
Wytheville Community College

Training Information & Opportunities



Workforce Development & Continuing Education



Invest now . . . reap the rewards for years to come!

- Learn how the training program works
- Partial listing of available courses
- What others are saying about us



Workforce Development at Wytheville Community College believes in the benefits of life-long learning and is committed to partnering with employers to strengthen and enhance your organization's mission. Courses can be delivered in several different formats: on- or off-campus, on-site, online, in the classroom, or a combination of these formats.

Through assessment, training and evaluation we provide high quality, change-oriented services and assist in setting up a successful training program to enhance employee skills.

The Workforce Development Staff at Wytheville Community College has exceeded our expectations in everything we have asked from them. Being a start up company and new to the area, WDS has gone out of their way to assist our company in achieving our goals to get our plant up and running. From conducting pre-employment training and testing, to providing classroom space for new hire orientation, to just being a resource for questions regarding the community, their dedication, professionalism and outstanding attitude is among the best. We appreciate all of WCC's support and look forward to a long working relationship with them.

**- Susan Coffey, PHR, Human Resources Manager,
Amcor PET Packaging**

The Six Steps to Training Implementation

Step 1 - Consultation. Our initial contact provides us with the opportunity to familiarize ourselves with your organization, to understand the scope and parameters of the required training.

Step 2 - Assessment. Assessment enables us to better understand your organization's structure, culture and vision.

Step 3 - Training Development. Training Development matches the information that we have gathered in the Consultation and Assessment steps with programs that can be tailored or customized to meet your needs. Training Development includes determining areas of concentration, level of training, and type of training.



Step 4 - Training Begins. Qualified and experienced instructors deliver training programs using high tech and hands on facilitation to incorporate adult learning techniques.

Step 5 - Evaluation. As a continuous improvement organization, we welcome your feedback. We create reports which are returned to you.

Step 6 - Follow-Up. We develop an on-going relationship that allows us to integrate with your organization and become a value-added training provider.

Credentialing

WCC is able to provide a range of credentials to its clients. They can be as simple as an acknowledgement of completion of some training to a two year degree. These include:



Workshop – Certificate of Completion
Single or multi-day workshop trainees receive a Certificate of Completion indicating attendance and participation.

Non-Credit Course Trainees receive Continuing Education Units per contact hour as the student demonstrates their level of proficiency.

Credit Course Students completing college credit courses receive a grade of A, B, C, D or F.

Career Studies Certificate Custom designed short programs which are between nine and twenty-nine credit hours.

The quality of the workforce development training provided through the Institute of Excellence Training Grant has been very productive and proves to be a valuable educational tool for our manufacturing workforce. The overall feedback we received from our employees has been very positive and satisfactory.

- Teresa Duncan, Human Resources Manager
Alan Freeman, Plant Manager
Quadrant: Engineering Plastic Products

Modes of Delivery

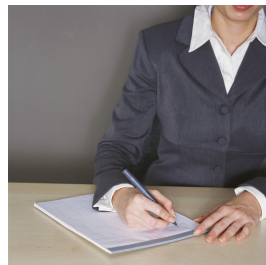
Depending on your needs, we can recommend a delivery method, or combination of methods, in order to create a full training experience that correlates with your needs.

Instructor Lead This entails either on campus or on-site training.

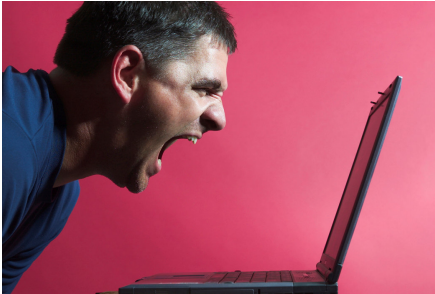
On-Line The flexibility and convenience of on-line training is impressive and our web based training combines the best of education and technology the web has to offer.

Satellite With our electronic classrooms a variety of distance learning programs are available.

Train-the-Trainer Employees learn techniques to be a trainer for you or train your trainers to be better trainers.



Employees feel like this?



Empower your employees!



Education To Go

Train employees right from their desks! Make your employees more productive by providing training that they can do right from their office or home. Courses are provided in a variety of topic areas including Business Administration, Sales & Marketing, Computer Applications, Computer Programming, Computer Troubleshooting, Healthcare, and Teacher Recertification. Courses run for 6 weeks with 2 lessons each week. Check out our course website at www.ed2go.com/wcc

Computer Applications

Introduction to Microsoft Word and Excel are now offered in an online format. Learn word processing and spreadsheets without having to travel! Saves time and gas money for employers and students.

Workforce Development also provides classroom training on-campus, off-campus or on-site. These classes include Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Computer Basics, Internet Basics and Digital Photography.



I trust and respect the professionalism and dedication of the Workforce Development staff of Wytheville Community College. The instructors and training content are exceptional and provides valuable skills and knowledge that will be an asset to our company.

**- Barry Loupe, Human Resources Manager
Merillat, LP**

Class Offerings: Life Skills

Stress Management

Your organization benefits when:

- Employees improve their ability to handle multiple stressors.
- Attitudes toward stress is proactive, not reactive.
- Productivity is not hindered as a result of stressed employees.



It is important to identify stressors and successfully navigate them. Stress Management can help reduce two of the biggest factors in an organization's productivity - "Burn-Out" and absenteeism - and these techniques improve the overall work environment.

Giving Constructive Feedback

Your organization benefits when:

- Employees can critique constructively
- There is give and take among coworkers
- Multiple persons contribute ideas

Giving Constructive Feedback illustrates acceptable means of communicating and improving ideas with contributions from others.

I applaud the efforts of Wytheville Community College to seek ways to assist all types of businesses and industries improve the skills of their workforce.

**- Rosa Lee Jude,
Director
Wytheville
Convention and
Visitors Bureau**

Practical Time Management



Your organization benefits when

- Workers increase productivity and thus reduce stress
- Employees avoid "time wasters"
- Professionals have greater control over their time

Practical Time Management is ideal for those who want to gain greater control over their time.

Class Offerings: Organizational Effectiveness

Customer Satisfaction

Your organization benefits when

- Everyone is responsive to customers and clients
- All your employees positively present your product or service
- You and your co-workers possess the skills that build trust

"Quality" Customer Service is one difference between good and great organizations. Customer Satisfaction helps develop a plan to encourage and keep return customers.

Creative Problem Solving

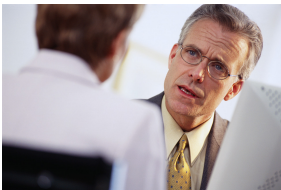
Your organization benefits when:

- Employees can trouble shoot issues and occurrences
- Work moves forward without apprehension
- Responsible coworkers can make judgments and feel comfortable

Creative Problem Solving encourages individuals to examine a variety of solutions to keep the workday on track.



Effective Communication



Your organization benefits when:

- Everyone understands ideas and decisions
- All employees are aware of the aspects of successful communication
- Co-workers are assertive in communicating and not aggressive

Effective Communication help participants enhance skills that make their communications more effective.

Wytheville Community College has an excellent reputation of supporting business and industry within our local community.

- Carol Blankenship, Human Resources Manager, ABB, Inc

Class Offerings: Software Instruction

Your organization benefits when:

- Your employees know and understand the software
- Technology increases and enhances productivity when applied correctly
- Your employees apply their software knowledge to solve problems and “think outside of the box”

Results:

- Your organization will experience more efficiency, allowing you to focus on what you do best - your product or service.
- More employee creativity.

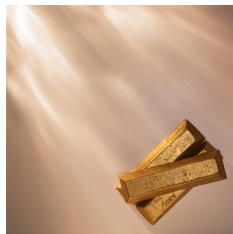


Career Readiness Certificate

The Career Readiness Certificate is the answer for employers who want a 21st century workforce with demonstrated abilities in math, reading and information processing. Employers can use these scores to make the best decision when hiring, promoting or training workers.

In addition to its value as a stand-alone credential, the certificate can be used as a terrific supplement to a high school diploma, a GED or a college degree.

Career Readiness Certificates are issued after completing and passing standardized tests in mathematics, reading for information and locating information. Certificates are awarded on one of three levels: Bronze, Silver or Gold.



Gatorade and The Workforce Development Staff at Wytheville Community College have created several "Best Practices" for our organization by designing and executing autonomous maintenance and industrial maintenance training for our associates. In addition the workforce development staff provided support with our pre-employment testing and recruitment programs. The strength of our relationship will ensure that we continue to build capability in our employees for years to come.

**- Norm Quesnel, Senior Manager, Human Resources
Quaker-Tropicana-Gatorade**

Manufacturing Technology Center (MTC)

The MTC is a not-for-profit organization partially funded by Federal and State resources. Our primary mission is to help the manufacturers of Southwest Virginia become more competitive. We offer services at a fraction of private consulting rates. All MTC Engineers are highly skilled Specialists with an average of over 20 years of hands-on Manufacturing experience in a wide range of industries. All are certified through the Lean Manufacturing Extension Partnership (NIST-MEP).

Services Offered Include:

- Lean Manufacturing Implementations
- Plant Layout and Design
- Process Development
- ISO 9000 and 14000 Certification
- Lean Manufacturing Workshops
- SIX SIGMA
- CAD/CAM
- Industrial Health and Safety
- Environmental Compliance



Workforce Development & Continuing Education

Wytheville Community College
1000 East Main Street
Wytheville, Virginia 24382

Phone: 276-223-4712
Fax: 276-223-4716
E-mail: wcbbybej@wcc.vccs.edu