> American Crystal is fortunate to have M State close by. They know our business, they know our needs and they can assist us with the development of new employees who don't come in with all the skills they should have. M State helps us groom our own workforce to what we need.
>
> **Curt Hanson**
> American Crystal Sugar Training Manager

- Mechanical, Electrical & Hydraulics Troubleshooting
- Mill & Lathe Basic Instruction
- Steam Plant Engineering (Boiler) – Low/High Pressure
- Welding

Mechanical/technical training is customized to address the specific skills needed in your organization. Using our mobile trailers or equipment, hands-on training components can be incorporated into all training.

Safety & Compliance Trainings

- Aerial Lift/Scissor Lift Competent Person and User
- Bleed Control for the Injured (B-Con)
- Bloodborne Pathogens/Right-to-Know
- Confined Space Entry – Permit Required & Refresher
- CPR/First Aid/AED
- Ergonomics
- Emergency Action Plan Assessment & Consultation
- Fall Protection Competent Person and User
- Fire Extinguisher
- Forklift Operator & Forklift Train-the-Trainer
- Hazmat: Awareness, Operator and Technician
- Hazmat Monitor Awareness
- HAZWOPER – Initial & Refresher
- MSHA Part 46 New and Refresher
- MSHA Part 48 New and Refresher
- OSHA 10 and 30 General Industry & Construction
- Reasonable Suspicion
- Respiratory Protection & Qualitative Fit Testing
- Rigging – Noncertified
- Safety Inspection & Audits
- Scaffolding Competent Person, Erector and User
- Trenching & Excavation

Safety and compliance training can be customized to meet the specific needs of your organization. Using the mobile training trailer and equipment, hands-on training components can be included as a part of the training.

Transportation Trainings

- CDL Class A
- CDL Class B
- CDL Safe Practices/Defensive Driving
- CDL Refresher/Annual Training

CDL training can include the use of driving simulators to help prepare students for driving and reduce drive time. Simulators can simulate the driving conditions and equipment that the student/employee will use on the job.

The Customized Process

Step 1. WDS staff will conduct a needs assessment to discuss questions such as:

- What are you looking for?
- What are your business goals?
- What results and outcomes do you expect?

Step 2. WDS staff will select an instructor with the background experience and teaching style that fits your organization.

Step 3. Customized content will be designed to fit your needs. Course materials will include examples you provide, discussing industry-specific situations faced by your team.

Step 4. Classes will be delivered where you want them and when you want them. Your organization works 24/7, and so do we!

Step 5. Evaluations are conducted and summaries provided. There may be a follow-up conversation regarding the training experience and whether subsequent steps are needed.

Step 6. Certificates of completion are available for all courses. Continuing education units may be awarded if appropriate.

For information about Workforce Development Solutions at M State, contact:

- **G.L. Tucker**, Executive Director, 218.846.3765 or gl.tucker@minnesota.edu
- **Amy Hochgraber**, Director of Business and Industry Training, 218.846.3766 or amy.hochgraber@minnesota.edu
- **Karen Stenstrom**, Director of Health Training, 218.299.6586 or karen.stenstrom@minnesota.edu

Minnesota State
Community and Technical College
Workforce Development Solutions

LEARN MORE minnesota.edu 877.450.3322

A member of the Minnesota State system and an Equal Opportunity Affirmative Action/Veterans/Disability employer/educator committed to the principles of diversity.

Workforce Development Solutions

- Business Technology
- Continuing Education
- Electrical
- Fire & Rescue
- Health
- Leadership Development
- Mechanical/Technical
- Safety and Compliance
- Transportation

Providing the necessary tools to help businesses expand, increase efficiency and develop a skilled workforce

Minnesota State
Community and Technical College
A member of the Minnesota State system

minnesota.edu/wds

For more than 20 years, Minnesota State Community and Technical College has been supporting businesses and industries throughout the region with skills and technology training that is custom designed for each client's needs.

M State's Workforce Development Solutions (formerly known as Custom Training Services) delivers nearly 100,000 hours of training to more than 6,000 students each year. We make training convenient by offering it on-site, online or on our campuses in Detroit Lakes, Fergus Falls, Moorhead and Wadena.

More than 500 companies have hired Workforce Development Solutions for hours-based training that focuses on specific training or production needs and for credit courses that help prepare workers for new responsibilities and advancement. We will work with your company to develop the training that meets your needs.

The trainings that Workforce Development Solutions have already customized and delivered to area businesses include:

Business Technology Trainings

- Cisco Networks
- Microsoft Office Suite:
  - Access, Excel, Outlook, PowerPoint, Project, Publisher, Word
- QuickBooks for Business
- Social Media (LinkedIn, Facebook, Twitter)

Business Technology Trainings, delivered at your site or on one of our campuses, are designed to meet your specific needs and objectives.

Electrical Trainings

- Arc Flash (70E)
- Basic Electrical
- Continuing Education
- Electrical Application & Troubleshooting Concepts
- Electrical Safety – Affected, Qualified and Refresher
- Electrical Theory and Safety
- Lock-Out/Tag-Out

Experience and research show that adult learners learn better when hands-on skills are used to reinforce concepts, so most electrical training includes a hands-on component. Training partner policies and procedures such as safety policies can be included and reinforced as part of the curriculum.

Fire-Related Trainings

- NFPA 1001 Standard for Firefighter Professional Qualifications
- NFPA 472 Standard for Competency of Responders to Hazardous Materials/Weapons of Mass Destruction Incidents
- NFPA 1002 Standard for Fire Apparatus Driver/Operator Professional Qualifications
- NFPA 1006/1670 Standard for Technical Rescuer Professional Qualifications and Standard on Operations & Training for Technical Search and Rescue Incidents
  - Vehicle Extrication
  - Rope Rescue (Low and High Angle)
  - Confined Space Rescue
  - Water/Ice Rescue
  - Trench Rescue
- NFPA 1021 Standard for Fire Officer Professional Qualifications
- NFPA 1041 Standard for Fire Service Instructor Professional Qualifications
- NFPA 1033 Standard for Professional Qualifications for Fire Investigator
- National Fire Academy Courses
- Emergency Medical Courses
  - CPR
  - First Aid
  - EMR (First Responder)

These offerings are delivered primarily to fire and EMS personnel, although some are relevant for industry partners. Hands-on activities that reinforce concepts are a crucial aspect of these trainings.

Health Offerings

- Nurse assistant classes and testing
- LPN and RN refresher courses
- Healthcare Provider CPR Recertification
- IV Therapy
- Medication Assistant II/Medication Administration for Unlicensed Personnel
- Cancer Conference (every spring)
- Northern Plains Conference on Aging and Disability
- Medication Administration for School Personnel
- Nitrous Oxide/Oxygen Inhalation Sedation (every spring)
- Continuing Education for nurses, dental and health professionals – classes we have offered include:
  - Oral Cancer: Biology, Identification and Management
  - OSHA and Infection Control for Dental Professionals
  - Regulation of Dental Professionals – Ethics, Laws and Rules (we offer an ethics class twice a year for dental)
  - Meth Use and Its Effect on the Body
  - Communicating with the Older Adult
  - Diabetes: What's New?
  - Medical Emergencies: The First 5 Minutes (offered twice a year)
  - Basic Infection Prevention in Healthcare
  - Nursing Skills Lab
  - Basic Dental Assisting for the Dental Hygienist
  - Compassion Fatigue: Compassion Satisfaction

Health training can be delivered at your site or at a campus location. Some courses have been approved in both Minnesota and North Dakota by licensing agencies, so CEUs can be available for health professionals attending trainings. Social workers also are provided CEUs with the Northern Plains Conference.

Leadership Development Trainings

- 5S Training
- Behavioral Expectations & Interviewing
- Behavioral Responsibilities & Communication
- Coaching: Bringing Out the Best in Others
- Completing Performance Evaluations
- Customer Service
- Dealing with Emotional Behavior
- Developing Effective Presentation Skills
- Diversity Training
- Generations in the Workplace
- Harassment and Bullying in the Workplace
- Healthcare Leadership Academy
- Improving Work Relationships – Conflict Resolution
- Leadership for Frontline Supervisors
- Lean Facilitation Training
- Meyers-Briggs Type INdicator
- Moving from Conflict to Collaboration
- Process Improvement
- Professional Work Ethics
- Project Management
- Reasonable Suspicion
- Root Cause Analysis & Problem-Solving Process
- Sexual Harassment/ Workplace Violence
- Strategic Planning
- StrengthsFinder
- Train-the-Trainer
- Working Together for Quality Outcomes

Research has shown that employees generally leave the supervisor, not the organization. In today's market, organizations are challenged to retain employees. Adding specific leadership and supervisory skills helps to both improve organizational performance and reduce employee turnover.

Mechanical/Technical Trainings

- Basic Mechanical
- Blueprint Reading
- Certified Production Technician Certification
- Computer Aided Manufacturing/Computer Numerical Control
- Fanuc Robot
- Industrial Automation and Control – PLCs
- Industrial Maintenance
- Introduction to Machine Operator
- Machining for Manufacturing