



COURSE CATALOG

2017

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BASIC COMMUNICATION (31 HRS)

The scope of Basic Communication is to develop basic supervisory communication skills.

Foundational Communication Skills

BLCSFCS101 Introduction to Communication (3 hrs) The objective of this course is to comprehend how effective communication enhances organizational mission accomplishment.

BLCSFCS102 Applying Communication Skills to the Work Place (1 hr) The objective of this course is to comprehend how effective communication enhances organizational mission accomplishment.

Interpersonal Communication Skills

BLCSIS101 Interpersonal Communication (3 hrs) The objective of this course is to comprehend how effective interpersonal communication enhances organizational mission accomplishment. **BLCSIS102 Interpersonal**

Applications (2 hrs) The objective of this course is to apply various speaking applications in basic supervisory situations.

Speaking Skills

BLCSSS101 Public Speaking (2 hrs) The objective of this course is to comprehend how public speaking enhances organizational mission accomplishment.

BLCSSS102 Speaking Applications (3 hrs) The objective of this course is to apply public speaking skills in supervisory situations.

BLCSSS103 Presentation Techniques (1 hr) The objective of this course is for each student to comprehend how methods of presentation enhance effective communication and how delivery skills enhance effective communication.

BLCSSS104 Speaking Skills Exercise (3 hrs) The objective of this course is for each student to apply effective communication skills.

Writing Skills

BLCSWS101 Grammar (3 hrs) The objective of this course is for each student to apply English Grammar skills using a diagnostics tool.

BLCSWS102 Narrative Writing (3 hrs) The objective of this course is for each student to comprehend how effective narrative writing enhances organizational mission accomplishment.

BLCSWS103 Bullet Statements (3 hrs) The objective of this course is for each student to comprehend how effective bullet statement writing enhances organizational mission accomplishment. **BLCSWS104 Editing**

Correspondence (1 hr) The objective of this course is for each student to apply narrative and bullet statement editing skills in supervisory situations.

Assessing Communication Skills

BLCSACS101 Evaluation Instruments (1 hr) The objective of this course is for each student to evaluate their diagnostics in BLCSW101.

BLCSACS102 Writing Evaluation Instrument (1 hr) The objective of this course is for each student to apply and evaluate their written communicative skills.

BLCSACS103 Speaking Evaluation Instrument (1 hr) The objective of this course is for each student to apply and evaluate their speaking communicative skills.

BASIC LEADERSHIP & MANAGEMENT (43 HRS)

The scope of Basic Leadership is development of leadership skills for junior individuals in the organization that will be first time supervisors.

BLLM104 Conflict Management (2 hrs) The objective of this course is to comprehend how conflict resolution impacts group dynamics.

BLLM111 Developing Leadership (1 hr) The objective of this course is for each participant to comprehend the importance of developing the next generation of leaders.

BLLM103 Group Dynamics (4 hrs) The objective of this course is for each participant to comprehend that individual behavior impacts group dynamics.

BLLM109 Introduction to the Performance Evaluation Systems (1 hr) The objective of this course is for each participant to understand performance evaluation systems.

BLLMCS100 Leadership & Management Case Study (2 hrs) The Objective of this course is for each participant to comprehend leadership and management principles in simulated situations. (**NOTE:** Prerequisite all other courses in Basic Leadership & Management must be taken prior to the case study).

BLLM107 Maintaining Standards (4 hrs) The objective of this course is for each student to value that standards; Ethics, Core Values and Personal Conduct are integral for organizational success.

BLLM101 Organizational Structure (1hr) The objective of this course is for each participant to have a basic understanding of the organizations structure.

BLLM108 Performance Evaluation Concepts (8 hrs) The objective of this course is for each participant to comprehend how evaluation concepts impact organizational performance.

BLLM110 Performance Evaluation Systems (10 hrs) The objective of this lesson is for each student to comprehend performance evaluation and how it impacts subordinate development.

BLLM106 Problem Solving (3 hrs) The objective of this course is for each participant to comprehend that using a systematic approach to problem solving approach impacts mission accomplishment.

BLLM105 Team Development (5 hrs) The objective of this course is for each participant to value the impact team development has on organizational performance.

BLLM102 Time Management Techniques(2 hrs) The objective of this course is for each participant to comprehend time management impacts mission accomplishment.

BASIC LEVEL LEADERSHIP HUMAN RESOURCE MANAGEMENT (33 HRS)

The scope of Basic Level Leadership Human Resource Management is to develop leadership human resource management skills for junior individuals in the organization that will be first time supervisors.

BLHR101 Stress Management (4 hrs) This objective of this course is to comprehend stress management and its impact on individual performance.

BLHR102 Leadership/Followership (3 hrs) This objective of this course is to comprehend how the leader/follower relationship impacts organizational effectiveness.

BLHR103 Contemporary Leadership (6 hrs) The objective of this course is for each participant to comprehend how contemporary leadership impacts organizational effectiveness.

BLHR104 Equal Opportunity (2 hrs) The objective of this course is for each participant to comprehend the impact of Equal Employment Opportunities issues have on work center performance.

BLHR105 Diversity (2 hrs) The objective of this course is for each participant to comprehend the impact of diversity on the work center environment.

BLHR106 Professional & Unprofessional Relationships (2 hrs) The objective of this course is for each participant to comprehend professional and unprofessional relationships' impact on work center performance.

BLHR107 Substance Abuse (3 hrs) The objective of this course is for each participant to comprehend the supervisor's role in substance abuse activities as it impacts the professional environment.

BLHR108 Counseling (6 hrs) The objective of this course is for each participant to comprehend counselling's impact on subordinate development.

BLHR109 Mentoring (1 hr) The objective of this course is for each participant to comprehend the benefits of mentoring.

BLHR109 Democratic Process (2 hrs) The objective of this course is for each participant to comprehend the impact of the U.S. citizen's role in the democratic process and its impact on supervisor effectiveness.

BLHRCS100 Human Resource Case Study (2 hrs) The objective of the case study is for each participant to comprehend leadership and management principles in simulated situations. (**NOTE:** All Basic Level Leadership Human Resource management courses must be taken as a prerequisite to BLHRCS100).

BASIC LEVEL PROFESSIONALISM (13 Hrs)

The scope of Basic Level Professionalism is for development of professional leadership skills for junior individuals in the organization that will be first time supervisors.

Mission & Vision

BLPROM101 Mission and Vision of the Organization (1 hr) The objective of this course is to comprehend how the mission and vision impact organizational performance.

Professionalism

BLPROP102 Organizational Culture (1 hr) The objective of this course is to comprehend how the organizations culture impacts on organizational performance.

BLPROP103 Wellness (3hrs) The objective of this course is to value that wellness supports organizational and individual professionalism.

BLPROP104 Standards (4 hrs) The objective of this course is to value that standards support organizational cultures.

BLPROP105 Operational Risk Management (3 hrs) The objective of this course is to comprehend change management's impact on organizational performance.

BLPROP106 Organizational Programs & Incentives (1 hr) The objective of this course is to value organizational programs support professionalism.

MID-LEVEL COMMUNICATION (36 HRS)

The scope of the Mid-Level Communication is to develop mid-level managerial communication skills.

Foundational Communication Skills

MLCSFCS201 Introduction to Managerial Communication (2 hrs) The objective of this course is to provide an introduction to managerial communication.

MLCSFCS202 Process of Managerial Communication (2 hrs) The objective of this course is to comprehend how the process of managerial communication impacts work center effectiveness.

Interpersonal Skills

MLCSIS201 Interpersonal Communication for the Manager (3 hrs) The objective of this course is to comprehend how effective interpersonal communication enhances mission accomplishment.

MLCSIS202 Public Speaking for the Manager (5 hrs) The objective for this course is to comprehend how public speaking skills enhance managerial speaking effectiveness.

MLCSIS203 Barriers to Communication (3 hrs) The objective for this course is to comprehend how communication barriers impact the work center environment.

MLCSIS204 Presentation Formats (4 hrs) The objective of this course is for students to understand what's expected of them on writing and speaking assignments.

MLCSIS205 Effective Speaking (5 hrs) The objective of this course is to apply the elements and mechanics that lead to effective speaking.

Writing Skills

MCLSWS201 Narrative Writing for the Manager (5 hrs) The objective of this course is to comprehend and apply narrative writing skills to organizational correspondence.

MCLSWS202 Bullet Statement Writing for the Manager (2 hrs) The objective of this course is for each student to comprehend how effective bullet statement writing enhances organizational mission accomplishment.

Assessing Communication Skills

MLCSACS201 Evaluation Instruments (1 hr) The objective of this course is to cover the evaluation instruments used in writing and speaking evaluations.

Managerial Scenarios (4 hrs) The objective of this course is to apply effective speaking/counseling techniques by participating in counselee/counselor role playing scenarios.

Voice Coaching (TBD hrs) Have an important presentation to give? We do voice coaching in the following areas; INTRODUCTION (How well did the introduction grab the audience's attention, provide a clear purpose, motivate the audience, and pro

SUPPORT (To what extent was the support clear, accurate, adequate, appropriate and credible? How well does the speaker make his/her point? How well did the speaker support the purpose?)

ORGANIZATION (How well was the presentation organized? How suitable was the pattern? How logical was the arrangement? How well were ideas linked together?)

PHYSICAL BEHAVIOR (To what extent were eye contact, body movement, and gestures used to convey meaning?)

VOICE - OVERALL IMPRESSION - How well did the speaker use the characteristics of voice, quality, intelligibility, and variety?)

CONCLUSION (How well did the conclusion summarize the main ideas, sub points, and relationships between thoughts? How well did the conclusion remotivate the audience? How strong is the ending?)

MID-LEVEL LEADERSHIP HUMAN RESOURCE MANAGEMENT (46 HRS)

The scope of Mid-Level Leadership Human Resource Management is to develop mid-level human resource leadership and management skills for mid-level individuals in the organization.

MLLHR201 Time Management (3 hrs) This objective of this course is to comprehend time management improves individual performance.

MLLHR202 Stress Management (4 hrs) This objective of this course is to comprehend stress management and its impact on individual performance.

MLLHR203 Behavior Analysis (6 hrs) This objective of this course is to comprehend behavior analysis' impact on leader performance.

MLLHR204 Situational Leadership (3 hrs) The objective of this course is for each student to comprehend the employment of situational leadership improves work-center management.

MLLHR205 Discipline (2 hrs) The objective of this course is for each student to comprehend the supervisors, leaders and managers role in discipline.

MLLHR206 Creativity (2 hrs) The objective of this course is to comprehend creativity's impact on organizational performance.

MLLHR207 Team Development (5 hrs) The objective of this course is to comprehend that team development impacts organizational performance.

MLLHR208 Human Relations Issues (3 hrs) The objective if this course is to value the effective management of human relations issues in the work center.

MLLHR209 Diversity (2 hrs) This objective of this course is to comprehend diversity's impact on organizational performance.

MLLHR209 Performance Management (14 hrs) The objective of this course is for each student to comprehend that Performance Management influences organizational effectiveness.

MLLHRCS200 Human Resource Management Case Study (2 hrs) The objective of this case study is to apply human resource principles in simulated situations.

(NOTE: All Mid-Level Leadership Human Resource Management courses must be completed as a prerequisite for MLLHRCS200).

MID-LEVEL LEADERSHIP ORGANIZATIONAL MANAGEMENT (31 HRS)

The scope of Mid-Level Leadership Organizational Management is to develop mid-level organizational leadership and management skills for mid-level individuals in the organization.

MLLOM201 Contemporary Supervisor Issues (3 hrs) The objective of this course is to comprehend selected contemporary supervisory issues' impact on mission accomplishment.

MLLOM202 Change Management (2 hrs) The objective of this course is to comprehend change management's impact on organizational performance.

MLLOM203 Conflict Management (2 hrs) The objective of this course is to comprehend conflict management's impact on organizational performance.

MLLOM204 Substance Abuse (2 hrs) The objective of this course is to comprehend substance abuse issues' impact on work center effectiveness. **MLLOM205 Problem Solving (4 hrs)** The objective of this course is to comprehend problem solvings impact on work center effectiveness.

MLLOM206 Leader Influence (6 hrs) The objective of this course is to comprehend leader influence's impact on organizational performance.

MLLOM207 Functions of Management (10 hrs) The objective of this course is to comprehend the impact of functions of management on work center effectiveness.

MLLOMCS200 Organizational Management Case Study (2 hrs) The objective of this case study is to apply organizational management principles in simulated situations. (**NOTE:** All Mid-Level Leadership Organizational Management courses must be completed as a prerequisite for MLLLOMCS200).

MID-LEVEL PROFESSIONALISM (16 HRS)

The scope of Mid-Level Professionalism is to develop mid-level professional skills for mid-level individuals in the organization.

Mission & Vision

MLPROM201 Mission and Vision of the Organization (1 hr) The objective of this course is to comprehend how the mission and vision impact organizational performance.

Professionalism

MLPROP200 Successful Learning (1 hr) The objective of this lesson is for each student to understand the keys to successful learning and the educational process.

MLPROP201 Professionalism (2 hrs) The objective of this module is for each participant to value professionalism in the organization.

MLPROP202 Organizational Culture (2 hrs) The objective of this module is for each participant to value organizational culture and how it promotes a professional climate.

MLLPROP203 Wellness (3 hrs) The objective of this course is to value that wellness supports organizational and individual professionalism.

MLLPROP204 Standards (4 hrs) The objective of this course is to value that standards support organizational cultures.

MLLPROP205 Operational Risk Management (3 hrs) The objective of this course is to comprehend operational risk management's impact on organizational performance.

SENIOR LEVEL COMMUNICATION (11 HRS)

The scope of Senior Level Communication is to develop senior level managerial communication skills.

Principles of Communication

SLLPC301 Studying to Learn (2 hrs) The objective of this course is to comprehend how effective study techniques enhances learning to assist in organizational mission accomplishment.

SLLPC302 Research Technologies (1 hr) The objective of this course is to comprehend how effective research enhances organizational mission accomplishment.

SLLPC303 Principles of Communication (4 hrs) The objective of this course is to value factors and techniques that enhance Senior Communicator Effectiveness.

SLLPC303 Independent Research (1 hr) The objective of this course is to comprehend effective research and research technologies.

Writing Skills

SLLWS301 Editing Exercise (2 hrs) The objective of this course is to apply the communication skills developmental lessons and the knowledge of editing and feedback by editing others' papers.

SLLWS302 Writing Skills Evaluation Instrument (1 hr) The objective of this course is to apply the communication skills evaluation writing instrument to writing skills.

Speaking Skills

SLLSS301 Effective Listening and Speaking (2 hrs) The objective of this course is for senior leaders to broaden and enhance their communication skills to aid in the organizational mission and vision accomplishments.

SLLSS302 Speaking Evaluation Instrument (1 hrs) The objective of this course is to apply the communication skills speaking evaluation instrument to speaking skills

Voice Coaching

Have an important presentation to give? We do voice coaching in the following areas;

INTRODUCTION (How well did the introduction grab the audience's attention, provide a clear purpose, motivate the audience, and provide a good roadmap)

SUPPORT (To what extent was the support clear, accurate, adequate, appropriate and credible? How well does the speaker make his/her point? How well did the speaker support the purpose?)

ORGANIZATION (How well was the presentation organized? How suitable was the pattern? How logical was the arrangement? How well were ideas linked together?)

PHYSICAL BEHAVIOR (To what extent were eye contact, body movement, and gestures used to convey meaning?)

VOICE - OVERALL IMPRESSION - How well did the speaker use the characteristics of voice, quality, intelligibility, and variety?)

CONCLUSION (How well did the conclusion summarize the main ideas, sub points, and relationships between thoughts? How well did the conclusion remotivate the audience? How strong is the ending?)

SENIOR LEVEL HUMAN RESOURCE DEVELOPMENT (23 HRS)

The scope of the Senior Level Human Resource Development is to develop senior level human resource leadership and management skills for senior level individuals in the organization.

SLLHR301 Senior Situational Leadership (4 hrs) The objective of this course is to apply Situational Leadership principles to impact subordinate development and leader effectiveness.

SLLHR302 Power (2 hrs) The objective of this course is to apply appropriate power bases in simulated situations.

SLLHR303 Contemporary Theories of Motivation (3 hrs) The objective of this course is to comprehend and apply appropriate motivational theories in simulated situations.

SLLHR304 Organizational Discipline (3 hrs) The objective of this course is to apply effective organizational discipline to impact organizational morale and mission accomplishment.

SLLHR305 Transactional Analysis (3 hrs) The objective of this course is to apply Transactional Analysis techniques in simulated situations.

SLLHR306 Performance Counseling (4 hrs) The objective of this course is to apply performance counseling principles in simulated situations.

SLLHR307 Substance Abuse (4 hrs) The objective of this course is to be aware of organizational policy on Substance Abuse and their important responsibilities to model and effectively communicate these standards to their workers.

SLLHR308 Human Resource Case Study (2 hrs) The objective of the case study is to apply human resource principles in simulated situations.

(NOTE: All Senior Level Leadership Human Resource Management courses must be completed as a prerequisite for SLLHR308).

SENIOR LEVEL LEADERSHIP BEHAVIORAL ANALYSIS (18 HRS)

The scope of Senior Level Leadership Behavioral Analysis is to develop senior level behavioral analysis skills for senior level individuals in the organization.

SLLBA301 Senior Team Building (3 hrs) The objective of this course is to apply effective team building techniques that impact organizational mission accomplishment.

SLLBA302 Stress and the Senior Leader (3 hrs) The objective of this course is to apply effective stress management principles in simulated situations.

SLLBA303 Values (1 hr) The objective of this course is to apply values principles that affect leadership effectiveness.

SLLBA304 Diversity in the Workplace (3 hrs) The objective of this course is to apply diversity management techniques in simulated situations.

SLLBA305 Organizational Morale (5 hrs) The objective of this course is to identify and solve issues with certain organizational norms and commitment levels that impact organizational morale and mission accomplishment.

SLLBA306 Mental Health & Suicide Prevention (1 hr) The objective of this course is to identify, prevent, and promote suicide awareness and its impact on organizational mission accomplishment.

SLLBACS300 Behavioral Analysis Case Study (2 hrs) The objective of this case study is to apply behavioral analysis principles in simulated situations. (NOTE: All Senior Level Leadership Behavioral Analysis courses must be completed as a prerequisite for SLLBACS300).

SENIOR LEVEL LEADERSHIP ORGANIZATIONAL MANAGEMENT (27 HRS)

The scope of Senior Level Leadership Organizational Management is to develop senior level organizational leadership and management skills for senior level individuals in the organization

SLLOM301 Decision Analysis (3 hrs) The objective of the course is for senior leaders to gain an understanding of how the use of a logical decision-making process can enhance their ability to make sound, effective decisions in actual situations.

SLLOM302 Organizational Design (2 hrs) The objective of this course is to teach students how to select and apply the appropriate organizational design that best suits the mission of their organizations.

SLLOM303 Managing Organizational Change (3 hrs) The objective of this course provides insight into the change process and how change can reduce or destroy organizational effectiveness if not properly managed.

SLLOM304 Managing Organizational Conflict (3 hrs) The objective of this course is to how to select and apply the five styles of managing conflict and its impact on organizations.

SLLOM305 Problem Solving (4 hrs) The objective of this course is to apply Step-By-Step Problem Solving Models to facilitate a disciplined approach to problem solving.

SLLOM306 Project Management (4 hrs) The objective of this course is is geared to understand the concepts and terminology associated with project management and apply the principles of project management and illustrate ways project management can help them become more effective leaders and managers.

SLLOM307 Self-Awareness and Feedback (3 hrs) The objective of this course is to see the value and impact of giving and soliciting proper feedback to and from subordinates and peers. This type of feedback helps us be better and more effective supervisors.

SLLOM308 Effective Meetings & Conferences (3 hrs) The objective of this course is designed to challenge Senior Leaders to evaluate the unique logistical needs for meetings and conferences and to lead participants in these groups to work cohesively towards achieving defined goals.

SLLOMCS300 Organizational Management Case Study (2 hrs) The objective of this case study is to apply organizational management principles in simulated situations. (**NOTE:** All Senior Level Leadership Organizational Management courses must be completed as a prerequisite for SLLOMCD300).

SENIOR LEVEL PROFESSIONALISM (12 HRS)

The scope of Senior Level Professionalism is to develop senior level professional skills for senior level individuals in the organization.

Mission

SLPROM301 Organizational Mission (1 hr) The objective of this course is to comprehend how the mission and vision impact organizational performance.

Professionalism

SLPROP301 Organizational Culture (1 hr) The objective of this course is to comprehend how the organizations culture impacts on organizational performance.

SLPROP302 Wellness (3hrs) The objective of this course is to value that wellness supports organizational and individual professionalism.

SLPROP303 Standards (4 hrs) The objective of this course is to value that standards support organizational cultures.

SLPROP304 Media Relations (1 hr) The objective of this course is for senior leaders to recognize the need to develop skills necessary to be confident spokespersons.

SLPROP305 Roles and Responsibilities (2 hrs) The objective of this course is to comprehend and apply roles and responsibilities and its impact on organizational performance.

CUSTOMER SERVICE (12 Hrs)

The scope of Customer Service is to comprehend and apply customer service techniques.

BCSU101 Basic Customer Service University (6 hrs) The objective of this course is to define various types of customers, customer service in a quality atmosphere, communication with customers, dealing with difficult customers, and seven steps to successful solutions in customer service.

SCSS101 Customer Service for Supervisors (2 hrs) The objective of this course is to apply supervisory customer service skills. (**NOTE:** Must complete BCSU101 prior to BCSU102).

CSPMA101 Positive Mental Attitude (4 hrs) The objective of this course focuses on perceptions, change, relationships, goal setting, excellence vs. perfection and how to develop a positive mental attitude both professionally and personally.

QUALITY MANAGEMENT (52 HRS)

The scope of Quality Management is to comprehend and apply Continuous Improvement Processes (CIP) and Quality Tools to organizational daily operations.

Introduction

QMI101 Introduction to Quality (5 hrs) The objective of this course is to understand quality terminology and concepts of continuous improvement.

QMI102 Introduction to Quality Systems (3) The objective of this course is for each student to know Quality Assessment programs and comprehend Quality Organizational Systems. **(NOTE: QMI101 must be taken as a prerequisite to QMI102).**

7 Step Continuous Improvement Process (CIP) Management

QMM101 7-Step CIP Step 1- Identify Improvement Opportunity (2 hrs) The objective of this course is on Step 1 of the 7-Step Continuous Improvement Process(CIP) and provides the foundation for courses QMM102 through QMM107 to reach understanding of how to use the CIP.

QMM102 7-Step CIP Step 2- Evaluate (6 hrs) The objective of this course is on Step 2 of the 7-Step Continuous Improvement Process(CIP) and provides how to select a challenge/problem and set at target for improvement. Quality tools will be applied to help understand decisions using the tools and techniques. **(NOTE: QMM101 must be taken as a prerequisite to QMM102).**

QMM103 7-Step CIP Step 3- Analyze the Process (4 hrs) The objective of this course is on Step 3 of the 7-Step Continuous Improvement Process(CIP) is to comprehend analyzing the process to verify root causes of a problem, and apply selected quality tools to analyze a process. **(NOTE: QMM102 must be taken as a prerequisite to QMM103).**

QMM104 7-Step CIP Step 4- Take Action (3 hrs) The objective of this course is on Step 4 of the 7-Step Continuous Improvement Process(CIP) is to understand how to plan and implement actions to correct root causes of a problem. Quality tools will be applied to help understand decisions using the tools and techniques. **(NOTE: QMM103 must be taken as a prerequisite to QMM104).**

QMM105 7-Step CIP Step 5- Check Results (2 hrs) The objectives of this course is on Step 5 of the 7-Step Continuous Improvement Process(CIP) is to comprehend checking results of actions being taken to achieve a target..**(NOTE: QMM104 must be taken as a prerequisite to QMM105).**

QMM106 7-Step CIP Step 6- Standardize the Solution (2 hrs) The objective of this course is on Step 6 of the 7-Step Continuous Improvement Process(CIP) is to understand the steps used to standardize improvements made within a process to ensure the improvements are working as designed checking results of actions being taken to achieve a target. **(NOTE: QMM105 must be taken as a prerequisite to QMM106).**

QMM107 7-Step CIP Step 7- Plan for the Future (1 hr) The objective of this course is on Step 7 of the 7-Step Continuous Improvement Process(CIP) is to comprehend planning for the future and use of the 7-Step CIP to improve a process. **(NOTE: QMM106 must be taken as a prerequisite to QMM107).**

Quality Tools

QMT101 Facilitator (4 hrs) The objective of this course will enable client to fulfill the facilitator roles of coach, advisor, teacher, and champion for the teams they support.

QMT102 Metrics & Measurement (2 hrs) The objective of this course is to comprehend how useful metrics are used to improve processes.

QMT103 Teams & Tools (4 hrs) The objective of this course is to comprehend how to use appropriate tools within teams improve processes.

QMT104 Human Performance (4 hrs) The objective of this course is to comprehend the concepts and principles associated with a performance *model* that illustrates the organizational context of human performance.

QMT105 Team Leaders (8 hrs) The objective of this course is to fulfill the Team Leader role by being more effective as a Team Member on quality improvements in the organization.

QMT106 Team Members (4 hrs) The objective of this course is to fulfill the Team Leader role by being more effective as a Team Member on quality improvements in the organization.

OTHER COURSES AND SERVICES (8 Hrs)

Other Courses:

INFSEC101 Information Security (2 hrs) The objective of this course is for each client to understand the importance of information security.

ETH101 Ethics (1 hr) The objective of this course for each client to describe the impact of ethics on the organization.

HP101 Human Performance (4 hrs) The objective of this course is for each client to understand the importance of Human Performance and its impact on organizational effectiveness.

DFW101 Drug-Free Workplace (1) The objective of this course for each client to comprehend a drug-free workplace and how substance abuse impacts work center performance.

Other Services

Course and OJT Development - TopCorp©, LLC an develop courses and OJT to suit your organizational needs. ****Contact us for further details and information.**

Individual Training Plan Development - TopCorp©, LLC designs, develops and assist your organization in implementing individual training plans for each career field. This is accomplished through formalization and standardization. ****Contact us for further details and information**

Job Task Analysis - TopCorp©, LLC conducts Job Task Analysis with Subject Matter Experts (SMEs) and develops individual training plans based on career fields to standardize and formalize training. This allows your organization to maintain consistency in training, capture corporate knowledge, ensure individuals are being trained the same way and provides career path opportunities both technically and professionally. ****Contact us for further details and information.**

Self-Assessments - TopCorp©, LLC develops and conducts organizational self-assessments tailored to your organizational needs . ****Contact us for further details and information.**

Fast-Track Development - TopCorp©, LLC develops and conducts fast track processes to reduce cycle time for development within your organizational needs. ****Contact us for further details and information.**

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