

## **(AC) Coaching and Personal Development**

1. Assertive Communication
2. Business Techniques for the Industry
3. Complaint, Objection and Difficult Customers Management
4. Conflict Resolution and Management
5. Crisis Resolution and Management
6. Customer Care and Service Workshop
7. Decision-Making and Problem Analysis
8. Deep Grieving Process Management
9. Effective Strategies for Giving Feedback
10. Emotional Intelligence
11. Graphology and Projective Tests
12. Grieving Process Management
13. Individual Coaching
14. Leadership
15. Managerial Coaching
16. Managerial Skills Development
17. Multicultural Integration in Transnational Companies
18. Negotiation
19. Neuro-linguistic programming – NLP
20. Ontological Coaching
21. Oratory and Successful Presentations
22. Strategies for Improving Labour Relationships
23. Supervisors' Skills Development
24. Teachers' Competencies Workshop
25. Team Building
26. Time Management
27. Training of Trainers
28. Workforce Development Through Coaching

## **(CA) Quality Management**

29. Core Tools: FMEA, CP, APQP, MSA, SPC and PPAP
30. C-TPAT
31. CQI-8 Layered Process Audit Management
32. CQI-9 Heat Treatment Assessment
33. FMEA-VDA Integration
34. IATF 16949:2016 Internal Auditor Training
35. Process Management for Obtaining ISO 9001 Certification
36. Quality Indicators for Finished Products Workshop

## **(FI) Finances and Accounting**

37. Accounting Management
38. Accounting Systems
39. Corporate Procurement Management
40. Efficient Budget Management and Financial Forecasting
41. Finances for Everyone
42. Financial Forecasting
43. Price Setting and Budgeting for the Industry

## **(IM) Image Consulting**

44. Etiquette and Protocol
45. Image Consulting
46. Image Consulting and Personal Shopper

## **(IN) Informatics**

47. Adobe® Creative Suite Comprehensive Management
48. Advanced Skills for Microsoft® Excel®
49. Advanced Skills for Microsoft® Visio®

- 50. Advanced Skills for Microsoft® Word®
- 51. Basic Skills for Microsoft® Excel®
- 52. Basic Skills for Microsoft® Visio®
- 53. Basic Skills for Microsoft® Word®
- 54. Database Development
- 55. Industrial Skills for AutoCAD®
- 56. Intermediate Skills for Microsoft® Excel®
- 57. Intermediate Skills for Microsoft® Word®
- 58. Skills for CATIA® in the industry
- 59. Skills for LabVIEW® Core 1
- 60. Skills for Microsoft® Access®

## **(JU) Legal**

- 61. Strategies to Effectively Deal with Unions
- 62. USMCA as the Evolution of NAFTA

## **(LO) Logistics**

- 63. International Commercial Terms – Incoterms
- 64. Management of Logistics Projects
- 65. Transportation and Costing Tools

## **(PR) Production**

- 66. Airbag System and Development in the Automotive Industry
- 67. Leadership Within Lean Manufacturing
- 68. Lean Manufacturing
- 69. Single-Minute Exchange of Die – SMED
- 70. Supply Chain
- 71. The Pull System Within Lean Manufacturing
- 72. Total Productive Maintenance – TPM

## **(RE) Drafting**

- 73. English Grammar and Drafting
- 74. English Grammar and Drafting for E-mails

- 75. French Grammar and Drafting
- 76. French Grammar and Drafting for E-mails
- 77. Spanish Grammar and Drafting for E-mails

## **(SH) Safety and Hygiene**

- 78. First Aid Workshop
- 79. Search and Rescue Workshop

## **(TE) Technologies**

- 80. Lockout-Tagout Process Operation – LOTO
- 81. Operation of Programmable Logic Controllers – PLC
- 82. Prevention of Accidents and Risks When Defensively Operating Forklifts
- 83. Prevention of Accidents and Risks When Operating Aerial Work Platforms
- 84. Prevention of Accidents and Risks When Operating Bridge Cranes
- 85. Prevention of Accidents and Risks When Operating Cranes and Pulleys
- 86. Prevention of Accidents and Risks When Operating Electric Jacks
- 87. Prevention of Accidents and Risks When Operating Forklifts
- 88. Prevention of Accidents and Risks When Operating Picker Forklifts
- 89. Prevention of Accidents and Risks When Operating Tugger Trains

## **(VE) Sales**

- 90. Fundamentals of a Successful Sales Team
- 91. Setting and Measuring of Sales Targets

