

# Professional Development

Join Continuing Education this spring for Professional Development opportunities that will help you facilitate in an effective manner, manage efficiently, and provide exceptional customer service.

## **New** Overview of LEAN

All businesses face the same challenge of offering more value to their customers while consuming fewer resources. LEAN is the most powerful productivity improvement process available today to make this happen. It has been used worldwide across a wide spectrum of organizations ranging from healthcare to manufacturing to service industries with remarkable results. Guided participant discussions will provide you an with understanding of LEAN and how it can improve your organization. We will review the ways in which LEAN Thinking and LEAN Work Processes are driving significant increases in productivity in a variety of work environments. You will learn how to:

- Optimize the static work environment through the use of the 5S System
- Make work flow smoothly through the work environment through the use of Value-Stream Mapping
- Use the A3 process to drive process improvements

You'll receive materials to apply the tools of LEAN in your organization.

**BUSN:765 | \$149**

C52 W 6:30pm-8:30pm **George Friesen**  
March 26 – April 23 Corp. College, 209

## **New** Mastering the Art of Effective Facilitation

You have to pay attention to the process elements of meetings if you want them to be effective. With its focus on asking rather than telling, and listening to build consensus, facilitation is the new leadership idea, the core competency everybody needs. Through interactive activities, you'll learn common process tools to make meetings easier and more productive, to identify the stages of team development, to identify the competencies linked to effective small group facilitation, and more. Lunch on your own.

**BUSN:714 | \$75**

600 Tu 8:30am-5pm  
April 1

**Jim Lombardo**  
MC - LB, CNFL

## **New** Increase Your Bottom Line Through Exceptional Customer Service

You need more than just a good product to succeed in the marketplace. You need exceptional customer skills to maintain customer loyalty, establish repeat visitors and to get new referrals. Learn how to evaluate your customers' experience and identify any gaps that may be causing lost or reduced sales along with solutions to correct. Increase your sales, increase your profits and increase your customer base with extraordinary customer service.

**BUSS:740 | \$19**

650 Tu 6pm-9pm  
March 25

**Tiffany Smith**  
MC - CS, 205



**Register Today! Call 314-984-7777 for more information.**

### **Accommodations Statement**

St. Louis Community College is committed to providing access and reasonable accommodations for individuals with disabilities. If you have accommodation needs, please contact the Continuing Education Access office at the Meramec campus at least six weeks prior to the start of class to request accommodations. Event accommodation requests should be made with the event coordinator at least two working days prior to the event. Documentation of disability may be required. Contact Anne Marie Schreiber at 314-984-7704.

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Corporate College

Lesley English-Abram, Manager, Community Services

STLCC Corporate College, 3221 McKelvey Road, Bridgeton, MO 63044

314-539-5480



**Continuing Education**

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