



The University of Akron

Continuing and Professional Education

Course Catalog

Any course may be customized to meet your company's needs.

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Internal Quality Auditing to ISO 9001:2015

Whether you are a novice or have some experience as an auditor, you will benefit from learning to audit to the requirements of ISO 9001:2015. Hands-on activities and simulations in this program include auditing terms and definitions, the process audit versus the system audit, audit skills and techniques, planning, performing and reporting the audit, and the corrective action process.

Instructor: Larry Bridges

Lean Mastery

Lean is about operating the most efficient and effective organization possible, with the least amount of cost and zero waste. It requires companies to make smart use of all their resources, including their people. Lean initiatives may have launched in manufacturing, but companies, organizations and service providers of all kinds and sizes will benefit from its techniques.

Lean is a philosophy designed to bring about rapid, planned, controlled and measured step-change improvements to the performance of an organization through an overhaul of the value stream. It utilizes a comprehensive set of elements, rules and tools that focus on value as perceived by the customer, the elimination of waste and continuous incremental improvement.

Instructor: Brian Malloy



Six Sigma - Yellow, Green and Black Belt

Six Sigma is essential for every professional charged with reducing waste and increasing efficiency and profitability within an organization. As one of today's most in-demand skill sets, Six Sigma also offers excellent opportunities for career advancement.

For those wanting an overview of Six Sigma, we offer a one-day Yellow Belt certificate of completion.

Our Green and Black Belt training is a data-driven approach that is project-focused, using Minitab software for collecting and interpreting data. A laptop with Minitab software will be provided during class use if you do not have one. You will receive a certificate of completion after you document results from your project. Taught by Dan Sommers, a Design for Six Sigma Master Black Belt with over 22 years of service with General Electric Lighting. Each DMAIC session of the Green Belt class is extended two half days for the Black Belt training; concepts taught in the Green Belt class will be covered in greater detail.



CNC Machining, Level 1

This course is an introduction to computer numerical control (CNC) of machine tools. It covers CNC programming with emphasis on the development of tool paths, program code (G-code), cutting parameters, program organization and the programming process. Simulations in addition to hands-on laboratory machining assignments are used to facilitate learning.

Note: This course is not offered as open enrollment.

Instructor: Dan Kandray

Fanuc Robotics

Study of teach pendant programming fundamentals of a Fanuc robot with an R30iB controller utilizing the Handling Tool software package. The student will achieve a working knowledge of Fanuc Robot's Handling Tool teach pendant programming software to be able to setup, record, and/or troubleshoot programs on a Fanuc R30iB controller.

Note: This course is not offered as open enrollment.

Instructor: Dan Kandray

Project Management Essentials

Franklin Covey's Project Management Essentials for the Unofficial Project Manager will help participants consistently complete projects successfully by teaching them to implement a disciplined process to execute projects and to master informal authority. You will receive a participant guidebook; pocket card set, and a USB drive containing a complete set of printable tools.

Instructor: Rosemary Fitzpatrick

Certificate in Applied Project Management

Would you like a road map for efficient and successful project completion? Project management is a systematic process used to initiate, plan, execute, control, and close a project to meet defined objectives. The University of Akron has offered the Certificate In Applied Project Management class for over fifteen years. With over 18 years of experience, our instructor will give you the knowledge you need to complete projects of any size.

Gain the frontline, real-world skills and techniques you need to enhance your career and your company's projects. Learn the life cycle processes and knowledge areas of project management. This comprehensive program includes the latest data Project Management Institute's Guide to the Project Management Body of Knowledge (PMBOK). Build perspective in analyzing project potential and guiding project deliverables for on time, on budget results.

This program is designed for individuals who are new to project management, working project managers, managers, and project team members who wish to advance through exposure to formal project management methodologies.

Instructor: Al Plastow

SHRM Essentials of Human Resources

Human resource issues impact every company in some way. That's why it's important to understand the fundamental issues surrounding HR today.

This course provides an introductory overview of the human resource function and builds a solid foundation in HR management skills. Whether you are new to HR or if HR is one of many roles you fulfill at your company, this program covers the key HR topics you need to know.

Instructor: Vicki Brinkman



SHRM-CP™ and SHRM-SCP™ Certification Preparation

Our SHRM-CP/SHRM-SCP certification preparation course is designed primarily for individuals seeking credentials that focus on identifying and testing the knowledge and practical real-life experiences HR professionals around the world need to excel in their careers today. This intensive program combines expert instruction with the SHRM Learning System, so you will learn faster, retain more knowledge and stay on track as you prepare for the exam.

For those not seeking certification, this course provides a comprehensive and accelerated option for professional development. Participants gain a generalist point of view, refresh key ideas and concepts, strengthen their understanding of core competencies and increase productivity.

The course investment includes all course materials but does not cover registration for the SHRM-CP or SHRM-SCP examinations.

Instructor: Robb Martin

Embracing and Promoting Change

The one constant we all face is change. Learning how to embrace or promote change, depending on your role and responsibilities, is the key to positive outcomes for you and those around you. Come to this course prepared with a real-world work change you need to handle and, by the end of the day, you will have a personal, customized action plan!

In this one-day class you will first explore the psychology of change including the “typical” human approach to change and the human change model. Next, you will examine factors that influence how you deal with change.

The final step will be for you to use the Navigating Change Action Planner to identify your change mindset, shift your perspective and create an effective action plan to embrace or promote the real-world change you brought to class.

Instructor: Darla Klein

Foundations of Leadership

Learn what it takes to be an effective leader in our 3-day class. The first day will concentrate on your own personal leadership model, which includes your values, roles and responsibilities. Prior to class, you will take our DiSC Workplace assessment, and your results will be explored so you gain knowledge and skills on how to build trust and communicate for success.

In day two, you will discover the importance of rapport, how to sharpen your listening skills, and ways to handle workplace conflict. On the last day, the secrets to bringing out the best in your employees will be discovered and you will gain skills to inspire performance. You will come away knowing how best to deliver positive feedback as well as feedback for improvement.

This course is geared for practical application. While solid leadership theory is built into the three days, the focus is on making what can be fuzzy concepts accessible and actionable. You will close out your three days knowing how to turn your awareness into action!

Instructor: Darla Klein

Personal Productivity

An essential element to being an effective leader is having high self-awareness. One area where self-awareness can be especially impactful is learning to lead yourself with productivity habits.

In this one-day class you will discover your time behaviors, or habits, and connect that learning to your values, roles and responsibilities. You will investigate three principles of productivity and explore how focusing can give you a competitive advantage. You will examine common productivity traps and then tie everything together by creating an action plan that is built from the right structures that work best for you.

Instructor: Darla Klein

Resilience and Emotional Intelligence

Resilience is the psychological quality that allows some people to be knocked down by adversities and come back at least as strong as before, if not stronger. Rather than letting difficulties or failures overcome them and drain their resolve, highly resilient people find a way to heal, change course and continue moving forward.

In this one-day class you will explore the different types of resiliency and the three elements of learned optimism. You will discover what creates resilience and how you can most effectively build this quality within yourself. From there you will turn your focus to emotional intelligence and explore how smart you are at reading and working with emotions – yours first, and then emotions of other people. Emotional intelligence is defined as a set of emotional and social skills that:

- influence the way we perceive and express ourselves
- develop and maintain social relationships
- cope with challenges and deal with stress

Prior to the class, you will take the Multi-Health Systems EQ-i 2.0 assessment., the premier emotional intelligence assessment. You will discover how you perceive yourself, express yourself, connect interpersonally, make decisions and manage stress.

Instructor: Darla Klein



Sales Bootcamp

This course is an unconventional optimal performance bootcamp for sales, account management and customer service professionals seeking to propel themselves on a trajectory toward exponential growth and achievement.

It is for people looking for optimal performance.

It is for people who are really interested in taking their career to the optimal level.

It is for everyone in sales regardless of their role...sales is listening, understanding need and applying the right tone, tenor, cadence and deliberate energy to get other people or teams to act!

Instructor: Gina Nicola

ServSafe Certification

Designed for operators, managers, supervisors, cooks and employees to prevent food-borne illnesses and help reduce liability and insurance costs, this course covers the causes, spread and methods of preventing food-borne illnesses, microbiology, cleaning and sanitizing. Successful completion will lead to ServSafe Certification, and the Ohio Department of Health Food Safety Certification. Textbook and materials included. You will take the certification exams in class. No discounts apply.

Instructor: Mark Kent

Sterile Processing

Sterile Processing is a field dedicated to supporting the healthcare industry with supplies and equipment. You will learn sterilization practices that will prepare you to become a Certified Sterile Processing and Distribution Technician. Class format includes lecture, demonstration and practice. If Covid restrictions are lifted, class will participate in a field trip to a local area hospital sterile processing department. Upon completion, you will be eligible to take the Certification Board for Sterile Processing and Distribution (CBSPD) exam. Textbooks included; however, certification exam is not included in the price..

Instructor: Lisa Wapenaar

Supervision 101

In ONE DAY this program is designed to enable first-time supervisors a chance to figure out what is required to be a good leader. We will tackle the topics that can trip up a new supervisor including, communications, delegation, conflict, and team building.

Instructor: Judy Bodenhamer

Supervision 201

In today's complex workplace, a leader must provide focus, timely guidance and develop their team's strengths - all, while supporting the team in the development of habits and behaviors which enhance peak performance. We begin with a deeper understanding of the leader's approach to teamwork through The Five Behaviors® Personal Development which teaches individuals to become better teammates by integrating the model from Patrick Lencioni's book, The Five Dysfunctions of a Team.

Instructor: Judy Bodenhamer

Technical Business Writing

This program will deliver real-life technical writing techniques. Through discussions, workshop activities, assignments, tools, job aids, participants will discover the importance of knowing their audiences and communicating technical information with a "user-friendly" style.

Instructor: Norina Columbaro

ACT

If you are preparing to take the ACT exam, you can benefit from taking this course. It is designed to help you master the basic test taking skills you need. A practice test will be administered. Handouts included.

Instructor: Laura Icardi

GMAT / GRE Intensive 2-Day Review

Need a quick review before taking your exam? This is the class for you! This unique class will give you helpful tips on how to be successful on your exam.

Instructor: Todd Gerber

LSAT

Prepare for the LSAT Exam with this comprehensive, hands-on course. All areas of the LSAT examination are covered, including analytical and logical reasoning, reading comprehension, and essay writing. Testing strategies will be emphasized. Practice examinations will be administered and reviewed in class. Classes are held on three weekday evenings and three Saturdays.

Textbooks not included in the cost of class and should be purchased by the student.

Instructor: Todd Gerber

Other Test Prep courses:

- SHRM-CP/SCP Certification (page 6)
- Sterile Processing Certification (page 9)

CISCO Networking

Our CISCO course includes the following topics:

- Networking Basics
- Router and Routing Basics
- Switching Basics and Wireless
- Wan Technologies
- Voice, Data, and Video
- UNIX/Linux Operating Systems
- Troubleshooting

Note: This course is not offered as open enrollment

Excel 2019 Pivot Tables

Students will learn how to create and modify PivotTables and PivotCharts as well as how to filter and modify fields to format and group data. Then students will use advanced features such as consolidating multiple workbooks as well as creating and using page fields. Finally, you will learn how to generate PivotTables using imported data from external data sources like Access, SQL Tables, the Internet, or other database programs.

Instructor: Ted Younessi

Excel 2019 Formulas, Functions and Lists

You will work with lists, learn about range names and how to use them in logical functions and lookup functions. In addition, you will learn about date and time functions, including finding the day of the week and the week number.

Logical Functions

- IF Functions
- Nested IF Functions
- AND Functions
- OR Functions
- NOT Functions

Instructor: Ted Younessi

Excel 2019 Basic

Hands-on practice will enable you to create spreadsheets from scratch, enter and edit data, work with auto fill, use basic formula functions, work with worksheets, copy and paste information, format information, size rows and columns, and set sheets up for printing. Prerequisite: Basic computer skills.

Excel 2019 Intermediate

In Excel Intermediate, we will create and work with the chart features. We will also look at utilizing the features on the Data ribbon such as sorting, filtering, conditional formatting, working with subtotals, create custom lists, working with data validation, text to columns and using the new flash fill feature. Look at Sumif and Countif statements. Let's make Excel work for you!

Excel 2019 Advanced

Manage advanced formulas and lookup functions - such as VLOOKUP - and learn how to create and work more effectively with PivotTables and PivotCharts, work with scenarios, linking, macros, if statements, normalizing data, use goal seek, comments, tracking workbooks and protecting sheets and workbooks. You will also work with slicers for Pivot Tables. Prerequisite: Excel Intermediate or equivalent experience.

PowerPoint Basics

Gone are the days of flip charts or drawing on a white board to illustrate your point. Today's audiences are tech savvy, accustomed to high-impact multimedia content, and stretched for time. In this course, you will use PowerPoint to begin creating engaging, dynamic multimedia presentations

PowerPoint Intermediate

Continue to explore adding charts to a presentation including working with linking external Excel worksheets and charts. Creating, editing and using tables in PowerPoint presentations. Explore the features of PowerPoint in collaborating with others online as well as learning how to ready a presentation for final delivery.

Microsoft Project 2016

In this course, you will learn to create and engage in basic management of a project using Microsoft Project 2016. Upon successful completion you will be able to manage an existing Microsoft Project 2016 project plan. You will identify project management concepts and navigate the Project 2016 environment.

Note: This class is not offered as open enrollment

SQL Basics

The outline for our SQL Basic class includes:

Database Fundamentals (4 hours)

Introduction to SQL (16 hours)

- Types of SQL statements
- SQL on Database Objects
- SQL on Database Records
- Database Queries using The SELECT Statement

Database Administration and Performance Tuning using SQL (8 hours)

- Adding and Using Views
- Removing Views
- Adding and using Indexes
- Transactions, Commit and Rollback
- Security and Permissions using the GRANT Statement
- The Data Dictionary/System Catalog
- Using SQL Functions
- String Concatenation
- Sequences
- Best Practices in SQL

Oracle PL/SQL Programming (12 hours)

- Basic PL/SQL Block Structures
- Working with Cursors for Data Handling
- Creating and Viewing Stored Procedures
- Testing/Executing Stored Procedures
- Removing Stored Procedures

Note: This class is not offered as open enrollment

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