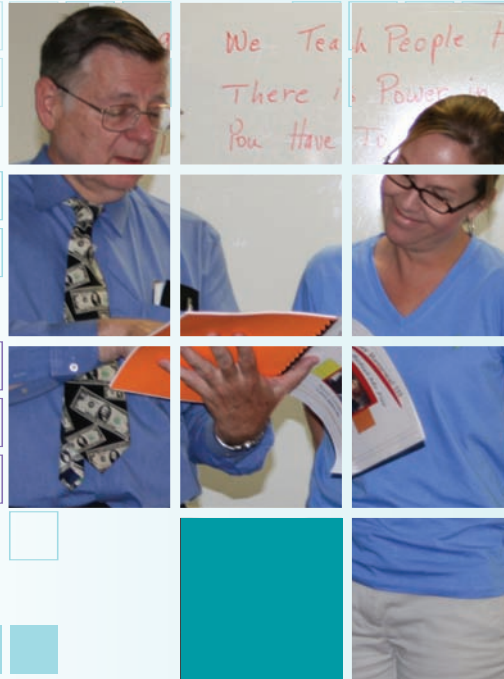




## Ottawa Dental Laboratory

The Ottawa Dental Laboratory had a positive experience utilizing the Business Training Center at IVCC. Jennifer Scheri was a valued partner in our quest to identify and provide continuing education to our management team. The leadership analysis that Jennifer coordinated was a vital component in helping us identify our unique business needs and her creativity in establishing the curriculum netted us positive results. In addition to the valued training we received, Jennifer also assisted in the grant process by helping us evaluate appropriate options to fund our ongoing training needs.

*Joanie Bretag  
Vice President, Human Resources  
Ottawa Dental Laboratory  
Ottawa, IL*



## St. Mary's Hospital

Touching you with the Light of Hope

St. Mary's Hospital utilizes the center to provide management and leadership training for our organization. Jennifer Scheri helped St. Mary's to complete an analysis of our leadership team and then design a training curriculum to fit within our organizational parameters.

I would highly recommend the IVCC Business Training Center, Jennifer and her staff, and the leader training program to any company that is looking to enhance and advance the leadership abilities of their management staff.

*Dave Smith  
Director of Human Resources  
St. Mary's Hospital  
Streator, IL*

## Business Consulting

The Business Training Center provides assistance in all aspects of your organizations growth and development. Many of our trainers serve as consultants on a wide variety of organizational issues. From strategic planning to performance improvement and quality improvement initiatives our consultants can advise and assist in helping your company achieve its goals.

## Grant Funding

The Business Training Center works with state agencies in an effort to obtain grant funds that can be used to reduce your training costs.

For those companies that wish to apply for individual grants, the BTC can assist with the application process and completion of all grant forms. All grant funds are dependent on the allocation authorized by the Illinois General Assembly each state fiscal year.



## PQ Corporation

The Business Training Center at IVCC is an asset to area businesses. The facilities are first class. Jennifer Scheri, Training Specialist, does an excellent job of understanding our training needs and diligently works to put high quality programs together to meet those needs. We have used the IVCC Business Training Center for both quality and safety training. The programs are led by excellent instructors who are experienced in the subject areas. The classroom environment is interactive which makes the learning process enjoyable.

*Stan Slusser  
Plant Manager  
PQ Corporation  
Utica, Illinois*

# Business & Training programs

The IVCC Business Training Center (BTC) provides consulting and training solutions designed to help our clients maintain a competitive operation and a skilled, knowledgeable workforce. The BTC has earned a reputation for top-notch consulting, instructor excellence, relevant content and practical results-oriented training. We pride ourselves on keeping up-to-date with issues and trends relevant to business and industry. The Business Training Center will benefit your organization by providing:

### Customized Training

Your employees are your competitive edge. Broadening their skills produces more efficient practices and quicker, improved results. From assessment to solution our staff works with company representatives to design training programs that fit your organization's needs.

### Job Specific Courses

that can be tailored from awareness to mastery depending on the skill level desired. See the back for a partial listing of the courses we offer.

### Flexible Scheduling

delivered at our site or yours, 24-hours a day, seven days a week.

### Experienced Instructors

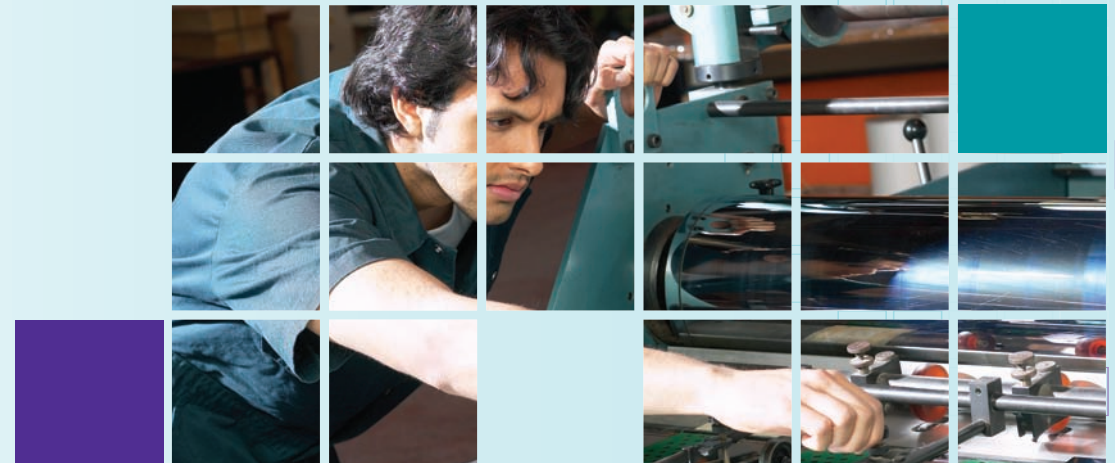
who are both business practitioners and experienced trainers.

### Immediate Impact

Our results-oriented training is designed so that knowledge gained can immediately transfer to the job.

### Assessment of Employee Skills

A skills/needs assessment, identifying the skill level of each employee, can be administered prior to training. Assessment results allow us to identify the needs of your employees and the objectives of the training program. Results, combined with input from company representatives, contribute to the development of an employee and company training plan.



**The Business Training Center** offers a wide variety of courses, customized in content and course length, specifically to meet the needs of your organization. Some topics include, but are not limited to:

**Leadership/Supervisory/Management**

- Leadership Principles
- Effective Coaching
- Conflict Resolution
- Managing Performance Problems
- Team Building
- Empowerment
- Organizational Principles for Excellence

**Quality Management / ISO Consulting and Training Services**

- Statistical Quality Planning
- Process Management
- Problem Solving
- Quality Tools and Techniques
- International Standards (ISO, QS, TS)

**Continuous Improvement**

- JIT
- Process Mapping
- Lean Manufacturing
- Six Sigma

**Technical**

- Blueprint Reading
- Statistical Process Control
- Computer-Aided Design
- CNC Programming
- Maintenance

**Safety**

- Forklift Training and Train-the-Trainer
- OSHA 10-hour
- Hazardous Materials Handling
- Confined Space Entry
- Contractor Safety Training Program

**Computers, Workplace Spanish, Customer Service and more!**



When surveyed, **9 out of 10 companies** said that they contract with the Business Training Center because of:

**the quality of their courses**  
*expertise of instructors*  
**cost and availability of grant funds**



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**contact information**  
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