CONTINUING EDUCATION AND WORKFORCE DEVELOPMENT

Educational opportunities fall into three main categories: workforce development, professional development and personal development. We also offer non-credit online classes.

Training, Consulting & Testing Services

For details about our training programs call 906-227-2103 or email conteduc@nmu.edu

NMU.EDU/CE

WHAT WE CAN DO FOR YOU

The office of Continuing Education and Workforce Development at Northern Michigan University offers professional workforce development and training for individuals and organizations. By partnering with business and industry throughout the Upper Peninsula, we train employees to meet the current and future needs of regional employers.

We offer a wide variety of skilled and professional training courses and will create and customize programs to meet specific employer needs. We are also available to assist human resource departments in assessing their needs. We will then identify existing faculty or hire skilled professionals from our wide network to deliver the training on a schedule convenient for the company.

Located in the Jacobetti Complex on NMU's north campus, we provide access to 40 specialized training labs. In many cases, training can also be delivered at the employer's worksite or nearby location.

WHY TRAIN EMPLOYEES?

A recent survey found that 40 percent of employees who receive poor job training, leave their positions within the first year. They cite the lack of training and skills development as the principal reason for moving on. Considering the cost of retention, turnover and recruiting, it makes sense to tap into the benefits of training employees. Training can:

- Help employees improve in their jobs and deliver a high quality product or service.
- Improve employee performance and increase productivity.
- Establish a consistent culture; with everyone on the same page, organizations work better.
- Enhance recruiting. Talented people want to work for an organization known for providing training and opportunities for personal growth as a part of the company's culture.
- Increase retention by engaging and nurturing employees.
- Promote job satisfaction and decrease absenteeism, turnover and job stress, leading to better employee health and cooperation.

CUSTOMIZATION TRAINING AND CONSULTING AREAS

The table of contents (next page) includes the most frequently requested types of training and consulting. It is not an exhaustive list and all other areas of interest and areas of training not listed may be developed and customized. Please let us know your needs.

OTHER SERVICES

- AWS Welding Certifications
- Welding Inspections
- EPA Section 608/609 Refrigerant Certification
- Product Design and Prototype Development
- Accuplacer Assessment
- Skill Assessment and Development
  Electrician
  Millwright/Plant Repair
- Skill Testing & Development
  Electrician
  Millwright/Plant Repair
  Auto Mechanic
  ASE Testing
  Welding

SAFETY COURSES

Our trainers/instructors are able to teach a variety of safety courses in many different industries. These courses are usually customized but a general safety course is available should a company be interested.

The following training areas, and other areas not listed, may be developed and customized.

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AUTOCAD (3 Days)
The primary objective of this course is to teach participants the basic commands necessary for professional 2D drawing, design, and drafting using AutoCAD. Additionally, participants will learn to use 2D drawing to build 3D designs.

BEARINGS & POWER TRANSMISSION (5 Days)
This course includes: bearing types, terminology, tolerances, maintenance, lubrication, failures and bearing lab; power transmission fundamentals and terminology, coupling and alignment, condition monitoring, installation and alignment; chain, v-belt/sheaves/bushings and installation lab; gearing and gear reducers, shaft mount reducer installation lab; gearing reducer repair, parallel shaft gear reducer and parallel shaft unit assembly lab.

BEARING MAINTENANCE (3 Days)
This course includes: radial anti-friction bearings, construction and terminology, number system and dimensions, housed bearing types, bearing speeds/loads/life, manufacturer's tolerances, shaft and housing fits/tolerances, bearing arrangements and internal radial clearance, bearing failure analysis, loading patterns, condition monitoring, machine measurements, lubrication, installation, and removal.

BELT CONVEYORS (2 Days)
This course uses Conveyor Equipment Manufacturers Association Installation Standards. Instruction will identify types of conveyors, parts, and components of a typical conveyor, installing components, remove and install reducers, checklist before start-up, and troubleshooting. Participants will create a spare drive pulley from a print.

BELT SPLICING (4 Days)
Instruction will identify types of cookers, splices, and materials used, clips, and grades of belting, as well as, demonstrating various types of repairs.

BLUEPRINT READING, INDUSTRIAL (3 Days)
This course will provide instruction in identifying types of architectural drawings, basic weld symbols, and supplementary forms of information found on a blueprint. Understand and interpret an engineer's scale and demonstrate ability to do basic sketching in Orthographic sketches, Isometric sketches, and Isometric piping sketches.

All classes can be customized to meet company needs!

BOILER ATTENDANT (1 Day)
This course will cover combustion and heat energy, steam traps, boiler design, boiler operation and maintenance, and CSD-1 control requirements for low pressure boilers (under 15 PSI steam & 160PSI Hot water).

CONVEYOR MAINTENANCE (.5 - 1 Day)
Classroom instruction to include wiper procedures and install preparations as well as counterweights, reducers and other alignment issues and field procedures.

CRANES (SMALL) (1 Day)
Training delivery can cover small, overhead, and mobile crane safety and operations.

CUSTOMER SERVICE TRAINING (1 Day)
This online training course builds awareness of the direct relationship between customer service skills and career achievement. By building strong customer service skills, participants will likely develop the tools needed to increase both personal and career success. In order to develop these tools, the first step is understanding that loyal customers are the number one priority for any successful company. Participants will learn that developing relationships within the community is equally important.

DEFENSIVE DRIVING (1 Day)
In this course participants learn safe driving strategies to address commonly identified hazards in a predictable manner. This training goes beyond basic traffic laws. Participants learn to improve driving skills by reducing their risks, anticipating hazards and making safe decisions. Emphasis is placed on distractions while driving, types of distractions and corrective measures as well as weather related driving (winter driving), dealing with animals when driving, school buses, train crossings, and stopping distances. Participants learn about road rage, what to do about it and deadly errors drivers make on the road.

ELECTRICAL MAINTENANCE BASIC/INTERMEDIATE (3 Days)
Covers basic safety, electrical fundamentals, test procedures, some print reading and more. Textbook required.

ELECTRICAL MAINTENANCE ADVANCED (3 Days)
Covers advanced print reading and troubleshooting, both PLC type circuits and standard motor control circuits – some electrical motor fundamentals and testing. Textbook required.

All classes can be customized to meet company needs!

EMPLOYMENT LAW "MUST KNOWS" FOR SUPERVISORS AND MANAGERS (tailored to need)

FSLA Issues (.5 - 1 Day)
This course covers key FLSA issues (so called "wage and hour" issues). Participants will learn what it means to be exempt and non-exempt, who legally can be exempt and more importantly who can't (I'm salaried, so I'm exempt right?). Other issues include off-the-clock work (she didn't get approval for overtime, do we have to pay her?). We will also consider compensation time and time off for exempt workers.

FMLA/ADA Issues (.5 - 1 Day)
In this course, participants will learn about leave (time off) and in particular medical leaves under FMLA: How to handle "sick leave" phone calls. What can and more importantly can't you ask an employee requesting leave? How long a leave is "too long"? When can we terminate an employee off work for medical reasons (including workers comp)? Participants will also learn about RTW after medical leaves: (Really, is that a disability?) Requests for accommodations (ADA), and finally, this course covers medical privacy issues: Who is allowed to know, and who is not allowed to know.

Performance Management/Discipline (.5 - 1 Day)
This course considers the importance of addressing "minor" issues and documentation. The material covered will include terminations: When is it illegal? (She's at-will so why can't we just fire her now? Can we dock his pay for that?) Other topics include: "Protected Concerted Activity" (NLRA) restrictions on discipline: (We don't have a union; what's the NLRA got to do with us? He swore at me in front of other co-workers; can't we fire him for that?) Additionally, off duty conduct will be examined: (Can we discipline for Facebook postings or criminal or other offensive behaviors?)

Discrimination/Harassment/Hostile Work Environment (.5 - 1 Day)
This course covers the difference between "illegal" and "legal" discrimination or harassment and how to respond in common situations such as: (Pat has the Sports Illustrated bathing suit calendar hanging next to his desk; Tina regularly tells Rob how "hot" he looks; Our boss undermines everything we do and is a terrible bully; Most of us like the fun banter in the breakroom, but sometimes it gets a little off color; Oh, he's just one of those touchy, feely people; I don't want to report it, but can you get Terry off my back?) Also investigations and disciplinary options will be examined: (Do we really have to investigate this? Is Mike going to get fired if I report this?)

All classes can be customized to meet company needs!

EPA CERTIFICATION

608 EPA Certification (1 Day)
In the 608 EPA certification course participants are taught the fundamentals of refrigerant management as applied to EPA Section 608, 1990 as amended of the Clean Air Act. Participants will also learn basic refrigerant recovery practices with various makes of equipment. The class will conclude with all participants attempting an approved version of the EPA Section 608 certification exam which is required for all personnel buying, selling or using regulated refrigerant gasses in stationary equipment.

609 EPA Certification (1 Day)
In the 609 EPA certification course participants are taught the fundamentals of refrigerant management in motor vehicle air conditioning equipment as applied to EPA Section 609, 1990 as amended of the Clean Air Act. Participants will also learn basic refrigerant management practices with older R-12 based systems as well as modern R-134a and R-1234yf based systems and the corresponding SAE requirements. The class will conclude with all participants attempting an approved version of the EPA Section 609 certification exam which is required for all personnel servicing motor vehicle air conditioning systems.

FORKLIFT TRAINING AND CERTIFICATION (6 Hours)
This program includes the pre-operation safety checks, capacities, safe operation, and hands-on forklift operation. Participants who successfully complete the Forklift Operator License test will be given a 3-year operator license.

MECHANICAL DRIVE SYSTEMS, BELTS, CHAINS & GEARS (2 Days)
Participants in this course will learn about gear types including spur, helical, bevel, worm, rack and pinion, internal, and gear terminology. Gear alignment instruction will include preliminary, backlash method, and root clearance method, gear failure and inspection, comparative sizes of gear teeth and gear characteristics.

HAZWOPER (1, 3, 5 Days)
The 40-hour Full Initial course is for General Site Workers on known or potentially contaminated sites. This course also meets the classroom/ instructional requirement for supervisors. The 24-hour Technical course qualifies participants for the Occasional Site Worker level for work on known or potentially contaminated sites. The 8-hour Annual Refresher course is required yearly after initial course completion.

All classes can be customized to meet company needs!

HVAC/PIPEFITTING (1-3 Days)
Participants will learn installation of Piping & Plumbing systems, learn to calculate offsets, Michigan Mechanical & Plumbing code requirements, and different pipe installation methods & materials for various applications.

HYDRAULICS (1 Day)
The class is designed to review the fundamentals of hydraulics and to provide a working knowledge of the components used in hydraulic power systems. Emphasis is placed on the installation, maintenance and troubleshooting of individual components and circuits.

INDESIGN BASIC (1 Day)
Participants will learn fundamental concepts, and the basic features of Adobe InDesign. Participants will learn to create documents, place text and graphics and create custom color swatches. Master pages and multi-page documents will be covered as well as, formatting text, printing documents, creating print presets and creating PDF files.

INDESIGN ADVANCED (1 Day)
Participants will learn to create complex document structures, creating tint, gradient swatches and using libraries and snippets. Participants will learn to create vector paths, wrap type on a path, advanced typography and composition techniques. Participants will also learn to work with graphics, object styles, tables, special characters, Story Editor and CS Review panel along with managing long documents.

INDUSTRIAL MATH (1.5 Days)
This course includes U.S. and metric units of measure and conversions, conducting measurements, using decimals, fraction concepts and equivalent fractions, multiply/divide fractions, add/subtract like fractions and least common multiple/denominator, add/subtract unlike fractions, combined operations and complex fractions and operations on mixed numbers.

LARGE VALVES & PIPING (1 Day)
Instruction will involve identifying common types of valves 2" and over, large metal piping, fittings, strainers, filters, traps, different types of valve actuators and different types of grooved pipe systems. The aim is to be able to demonstrate abilities to troubleshoot and repair, use an OSTER threader, use a hot tap machine, and demonstrate the "CLOW" piping system.

LASER ALIGNMENT (1-3 Days)
Learn flexible coupling purposes, metallic coupling and flexible element types, coupling selection, maintenance/removal/installation, balance, rotating shaft alignment including limits, equipment, tolerances and alignment methods.

All classes can be customized to meet company needs!

LOCKOUT/TAGOUT (2 Hours)
This course includes information on lockout/tagout practices and the importance of lockout/tagout devices. The course is designed to comply with the intent of the applicable regulatory requirements. Participants of this course will learn to define the terms used in a lockout/tagout program, describe specific lockout/tagout techniques used in a lockout/tagout program and standard lockout/tagout procedures.

MANAGERIAL COMMUNICATIONS (1 Day)
For project coordinators and supervisors. This training includes components of the communication process, verbal and non-verbal communications, obstacles to communications, listening skills, effect of personality on communications, group decision making, advantages of group decision making, and components of letter writing.

MANUAL ALIGNMENT (1 Day)
Fundamentals of alignment and the tools used.

MICROSOFT

EXCEL BASIC (.5 - 2 Days)
Participants of the training will learn the advantages of electronic spreadsheets, create a basic worksheet by entering text, values, and formulas, create formulas by using some of Excel's built-in functions, move and copy data by using shortcut menus, drag-and-drop editing, and toolbar buttons, change the appearance of worksheet data by using a variety of formatting techniques, prepare a document for printing by using a variety of printing options, use the 3-D aspect of the Excel workbook environment by creating formulas that refer to cells on multiple worksheets and save an Excel workbook as a Web page.

EXCEL INTERMEDIATE (.5 - 1 Day)
This course will assist participants in advancing their core Excel skills and will include the following topics: shortcuts, program functions, formulas and formatting graphs/charts/tables. Participants may review converting, sorting, filtering, and managing lists, extracting data and decision making, data validation and external references, advance filters and auto filters, range names, under-utilized features, protection, shared workbooks and merging shared workbooks, track changes, customer views, report manager, hyperlinks, outlining, and participants will learn to use conditional formatting and styles.

All classes can be customized to meet company needs!

EXCEL ADVANCED (1 Day)
Training will focus on manipulating large spreadsheets, applying advanced formulas and functions to solve problems, and sorting and querying lists of data. In this class, participants will create pivot tables, PowerPivots and charts, learn to trace precedents and dependents, convert text and validate and consolidate data, collaborate with others by protecting worksheets and workbooks, create, use, edit, and manage macros and import and export data. Participants will also learn how to use advanced graphs and presentation techniques to maximize impact, how macros and VBA automate spreadsheets and increase interactivity, and how superpower functions can solve complex problems.

POWERPOINT (.5 - 1 Day)
Participants will develop skills in operating presentation graphics software. Emphasis is on applying the features of the program to create slide show presentations including graphics and sound, automating presentations and setting transitions.

WORD (.5 - 2 Days)
Participants will develop skills in the operation of word processing software. Emphasis is on creating, formatting and revising documents and tables, working with graphics and charts and manipulating multiple section reports.

MS PROJECT MANAGEMENT (1 - 3 Days)
Participants will develop skills in the operation of MS project software. Participants will learn Gantt Charts, adding and linking tasks, grouping tasks, the relationship between tasks and connecting tasks, assigning resources to tasks, critical path analysis, showing critical path, assigning work schedules, printing by the hour and importing from Excel and SAP.

MSHA CERTIFIED ANNUAL REFRESHER (1 Day)
This program covers all aspects of the annual training requirements for owners, operators and contractors under 30 CFR Part 48 & 30 CFR Part 46. This refresher course covers major changes which may adversely affect safety and health as well as other topics specified in the mine safety training plan.

MSHA CERTIFIED NEW MINER (3 Days)
This program covers all aspects of training for miners working at surface mines and surface areas of underground mines. This new miner session covers all topic requirements for owners, operators, and contractors under 30 CFR Part 48 & 30 CFR Part 46.

All classes can be customized to meet company needs!

OSHA 10 HOUR GENERAL INDUSTRY (2 Days)
This course is intended to provide a variety of training on general industry safety and health to entry-level workers.

OSHA 30 HOUR GENERAL INDUSTRY (4 Days)
This course is a safety program designed for anyone involved in general industry. The program provides information on OSHA compliance issues.

OSHA 10 HOUR CONSTRUCTION INDUSTRY (2 Days)
This course is intended to provide an entry level construction worker's general awareness on recognizing and preventing hazards on a construction site.

OSHA 30 HOUR CONSTRUCTION INDUSTRY (4 Days)
This course is a safety program designed for anyone involved in the construction industry. The program provides information on OSHA compliance issues.

PLUMBING (2 - 5 Days)
Participants will be provided information on the use of plumbing tools. The course will include basic pipe installation, forming, bending and soldering pipe and use of fittings. Participants will gain an understanding of hot and cold water supply systems, and a central heating system via theory and practical hands-on experience. Participants will learn how to use compression fittings, as well as the installation of plastic waste systems using push fit and compression connection methods and the correct use of alternative plumbing methods.

PROBLEM SOLVING (1 Day)
Looking at root cause analysis, participants will engage in setting goals and action plans, using problem solving techniques in decision making and delegation reaching efficiencies designed to eliminate waste and ensure systemic advances.

PUMP MAINTENANCE (3 Days)
Participants will learn how to identify basic types of pumps, describe the principles of operation of the following types of pumps (centrifugal, piston, and diaphragm), disassemble and correctly assemble a pump.

All classes can be customized to meet company needs!

PUMP REPAIR (2 - 5 Days)
Learn how to identify basic types of pumps, describe the principles of operation of centrifugal, piston, and diaphragm pumps, disassemble and correctly assemble a pump of each of these types listing the mechanical defects encountered, install and adjust packing and a mechanical seal, calculate the flow rate of a positive displacement pump and identify different impeller types: axial, radial, mixed flow and semi-open, open, closed, van, single and double suction.

QUALITY CONTROL (1 - 3 Days)
Provides supervisors with quality control procedures to be utilized in the process and quality improvement of products. Program includes Total Quality Management overview, Deming's Fourteen Points, and factors affecting quality, problem solving techniques, continuous improvement process, waste free manufacturing, building a quality manual, quality manual review, quality manual implementation and internal auditing for quality.

RIGGING AND HOISTING (2 Days)
Participants will learn hand signals, accessories and hitches for load lifting, knots and knot applications, using charts for tensile strength and safe workloads, sling formulas for given weights, types of hoists, hook lifting devices, installation of wire rope clips, various equipment inspections and discrepancies to look for, estimate weight of steel and overhead cranes. Includes a rigging test.

SOLIDWORKS (1, 2, 3 Days)
An introductory level class. Participants will learn basic solid modeling, basic assemblies and drawings for production with a mechanical design focus.

All classes can be customized to meet company needs!

SUPERVISOR I (1 Day)
This course covers the role and responsibilities of supervisors, standard policy and procedures, communications and documentation and strategic planning.

SUPERVISOR TRAINING: HR LAWS & REGULATIONS (.5 - 1 Day)
Learn how to stay in compliance and out of hot water as you supervise.

SUPERVISOR TRAINING: FOUR GENERATIONS IN WORKPLACE
Learn how to best manage the multiple generations that are in the workplace today.

SUPERVISOR TRAINING II (1 Day)
Training will include basic job analysis, performance management and building your dream team.

SUPERVISOR TRAINING: NEW EMPLOYEE ONBOARDING (.5 - 1 Day)
Once you have a new hire coming "on board", are you fully prepared to welcome and provide proper training to the new employee? This session will give you pointers on how to make the new employee feel welcome, become part of your team and stay motivated for you.

SUPERVISOR TRAINING: PERFORMANCE MANAGEMENT (.5 - 1 Day)
Get the results you want through appropriate and effective employee reviews.

SUPERVISOR TRAINING: BUILDING TEAMS & ENCOURAGING TEAMWORK (.5 - 1 Day)
Building a sense of teamwork, the role of a team leader, using teamwork to build a better work environment and resolving team conflict.

SUPERVISOR TRAINING: TIME MANAGEMENT (.5 - 1 Day)
Learn to delegate without micromanaging, maximize available resources, set objectives for self and the team, understand everyone's perspective to improve productivity.

SUPERVISOR TRAINING: HARASSMENT/SENSITIVITY (.5 - 1 Day)
From harassment to bullying and everything in between.

SUPERVISOR TRAINING: EFFECTIVE COMMUNICATIONS WITH EMPLOYEES (.5 - 1 Day)
How to document and have conversations to improve employee behavior.

All classes can be customized to meet company needs!

SUPERVISOR TRAINING: RECRUITMENT AND SELECTION (.5 - 1 Day)
Have you ever interviewed candidates but at the end of the day have trouble assessing which is the best one? Is there something you feel you may have missed? In this session, you will walk away with tools to reinvent your recruitment strategy and to identify the skill sets you need to fill your missing link. Additionally, participants will consider how to conduct an effective interview.

TEAMS & TEAMWORK (.5 - 1 Day)
This workshop helps all employees identify and understand team member roles, the composition of an effective team, necessary teamwork skills, advantages to teamwork, and how to avoid potential pitfalls or problems and develop individual strategies to be a successful team member.

TIME MANAGEMENT (1 Day)
This workshop helps all employees identify and understand personal time wasters, learn techniques to deal with the top time wasters, handle priorities and multiple projects efficiently and develop individual strategies to better manage their time.

WELDING (1 - 5 Days)
This course includes safety, power sources, equipment set-up including wire feeder, shielding gases, methods of transfer and electrode selection; equipment maintenance, welding with SMAW, solid wire, flux core, gas shielded flux core, troubleshooting common wire welding and finish welding problems burnback. Certification testing included. Welding testing and inspections done to AWS standards.

WELDING TEST (1 Day)
1. Limited 4 hour 3/8" Vertical Welding Skill Assessment
2. Limited 4 hour 3/8" Horizontal Welding Skill Assessment.

WELDING, STAINLESS STEEL TEST (1 - 3 Days)
1. Limited 4 hour 3/8" Vertical Welding Skill Assessment
2. Limited 4 hour 3/8" Horizontal Welding Skill Assessment.

All classes can be customized to meet company needs!

"The team at Continuing Education and Workforce Development has been quick to respond to our training needs whenever I request assistance. They work within our schedule so Potlatch employees can be trained with a minimum of disruption to the mill operation. They have provided tours to our managers, so we understand the variety of options that are available for technical training of all kinds. Feedback from trainees indicates the instructors are very knowledgeable and are committed to ensuring the trainees get what they need from each session."

Deborah Schultz
Potlatch
HR Manager

"One of the reasons we keep coming back to NMU's Continuing Education and Workforce Development is their ability to take a concept and make it into a custom program that meets our industrial needs through both hands-on and classroom training with instructors that have worked in the field."

Michael T. Gregorich
Cliffs Natural Resources
Safety Training Representative

"I love working with Workforce Development at NMU! They take the time to do outreach and listen to the needs of the community and then provide the follow through. When I do a presentation, I know who my audience is and what they are looking for. This is a crucial component to ensure that the needs of the participants are being met while getting the most information from the presentation. I see many participants return to Workforce Development programs, which speaks volumes of the programs they offer. They reach out to all areas of the community - professionals, students, community members and even government officials. I'd like to say they try not to leave any stone unturned."

Deb LaMere, MPA, PHR
HR Consulting, Owner
Regional HR Director, Goodwill Industries

NORTHERN MICHIGAN UNIVERSITY

CONTINUING EDUCATION & WORKFORCE DEVELOPMENT