



## People on the move.

Collaborative Educational Programs by  
Penn State University, Wilkes-Barre Campus and Luzerne County Community College



## Do Your Employees Need to Know...

**Supervision Essentials**

**Effective Customer Relations**

**Supply Chain Fundamentals**

**Warehouse Management**

**Diesel Mechanic Skills**

**Read On to Learn More...**



A dynamic series of educational programs have been arranged for Northeast PA companies with employee development and business growth in mind. Penn State University, Wilkes-Barre Campus and Luzerne County Community College are pleased to present the following educational opportunities in collaboration with the Northeast PA Logistics & Transportation Industry Partnership. These programs are open to employees of any company in our community, are also open to individuals from the public sector.

Underwritten by the Logistics & Transportation Industry Partnership of Northeast PA, Luzerne/Schuylkill Workforce Investment Board, Inc. and the PA Dept. of Labor & Industry

## Supervision Essentials

By Penn State University, Wilkes-Barre Campus

Effective supervisors are in demand in every industry. Both new and existing supervisors will benefit from this training program designed to build skills and competencies in supervising others. The program is composed of 16 three-hour training sessions. The four major sub topics are supervisory roles and responsibilities, managing employee performance, solving problems and managing priorities and developing individuals and teams. Participants earn a certificate from Penn State in Supervision Essentials and can opt to take a final exam for three undergraduate credits in Supervisory Management (MGMT 150).

**Dates:** Fridays, January 25 through June 6, 2008 (No classes 2-15, 3-21 and 5-23)

**Time:** 8:30 A.M. – 11:30 A.M.

**Location:** Sears Logistics Services, Hanover Industrial Estates, Wilkes-Barre, PA

**Tuition:** \$2,850 per person, \$95 fee for MGMT 150 exam. Please register by 12-21-07.

## Customer Relations

By Penn State University, Wilkes-Barre Campus

This undergraduate certificate program by Penn State emphasizes skills and competencies building customer relationships. New and existing customer service professionals interested in learning skills in communicating and dealing effectively with internal and external customers will benefit from this program. Courses include the Role of Customer Service in the Context of Business, The Role of Marketing in Effective Customer Service, and A Practicum on Customer Contact. Additional courses are Using Technology for Improved Customer Service and Communicating Effectively with Customers. Participants earn five undergraduate credits for the first three courses and an additional six credits for the following two courses. An 11 credit undergraduate certificate in Customer Relations is awarded upon successful completion.

**Dates:** Wednesdays, January 9 through June 4, 2008

**Time:** 5:30 P.M. – 8:30 P.M.

**Location:** Course delivery is at Luzerne County Community College, Nanticoke, PA

**Tuition:** \$423 per credit (\$2,115 for five credits) plus technology fees and texts. Please register by 12-12-07.

## Overview of Supply Chain Management

By Penn State University, Wilkes-Barre Campus

This ten hour short course provides an overview of the logistics and transportation industry in addition to a basic understanding of supply chain management. Emphasis is given to the overall framework of effective supply chain processes. Topics include demand management, customer service, procurement, inventory and warehousing, and transportation and third party logistics. Critical supply chain issues such as performance metrics and future challenges will be addressed.

**Dates:** Mondays, December 3, 5, 17 & 19, 2007

**Time:** 6:00 P.M. – 8:30 P.M.

**Location:** Trion Industries, Laird St., Wilkes-Barre, PA

**Tuition:** \$225 per person includes course materials. Please register by 11-19-07.

## Warehouse Management Distribution

By Luzerne County Community College

This 30 credit program prepares the career oriented individual with the entry-level skills necessary to succeed as a business professional in the Warehousing & Distribution Industry. It includes courses specific to the industry such as purchasing, materials management, logistics, microcomputers, database analysis and management. It is designed for new entrants into the warehousing industry and those currently working in the industry who desire to upgrade their skills. Courses beginning in January of 2008 include Principles of Accounting, Applied Math and Introduction to Microcomputers.

**Dates:** Full program, January 2008 to May 2009. Start date 1-14-08.

**Time:** See LCCC Spring 2008 course schedule at [www.luzerne.edu](http://www.luzerne.edu)

**Location:** Luzerne County Community College, Nanticoke, PA (Some courses can be taken at any of the 12 off campus LCCC locations.)

**Tuition:** \$1,500 for spring 2008 (3 courses). Please register by 12-12-07.

## Diesel Mechanic Technician Training Program

By Luzerne County Community College

This program has been uniquely developed to address the demand for highly skilled Diesel Engine Mechanics. It is an eighty hour program which covers basic and specialized electronics, diesel fuel systems, computer technology, fuel management systems, engine component rebuilding, air brake systems, automatic transmissions, advanced diagnostics, transfer case and basic welding. New and experienced diesel engine mechanics will benefit from increasing their skills in this hands-on training program.

**Dates:** Fridays, March 28 through May 30, 2008

**Time:** 8:00 A.M. – 5:00 P.M.

**Location:** Luzerne County Community College, Nanticoke, PA

**Tuition:** \$2,000 per person. Please register by 3-07-08.



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### For Additional Information and Registration Forms:

#### Penn State Programs:

**Janet Rosenbaum**, Assistant Director,  
Continuing Education  
Penn State, Wilkes-Barre Campus  
(570) 675-9102, [jqr8@psu.edu](mailto:jqr8@psu.edu)  
[www.wb.psu.edu/ce](http://www.wb.psu.edu/ce)

#### Luzerne County Community College Programs:

**Susan Spry**, Associate Dean of  
Workforce Development  
Luzerne County Community College  
1-800-377-5222, Ext. 480, [sspry@luzerne.edu](mailto:sspry@luzerne.edu)  
[www.luzerne.edu](http://www.luzerne.edu)

#### People on the move.

[www.nepapeopleonthemove.org](http://www.nepapeopleonthemove.org)

### Funding to Underwrite Educational Programs

Various funding sources are available to individuals and companies interested in one or more of these educational programs. Industry cluster grants can underwrite up to 75% of tuition and fees for participants from eligible companies. Other state grant sources for eligible individuals or companies are readily explained by the representatives of Penn State, Wilkes-Barre Campus or Luzerne County Community College.

### If Your Employees Need to Know....

**Act Now  
to Take  
Advantage  
of These  
Educational  
Programs!**

### Please register me for:

Supervision Essentials

Customer Relations

Overview of Supply Chain Management

Warehouse Management

Diesel Mechanic Technician Training Program

Space is limited. Registrations will be processed on a first come, first served basis. This registration form may be copied for additional enrollments from your company, however, each participant needs to complete the registration form separately. Upon receipt of registration, you will receive an email confirming your registration.

Name \_\_\_\_\_

Business Name \_\_\_\_\_

Business Address \_\_\_\_\_

Home Address \_\_\_\_\_

Business Phone \_\_\_\_\_

Fax \_\_\_\_\_

email \_\_\_\_\_

**Mail, fax or scan and send your registration to:**

**Name:** Janet Rosenbaum, Assistant Director, Continuing Education Penn State, Wilkes-Barre Campus

**address:** PO Box PSU  
Lehman, PA 18627

**phone:** (570)675-9102

**fax:** (570)675-8308

**e-mail:** [jqr8@psu.edu](mailto:jqr8@psu.edu)