

# HRCI/SHRM METALFORMING COURSES



## **CAR-1007 Understanding the Interview Process**

In this course, you will learn about the interview process. You will discover the purpose of an interview and the keys to interviewing well. You will also find out about the different types of interviews and what you need to do to prepare for an interview.

## **CAR-1003 Networking**

Networking is about connecting with your contacts on a regular basis. It is not about reaching out to your network only when you want something. In this course, you will discover how the proper use of networking can help you land a job.

## **CAR-1008 Making a Positive Impression**

In this course, you will discover how you can increase your chances of getting a job offer. You will learn how to make a positive impression with your appearance and handshake. You will also find advice for how to behave when you arrive at the interview and during the interview.

## **CAR-1013 Turning a Job into a Career**

In this course, you will learn what you need to do to ensure long-term success on the job. You will find out why you need to pay attention to your soft skills, character traits and work practices to increase the likelihood of success throughout your career.

## **COM-1002 Effective Communication**

Effective communication is a must at work and at home. In this course, you will discover what effective communication is and why it is important. You will also find out how to choose the correct medium for your message based on the medium's strengths and weaknesses. Finally, you will learn the process for constructing effective verbal and written messages.

## **COM-1003 Verbal Communication**

Verbal communication is the most popular form of communication. In this course, you will discover the different approaches to communication and how to communicate effectively face to face, over the phone, and in a videoconference. You will also learn how to leave a clear and concise voicemail.

## **COM-1004 Written Communication**

Sometimes writing communicates your message more clearly than the spoken word. In this course, you will learn guidelines that help you create an effective written message.

## **COM-1005 Nonverbal Communication**

You do not always need spoken or written words to communicate. Nonverbal communication sends a message without words. Often unintentional, nonverbal communication can reveal how a person really feels. It is important that nonverbal communication is in sync with the words being said.

## **COM-1006 Listening Skills**

Listening is an important skill to master for personal and professional success. When you overcome listening barriers and practice good listening skills, you are more likely to understand the message the way a speaker intends.

## **COM-1007 Workplace Communication**

Communication in the workplace is not that different from communication at home. However, you are more likely to encounter individuals who are different from you, and being respectful of each person is more important than ever for effective communication.

## **COM-2001 Conflict Resolution - Understanding Conflict**

Conflict is inevitable and not all conflict is bad. Understanding conflict is important for everyone.

## **COM-2002 Conflict Resolution - Communication Skills**

Effectively managing conflict requires good communication skills.

## **COM-2003 Conflict Resolution - Managing Conflict**

Conflict is natural and happens all the time. Effectively managing conflict is important for everyone in an organization.

## **COM-2004 Introduction to Technical Writing**

Technical writing is a form of technical communication used in many industries to relay complex information about products, practices and processes to a varied audience.

## **COM-2005 Successful Documentation**

Successful documents effectively convey necessary information.

## **CRI-1002 The Critical Thinking Process**

It's human nature to make quick judgements and fast decisions, but fast decisions are not always the best decisions. The critical thinking process encourages you to slow down, define the problem or question you are considering, and examine various viewpoints. Taking a systematic approach can help you make better decisions.

# HRCI/SHRM METALFORMING

## **CRI-1003 Developing and Evaluating Arguments**

Understanding arguments and how they are constructed makes it easier to analyze another person's point of view and decide whether you agree with it. Understanding arguments also helps you construct your own arguments and be more persuasive.

## **CUS-1005 Building Customer Relationships**

Serving your customers in such a way that you build strong relationships with them helps create loyal, repeat customers. In this course, you will learn what you can do on a customer service front to encourage customers to return again and again.

## **CUS-1006 Respecting Diversity in Your Customers**

If you are not accustomed to working with customers who are different from you, you may not be sure how to interact with them. In this course, you will learn guidelines for working with customers from different cultures.

## **CUS-1007 Better Serving Customers with Disabilities**

In this course, you will learn how to work well with customers with all types of disabilities. You will discover general guidelines for working with customers who have a variety of disabilities. You will also find out about special considerations when working with customers who have specific types of disabilities.

## **CUS-1008 Dealing with Difficult Customers**

In customer service, you encounter a wide range of customer personalities. While some customers are fun to work with, others are hard to work with no matter the situation. Others are simply angry. In this course, you will learn how to deal with different types of difficult customers.

## **CUS-1009 Responding to Customer Complaints**

When you work in customer service, dealing with unhappy customers is unavoidable. In this course, you will learn how to respond to customer complaints. You will also discover a problem-solving process that can help you and the customers reach a mutually agreeable solution.

## **DIS-1001 Workplace Discrimination and the EEOC**

The Equal Employment Opportunity Commission enforces certain federal laws against discrimination in the workplace. Understanding the role of the EEOC will help you prevent or respond to discriminatory practices at your workplace.

## **DIV-1001 Introduction to Diversity, Equity and Inclusion**

The world of work is made up of people from diverse

racess, religions, ages, nationalities and other backgrounds.

Understanding the concepts of diversity, equity and inclusion can help you interact in a positive way and ensure that each person has the same opportunities for success.

## **LIF-1001 Identifying Your Life Goals**

If you are wondering how to identify your life goals, then you have come to the right course. In this course, you will evaluate whether you are currently spending your time on important or trivial tasks. You will also learn about the SMART method of goal-setting, as well as how to break down your goals into bite-sized chunks. Finally, you will discover tips that help you achieve your goals.

## **PRO-1002 Components of Project Management**

Before digging into the details of how to build and execute a project plan, it's a good idea to understand the fundamental components of a project.

## **QUA-1001 Introduction to Quality**

Quality is a term that is mentioned often, but what does it really mean? This course defines terms, like quality and Total Quality Management (TQM), and how these terms apply to manufacturing companies.

## **QUA-1003 Standards Organizations**

Standards organizations develop, coordinate, distribute, revise, issue, interpret and otherwise produce standards intended to address the needs of affected adopters.

## **QUA-1004 Quality Organizations**

Implementing a quality system requires a support organization that spans the entire company. The organizational structure reflects the company structure and the requirements of the products being produced.

## **QUA-1005 Basic Quality Roles and Responsibilities**

Quality assurance is a company-wide effort with responsibilities extending to every employee. Within a company's quality program, there are a few basic roles with responsibilities that must be fulfilled.

## **QUA-1006 Quality Concepts**

Quality is based on the wants, needs and expectations of the customer. In this course, you will be introduced to the concepts of product quality, the types of customers and how to meet their expectations.



### **QUA-1007 The Cost of Quality**

Producing quality products costs money. Where the company spends money producing quality products is an indicator of their commitment to the customer and to the long-term sustainability of the company.

### **QUA-1008 Managing Quality**

Quality planning, quality control and quality improvement are essential to the success of a quality program. Organizations that are serious about quality have robust quality management systems to ensure these activities are properly supported and implemented.

### **QUA-2003 Problem Solving Tools**

Problem solving tools are used to identify the root causes of problems in a process. They are designed to create a methodical path towards problem resolution.

### **QUA-2004 Problem Solving**

Problem solving is one of the most difficult things you will ever do. It requires a strong mind, willpower and knowledge of problem solving processes to get to the root cause of difficult problems.

### **SHR-1001 Preventing Sexual Harassment**

Sexual harassment is an illegal form of sex discrimination. It can have a significant, negative impact on a work environment if left unchecked. This module discusses sexual harassment and steps you can take to prevent or respond to sexual harassment.

### **SHR-2001 Sexual Harassment Guidelines for Supervisors**

As a supervisor, you have an important part to play in creating a positive work environment that is free from sexual harassment. This module discusses steps you can take to prevent sexual harassment and respond to complaints of sexual harassment.

### **SIX-3008 Team Dynamics and Performance**

To be successful, a Six Sigma project must be executed by an effective team. Teams evolve over time, passing through definite phases of evolution until they find their place in the organization's Six Sigma structure.

### **SIX-3010 Process Analysis and Documentation**

The measure portion of the DMAIC methodology provides a Six Sigma team with the tools needed to focus the project on possible causes of problems and solutions to those causes.

### **SIX-3011 Probability and Statistics**

In today's business world, companies cannot remain competitive if

they must measure every product's weight, color, size, strength and any other characteristic 100 percent. Organizations use probability and statistics to measure samples of a product and provide mathematical proof of the quality of the product or process.

### **SIX-3012 Collecting and Summarizing Data**

To improve a process or product it is important to know its current status and its status after improvements are made. Valid data must be collected and summarized to verify the status of the process or product.

### **STR-1001 Dealing with Stress**

Many people feel overwhelmed and let stress get the best of them. In this course, you'll discover how to combat the stress in your life in positive ways.

### **STR-1002 Coping with On-the-Job Stress**

Employees who provide customer service are often affected by stress due to the nature of their work. In this module, you'll learn what you can do to better cope with on-the-job stress.

### **TEA-1002 Group Communication**

Group members need to communicate effectively and collaboratively in order to accomplish the group's common goal. In this course, you will learn how to communicate with group members so that what you are saying is correctly understood. You will learn how to avoid common listening traps. You will also discover how to listen for understanding.

### **TEA-1003 Effective Collaboration**

For a group to successfully collaborate to accomplish its goal, members must be able to get along and work together. In this course, you will discover how trust, cohesiveness, support, and ethics affect group climate. You will also learn how to become a better and more effective group member.

### **TEA-1004 Life Stages of a Team**

While not all groups are considered teams, all teams are considered groups. For a team to succeed, it is important that its members work together as a unit. In this course, you will learn about the different life stages of a team. You will also find out what you can do to help encourage team cohesiveness.

### **TEA-1005 Meetings**

Nothing destroys productivity and teamwork like a meeting gone bad. In this course, you will discover when you really need to attend a meeting and what you can do to get the most out of the meeting.



### **TEA-1006 Diversity**

Everyone is different, and not everyone in a group is going to think the same way or come from the same background. In this course, you will learn guidelines for working in a diverse group.

### **TEA-1007 Creativity**

Creativity allows people to invent, communicate, and problem-solve at a higher level. In this course, you will learn about two tools that can help spark creativity: brainstorming and mind-mapping.

### **TEA-1008 Problem Solving**

Problems are a part of everyday life, so it should not surprise you when your group encounters one. In this course, you will learn how to deal with problems whenever they come your way.

### **TEA-1009 Decision Making**

Group decision-making is hard. In this course, you will discover the special considerations you need to think about during group decision-making. You will find out about what consensus really is and which traps you need to avoid. Finally, you will learn about groupthink and how you can prevent it.

### **TEA-1010 Conflict Management**

In this course, you will find out why conflict occurs. You will learn how to identify the differences between positive and negative conflict as well as the common strategies for handling a conflict. You will also discover the six steps involved in successful collaboration. Finally, you will find out what you can do to help resolve group conflict.

### **TEA-1011 Leadership**

Leaders have a tremendous impact on a group's success in reaching its goals. In this course, you will discover what leadership is, as well as the traits of successful leaders. You will also learn how you can develop leadership skills in case you ever find yourself in a leadership position.

### **TEA-1012 Virtual Groups**

Virtual groups rely on technology to allow people in multiple locations and time zones to communicate and collaborate. Virtual groups take advantage of a multitude of technologies, including emails, instant messaging, and teleconferences. In this course, you will discover what you need to do as a virtual group member.

### **TEA-1013 Teamwork**

Teamwork is an action performed by a team toward a common cause or goal. Teamwork is a crucial part of any business.

### **TEA-1014 Team Building**

Team building refers to a varied assortment of actions used in all aspects of life for the purpose of improving a group's performance.

### **TEA-1015 Team Development**

In today's workplace, employers depend on high performance teams to help them remain competitive. Teamwork has many benefits for employers and employees alike, but developing an efficient team takes time and hard work.

### **TEA-1016 Team Problem Solving**

Teamwork involves a lot of responsibility and cooperation. Team members need to be able to work efficiently and effectively in order to meet the expectations set for and by them.

### **TEA-1017 Training and Development**

Strong training and development programs benefit employers and employees alike. These programs may vary from company to company, but all function according to a similar set of guidelines and principles.

### **TIM-1001 Managing Your Time**

Everyone makes choices about how they spend their time. While almost everyone feels like there is not enough hours in the day, being busy and being productive are not the same thing. In this course, you will discover reasons for making wise time management choices.

### **WRK-1001 Handling Dangerous Workplace Situations**

Any business that provides customer service or exchanges money with the public is at an increased risk of workplace violence. In this course, you will learn how to identify the warning signs of possible workplace violence. You will also discover the actions you can take to help defuse dangerous situations and keep your workplace safe.

#### **Questions?**

For more information about HRCI/SHRM certifications or to become a HRCI/SHRM member, visit [www.hrci.org](http://www.hrci.org) and [www.shrmcertification.org](http://www.shrmcertification.org).

#### **Questions about PMA's HRCI/SHRM qualified programs?**

Contact Mary Pramik, workforce development manager, at [mpramik@pma.org](mailto:mpramik@pma.org) or 216-901-8800.