contemporaries. The Project Management workshops will provide the knowledge and skills you need to compete in today's fast-paced, highly technical workplace.



Who Should Attend

Operating managers, project managers, and project team members who desire a thorough understanding of the essential skills and techniques of project management.



"The Project Management workshops give forward-thinking professionals the real-world skills they need to go beyond simply 'managing projects' to leading others to attain exceptional project results."

Dr. Debra Petrizzo

Lead Faculty, Master of Business Administration,
Franklin University

Workshops:

Introduction to Project Management

This course will provide participants with the skills and knowledge needed to complete projects on time, within budget and scope, and to satisfy customers with the level of work and service provided. In this comprehensive course, you will learn the standards, tools, and techniques needed to serve as an exceptional project manager.

Credit Awarded: 2.1 CEUs

Dates: Jan. 26-28, March 29-31, July 12-14, Oct. 18-20

Cost: \$2,349

PMP Exam Prep

This intensive, 5-day course provides participants with the detailed knowledge and framework needed to achieve Project Management Professional Certification. You will develop an understanding of the Project Management Institute's (PMI) terminology, processes, and knowledge areas that make up the PMBK (body of knowledge).

Credit Awarded: 3.5 CEUs

Dates: Jan. 31-Feb. 4, April 25-29, Aug. 15-19, Dec. 12-16

Cost: \$4,169

To register or
for more info

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APICS – Fundamentals of Operations Management

APICS (The Association for Operations Management) is the global leader and source of the body of knowledge in operations management, including: production, inventory, supply chain, materials management, purchasing, and logistics.

These workshops will provide you with the key principles and practices used in industry today, enhance your professional career goals and assist you in passing the national certification exams.



Who Should Attend

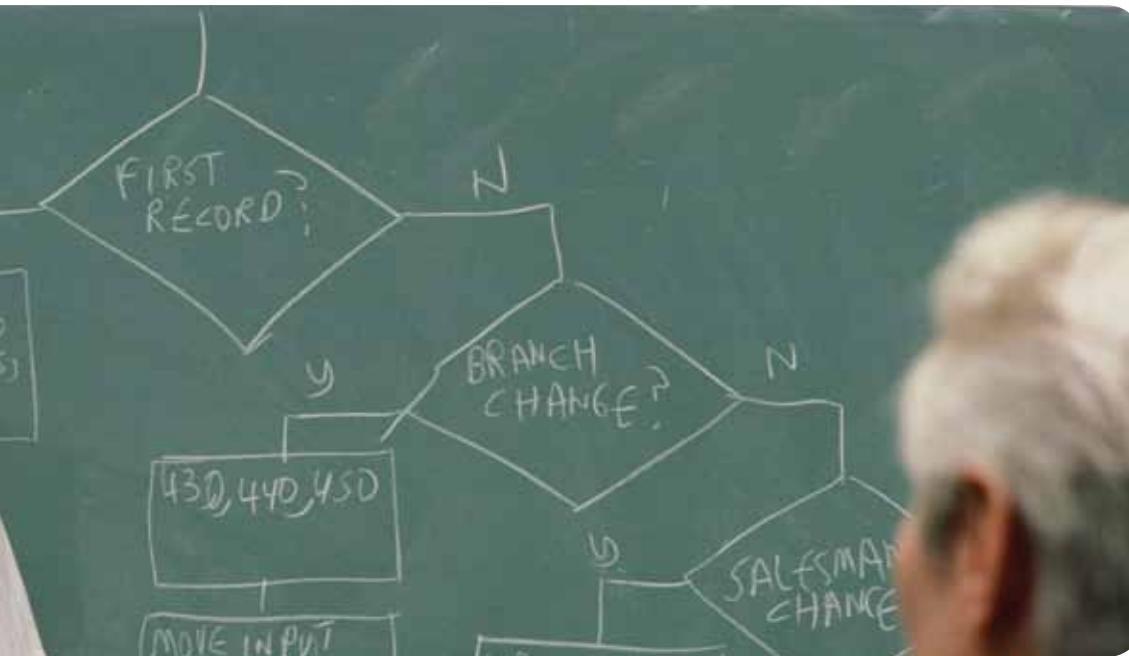
Front line and management staff who need to understand the body of knowledge in operations management, including: production, inventory, supply chain, materials management, purchasing, and logistics.



“Effective and efficient operations management is the key to success in the world marketplace. This requires knowledge of the current best practices in strategic management, planning, supply chain management, inventory control, and execution of operations. APICS training provides the foundation for these capabilities.”

Paul Gormas

Instructor/Senior Consultant, the International Society for Six Sigma Certifications



Workshops:

Fundamentals of Inventory Control

Participants in this seminar are introduced to essential vocabulary and skills in identifying and applying the basic principles of inventory management. Basic methods of planning and controlling inventory in manufacturing, institutional, distribution, and retail environments are covered. The questions of what to stock are addressed through an examination of current and evolving technologies of inventory management.

Credit Awarded: 3.5 CEUs

Dates: Jan. 10-14, July 18-22

Cost: \$2,999

Fundamentals of Planning

This course introduces the principles of effective planning and presents the concepts of planning from the strategic to tactical level. Participants work together to solve problems, develop plans, build teams, and present solutions. Through this course, you learn the essential ingredients of effective planning and have an opportunity to practice and enhance your own planning skills.

Credit Awarded: 3.5 CEUs

Dates: Feb. 7-11, Aug. 1-5

Cost: \$2,999

Fundamentals of Manufacturing Control

This course deals with priority and capacity management through the use of material requirements planning, capacity management, capacity requirements planning, production activity control, and Just In Time. This course explores the execution of the production plan and master production schedule, reactions to capacity constraints, and maintenance of individual order control.

Credit Awarded: 3.5 CEUs

Dates: Feb. 28-March 4, Aug. 29-Sept. 2

Cost: \$2,999

Fundamentals of Operations Management

This course is concerned with the design of systems to produce goods and services and in the operation of those systems. It discusses relationships within the company environment, particularly with marketing and product design.

Fundamentals of Operations Management is a core course in the APICS Fundamentals of Materials and Operations Management series.

Credit Awarded: 3.5 CEUs

Dates: March 14-18, Sept. 12-16

Cost: \$2,999

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OSHA Workshops for General Industry

In general industry, Occupational Safety and Health Administration (OSHA) regulations affect your job and the safety of your colleagues every day. An understanding of OSHA regulations and frequently cited violations will help your company avoid citations and increase compliance with OSHA general industry regulations.

Who Should Attend

These workshops are designed for managers, supervisors, and team leaders who are responsible for the safety and health of an organization or department, and individuals who want to develop effective management practices that help reduce the occurrence of accidents, injuries, and the spread of illness.

Franklin University is an approved host OSHA training site through the University of Cincinnati and the Great Lakes Regional OTI Education Center.



“Safety is one of the primary expectations employees have while at work. Workplace safety is the responsibility of the management to ensure that employees feel secure about undertaking their jobs with confidence.”

Dr. Brian Gregory

Program Chair, Operations & Supply Chain Management, Franklin University

As a designated host training site for the University of Cincinnati NIOSH Education and Research Center (created by the Occupational Health and Safety Act in 1970 to conduct research and training of health and safety professionals) Franklin University’s CPTD offers continuing education in the areas of occupational medicine, occupational health nursing, industrial hygiene, occupational safety, and closely related fields of study, to organizations within the United States and overseas.

Workshops:

OSHA 10-Hour General Industry Outreach Training Program (AMGT 1002)

This course is ideal for supervisors with safety and health responsibilities, and for employee safety and health awareness. You will be introduced to OSHA policies, procedures, and standards, as well as general industry safety and health principles. Special emphasis will be placed on general hazard recognition, control, and prevention. Upon successful completion of the course, participants will receive an OSHA general industry safety and health 10-hour course completion card.

Instructor: Jeff Whitaker

Credit Awarded: 1 CEU

Dates: Oct. 18-19

Cost: \$249

OSHA 30-Hour General Industry Outreach Training Program (AMGT 1003)

This course is a comprehensive safety program designed for anyone involved in general industry and is specifically devised for safety directors, foremen, and field supervisors. All participants will receive an OSHA general industry safety and health 30-hour course completion card.

Instructor: Jeff Whitaker

Credit Awarded: 3 CEUs

Dates: Nov. 12, 18, 19, & 26

Cost: \$575

Fall Hazard Awareness for General Industry (AMGT 1006)

This 4-hour course offers an awareness of the issues involved with fall protection. A focus on the theory of fall protection and the need to protect workers at height highlights this informative seminar. Participants are introduced to the legislation governing fall protection as well as the components of a fall protection system including body holding devices, anchorages, connectors, and rescue.

Instructor: Jeff Whitaker

Credit Awarded: 0.35 CEUs

Dates: Dec. 1

Cost: \$125

Trainer Course for General Industry Standards (OSHA 501) (AMGT 1008)

This course is designed for people interested in teaching the 10- and 30-hour general industry safety and health outreach program to their employees and other interested groups. Special emphasis is placed on those topics that are required in the 10- and 30-hour programs as well as those that are most hazardous, using OSHA standards as a guide. Participants are briefed on instructional approaches and the effective use of visual aids and handouts. Successful completion authorizes you to become a trainer in the OSHA Outreach Training Program, to conduct both 10- and 30-hour general industry safety and health courses and to issue student cards to participants after verifying course completion.

Prerequisite: OSHA 511 and five years of general industry safety experience. A college degree in occupational safety and health, a Certified Safety Profession (CSP) or a Certified Industrial Hygienist (CIH) designation in the applicable training area may be substituted for two years of safety work experience.

NOTE: Those enrolled in the OSHA 501 course who wish to participate as authorized trainers in the OSHA Outreach Training Program must prepare a presentation on an assigned OSHA General Industry Outreach topic individually or as part of a group and successfully pass a written exam at the end of the course.

Instructor: Tim Roberts

Credit Awarded: 2.6 OSHA CEUs; 4.34 ABIH (Safety) CM Points

Dates: Nov. 22-25

Cost: \$800

Confined Space Entry Awareness (AMGT 1009)

This 7-hour workshop will address proper procedures for entering and working in a Confined Space as set forth in OSHA General Industry Regulation, 29 CFR 1910.146. Participants will learn to identify, classify, and control confined space; permit required confined spaces; proper use and maintenance of body harnesses, tripods, retrieval devices and other personal protective equipment; correct methods for air monitoring and ventilation; and the responsibilities of authorized entrants, attendants & supervisors.

Instructor: Billy Ring

Credit Awarded: 0.7 CEUs

Date: Dec. 8

Cost: \$195

Update for General Industry Outreach Trainers (OSHA 503) (AMGT 1011)

This course is designed for those who have completed the OSHA 501 instructor course in Occupational Safety and Health Standards for the General Industry and are authorized trainers in the OSHA Outreach Training Program. It provides an update on such topics as OSHA general industry standards, policies, and regulations.

Instructor: Tim Roberts

Credit Awarded: 1.8 OSHA CEUs; 3.01 ABIH (Safety) CM Points

Dates: Oct. 19-21

Cost: \$600

**To register or
for more info**

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Email: prodev@franklin.edu

Certified in Production and Inventory Management

The Certified in Production and Inventory Management (CPIM) program is administered by APICS, an international inventory and supply chain management educational organization. Since 1973, CPIM has certified more than 90,000 manufacturing professionals on essential terminology, concepts, and strategies related to key aspects of production and inventory management. Offered jointly with the International Society for Six Sigma Certifications, this series of seminars will prepare you to take the Certified in Production and Inventory Management exam.

Who Should Attend

In an increasingly challenging global economy, operations and supply chain professionals must constantly update their skills and knowledge to stay competitive and to thrive. Distinguish yourself and enhance your marketability by earning an internationally recognized APICS CPIM (Certified in Production and Inventory Management) certification.

By completing this series you will:

- Increase your functional knowledge of production and inventory management
- Improve efficiency across the processes of your organization's supply chain
- Streamline operations through more accurate forecasting
- Predict outcomes more quickly
- Maximize customer satisfaction by delivering products and services just-in-time
- Increase profitability by optimizing your organization's inventory
- Enhance your credibility among your peers, employers and customers



"The Production and Inventory Management program will increase your technical knowledge and expertise in production, inventory management and supply chain management as well as prepare you for the APICS-The Educational Society for Resources Management-CPIM national examinations."

Daymond Cox

President, the International Society for Six Sigma Certifications

Workshops:

Basics of Supply Chain Management

The Basics of Supply Chain Management CPIM module explores the basic concepts in managing the complete flow of materials from supplier to customer. Fundamental vocabulary and the relationship between supply chain activities are emphasized.

The module is a suggested prerequisite to the other modules in the CPIM program.

Credit Awarded: 3.5 CEUs Dates: April 4-7, Sept. 26-29 Cost: \$2,999

Master Planning of Resources

Master Planning of Resources explores sales and operations planning processes used to develop production plans and forecasting requirements. In this module, you will learn to identify and assess internal and external demand and forecasting requirements. You will focus on developing a master schedule and achievable master production schedules.

Credit Awarded: 3.5 CEUs Dates: April 18-21, Oct. 10-13 Cost: \$2,999

Detailed Scheduling and Planning

Detailed Scheduling and Planning examines the various techniques for material and capacity scheduling. The Detailed Scheduling and Planning CPIM module provides participants with various techniques for material and capacity scheduling. You will study detailed descriptions of material requirements planning (MRP), capacity requirements planning (CRP), inventory management practices, and procurement and supplier planning.

Credit Awarded: 3.5 CEUs Dates: May 2-5, Oct. 24-27 Cost: \$2,999

Execution and Control of Operations

This course focuses on the areas of prioritizing and sequencing work, executing work plans and implementing controls, reporting activity results, and providing feedback on performance.

Credits Awarded: 3.5 CEUs Dates: May 23-26, Nov. 14-17 Cost: \$2,999

Strategic Management of Resources

Strategic Management of Resources explores the relationship of existing and emerging processes and technologies to manufacturing strategy and supply chain-related functions. The course addresses three main topics: aligning resources with the strategic plan, configuring and integrating operating processes to support the strategic plan, and implementing change.

Credit Awarded: 3.5 CEUs Dates: June 13-16, Dec. 5-8 Cost: \$2,999

CPIM – Certified Production Inventory Management Exam Prep

The APICS CPIM Exam Prep course provides an intense review of certification topics. Each course includes an instructor-led, detailed, step-by-step review to make it easy and convenient to revisit the topic knowledge. Each module of the CPIM course covers key concepts and includes example review questions. Modules include: Execution and Control of Operations, Supply Chain Management, Detailed Scheduling and Planning, Strategic Management of Resources, and CPIM Exam Preparation.

Credits Awarded: .3 CEUs Dates: June 27-30, Dec. 12-15 Cost: \$2,999

**To register or
for more info**

Visit: www.franklin.edu/prodev

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Email: prodev@franklin.edu

ITIL V3 (IT Infrastructure Library)

ITIL is the abbreviation for the guideline IT Infrastructure Library and serves as the worldwide de facto standard for service management. ITIL contains broad and publicly available professional documentation on how to plan, deliver, and support IT service features.

Who Should Attend

IT managers and team members seeking knowledge and understanding of the ITIL V3 service.



"ITIL represents a very complete and principled approach to management and governance of IT infrastructure. The implementation of ITIL is a complex, large undertaking, and requires solid understanding of the principles and careful design of a staged plan. This requires the intensive training provided by these courses."

Dr. Ronald Hartung

Department Chair, Computer Sciences & Mathematics, Franklin University



ITIL V3 Foundations

ITIL provides a structure of processes and procedures for IT Service Management. The ITIL V3 Foundations course is a 3-day overview of the five stages of the ITIL V3 Service Lifecycle and the practice of IT Service Management in preparation for the ITIL Foundations Service Exam.

Credit Awarded: 2.1 CEUs Dates: Jan. 11-13, April 5-7, July 5-7, Oct. 4-6 Cost: \$1,459

ITIL V3 Service Operation

Participants in this course learn the practical aspects of the ITIL V3 Service Lifecycle and the processes associated with Service Operation. The course focuses on the Service Operation process activities, supporting methods, and approaches to executing these processes in a practical, hands-on learning environment.

Credit Awarded: 2.6 CEUs Dates: Feb. 21-23 Cost: \$2,140

ITIL V3 Planning, Protection, and Optimization

In this course, participants will gain an understanding of the practical aspects of the ITIL V3 Service Lifecycle and processes associated with planning, protection, and optimization necessary to ensure IT departments can effectively manage customer demand, availability, and capacity while mitigating risk.

Credit Awarded: 2.6 CEUs Dates: March 14-18 Cost: \$2,140

ITIL V3 Continuous Service Improvement

In this course, participants will gain competency in the principle, processes, activities, and functions of Continual Service Improvement as part of the ITIL Service Lifecycle. You will gain an understanding of the technology and implementation considerations for Service Improvement as well as the operational challenges, risks, and critical success factors.

Credit Awarded: 2.6 CEUs Dates: May 9-11 Cost: \$2,140

ITIL V3 Operational Support and Analysis

This intensive course provides participants with an extensive examination of the practical aspects of the ITIL V3 Service Lifecycle and processes associated with the Operational Support and Analysis of services and service delivery. This course provides participants with the skills they need to successfully complete the APMG/EXIN Intermediate level Certificate in Operational Support and Analysis.

Credit Awarded: 2.6 CEUs Dates: May 9-13 Cost: \$2,140

ITIL V3 Service Transition

The main focus of this course is on the Service Transition process activities, supporting methods and approaches for executing these processes in an interactive learning environment. The course provides three credit hours toward MALC and Expert certification.

Credit Awarded: 2.6 CEUs Dates: June 13-15 Cost: \$2,140

ITIL V3 Release, Control, and Validation

This intensive course immerses participants in the real-world aspects of the ITIL V3 Service Lifecycle and processes associated with the Release, Control, and Validation of IT services and service delivery.

Credit Awarded: 2.6 CEUs Dates: July 11-15 Cost: \$2,140

ITIL V3 Service Strategy

Those who attend this course will become familiar with the overall concepts, processes, policies, and methods associated with the Service Strategy phase of the Service Lifecycle. Participants learn management and control of the activities and techniques with the Service Strategy phase. The course uses an engaging scenario-based approach to learning the core disciplines of the ITIL best practice and positions you to successfully complete the associated exam.

Credit Awarded: 2.6 CEUs Dates: Aug. 8-10 Cost: \$2,140

ITIL V3 Service Offerings and Agreements

In this course, participants examine the elements of the ITIL V3 Service Lifecycle and processes related to the Service Offerings and Agreements of services and service delivery. You will focus on the operational level process activities, supporting methods, and approaches to executing these processes in a practical hands-on learning environment.

Credit Awarded: 2.6 CEUs Dates: Sept. 12-16 Cost: \$2,140

ITIL V3 Service Design

ITIL Service Design best practices enable IT departments to design services and govern practices, policies, and procedures that facilitate the introduction of services into a live environment, thereby ensuring quality service delivery, customer satisfaction, and cost-effective service provision. You will learn how to play, implement, and optimize the Service Design processes and gain the skills required to take the ITIL Intermediate Qualification: Service Design Certification Exam.

Credit Awarded: 2.6 CEUs Dates: Oct. 10-12 Cost: \$2,140

ITIL V3 Managing Across the Lifecycle

This course provides participants with an in-depth understanding of the ITIL V3 Service Lifecycle and how its implementation will enhance provision of IT services.

Credit Awarded: 2.6 CEUs Dates: Oct. 24-28 Cost: \$2,140

**To register or
for more info**

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ITIL V3 (IT Infrastructure Library)

Lifecycle Track

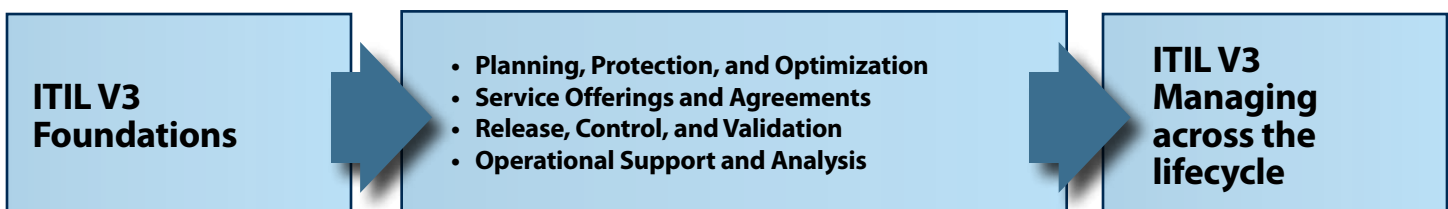


The Lifecycle series of courses focus on how the discipline of the Lifecycle phase is managed. The Lifecycle modules tend to focus within the particular phase rather than across the lifecycle as a whole. All courses look at Service Management as a discipline, the processes associated, the roles required and the technology implications for the Lifecycle phase. Each course leads to an ITIL V3 Lifecycle examination which can be taken stand-alone or combined with other examination towards the ITIL V3 Expert qualification. Lifecycle exams toward this qualification may be taken in any order and may be mixed with capability exams.

Who Should Attend

Process owners, Lifecycle stage managers, ITSM implementation teams, consultants, stakeholders, and anyone else involved in an ITSM project.

Capability Track



The Capability courses examine how the disciplines of Service Management are performed. The Capability modules focus mainly within a particular phase of the lifecycle but also combine this with processes that are aligned together to provide a capability across more than one phase. The main purpose is to understand management of an area of capability rather than just a single Lifecycle phase. All courses look at Service Management as a discipline, the processes associated, the roles required, and the technology implications for the Capability.

Who Should Attend

Process managers, line managers, and those who will execute the daily activities of one or more process.

The Lifecycle and Capability Track both lead to an ITIL V3 Lifecycle examination, which can be taken stand-alone or combined with other examination towards the ITIL V3 Expert qualification. Like with the Lifecycle exams, Capability exams may be taken in any order and may be mixed with Lifecycle exams to the required value in order to achieve ITIL V3 Expert, once the Managing Across The Lifecycle has been passed.

About Franklin University

A Leader in Higher Education

Since 1902, Franklin University has been a pioneer in meeting the needs of students who have the ambition to continue their education in combination with other responsibilities.

As a nonprofit, private institution, Franklin University is renowned for offering adult students multiple scheduling options, flexible learning formats, and excellent personal attention. Franklin is also highly respected for designing programs that enable students to make immediate and significant contributions in the workplace.

More than 11,000 students call Franklin University their educational home each year. Most Franklin students work full time and raise families while pursuing their education.

Franklin University Offers

- 27 undergraduate majors
- 5 graduate programs
- Maximized transfer credit
- Personalized student services
- Flexible scheduling and various course lengths

Franklin University Facts

- Serves 500 international students a year, representing more than 50 different countries
- Partnerships with more than 265 community colleges across the nation and with multiple universities overseas
- Competitive tuition rates well below the national average
- Central Ohio employers rank Franklin University as the #1 choice for working adults
- Franklin University's alumni community includes more than 33,000 graduates currently working at some of the largest companies in the world



"For more than 100 years, Franklin University has served the educational needs of ambitious adults seeking academic degrees. We now take pride in being able to offer high-quality training for working adults who want to enhance their professional skills in today's competitive environment."

Dr. David Decker

President, Franklin University

Frequently Asked Questions

Q: How do I register for a workshop?

A: You can register online at www.franklin.edu/prodev, through email: prodev@franklin.edu or by phone: 614.947.6173.

Q: Who can register?

A: Non-credit workshops are open to the public. Some may have certain experience or educational requirements or recommendations. If applicable, these will be included in the class description.

Q: When can I register?

A: It is recommended you register promptly, since many workshops fill up early. The deadline for registration is either the workshops start date, the published registration deadline, or when the workshops reaches maximum capacity, whichever comes first.

Q: When do I have to pay?

A: Unless otherwise stated, tuition and workshop-related fees are due at the time of registration. Payment may be in the form of accepted credit cards, invoice, purchase order, or direct billing.

Q: Can you bill my employer directly?

A: Tuition may be billed to your employer with a formal written authorization. A direct billing form for your employer can be obtained at www.franklin.edu/directbilling.

Q: Where do I get workshop materials?

A: In most cases, workshop materials are included as part of the registration fee and are provided at the first class. If you need to purchase materials separately, this information will be provided on the workshops registration webpage or indicated in the confirmation announcement you receive.

Q: Where should I park on Franklin University's campus?

A: You should park in lots designated for students and visitors. Parking is free and a pass is not required. Please do not park in restricted parking areas without proper authorization. A map of the campus is available on the Franklin website – www.franklin.edu, or on page 32 of this catalog - see lots A, B, D, E, and G on Main Campus.

Q: Will I get a record of completion for a workshop I attend?

A: Unless otherwise specifically stated, you will receive a record of attendance.

Q: What is the CPTD cancellation policy?

A: The Center for Professional Training & Development reserves the right to cancel, postpone, limit enrollment, split or combine classes, and change instructors and room assignments as necessary.

Q: How do I get a refund?

A: Cancellation requests must be received via mail, fax, email, or phone. Be sure to include the workshop name, date, and time.

For requests received at least five business days prior to the start of the course, your total payment, minus a \$25 processing fee, will be refunded. For requests received less than five business days before the start of the course, half of your total payment will be refunded.

Any cancellation prior to the scheduled training is eligible for a transfer to another date during the same calendar year. There will be no refund or transfer for no-calls or no-shows.

If you decide to cancel your registration, email your request to prodev@franklin.edu, call 614.947.6173, or fax 614.947.6977. Once your request has been received, you will be notified by the Center for Professional Training & Development of our receipt of your request.

Q: If I can't attend a training session, can a colleague attend in my place?

A: Yes, a colleague may substitute for you if you cannot attend or transfer to another workshop.

Q: Can I receive Continuing Education Units (CEUs) for attending a training program?

A: The Center for Professional Training & Development provides CEUs based on a formula of 0.1 CEUs for each contact hour (i.e., 15 contact hours is equal to 1.5 CEUs). The number of CEUs to be awarded for any training event will be included in the course description.

Q: How can I verify my CEUs from CPTD?

A: To obtain information on qualifying programs for CEU awards or to obtain verification of CEUs for participating in Franklin University sponsored programs, contact CPTD at 614.947.6173. Please include your name, mailing and email address, and the name(s) and date(s) of the program(s) you have attended.

Academic Programs

Bachelor of Science

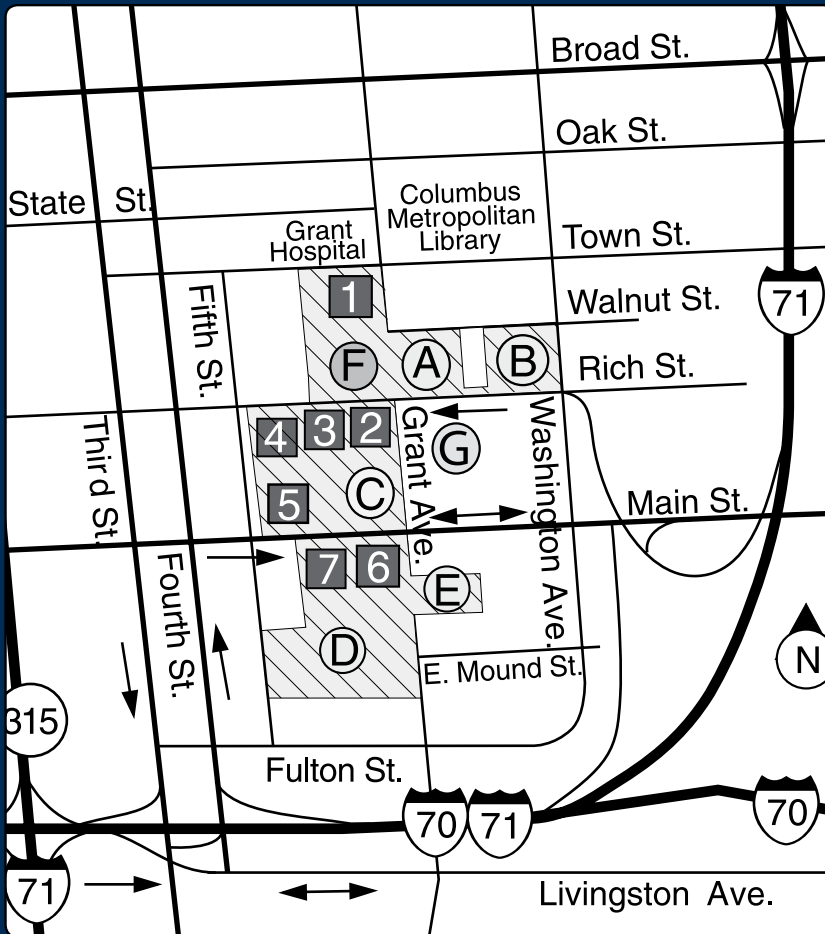
Accounting
Allied Healthcare Management
Applied Management
Applied Psychology
Business Administration
Business Economics
Business Forensics
Computer Science
eMarketing
Financial Management
Financial Planning
Forensic Accounting
Healthcare Management
Healthcare Information Systems Management
Human Resources Management
Information Technology
Interactive Media Design
Interdisciplinary Studies
Management
Management Information Sciences
Marketing
Operations & Supply Chain Management
Organizational Communication
Public Relations
Public Safety Management
Safety, Security & Emergency Management
Web Development

Graduate Programs

MBA
M.S. in Accounting
M.S. in Instructional Design &
Performance Technology
M.S. in Computer Science
M.S. in Marketing & Communication



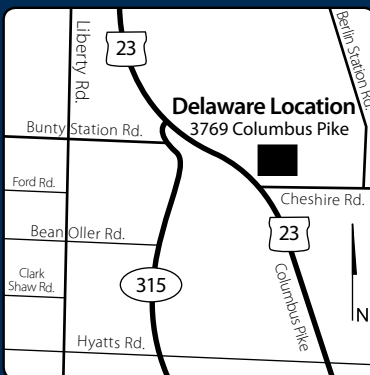
Campus Maps



Main Campus

201 S. Grant Ave.,
Downtown Columbus

Contact Information:
614.797.4700, 1.877.341.6300



Delaware Location

3769 Columbus Pike
Delaware, Ohio

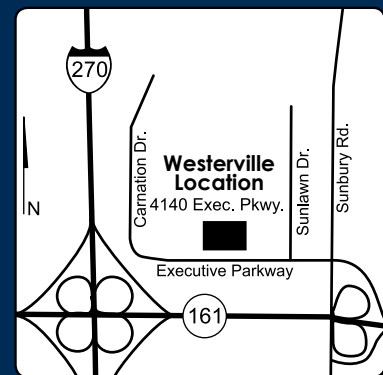
Contact Information:
614.797.4700,
1.877.341.6300



Dublin Location

495 Metro Place South
Dublin, Ohio

Contact Information:
614.947.6700,
1.877.341.6300



Westerville Location

4140 Executive Parkway
Westerville, Ohio

Contact Information:
614.947.6690,
1.877.341.6300

Free parking is available at all locations

Faculty & Facilitators

Lauren Bernard, MBA
Faculty, CPTD

Esau Borja
Vice President
International Society for Six
Sigma Certification

Dr. Charles Dygert
Chairman & CEO
Motivational Enterprises
International, Inc.

Dr. Ray Forbes
Professor, MBA Program

Paul Gormas
Instructor/Consultant
International Society for Six
Sigma Certification

Ted Jones
President
Jones Consulting

Mary Logan-So
Director of Safety
The Builders Exchange of
Central Ohio

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Training & Development
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Director of Center for
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Metcalf and Associates

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Technology
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Marketing
Franklin University

Billy Ring
Safety Consultant
Safety Alliance

Tim Roberts
President
Safety Alliance

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Program Chair
MBA
M.S. in Marketing &
Communication
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Safety Alliance

Jimmie White
Instructor/Consultant
International Society for Six
Sigma Certification

Richard Wilson
Partner
Jeffries, Wilson & Wulfhorst

Diana Woods
Center for Professional
Training & Development
Coordinator
Franklin University



“Our faculty bring strong academic and industry experience, as well as provide vibrant, interactive, and practical learning you can apply on the job.”

Dr. Garry McDaniel
Associate Dean, Center for Professional
Training & Development, Franklin University

Multiple Payment Options

Franklin University offers several payment options for your continuing education and professional development courses:

- **Credit card/electronic check**
Pay online when you register via our secure and encrypted payment form.
- **Invoice**
If you prefer to write a paper check, an invoice will be sent. Note: This will delay your registration until payment is received.
- **Purchase Order**
If your organization is paying for more than one person, you may submit a purchase order. Note: Registration will be completed upon receipt.
- **Direct Billing**
If your organization offers professional development or tuition reimbursement benefits, the company can be billed directly. Note: Only certain courses qualify for this option.

FRANKLIN
UNIVERSITY

Center for Professional Training & Development

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614.947.6173

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