

The Center for Business and Industry

The Center for Business and Industry (CBI) helps enhance organizational performance, employee engagement and retention.



We deliver learning experiences aligned with your business strategies and priorities.

Lakeland
COMMUNITY COLLEGE
CENTER FOR BUSINESS & INDUSTRY



A skilled workforce is a major asset for any business. Help your employees gain new skills and refine current skills. Foster and promote a culture of continuous growth and superior performance. CBI's wealth of customized programs gives you the competitive edge.

We offer training in the areas of:

- ✓ Performance / Soft Skills Development
- ✓ Workplace Technology / Computer
- ✓ Six Sigma / Lean / Quality Process Improvement
- ✓ Technical and Industrial
- ✓ ISO Standards
- ✓ Safety
- ✓ Job-Specific and Custom Assessments

By transforming workplace skills, attitudes and behaviors with meaningful, innovative and highly interactive learning experiences, we can:

- Do more than just "on-site training," we find strengths and fill gaps
- Identify, train and grow employees thus improving their value in your organization



Our Process

Results-Oriented: CBI Starts at the "End"

We begin by focusing on the outcomes and end-results you seek:

- Streamlined and error-free work processes
- Confident and competent employees
- Highly satisfying customer experience

CBI's training solutions offer new opportunities for employees to shine. Our consultative approach assists you in identifying gaps in order to achieve desired results.



Needs Analysis

1

In partnership with you we assess individual performance as well as group behavioral areas in need of reinforcement. Common competency-building areas are:

- Teambuilding, communication and listening skills
- Technical skills, continuous quality, productivity and process improvement
- Employee engagement
- Building buy-in and collaboration within ever-changing organizations

Custom Design

2

We work closely with you to outline and detail skills you want demonstrated in your workplace.

We embody an adult, learner-centered approach facilitated with activities and experiences that fosters an openness to try new ideas.

Delivery/ Implementation

3

We deliver interactive and lively learning solutions. Our subject-matter experts ensure you get the best return for your training investment. Our clients report immediate, visible results in the workplace.

Post-Program Follow Up

4

Individuals leave with action plans, tips and job aids along with new approaches to put into practice. We provide added reinforcement by awarding certificates of completion to both acknowledge and encourage extended success.

Our contact and conversation with you doesn't end here. We stay in touch, sharing post-training evaluation data and inquiring about ways we can update training programs.

We Can Guide You through Growth

Whether your needs are to help employees gain core skills, refresh skills to stay competitive, or grow differentiating talent, we are here to guide you through the performance growth process.



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7700 Clocktower Drive
Kirtland, OH 44094
440.525.7538
www.lakelandcc.edu/cbi

Why Choose Lakeland's Center for Business & Industry?

We help you enhance organizational performance, employee engagement and retention with:

- A fully customized on-site program
- The ability to meet your training schedule
- Our one-stop resources for all of your training and educational needs

"The feedback we received from participants in the training class has been very positive. Given that this was a mixed class of experienced and inexperienced personnel, and had members from other areas besides quality, your presenter did an admirable job of keeping it interesting and informative. The skills gained will be used going forward as we continue to maintain our excellent reputation in our industry."

-- Tony Cell, Quality Manager, PAKO, Inc.

*"Open communication
and active listening"*



As your organizational and professional development partner, we deliver learning experiences aligned with your performance needs and strategic business goals.

Business goals we help to impact include:

- Customer satisfaction
- Productivity
- Process Improvements
- Safety
- Employee engagement
- Turnover/Retention
- Profitability

Training Solution Topics

The Center for Business & Industry provides high quality, customized and affordable training solutions to develop and retain a talented and professional workforce. Some of the topics we offer include:

WORKPLACE TECHNOLOGY

- Microsoft Office Suite
- Microsoft Project
- Minitab
- Custom Computer Training

PERFORMANCE DEVELOPMENT

- Leadership Development
- Supervising for Success
- Employee Engagement
- Customer Service
- Team Building
- Change Management

SIX SIGMA / LEAN / QUALITY TRAINING

- Six Sigma Breakthrough Methods
- Process Innovation / Beyond Continuous Improvement
- Lean Thinking - Manufacturing, Office, Healthcare
- Quality Systems Documentation
- Geometric Dimensioning & Tolerancing (GD&T)
- Blueprint Reading

ISO STANDARDS TRAINING

- ISO 9001:2008 Overview
- ISO 14001
- TS 16949

INDUSTRIAL MAINTENANCE

- Basic & Advanced Electricity
- CNC Programming
- Basic & Advanced Safety
- HVAC
- PLC

GENERAL INDUSTRIAL SKILLS

- Basic & Advanced Welding
- Basic & Advanced Machining



Contact The Center for Business & Industry to learn more about our customized training and other performance improvement / skill building solutions to improve your bottom line!

Mission Statement

The Center for Business and Industry (CBI) partners with companies to deliver job-related education, training and technical services, utilizing the extensive resources of Lakeland Community College. We value customer driven satisfaction, continuous improvement and product excellence.

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