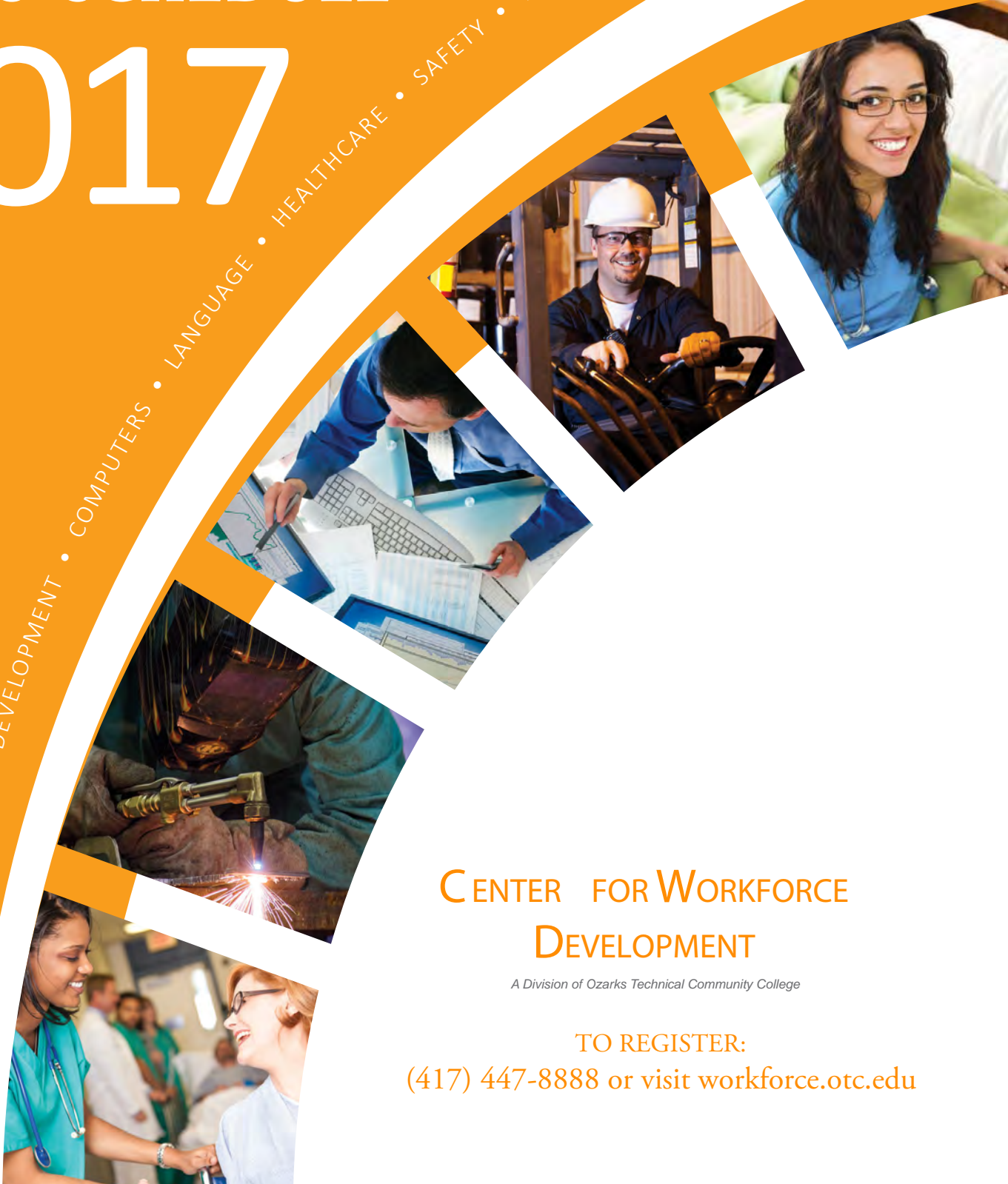


SUMMER

CLASS SCHEDULE

2017

BUSINESS AND PROFESSIONAL DEVELOPMENT • COMPUTERS • LANGUAGE • HEALTHCARE • SAFETY • TECHNICAL TRADES • IT TRAINING



CENTER FOR WORKFORCE DEVELOPMENT

A Division of Ozarks Technical Community College

TO REGISTER:
(417) 447-8888 or visit workforce.otc.edu

MESSAGE FROM THE DIRECTOR



JIM ABRAMOVITZ
EXECUTIVE DIRECTOR

Welcome to the Center for Workforce Development Summer 2017 Class Schedule. Our primary goal is to offer classes that help you gain the skills you need to get a new job or enhance your knowledge-base and earn a promotion.

If you have an interest in the healthcare field, we offer certified clinical medical assistant, certified nursing assistant, phlebotomy technician, hemodialysis technician and an advanced pharmacy technician course. We are launching a new Medical Terminology course, which is a prerequisite for our Medical Coding course. We also conduct workshops for dental hygienists and dental assistants that satisfy Missouri Dental Board, CE requirements.

We can help improve your computer skills with classes for both the beginner and the advanced user in Microsoft Office and the Adobe Creative Suite. We now offer Microsoft 2016 Word, Excel, PowerPoint courses. You can improve your management and leadership skills, with courses like Millennials at Work and Leading from Your Strengths. For Technical Advancement, we are offering 4 new “Super Craft” Training courses (in a series of 10 classes) that will allow completers to take the exam for a Certified Production Technician (CPT), as well as introduction classes in Stick, MIG and TIG welding. We offer both backflow prevention certification and recertification courses. You can also take a course to prepare for the EPA certification exam for refrigeration recovery. We offer a complete list of OSHA approved training courses, both open enrollment and at your workplace.

If I haven’t mentioned a class that meets your needs, look through the schedule to see what other courses may pique your interest. We look forward to seeing you in a class this summer.



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CENTER FOR WORKFORCE DEVELOPMENT

1001 East Chestnut Expressway • Springfield, MO 6580
(417) 447-8888 • workforce.otc.edu • facebook.com/OTCWorkforce

LEARN FROM OUR BUSINESS PROFESSIONALS



Alia Stowers

Alia Stowers is a Leadership Consultant who works with managers and their teams.

Her passion is in helping an organization develop high-performing teams and engaged work environments. She has been coaching leaders for 15 years and has a natural diagnostic gift when consulting with organizations. Her leadership training topics include engagement, diversity, communication, and team-building.

Alia's communication and teaching style is fun, interactive, and unique (she works hard to deliver customized content). A natural communicator, she relates to the variety of different organizations with which she has worked, including non-profit, networking, manufacturing, healthcare, education and faith-based. She has her M.A. in Organizational Leadership from Evangel University, and is a Gallup-certified strengths coach.



Randy G. Will, MBA, SPHR

Randy G. Will, chief solutions officer of RG Will Solutions, LLC, is an organizational development

professional with more than 20 years of experience in industries throughout North America. He has worked with healthcare, financial services, advertising, education and manufacturing organizations designing, developing and implementing programs in leadership, human resource management, lean, six sigma and organizational change.

As a change agent, Will provides perspective to individuals and organizations that are caught up in the churn of today's business climate. He

works with client companies to provide organizational development solutions that increase profitability, improve productivity and satisfy customers. Will has facilitated many successful workshops that captivate audiences. Will is a highly-rated speaker on a variety of topics and uses humor and life experiences to entertain and educate his clients.

Will received his B.A. in business and communications and his M.B.A. from Drury University. Will has also achieved his SPHR (Senior Professional in Human Resources) certification.



Michael Descamps

As the president and managing partner of Performance Concepts, Inc., Michael

Descamps has provided consulting services and customized training to various industries in Missouri, Oklahoma, Arkansas, Texas, Oregon, Iowa and Louisiana in the areas of leadership development, talent development, individual and organizational communications, conflict prevention and resolution, performance management, and root cause analysis. Descamps has 30 years of experience in the transportation industry. He has 20 years of management experience and specializes in operations and facilities management, which includes safety, employee performance management, training and development, and customer service. Descamps is an accomplished facilitator and a certified Development Dimensions International Trainer.



Laurie Stowers

Laurie Stowers has been involved in the field of education for over fifteen years. She received her Bachelor's degree

in Communication from the University of Missouri and eventually went on to earn her Master's degree from the University of North Carolina at Charlotte.

Ms. Stowers is also a Microsoft Certified Specialist for Microsoft Word, Excel, PowerPoint and Outlook. As both a college instructor and a corporate trainer, she strives to assist others with their Microsoft software skills. Laurie works to understand the needs of business clients and consistently receives high marks from participants in her corporate training classes.



Kari Stewart

Kari Stewart received her Bachelor's Degree from the University of Wisconsin-Green Bay and holds a Master's Degree in Management

and Organizational Development from Silver Lake College in Manitowoc, WI. She is an active speaker and trainer who uses her considerable experience to coach people to greater success in their careers. As the former manager of the selection and retention unit of a Fortune 500 financial services organization and the world's largest fraternal benefit society. Accomplishments during her tenure include, design of a critical customer retention program, a new employee orientation program, and original research to develop a unique criterion-based assessment test for applicants. Ms. Stewart has worked with numerous business leaders to assist them in attracting and keeping quality employees, with an emphasis on changing habits and improving skills.

PROFESSIONAL DEVELOPMENT

WDB-020 - Embracing Change

Instructor: Randy Will

If there's one thing all organizations in today's economy have in common, it's that they are undergoing change. But change is effective only if the employees impacting your bottom line embrace it. Their ability to adapt will determine the competitiveness and success of your organization. This course focuses on the role of individual performers in implementing change in the workplace. Participants discover their Change IQ, learn about the phases of change that many people experience and are introduced to best practices that will enable them to tackle and overcome the new business challenges of today and tomorrow. Check workforce.otc.edu or call 417-447-8888 for class dates and information.

WDB-018 - Right, Wrong, and Legal

Instructor: Randy Will

Many businesses and leaders talk about how their employees are their most important assets. No business can survive for long without them. Knowing how to interact with employees, provide them with proper feedback, and keep things legal is the challenge. This course is designed to give leaders a basic understanding of the laws related to hiring and leading employees. It builds fundamental understanding and skills that allow leaders to address some of the most common situations encountered when interacting with others. Special emphasis will be given on recent changes to employment law and strategies to address both the legal and behavioral impact. Check workforce.otc.edu or call 417-447-8888 for class dates and information.

WDB-023 - Millennials at Work

Instructor: Alia Stowers

As millennials charge into the workforce, most organizations are feeling the brunt of intergenerational tension and conflict, or even just lack of understanding. This training will help managers and employees understand differences in communication style, requirements for engagement, and more, of each generation in the workforce today and specifically how to recruit, engage and partner with millennials for organizational success.

7/25 T 8AM-12PM \$175

WDB-025 - Leading From Your Strengths

Instructor: Alia Stowers

We all know the excitement, fulfillment, and effectiveness that happens when we function using what comes naturally to us. Strengths training is a program by Gallup, a well-known research organization. Using the assessment tool StrengthsFinder 2.0, has proven to result in higher engagement, greater fulfillment, and significantly better business outcomes. This workshop is not just training-- it is group coaching. It begins with awareness of one's top strengths and works through how they interact with others' and how to leverage them for the greatest impact on work and personal relationships and task completion. Anyone can learn from this training, but leaders of any type will find it especially beneficial. The workshop is lively, fun, and interactive. Price includes assessment fee.

7/18 T 8AM-12PM \$195

WDB-101 – Oral, Written and Email Communications

Instructor: Laurie Stowers

Effective communication skills are essential for professional success within any industry. This class will focus on helping business professionals enhance their ability to communicate effectively, explore the elements of communication, and refine the process of sending and receiving messages.

7/6 TH 8:30am-12:30pm \$139

WDB-706 – Attitude and Team Building

Instructor: Mike Descamps

This module provides a refreshing and common sense approach to the employee's attitude and how it affects their personal and professional lives. A clear understanding of the importance attitude plays in organizational effectiveness is imperative for success. The overall health of an organization is dependent upon the awareness, outlook, and morale of its employees. Team Building teaches the importance of cohesiveness and the strength and effectiveness obtained through organizational bonds. Leaders will gain the true understanding of trust, caring, and commitment and how these elements translate into open and honest communication and debate.

7/5 W 1-5PM \$139



COMPUTERS



Office Assistant Certificate

Instructor: Laurie Stowers

This course covers a variety of topics to prepare the student for entry into the workforce as an Office Assistant. Participants will study current office procedures, duties, and responsibilities applicable to an office environment. Topics include:

- **Business Computer Software**

This Office Assistant course focuses on the most commonly used computer programs, including those in the Microsoft Office Suite, such as Word, PowerPoint, Excel and Outlook. Specific skills include working with word processing and mail merge, creating and editing spreadsheets and using email and calendars, as well as making dynamic presentations. Students learn file functions, printing, data manipulation, indexing, sorting and moving text. Curriculum also includes creating reports, and business correspondence.

Participants will not only learn this information, but they will develop these skills by practicing them in hands-on labs and exercises.

- **Professionalism, Communication and Etiquette Skills**

This course will further assist students with their business communication skills. Focus will be placed on a practical application of basic language usage skills with emphasis on fundamentals of writing and editing for business. Telephone techniques, communications skills, dealing with difficult people, dress code, and interviewing skills will also be addressed.

7/19-8/3 WTH 8:30AM-3:00PM \$795

For additional course information or to register, please call (417) 447-8888 or visit us online at workforce.otc.edu.

WDC-291 - Photoshop - Level 1

Instructor: Glenn Eckl

This image editing software offers an impressive array of tools for correcting and altering digital images. Create and save files, correct images, create and manipulate layers, and fix or retouch photos.

6/10 S 8:30AM-3:30PM \$115

WDC-378 – Photoshop - Level 2

Instructor: Glenn Eckl

Follow up to Level 1. Learn to add and manipulate text, color options, selection and spot altering.

6/17 S 8:30AM-3:30PM \$115

WDC-501 – Photoshop - Level 3

Instructor: Glenn Eckl

Successful completion of Photoshop Level 2 recommended. You will: look through an array of filters, use Photoshop as an art tool and learn specialty processes and take a peek at Image Ready.

6/24 S 8:30AM-3:30PM \$115



COMPUTERS

WDC-325 – QuickBooks Pro - Level 1

Prerequisite: Basic computer knowledge

Get the basics of QuickBooks and review the software tools to help manage your business. Learn how to set up your files with some hands-on practice. This class is a slower-paced class that is necessary for beginners especially those who have never used QuickBooks before.

8/2 W 8:30AM-3:30PM \$150

WDC-371 – QuickBooks Pro - Level 2

Prerequisite: Previous QuickBooks experience or Level 1

Learn about working with QuickBooks accounts, reconciliations, credit card transactions, accounts receivable, accounts payable and basic reports. This class is good for current QuickBooks users who want a comprehensive knowledge of the basic functions of QuickBooks.

8/9 W 8:30AM-3:30PM \$150

WDC-474 – QuickBooks Pro - Level 3

Prerequisite: Previous QuickBooks experience or Level 2

This is an advanced QuickBooks course. Learn about inventory, sales tax, payroll and payroll taxes. This course also covers analyzing financial data, time tracking, progress invoicing, job costing, class tracking, customizing forms and reports and creating budgets. This is a fast-paced class. Students must be familiar with working in QuickBooks and be able to navigate the software quickly.

8/16 W 8:30AM-5:30PM \$160

WDC-484 – InDesign - Level 1

Adobe InDesign is a prime tool for producing brochures, flyers, business cards or newsletters. Taught on a Mac platform.

7/15 S 8:30AM-3:30PM \$115

WDC-599 – InDesign - Level 2

Learn advanced layout techniques, how to use built-in tools for managing layout and preparing files for print. Taught on a Mac.

7/22 S 8:30AM-3:30PM \$115

WDC-609 – InDesign Level 3

Create graphics using the pen tool, work with transparencies, tabs and tables. Prerequisite: InDesign Level 1 and Level 2 or intermediate experience.

7/29 S 8:30AM-3:30PM \$115



WDC-745 – Excel 2010 - Level 1

Instructor: Cindy Mayfield

Gain a solid understanding of Excel. Learn how to navigate around a worksheet, enter and edit data, use formatting, copy and paste, proofing and editing as well as save and print your document.

6/19 M 8:30AM-3:30PM \$115

WDC-746 – Excel 2010 - Level 2

Instructor: Cindy Mayfield

Create and use multiple sheets in workbooks. Learn grouping and linking sheets. Work with headers and footers. Create, edit and format charts.

6/26 M 8:30AM-3:30PM \$115

WDC-747 – Excel 2010 - Level 3

Instructor: Cindy Mayfield

Use more Advanced Formulas. Learn how to create Pivot Tables and Macros. Create Drop-Down Lists for data entry. Create custom Templates as well as use pre-designed Templates. Use Excel with other Office Applications. Customize Toolbars and Ribbons.

7/10 M 8:30AM-3:30PM \$115

For additional course information or to register, please call (417) 447-8888 or visit us online at workforce.otc.edu.

WDC-261 – Excel 2013 - Level 1

Instructor: Laurie Stowers

In this course the user will move past the basics in Microsoft Excel and explore more intermediate topics. Through hands-on learning, students will gain a better understanding of this program and how they can utilize it in both their personal and professional lives. This level covers the following topics: Formatting Cell Contents (Advanced Contents), Managing Multiple-sheet Workbooks, Applying Advanced Functions, Performing Data Analysis, and Utilizing Graphics and Templates

6/1 TH 8:30AM-3:30PM \$115

WDC-262 – Excel 2013 - Level 2

Instructor: Laurie Stowers

In this course the user will move past the basics in Microsoft Excel and explore more intermediate topics. Through hands-on learning, students will gain a better understanding of this program and how they can utilize it in both their personal and professional lives. This level covers the following topics: Formatting Cell Contents (Advanced Contents), Managing Multiple-sheet Workbooks, Applying Advanced Functions, Performing Data Analysis, and Utilizing Graphics and Templates.

6/8 TH 8:30AM-3:30PM \$115

WDC-263 – Excel 2013 - Level 3

Instructor: Laurie Stowers

This course will explore advanced concepts in Microsoft Excel. It will provide more complex skills than those presented in the Level 1 and Level 2 courses, but with the same task-oriented, hands-on design. This is an advanced course that will challenge students and cover the following topics: Using Lookup Functions, PivotTables, and Macros, Using Advanced Formatting and Analysis Tools, Collaborating in Excel, Sharing Workbooks, and Integrating Excel with Other Programs.

6/15 TH 8:30AM-3:30PM \$115



WDC-013- Windows 10 - Level 1

Instructor: Cindy Mayfield

Become familiar with your Windows environment. This class will help you with navigating the Windows 10 Start Screen, Pinning an Application to the Start Screen, Working with Start Screen Tiles, Working with Multiple Apps, Shutting Down or Restarting Windows, Customizing the Desktop, and so much more.

7/17 M 8:30AM-11:30AM \$75

WDC-257 – Word 2013 - Level 1

Instructor: Laurie Stowers

Create and edit simple documents; format documents; add tables and lists; add design elements and layout options; and proof documents.

6/29 TH 8:30AM-3:30PM \$115

WDC-742 – Word 2010 - Level 1

Instructor: Cindy Mayfield

Create and edit simple documents; format documents; add tables and lists; add design elements and layout options; and proof documents.

7/24 M 8:30AM-3:30PM \$115



LANGUAGE

CEFL-237 – Beginning Sign Language

Learn basic sign language skills, including finger spelling and basic hand shapes, used in common conversation within the deaf community. Book included in the price of the class. Watch www.workforce.otc.edu for fall 2017 dates.

CEFL-238 – Intermediate Sign Language

Continue to build on skills using the same book as Beginning Sign Language. Learn basic sign language skills, including finger spelling and basic hand shapes, used in common conversation within the deaf community. The cost of the book is included in the price of the class.

7/25-9/5 T 6-8 PM \$140

CEFL-294 – Family Sign Language

Designed for family members to attend together. Tuition is required for each adult (16 and older; children of registered adults, students 15 and under are free. Learn the alphabet, everyday signs, and basic skills so hearing and non-hearing individuals can communicate. No Class on July 3rd

6/12-7/24 M 6-8 PM \$160



CEFL-500 – Beginning Spanish Part 1

Beginning Spanish is now offered in two sections. Former students are welcome to take these classes as refreshers. The textbook is included in the cost of the class. (The same book is used for Spanish I and II.)

6/1-7/6 TH 6-7:30PM \$160

CEFL-501 – Beginning Spanish Part 2

Continue to build on your Spanish skills. Former students are welcome to take these classes as refreshers. The cost of the textbook is included in the cost of the class. (The same book is used for Spanish I and II.)

7/13-8/17 TH 6-7:30PM \$160

CEFL-502 – Intermediate Spanish Part 1

Continuation after Beginning Spanish Part 2. Topics include diction, listening, conversation, reading in Spanish and translating. At the end of this class you'll be able to express yourself in complete sentences. (The same book is used for Spanish I and II.) No Class July 4th

6/6-7/11 T 6-7:30PM \$160

CEFL-503 – Intermediate Spanish Part 2

Continuation of Intermediate Spanish Part 1. Practice of everyday conversation, increasing vocabulary and improving pronunciation. (The same book is used for Spanish I and II.)

7/18-8/22 T 6-7:30PM \$160

CEFL-293 - Sign Language for First responders

Designed for police officers, fire fighters, EMT/EMS, and other first responding personnel to be able to bridge the gap of communication with citizens who are deaf or hard of hearing. In this course you will learn finger spelling and how to sign some basic phrases that can be used in the case of emergencies. This course will cover basic medical signs and the "Who, What, When, Where, Why, and How" of a situation. Completion of this course will come with a certificate. All materials will be provided and are included in the cost of the course. *Completion of this course does not replace the need for a certified/licensed interpreter on-scene. *All class meetings are mandatory to receive a certificate of completion. Watch workforce.otc.edu for fall dates

GENERAL INTEREST

CEG-561 – Basic Motorcycle Course

This course is designed for people who are 15 1/2 years old and older to provide basic knowledge and skills for those who have never ridden a motorcycle or just need a refresher course. See website for details and requirements. There are no refunds for this class.

7/21-7/23	F	6-9PM	\$250
	S/SU	8-5PM	
7/28-7/30	F	6-9PM	\$250
	S/SU	8-5PM	
8/4-8/6	F	6-9PM	\$250
	S/SU	8-5PM	
8/11-8/13	F	6-9PM	\$250
	S/SU	8-5PM	
8/18-8/20	F	6-9PM	\$250
	S/SU	8-5PM	
8/25-8/27	F	6-9PM	\$250
	S/SU	8-5PM	
9/8-9/10	F	6-9PM	\$250
	S/SU	8-5PM	
9/15-9/17	F	6-9PM	\$250
	S/SU	8-5PM	
9/22-9/24	F	6-9PM	\$250
	S/SU	8-5PM	
9/29-10/01	F	6-9PM	\$250
	S/SU	8-5PM	
10/13-10/15	F	6-9PM	\$250
	S/SU	8-5PM	
10/20-10/22	F	6-9PM	\$250
	S/SU	8-5PM	
10/27-10/29	F	6-9PM	\$250
	S/SU	8-5PM	
11/3-11/5	F	6-9PM	\$250
	S/SU	8-5PM	

CEG-563 – Basic Motorcycle Course II

This course is intended for those who have considerable motorcycle riding experience. Specially trained instructors will lead you through six hours of skills practice and discussion on the range. Examples of specific course content include: higher speed steering, cornering, counter-weighting, traction awareness, and braking. Other course time is devoted to motorcycle dynamics: wind effects, tire characteristics, and load distribution

6/17	S	9AM-3PM	\$150
10/7	S	9AM-3PM	\$150



HEALTHCARE

To start the registration process, please complete the packet associated with your program of choice located at workforce.otc.edu/healthcare. If you have questions or problems with the packet, please call our office at 417-447-8888 for further assistance.

Most programs also require a background check, a valid driver's license, and a HS diploma or equivalent. Clinical component, if applicable, will begin after completion of lecture/lab.

The following certification programs require the student to take a Health Career Readiness Assessment (HCRA) Exam and interview with either, the program director or lead instructor before registration. Furthermore, the programs listed below also require pre-requisites before registration can take place. Please note the dates of pre-requisites classes in this catalog. The student must call our main office to schedule the exam, which is limited to 10 students per session.

- WDH – 097 Pharmacy Technician
 - WDH – 499 Medical Allied Health Math
- WDH – 151 Medical Coding BASIC
 - WDH – 153 Medical Terminology SEATED
- WDH – 500 Medical Assistant DAY or EVENING
 - WDH – 153 Medical Terminology ONLINE or SEATED
- WDH – 700 Medical Administrative Assistant
 - WDH – 153 Medical Terminology ONLINE or SEATED
- WDH – 104 Hemodialysis Technician
 - WDH – 499 Medical Allied Health Math
- WDH – 514 Phlebotomy Technician
 - WDH - 153 Medical Terminology ONLINE or SEATED

Classes with * are hybrid courses, which means there are portions online and in the classroom.

*WDH-097 - Pharmacy Technician

The Certified Pharmacy Technician Program is for students interested in a career path leading to employment in a variety of pharmacy environments. Students will utilize many learning platforms including on-line, hands-on lab, simulation, and scheduled externships (120 hours: 60 hr hospital/60 hours retail). Class will meet one night a week. Students will learn from trained professionals currently working in the pharmacy profession. They will learn about the top medication dispensed in the U.S., calculations and proper medication dispensing. Completion of the 16-week course qualifies students to sit for national certification testing offered by the Pharmacy Technician Certification Board (PTCB).

10/4-2/28	M	6-9pm	\$2,995
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The Center for Workforce Development is always on the lookout for highly capable and enthusiastic part-time instructors and vendors for our classes and customized training programs. If you have interest, please call (417) 447-8888.

WDH-020 - Pharmacy Technician Accelerated Program

The Pharmacy Technician Accelerated Program is designed to assist current uncertified pharmacy technicians obtain their PTCB certification prior to the upcoming mandatory changes, per PTCB regulations. This certification review course will prepare you to take the PTCB certification by covering material you may not be familiar with.

7/6-8/8	TTH	5:30PM-8:30PM	\$799
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*WDH-099 – Community Healthcare Worker

A community healthcare worker helps bridge the gap between healthcare providers and populations in need of care. Community healthcare workers serve as links between the patient and health or social service agencies to improve access to services, quality of care, and also strive to improve health outcomes. Throughout this course, students will participate in discussions, collaborative projects, and an on-site clinical shadowing experience as they learn how to provide quality public service, how to navigate local community resources, as well as develop a deeper understanding of specific community-based cultural beliefs. Please call for more information and course requirements. If not currently employed in a location offering this service, an interview will be required before being allowed to register for the course. Course fee includes textbook, CPR certification, background check, and random drug test. Offering video conferencing for those student at least 65 miles outside of Springfield. Call for pricing and more information for Summer and fall 2017 dates.

*WDH-104 - Hemodialysis Certificate Program

A Hemodialysis Technician assists patients with end-stage renal disease to achieve safe and effective dialysis treatment. The requirement of the Hemodialysis Technician is to provide high quality healthcare for patients, while maintaining professionalism in the healthcare industry. Students learn how the kidney functions through the human body. Instructors currently are employed in Hemodialysis clinics throughout Southwest Missouri. Employment opportunities include dialysis clinics, hospitals, doctors offices, and at-home care facilities just to name a few. Students will learn how to prepare patients for dialysis treatments, monitor patients during therapy time and clean and disinfect equipment after each treatment use. This program prepares the student for three (3) national certification exams.

10/3-3/27	T	6:00-9:30PM	\$5,995
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***WDH-151 - Medical Coding - Basic**

The Center for Workforce Development – Ozarks Technical Community College, in conjunction with MK Education now offers a Medical Coding Certificate Program. The basic course prepare students to enter the profession of medical coding in the physician and hospital environment.

Students will learn from a trained professional the importance and fundamentals of proper coding to execute financial goals of a major medical practices. Students will prepare for taking the AAPC: CPC certified professional coder; CPC-H: Certified Professional Coder in a hospital and AHIMA: CCA: Certified Coding Associate certification exams. There is no outside externships required. Students will complete a required number of simulation hours in the computer lab. Class will meet one night a week on campus and utilize an online learning system for lecture. Must have access to the internet outside of class.

10/5-3/15 TH 6PM-9:30PM \$5995

***WDH-153 - Medical Terminology (Non-Credit)**

Basic Medical Terminology will prepare the student for allied health courses. This is a highly recommended course, especially for those who has never been exposed to medical terminology. Tuition includes: Textbook, online fees, certificate of completion. *This class is a prerequisite for several of the Health Care programs.

7/9-9/3 24/7 Online \$925

7/31-9/27 MW 5:30PM-7:30pm Seated \$925

***WDH-451 - CNA - Inclusive Class**

This class meets the classroom and clinical requirements for Missouri Department of Health and Senior Services to be a Certified Nurse Assistant and is appropriate for those new to the healthcare field. This class is a hybrid online/ seated course, which means the course is delivered partially online and partially in a seated classroom. Must be at least 18 years old and employable at a long-term care facility.

Clinical requirements for all classes are on Tuesdays and Wednesdays. A completed healthcare form and registration on the family care safety registry are prerequisites before clinical work can begin. No refunds unless the class is canceled by OTC.

Tuition includes: 2 sets of Scrubs, textbook, Medically approved shoes for clinical, Gait belt, Watch, Drug Screen, Background Check, CPR Certification, Clinical component, OTC-CNA Lapel Pin, Clinical ID Badge, Certification Exam, OTC-CNA Certificate of Completion and Certification ID Card.

Class B: 7/27-9/15 TH 8AM-3PM \$2,185
Clinicals TW 6:45AM-5:15PM

***WDH-453 - CNA - Non-Inclusive Class**

This class is for students who are already working for a long-term care facility. This is a state-approved course that requires students to complete 75 hours of classroom (lecture) training and 100 hours of on-the-job (OJT) clinical time. Students are required to take a final exam through OTC-CWD, Allied Health AND the State of Missouri written certification exam and practicum (skills) exam, and be successful, in order to officially become a CNA in Missouri. Employed students must obtain certification within four (4) months of hire.

Tuition Includes: Textbook, OTC-CNA Lapel Pin, Certification Exam, OTC-CNA Certificate of Completion and Certification ID Card.

Class B: 7/27-9/15 TH 8AM-3PM \$960

***WDH-455 – IV Therapy**

This class is for LPNs in good standing to complete their Intravenous Therapy Certification. Tuition includes clinical hours, lab fees, kit, supplies, course materials, the fee for a random drug screening and a criminal background check fee. Call 417-447-8888 for course requirements. This class will only meet in person on the final day for lab/clinical. The remainder of the class will be online. There will be no refunds for the class unless OTC cancels it. Call for pricing and dates.

WDH-456 - Certified Medication Technician/Insulin

This class prepares Certified Nurse Assistants to become Certified Medication Technicians to work in long-term care facilities. The course meets the requirements of the MO DHSS. A final state exam (\$200) is required. Tuition includes clinical hours, textbook, criminal background check fee and random urine drug screen fee. Successful completion of WDH 102 is required before registering. There will be no refunds for this class unless OTC cancels it. Call for pricing and dates.

WDH-476 - Clinical Supervisor Seminar

This specialized seminar will prepare Registered Nurses and Licensed Practical Nurses to supervise nurse assistant students during clinical hours and on-the-job training in long-term care facilities. This program is required and approved by the Missouri Department of Health and Senior Services. Attendees are placed on the Mo. State Registry of Qualified Clinical Supervisors. No refunds available for this class unless it is canceled by OTC.

12/4 M 8AM-12Noon \$149

WDH-488 - CNA/CMT/Insulin Instructor/Examiner

Learn the methodology of administering final examinations of the Missouri-approved nurse assistant and medication technician training curriculum. The class provides the Registered Nurse instructor an opportunity to sign an agreement with the state of Missouri to become a state examiner. The revised "Nurse Assistant in a Long Term Care Facility Instructor's Manual" must be brought to the workshop. There are no refunds for this class unless canceled by OTC. Watch the web or call for other 2017 dates.

***WDH-499 - Medical Allied Health Math**

Basic Allied Health Math Course will help the student prepare for the math required in the allied health courses. It is HIGHLY Recommended to take prior to the fall 2017 classes.

Tuition includes: Textbook, Online fees, and Certificate of Completion.

7/19-9/13	W	5:30-8:30PM	\$925
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***WDH-500 - Medical Assistant Certification Program .**

The Certified Medical Assistant program is designed for students which desire to begin a career path in the healthcare industry. At completion of the program, students have the choice between two certification exams. The Certified Clinical Medical Assistant (CCMA) through NHA/ATI OR the Registered Medical Assistant (RMA) through American Medical Technologist (AMT). See workforce.otc.edu/healthcare to learn more about additional certifications. Tuition Includes: All textbooks, lab fees, lab supplies, two pairs of scrubs, one pair of clinically approved shoes, CPR, Stethoscope, drug screen, background check, watch, one certification exam attempt (either CCMA or RMA), photo ID for clinicals, clinical fees, lapel pin.

10/2-6/18	M	10AM-2PM	\$4655
10/5-6/21	TH	5:30-9:30PM	\$4655

WDH-102 - CMT/Pharmacy Math Review and Test for Adult Basic Education

The math review and TABE (Test for Adult Basic Education) are mandatory for certified medication technician students. The course fee includes the cost of a two-day prep class before the TABE and a study packet. Call or visit the website for more information.

***WDH-514 - Phlebotomy Technician**

This class provides instruction and preparation for those entering the field. Applicants must be at least 18 years of age, have a high school diploma or passed the High School Equivalency Exam. Clinical work, consisting of 100 hours, is completed at a hospital or clinic, as arranged by instructor. The clinical hour portion begins after the end of the lecture portion and can take up to three months to complete. The amount of time it takes to complete depends on the student's availability for daytime clinical hours as well as the facility's ability to accommodate students. Upon successful completion of the class and required clinical time, students are eligible to take the national American Society of Clinical Pathology (ASCP) certification exam. Tuition includes textbook, criminal background check fee, the cost of a random drug screening, photo identification badge for clinicals, scrubs, and clinical rotation. No refunds will be provided for this class unless OTC cancels it.

10/2-12/11	M	5:30-9PM	\$1475
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WDH-517 - Insulin Administration

This 10-hour program is designed to prepare Certified Medication Technicians (CMT) and Certified Medication Aides (CMA) to administer insulin and includes two clinical hours. The class is approved by the Missouri Department of Health and Senior Services. The class fee includes state certification. CMTs and CMAs must have written recommendation for training by an administrator/ manager/or nurse with whom they have worked. The cost of the textbook is included in tuition. There will be no refunds for the class unless OTC cancels it.

7/19-7/20	WTH	8AM-2:30PM	\$330
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***WDH-550 Certified Clinical Medical Assistant-Non-Comprehensive**

This class is for those students currently working as a medical assistant (MA). This class will not have a clinical component nor classroom instruction. Students must be at least 18 years old, have a high school diploma or passed the High School Equivalency Exam, have one year of experience as a medical assistant or completed a medical assistant training program within the past year. Proof of completion of a medical assistant program or a letter of recommendation from current employer with dates of employment is required. The course fee is \$799. Must have approval from program manager if not currently working as a medical assistant. There will be no refunds for this class unless OTC cancels it. This class is offered online only. Please call for more information.

***WDH-611 – Basic Life Skills (BLS) Healthcare Provider**

This American Heart Association course includes adult, child and infant cardiopulmonary resuscitation (CPR), mouth-to-mask ventilation, and automated external defibrillator (AED) training for healthcare providers. This class is appropriate for those working in the healthcare field. Upon successful completion, each participant will receive a BLS course completion card. Classes are skills testing only, meaning you must complete an online portion prior to the start of class. Please make sure you give us a valid email address on enrollment so we can send out the keys for online class. The American Heart Association strongly promotes knowledge and proficiency in BLS, ACLS, and PALS and has developed instructional materials for this purpose. Use of these materials in an educational course does not represent course sponsorship by the American Heart Association. Any fees charged for such a course, except for a portion of fees needed for AHA course materials, do not represent income to the association. Call for class dates and information.

***WDH-612 - Heart Saver CPR**

This American Heart Association cardiopulmonary resuscitation (CPR) course teaches the general public how to recognize and treat life-threatening emergencies, including cardiac arrest and choking for adults. Students have the option to learn how to treat child and infant victims of cardiac arrest and choking. Class is appropriate for anyone who wants to learn CPR and how to use an automated external defibrillator. Students will learn the warning signs of heart attack, stroke and breathing difficulties. Cost of textbook is included. Call 417-447-8888 for class dates and information or for private group sessions.

***WDH-510 - EMT Basic Refresher**

This course is designed to cover mandatory core content in seven divisions as required by DOT and BEMS. The content is designed to help an Emergency Medical Technician (EMT) basic refresher student successfully complete the course and the skills exam. Students receive mandatory dates on the first day of class. The class meets the requirements for re-licensure. Each lesson covers specific content areas and includes key terms, PowerPoint presentations and quizzes. Call or watch the web or call for other 2017 dates.

***WDH-542 - Hybrid-EMT Intermediate / Paramedic**

Refresher The paramedic refresher course is designed to cover mandatory core content in four divisions and flexible core content in five divisions. The course meets or exceeds the standards of the National Registry of Emergency Medical Technicians (EMT) and Missouri Bureau of Emergency Medical Services (EMS). Watch the web or call for other 2017 dates.

***WDH-700- Certified Medical Administrative Assistant**

As a Certified Medical Administrative Assistant, (also called a Medical Office Secretary), you'll keep healthcare offices running efficiently and effectively, by mastering the administrative skills needed for today's healthcare environments. It is also a great starting point if you are not quite ready for the Medical Assistant (MA) certification program. If your future leads you to desire a career with more patient contact, you may decide to transfer in the WDH-500 - MA certification program (eligibility requirements and additional tuition apply). By becoming a certified MA, you can gain additional credentials for a patient-contact position currently in high-demand in the healthcare industry. Background check, drug screen, or clinical component for this course.

Tuition Includes: Textbook & study guide, all lab/simulation supplies, background check, one attempt at the certification exam, certificate of completion, lapel pin, and one embroidered polo.

10/2-1/15	M	10AM-2PM	\$925
10/5-1/18	TH	5:30-9:30PM	\$925

*Hybrid class: Course materials are accessed online and there will be a seated portion.

Call (417) 447-8888 or visit
workforce.otc.edu to register for classes.

WDD-604 –Anesthesia Refresher Workshop for the Dental Hygienist **

Has it been awhile since administering anesthetic? Do you need a boost in technique or just confidence with administration? This unique course is designed to refresh the licensed dental hygienist in administering block/infiltration anesthesia in a professional learning environment. To register you must show proof of a current dental hygiene license with certification in local anesthetic in infiltration and block

7/8 S 9AM-4PM \$299

WDD-607 - Nitrous Oxide-Dental Hygienist and Assistant

This course provides dental hygienists with necessary training to administer nitrous oxide conscious sedation and the dental assistant with the training and experience to assist in administration and monitoring of nitrous oxide in the dental office. This course satisfies the Missouri Dental Board training requirements, and has no online portion.

10/7 S 8AM-5PM \$249

WDD-608 – Missouri Anesthesia Certificate for the Dental Hygienist **

This course is offered for registered dental hygienists who would like to obtain certification in local anesthesia. At completion of this course, the RDH will be able to deliver safe, effective, and painless local anesthesia with confidence and competence. This course satisfies the Missouri Dental Board training requirements.

7/14-7/15 F 3PM-7PM \$950
 S 9AM-4PM

WDD-609 – Review for Dental Assist. National Board Exam (CDA)**

This study series offers a comprehensive review of current material and concepts essential in preparing the candidate for the Dental Assisting National Board Exam (DANB). The review is based on an analysis of the duties commonly performed in an actual dental assisting practice and is a pathway to becoming an expanded function dental assistant. This is a hybrid class, which means students will be required to complete some portions of the class online and other portions face-to-face.

9/16-10/14 S 9AM-3PM \$150



****Hybrid class:** Course materials are accessed online and there will be a seated portion.

The Expanded Function courses utilize curriculum developed and licensed by the Missouri Dental Association. All Expanded Functions curriculum has been approved by the Missouri Dental Board.

Ozarks Technical Community College is an approved course provider by the Missouri Dental Board.

No refunds. Prices subject to change.

SAFETY/OSHA

Eric Lansdown, AWS, QC1, CWI

Eric Lansdown is an authorized trainer for OSHA 1910 General Industry and 1926 Construction safety classes. Lansdown is a Certified Welding Inspector with nearly two decades of industry experience. In addition to OSHA safety instruction, he is a welding instructor at OTC's Center for Workforce Development where he is responsible for developing customized welding training programs for local businesses. In this capacity, he performs evaluations on current skills, determines curriculum and material needs and performs testing upon training completion ensuring that client goals are met. He also develops and teaches the open-enrollment welding programs for OTC.



WDS-10C - OSHA 10 Hour Construction

This course is part of the OSHA Outreach Training. Participants who successfully complete the course will receive a 10-Hour construction card directly from OSHA. The course reviews the hazards associated with construction through a review of OSHA regulations, and it focuses on the prevention of injuries associated with the hazards.

6/21-6/22	WTH	11:30AM-5PM	\$150
8/23-8/24	WTH	11:30AM-5PM	\$150
9/20-9/21	WTH	11:30AM-5PM	\$150
10/25-10/26	WTH	11:30AM-5PM	\$150

WDS-10G - OSHA 10 Hour General Industry

This course is part of the Occupational Safety and Health Administration (OSHA) Outreach Training and participants who successfully complete the course will receive a 10-hour General Industry card directly from OSHA. The course reviews the hazards associated in industry through a review of OSHA regulations and focuses on the prevention of injuries associated with the hazards.

6/19-6/20	MT	11:30AM-5PM	\$150
8/21-8/22	MT	11:30AM-5PM	\$150
9/18-9/19	MT	11:30AM-5PM	\$150
10/23-10/24	MT	11:30AM-5PM	\$150

WDS-500 - OSHA Train the Trainer Construction

This course is designed for personnel in the private sector interested in teaching the 10- and 30-hour General Industry safety and health outreach training program to their employees and other interested groups. Special emphasis is placed on those topics that are required in the 10- and 30-hour programs as well as on those that are the most hazardous using Occupational Safety and Health Administration (OSHA) standards as a guide. Course participants are briefed on effective instructional approaches and the effective use of visual aids and handouts. This course allows the student to become a trainer in the outreach program and to conduct both a 10- and 30-hour General Industry Safety and Health course and to issue cards to participants verifying course completion.

7/24-7/27	MTWTH	8AM-5PM	\$749
9-25-9/28	MTWTH	8AM-5PM	\$749
11/27-11/30	MTWTH	8AM-5PM	\$749

WDS-501 - OSHA Train the Trainer General Industry

This course is designed for personnel in the private sector interested in teaching the 10- and 30-hour General Industry safety and health outreach training program to their employees and other interested groups. Special emphasis is placed on those topics that are required in the 10- and 30-hour programs as well as on those that are the most hazardous using Occupational Safety and Health Administration (OSHA) standards as a guide. Course participants are briefed on effective instructional approaches and the effective use of visual aids and handouts. This course allows the student to become a trainer in the outreach program and to conduct both a 10- and 30-hour General Industry Safety and Health Course and to issue cards to participants verifying course completion.

6/12-6/15	MTWTH	8AM-5PM	\$749
8/28-8/31	MTWTH	8AM-5PM	\$749
10/16-10/19	MTWTH	8AM-5PM	\$749



WDS-510 - OSHA Construction

This course introduces private sector personnel to Occupational Safety and Health Administration (OSHA) policies, procedures and standards, as well as construction safety and health principles. Topics include scope and application of the OSHA construction standards. Special emphasis is placed on those areas that are the most hazardous, using OSHA standards as a guide.

7/10-7/13	MTWTH	8AM-5PM	\$749
9/11-9/14	MTWTH	8AM-5PM	\$749
11/13-11/16	MTWTH	8AM-5PM	\$749

WDS-511 - OSHA General Industry

This four-day course is an introduction to Occupational Safety and Health Administration (OSHA) policies, procedures and standards, as well as general industry safety and health principles. The scope and application of the OSHA general industry standards is discussed. Special emphasis is placed on those areas that are most hazardous, along with recommended abatement techniques.

8/14-8/17	MTWTH	8AM-5PM	\$749
10/2-10/5	MTWTH	8AM-5PM	\$749

WDS-7845 - OSHA Record-Keeping Rules

This four-hour course is designed to assist employers in identifying and fulfilling their responsibilities for posting certain records, maintaining records of illnesses and injuries and reporting specific cases to OSHA. Several practice sessions are included. Watch workforce.otc.edu for fall 2017 dates.

WDS-7510 - OSHA for Small Business

This one-day course assists small business employers in meeting the legal requirements of a small business to create and implement an effective workplace safety and health management system. Topics include federal and state safety and health requirements, record-keeping, training, hazard recognition, and suggested approaches or options for solving safety and health hazards. Watch workforce.otc.edu for fall 2017 dates.

WDS-7505 - OSHA Accident Investigation

This course provides an introduction to basic accident investigation procedures and describes accident analysis techniques. The goal of the course is to help participants gain the basic skills necessary to conduct an effective accident investigation at their workplace.

6/12	M	8AM-3PM	\$225
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WDS-7410 - OSHA Management of Excavation Hazards

This course presents the importance of and the requirements involving excavation-competent persons. Topics include discussion of Occupational Safety and Health Administration's (OSHA) Excavation Standard, excavation hazards, soil analysis techniques and protective system requirements. Watch workforce.otc.edu for fall 2017 dates.

WDS-7405 - OSHA Fall Hazard Awareness

This course provides construction employers and employees with information on recognizing potential fall hazards and methods to control or eliminate these hazards. The course focuses on falls to lower levels rather than falls from slips trips. Watch workforce.otc.edu for fall 2017 dates.

WDS-7105 - OSHA Evacuation and Emergency Planning

This four-hour course focuses on Occupational Safety and Health Administration (OSHA) requirements for emergency action and fire protection plans. Preparing for emergencies is a basic principle of workplace safety and health. Participants will learn the reasons for emergency action plans and fire prevention plans and when they are required for a workplace, elements of a good evacuation plan, and design features and maintenance of good exit routes. Students will begin to work on their own emergency action plans during this class. Watch workforce.otc.edu for fall 2017 dates.

WDS-7100 - OSHA Introduction to Machinery

The main focus of this course is to increase the participant's knowledge and skill in proper machine safeguarding techniques and to highlight the benefits of guarding various types of machinery. It is the employer's responsibility to identify and select the safeguards necessary to protect employees and others in the work area, as well as provide appropriate training in safe work practices. Knowing when and how to properly safeguard machinery can reduce or eliminate the potential for accidents and injuries. Watch workforce.otc.edu for fall 2017 dates.

WDS-7115 - OSHA Lockout/Tag Out

This course assists employers to protect employees from potentially hazardous energy. The Occupational Safety and Health Administration (OSHA) requires employers to develop programs to properly train all employees who may come in contact with hazardous energy and to record that training. Topics include: requirements of the OSHA standard 1910.147, essentials of the standard and its associated programs, how to develop, implement, and maintain a functional program, purpose and use of hazardous energy control procedures and methods for re-training employees. Watch workforce.otc.edu for fall 2017 dates.

WDS-7005 - Introduction to Warehouse Security

This course was designed as a training course for warehouse workers and it focuses on many hazards and injuries likely to be encountered in warehouse operations. Warehousing has become an increasingly hazardous work area and OSHA has identified public storage and warehousing as one of seven industries with a high lost-time claims rate. Injuries may occur from forklifts, material handling and lifting, exposure to hazardous substances and slips, trips and falls. The course discusses powered industrial trucks, material handling/lifting, ergonomics, hazard communication, exit routes, fire protection, and walking and working surfaces. Watch workforce.otc.edu for fall 2017 dates.

WDS-FTT – Fork-Truck Training

This training class focuses on three critical areas: the machine, surrounding hazards, and general safety rules. Operators will receive information ranging from pre-operational inspections to the center of gravity triangle to proper steering handling and refueling techniques.

7/18 T 8AM-12PM \$295

TECHNICAL ADVANCEMENT**WDT-100 – Intro to Stick and MIG Welding**

This course introduces the fundamentals of the welding process and provides hands-on training to students who are developing welding skills. Topics covered include theory, practice of oxy fuel welding, cutting process, plasma cutting, shielded metal-arc welding and MIG welding. The course fee includes the welding lab fee. Students should bring welding gloves, welding helmet and safety glasses to class and wear long sleeves.

6/19-7/3 MW 5:30-9:00PM \$349

9/11-9/25 MW 5:30-9:00PM \$349

WDT-132 – Small Engine Repair

This class includes instruction and demonstration with hands-on practice repairing small engines. Students will review the cycles of engines, including carburetion, ignition, charging system, valves, blade sharpening and balancing. Watch workforce.otc.edu for fall 2017 dates.

WDT-400 – Intro to TIG Welding

Designed to expand welding skills, this course covers both theory and practice of TIG welding. Students will work with mild steel, stainless steel and aluminum metals. The cost of the course includes the welding lab fee. Students should bring welding gloves, welding helmet and safety glasses to class and wear long sleeves.

7/10-7/24 MW 5:30-8:30PM \$450

10/23-11/6 MW 5:30-8:30PM \$450

WDT-142 - Stainless Steel Grinding and Polishing

This course will cover the materials and techniques used to grind and polish Stainless Steel to various finishes. It will also cover welding techniques that will aid in the finishing of Stainless Steel. It will utilize the grinding and polishing tools and materials necessary for the grinding & polishing of stainless steel. Included in the curriculum will be the use of equipment such as body buffers, Dyna files, flex shafts, air motors, die grinders and right angle grinders. Training will include 150-320 grit using industrial abrasives and blending wheels. This course will cover proper safety of abrasives, PPE and proper tools for abrasives. This course will be a very "hands-on" course, so anyone attending this course should bring the appropriate clothing. Cost is \$2,495. Watch workforce.otc.edu for fall 2017 dates.

WDT-600 - Backflow Prevention Certification

This course is designed to certify those who have never been trained or certified to inspect cross connection and backflow prevention systems. The American Society of Sanitary Engineering (ASSE) certification exam will be given on the last day of training. No registrations will be accepted after 9/5.

9/26-29 TWTHF 7:30AM-6:30PM \$599

WDT-605 - Backflow Prevention Recertification

This class is to re-certify those who were previously certified to inspect cross connection control and backflow prevention systems. Certification cannot be expired for more than six months. Students should provide a copy of their certification card, which will be submitted to ASSE upon completion of the course and exam. No registrations will be accepted after 9/4.

9/25 M 7:30 AM-6:30 PM \$325



Super Craft Training Classes

A training solution for Companies wishing to have a technician who can do it all – from Electrical, Pneumatics, Hydraulic and Mechanical. These classes combine the best training from an educational format to the hands-on real world training that is needed in an industrial setting. These technicians are trained to perform at a high standard to get the results needed to propel the company forward and who can install, maintain and repair equipment.

Once all 10 sections have been taken and passed the student may sit for the national certification exam.

WDT-XXX - Section 1: Basic Mechanics

This section goes over forces, measuring and applied and the types of motion. Explains the operation and components of equipment used in Industry as well as common measuring tools used to maintain and adjustment equipment. It also covers hand tools, power tools, fasteners and ways to reduce friction and wear.

- a. Forces and Motion
- b. Work, Energy and Power
- c. Fluid Mechanics
- d. Simple Machines
- e. Machine Elements
- f. Measurement Tools and Instruments
- g. Hand Tools
- h. Power Tools
- i. Fasteners
- j. Friction and Wear

Dates and Times TBD - Check web or Call \$250

WDT-XXX - Section 3: Power Transmission

This course covers chains, belts, gears and gear drives, shaft alignment, couplings and brakes.

- a. Belts and Drive Systems
- b. Chain and Drives
- c. Gears and Gear Boxes
- d. Shaft Alignment
- e. Couplings

Dates and Times TBD - Check web or Call \$250

WDT-XXX - Section 2: Lubricants & Lubrication

This course covers a complete lubrication program which goes over the types of lubricants, selection of lubricant and how additives effect the performance of the lubrication. Oils and greases are explained in detail and the applications of each are described as well as the storage and handling procedure.

- a. Principles of Lubrication
- b. Characteristics
- c. Additives
- d. Oil and Greases
- e. Special Lubes
- f. Lubrication Systems
- g. Automatic Lubricators
- h. Storage and Handling
- i. Management of Lubrication

Dates and Times TBD - Check web or Call \$250

WDT-XXX - Section 4: Bearings

This section describes various types of bearings including plain, ball and roller bearings. It explains installation procedures and repair of bearings. Specialized bearings are also covered as well and seals, lubrication of bearings and maintenance procedures.

- a. Shafts and Bearings
- b. Plain Bearings
- c. Ball and Roller Bearings
- d. Specialized
- e. Bearing Seals
- f. Bearing Lubrication

Dates and Times TBD - Check web or Call \$250



Construction Framing & Finishing Course - New starting this Summer

Course will include: OSHA 10 hours, Practical training in blueprint reading and measurement procedures, hands on instruction in the safe and efficient use of tools used in Framing & Finishing, lab to include 6 weeks of hands on participation in building of a single car garage unit, externship to include working on-site with two local Construction companies.

How to Register for Center for Workforce Development Classes

1. Mail form below with check to Center for Workforce Development, 1001 E. Chestnut Expressway, Springfield MO 65802
2. Visit us at Center for Workforce Development at 800 E Central St., Springfield, MO. 65802
3. Register online with a credit card at: workforce.otc.edu.

If you would like to register for a class and pay by check please use the form below to cut out and mail back to us.

*Mail-in options are not applicable for Healthcare classes. Please call for more information on how to register.

Name: _____ SS# _____

Address: _____ City: _____ Zip: _____

Birthday: _____ Phone: _____

Email (For us to send you a confirmation): _____

Class Name: _____ Class Number: _____ Class Date: _____ Fee: _____

Class Name: _____ Class Number: _____ Class Date: _____ Fee: _____

Class Name: _____ Class Number: _____ Class Date: _____ Fee: _____

Class Name: _____ Class Number: _____ Class Date: _____ Fee: _____

* Register Early! Don't wait until it's too late! Register at least a week in advance to make sure you don't miss your class.

**Please visit our website for policies regarding classes, refunds and withdrawals.

We Offer Business Solutions!

In addition to the seated classes presented in this catalog, the Business Solutions team at the Center for Workforce Development is here to help your company find and, more importantly, implement solutions to work smarter and reach your goals. As a division of Ozarks Technical Community College, our very special mission is to offer business services that are customized to each client we serve.

Location and Relationship Matter

Location really does matter and being a part of the OTC education community gives us the proximity to truly know and understand your company's processes, challenges and goals. As members of this region's business community, our reputation as experts is extremely important to us. Building successful relationships and adding value to your company's business operations is our first priority. You'll also find that our location allows us to be highly responsive to your scheduling and operational needs

How We Do It

No one knows your business like you do, but objectively assessing your organization's strengths and opportunities can be difficult and once you have that information — where do you turn? With the comprehensive approach of our Business Solutions team, we offer services to identify strengths and opportunities, and provide competitively priced solutions delivered by industry experts.

Our team includes experienced professionals, executives and business owners who have worked with hundreds of companies to develop fresh approaches to operational processes, leadership, quality initiatives and technical skill training.

Consultation Services

The Business Solutions team at the Center for Workforce Development has a variety of approaches to help your



company find opportunities for process improvements, quality initiatives, leadership building and technical skill enhancements. Our customers include all sizes of firms across a broad spectrum of industries, including: manufacturing, professional services, healthcare, public-sector and non-profits

We are committed to understanding your business operations and can provide team members and resources that are appropriate for your industry. You'll find our industry experts to be competitive in both price and qualifications. Some of the tools we can provide include:

- Strategic planning and consulting
- Workplace assessments
- Value stream mapping
- Analysis of workflow or operations processes and training needs
- Employee coaching

Our job is to help your company — not to sell services your company doesn't need. We can create a package of services designed to fit your specific company and industry needs, so your investment gets the results you need.

Training for Results

Whether your company answers to you, corporate headquarters, or the "front office" there are goals and performance measures you must achieve. The Center for Workforce Development can develop training that addresses these very specific company goals. You'll find the training to be results-driven, competitively priced and meet or exceed the expertise of other regional or national service providers.

Your Place or Ours?

Flexibility is just one of the advantages we can provide your company. With few exceptions we can deliver training to your company's doorstep, or, if you prefer, we can provide an on-campus location. The choice is yours, based on your knowledge of the training topic and the preferences of your staff.

What's Available?

With a pool of experienced industry experts, we are able to design and deliver training for technical, leadership, quality initiatives and supervisory needs. If your training needs are outside the range of our current providers, we have the industry and educational connections to find a qualified provider. To request an appointment with one of our consultants, contact us at (417) 447-8904 or email cwd@otc.edu.

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