



On-Site Customized Consulting, Training & Support Services

Change Management Consulting, Inc. (CMC) offers a broad variety of consulting and support services. Our unique, customized training courses are presented either onsite or at a convenient nearby location. Each of our trainers has a minimum of 25 years of consulting and industrial training experience. We design our world-class training programs around competency models and training needs analyses. And we are experts at obtaining public funding to partially reimburse or entirely cover your training costs. Training courses, workshops and seminars offered by CMC include:

► ISO Consulting for:

- ISO 9001:2008
- QS-9000/TE Supplement
- ISO/TS 16949
- AS9100
- TL 9000
- ISO 14001
- ISO/IEC 17025
- ISO 13485:2003
- ISO 22000

► ISO Training

- Management Overview (1/2 day)
- Internal Auditor (3 days)
- Implementation (5 Days)
- Refresher (1 Day)
- Quality Systems I & II (3 Days)

► Six Sigma Consulting

► Six Sigma Training

- Six Sigma Executive Overview (1 Day)
- Six Sigma Champion Seminar (5 Days)
- Six Sigma Black Belt (20 Days)
- Six Sigma Master Black Belt (10 Days)
- Six Sigma Leadership Advantage (4 Days)
- Six Sigma Accelerated Breakthrough (3 Days)
- Six Sigma Coordinator Seminar (10 Days)
- Six Sigma Green Belt (10 Days)

► Lean Consulting

► Lean Training

- Lean Business Strategy Overview (1 Day)
- Lean Implementation System (3 Days)
- Lean Enterprise Systems Design (5 Days)

► Performance Improvement Training

- Benchmarking For Results (3 Days)
- Business Process Improvement (2 Days)
- Making Continuous Improvement Work (2 Days)
- Measuring and Reducing Operating Costs (2 Days)
- Statistical Process Control (2 Days)
- Root Cause Analysis (3 Days)

► Management Skills and Leadership Training

- Supervising and Managing People (2 Days)
- Leadership Effectiveness (2 Days)
- Sexual Harassment Prevention Training
- The Art of Performance Appraisal (1 Day)
- Personal Strategies for Managing Stress (2 Days)
- Managing Your Time for Improved Results (1 Day)
- Effective Meeting Management (1 Day)
- Work Expectations (1 Day)
- Managing Organizational Change (2 Days)
- Working Together—Managing Diversity (1 Day)
- Personal Listening – Different Listening Styles (1 Day)
- Resolving Conflict (1 Day)
- Inscape DiSC © - Behavioral Styles (1 Day)
- Team Dimensions (1 Day)
- Time Mastery (1 Day)

► Sales Management and Customer Service Training

- Great Customer Service on the Telephone (1 Day)
- Sales Management and Customer Service (2 Days)
- Success through Consultative Selling (2 Days)

Experience – Expertise – Public Funding – Measurable Results

Since our customized training programs are modularized, we can adjust the number of days and the session length to meet our client's precise needs.