



Institute of Technology & Business Development

185 Main Street, New Britain, CT 06051
860-832-0707
www.ccsu.edu/itbd

On-Site Training Topics*

Soft Skills

21st Century Leadership
Business Writing
Change Process Management
Coaching & Feedback Skills
Communication Skills
Conflict Resolution
Customer Service
Dealing with Difficult People
Effective Meetings
Effective Presentation Skills
Effective Work Teams
Facilitation/Communications
High Performance Work Teams
Interpersonal Effectiveness
Management Development
Myers-Briggs Type Indicator
Leadership Agility
Performance Appraisals
Problem Solving
Project Management
Sales Training
SCRUM – Agile Proj. Mgmt. Framework
Strategic Planning
Supervisory Development
Team Building
Time Management
Total Quality Management
Train the Trainer

Technical

Blueprint Reading
Design of Experiments
Design for Manufacture
FMEA
Fluid Power
Gaging and Inspection
Geometric Dimensioning &
Tolerancing (GD&T)
Program Logic Controller/Sensors
Robotics
Shop Math
SolidWorks
Statistical Process Control
Technical Writing
Unigraphics
Vision Systems

Quality

Advanced Product Quality Planning
AS9100 Rev D Internal Auditor
Cost of Quality
Failure Mode and Effects Analysis
IATF 16949 Implementation
IATF 16949 Internal Auditor
ISO 9001:2015 Implementation
ISO 9001:2015 Revisions & Risk
ISO 9001/AS9100 Internal Auditor
ISO 13485:2016 Implementation
ISO 13485:2016 Internal Auditor
ISO 14001 Implementation
ISO 14001 Internal Auditor
OHSAS 18001 Internal Auditor
Measurement Systems Analysis
Production Part Approval Process
Root Cause/Corrective Action
Total Quality Management

Lean Enterprise and Six Sigma

5S and Visual Management
Kaizen 3-5 day Events
Kanban Strategic Material Systems
Lean Assessments
Lean Champion
Lean Enterprise Tool Certification
Lean Healthcare
Lean Office
Lean Policy Deployment (Strat.Plan)
Lean Team Leader
Operation Management
Poka Yoke – Mistake Proofing
Process Mapping
Process Modeling & Simulation
Setup Reduction (SMED)
Six Sigma Black Belt Certification
Six Sigma Green Belt Certification
Six Sigma Yellow Belt
SMED
Standard Work/Cellular Designs
Value Chain Assessment
Value Stream Mapping

***Training topics are not limited to those listed above. Customized topics available upon request.**