Workforce
Summer/Fall 2011

WORKFORCE PROFILE:
ZF Group
Hall County

ZF GROUP
MANUFACTURER OF THE YEAR 2011
This issue features one of the major manufacturing groups in Northeast Georgia. ZF Industries, Inc. and ZF Wind Power, LLC. ZF Industries, Inc. has been in Hall County since 1987. The plant was started with just a few products and has continued to grow in both plant size and product lines to the point that there is no more room to expand. Enter ZF Wind Power, LLC. With no additional room at the Palmour Road facility a new $95 million dollar facility was built and is in the startup process on New Harvest Drive in Gainesville. This new facility will build gearboxes for the Wind Power industry.

Inside Workforce there is a great story about how ZF Industries, Inc. was founded in Germany and came into great prominence not only in Europe and the United States, but all over the world as well. ZF Group is truly to be admired as a model corporate citizen in Hall County. They are highly involved in community activities that make their employees very well known for their civic and charitable contributions.

ZF is a leading worldwide automotive supplier for driveline and chassis technology. Today, the predominant products produced in Hall County are front and rear drive axles, and construction equipment transmissions and axles. Today, ZF Industries has 215,000 square feet and employs 282 people at its Gainesville Palmour Drive location.

In 2010, ZF also began construction of a new plant in Gainesville Business Park to produce gearboxes for wind turbines under the company name ZF Wind Power, LLC. The new plant will start production in late 2011, and represents a $95M investment in the community and 220 additional jobs, 70 of which are already hired. Each gearbox weighs 15 tons, and will be installed into 2MW wind turbines.

The combined payroll for the two plants of ZF in Gainesville for 2010 is $15M

Over the years ZF has grown a partnership with both Lanier Technical College and Georgia Quick Start. The company used Georgia Quick Start for its startup and again for some of its expansions. ZF has used Lanier Technical College to provide occupational education to its employees and has donated equipment to Lanier Technical College and participates with the Quest program for youth apprenticeships.

The college, in partnership with the Greater Hall Chamber of Commerce was delighted to nominate ZF Industries Inc. for Georgia Manufacturer of the Year in April and we are proud to announce that ZF Group is the Manufacturer of the Year in 2011.

Russell Vandiver, President
Lanier Technical College
Offering advanced training, research and development support and incubation services to companies throughout the nation.

The Economic Development department of Lanier Technical College supplies a wide variety of non-credit training classes and services to our clients. We offer continuing education, safety, and customized training in an eight county area that includes Banks, Barrow, Dawson, Forsyth, Hall, Jackson, Lumpkin, and North Fulton County. Our customized training is tailored to meet specific needs and our continuing education classes include a variety of subject areas to include safety, computer workshops, first aid, CPR, and forklift training.

We offer training for the Ammonia Refrigeration industry. Three levels of Operator training along with several specialized workshops to meet the industry’s needs. We have a $2,000,000 training facility that includes a state-of-the-art laboratory. The lab, which features three different refrigeration systems comparable to those found in industry, is critical to reinforce classroom lessons and teach troubleshooting skills. Courses focus on safety, operation, and maintenance as well as technical and economic issues. In the lab, a system can be purposely adjusted incorrectly so students see the repercussions.

Also located on the Oakwood campus near Gainesville, the Manufacturing Innovation Center (MIC) opened in February 2006. The center works with industry, government, entrepreneurs and educational institutions developing our state’s manufacturing workforce, fostering innovation and increasing job growth in Georgia.

Staffed by a team of experienced manufacturing professionals, MIC offers advanced training, research and development support and incubation services to companies throughout the state.

Lanier Technical College’s Manufacturing Development Center (MDC) mission is to provide direct assistance to small or startup companies in the establishment of manufacturing enterprises. Our goal is to speed the growth and increase the chances of commercial success for our clients resulting in the creation of jobs and stimulation of economic growth in Georgia.

We are also home to an American Heart Association Community Training Center. Lanier Technical College’s Training Center supports the AHA mission and goals through administrative, educational, and quality assurance support of the AHA Instructor members. Our Training Center supports this mission and purpose through the provision of quality AHA classes to healthcare professionals and the community and by educating and informing the AHA instructors on new skills or AHA programs.

Call us with your training need; we would like to hear from you and have the opportunity to work with you and your employees.

At Lanier Tech we are confident in the quality of our training. Your satisfaction is guaranteed! If you are not completely satisfied, you have two choices: retraining, or no cost for the service.

For additional information please go to www.laniertech.edu or call us at 770.531.4500.
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Workforce is published twice a year by the Economic Development Office of Lanier Technical College. Lanier Technical College is a unit of the Technical College System of Georgia. The college is accredited by the Accrediting Commission of the Council on Occupational Education.

Workforce Lanier Technical College, 2990 Landrum Education Drive Oakwood, GA 30566, www.laniertech.edu

Lanier Technical College serves as the leading workforce development resource for Banks, Barrow, Dawson, Forsyth, Hall, Jackson, Lumpkin, and North Fulton Counties by providing: Career-technical education programs leading to Associate of Applied Technology Degrees, Diplomas, and Technical Certificates of Credit; Customized business and industry training and economic development services; continuing education for technical and professional development; and adult literacy and education services.

Lanier Technical College does not discriminate on the basis of race, color, creed, national or ethnic origin, gender, religion, disability, age, disabled veteran of the Vietnam Era, or citizenship status (except in those special circumstances permitted or mandated by law).
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Ammonia Refrigeration Program
Ammonia Refrigeration Operator I

Topics to be covered include:
• Basic Refrigeration
• Safety
• Lubricants and Filtration
• Purging
• Condensers
• Properties of Refrigerants
• Pressure and Force
• Non-Condensable Gasses
• Direct Expansion Systems
• Secondary Coolant Systems
• Compressor Types
• Compressor Operation
• Cooling Units
• Hot Gas Defrost

Cost: $1250
Supplies are provided;
Classes begin at 7:00 AM for Four (4) consecutive days.

Dates:
Jul 11 - 14
Jul 18 - 21
Aug 1 - 4
Aug 15 - 18
Sept 12 - 15
Oct 10 - 13
Oct 31 - Nov 3
Nov 7 - 10
Nov 14 - 17
Dec 5 - 8

Ammonia Refrigeration Operator II

Topics to be covered include:
• Two Stage Systems
• Cascade Systems
• Flooded Systems
• System Efficiency
• Automated System Operation
• Data Logging and Analysis
• Electrical Control Diagnostics
• Power Factor
• Pumped Liquid Recirc. Systems

Cost: $1250
Supplies are provided;
Classes begin at 7:00 AM for four (4) consecutive days.

Dates:
Aug 8 - 11
Aug 22 - 25
Oct 17 - 20
Ammonia Refrigeration Program

Ammonia Refrigeration III
This course assists the industry in meeting recommendations at the technical skill level addressed in the joint industry Ammonia Refrigeration Training Guidelines. Topics to be covered are:
- In-depth Load Calculations
- Psychrometric Process
- System Management Optimization
- Efficiency Strategies
- Design Codes and Standards
- Mass/Energy Balances
- Proper/Improper Application of Components

Cost: $1250
Supplies are provided; Classes begin at 7:00 AM for four (4) consecutive days.
Date: Oct 3 - 6

Maintenance and Troubleshooting for the Refrigeration Operator
This four day class is a hands-on laboratory based class covering these topics: Component Alignment, Vibration Analysis, Component Rebuild and Repair, Shaft Seal Replacement, Ammonia Sensor Calibration, Slide Valve Calibration, General System Diagnostics, and Troubleshooting.

Cost: $1250
Supplies are provided; Classes begin at 7:00 AM for four (4) consecutive days.
Dates: Aug 29 - Sept 1
Nov 28 - Dec 1

PSM/RMP for Ammonia Operators
This four day seminar is designed to provide the participant with background information and practical experience in maintaining an existing Process Safety Management/Risk Management Plan program. Participants will attain a heightened awareness of regulatory requirements and compliance practices proving beneficial to anyone involved in creating or maintaining these programs.

Cost: $995
Supplies are provided; Classes begin at 7:00 AM for four (4) consecutive days.
Dates: Jul 25 - 28
Oct 24 - 27
Dec 12 - 15
Ammonia Specific
HAZMAT 24-Hour Technician
This class meets the Non Site-Specific Technician level training requirements of 29 CFR 1910.120(q). Topics to be covered include:
- PPE Selection and Application
- Techniques for Monitoring
- Techniques for Advanced Containment & Confinement
- Incident Command System
- Technician Level Responder’s Role
Cost: $595
All needed supplies are provided.
Dates:
Sept 6 - 8

HAZMAT Eight (8) Hour Refresher
This class meets the Non Site-Specific Technician level refresher training requirements of 29 CFR 1910.120(q). The one day class will culminate with the participants staging one or more mock HAZMAT drills.
Cost: $295
All needed supplies are provided.
Dates:
Sept 8

Ammonia for Non-Operators
This two day course provides the non-operator with an introduction to the theory and basic concepts of industrial ammonia refrigeration system operation. The training consists of both classroom and lab. Theory is introduced in the classroom and then reinforced in our state-of-the-art lab. In the lab students will identify components and review load calculation sheets and procedures that will help save on refrigeration costs.
Cost: $495
All needed supplies are provided.
Dates:
July 6 - 7
Nov 21 - 22

For more information call 770.531.4500
Ammonia Refrigeration Program

For more information call 770.531.4500
Introduction to Industrial Maintenance
This three day course teaches participants basic industrial maintenance skills used in manufacturing. The course covers: Safety, Basic industrial electricity, Basic mechanics, Preventive maintenance, Schematics and Blueprints.

Cost: $995
Classes are from 8:00 AM – 4:30 PM
Dates:
June 14 - 16
Jul 12 - 14
Sept 13 - 15

Fundamentals of Programmable Logic Controllers (PLC)
This course introduces the participants to the principles of computer controlled automation in manufacturing processes. The course includes practical applications of PLC’s.

Cost: $150
Classes are from 8:00 AM – 4:30 PM
Dates:
Oct 17

PLC Maintenance and Troubleshooting
This course teaches maintenance technicians the basic skills required to maintain and troubleshoot PLC’s. The course is two days in length.

Cost: $750
Classes are from 8:00 AM – 5:00 PM
Enrollment is limited to ten.
Dates:
Allen Bradley: June 21 & 22; Jul 19 &20; Aug 16 & 17; Sept 6 & 7; Oct 18 & 19; Nov 8 & 9; Dec 6 & 7
Siemens: June 28 & 29

Root Cause Analysis
This one day course teaches participants how to apply structured problem solving tools to find the root cause of production problems.

Cost: $349
Classes are from 8:00 AM – 4:30 PM
Dates:
Jul 7
Aug 10
Sept 21
Oct 13

NEW! ON-SITE TRAINING AVAILABLE FOR NON-LAB CLASSES.
Call 770.531.4500 for information and pricing.
Center of Innovation for Manufacturing

Center of Innovation for Manufacturing
Manufacturing companies striving to meet the challenges generated by global competition will find assistance and leading-edge manufacturing technology training at the Manufacturing Innovation Center (MIC) located on Lanier Tech’s Oakwood campus.

MIC works with industry, government, entrepreneurs, and educational institutions to foster manufacturing innovation and increase manufacturing job growth in Georgia.

Staffed by a team of highly experienced manufacturing professionals, MIC offers training and assistance in factory automation, lean manufacturing, equipment and systems maintenance, and safety to manufacturers throughout Georgia.
Blower Door Technology (Minneapolis Blower Door)
This two day course is intended for beginning through intermediate blower door users. The Blower Door is a diagnostic tool designed to measure the air tightness of buildings and to help locate air leakage sites. Specific approaches and appropriate materials are introduced and demonstrated. Other topics covered are the fundamentals of air exchange, the influence of air sealing on indoor air quality and combustion appliances. Building air tightness measurements are used for a variety of purposes including: Estimating natural infiltration rates and measuring and documenting the effectiveness of air sealing activities. Course will also cover zone pressure diagnostics, and interpret results. This course will also review the Duct Test. The Duct Test is a calibrated air flow measurement system designed to test and document the air tightness of forced air duct systems in both houses and light commercial buildings.

Cost: $449
June 7 & 8
Jul 25 & 26
Aug 22 & 23
Sept 26 & 27
Oct 25 & 26

Introduction To Infrared Thermography
This one day workshop is designed to introduce participants to infrared thermography and to familiarize them with the specific equipment that is available for their use. Participants learn what infrared scanners do and how they can be utilized to evaluate weatherization work. The session involves hands-on use of the equipment as well as classroom instruction.

Cost: $199
June 9
Jul 27
Aug 24
Sept 28
Oct 27

Call 770.531.6340 for more information.
Introduction to Industrial Maintenance

This three day course teaches participants basic industrial maintenance skills used in manufacturing. The course covers: Safety, Basic industrial electricity, Basic mechanics, Preventive maintenance, Schematics and Blueprints

Cost: $995
Classes are from 8:00 AM – 4:30 PM
Dates:
June 14 - 16
Jul 12 - 14
Sept 13 - 15

PLC Maintenance and Troubleshooting

This course teaches maintenance technicians the basic skills required to maintain and troubleshoot PLCs. The course is two days in length.

Cost: $750
Classes are from 8:00 AM – 5:00 PM
Enrollment is limited to ten.
Dates:
Allen Bradley: June 21 & 22; Jul 19 & 20; Aug 16 & 17; Sept 6 & 7; Oct 18 & 19; Nov 8 & 9; Dec 6 & 7
Siemens: June 28 & 29

Fundamentals of Programmable Logic Controllers (PLC)

This course introduces the participants to the principles of computer controlled automation in manufacturing processes. The course includes practical applications of PLCs.

Cost: $150
Classes are from 8:00 AM – 4:30 PM
Oct 17

Customized PLC Training

MIC offers customized PLC maintenance and troubleshooting training designed to meet company specific needs:

- Siemens Step-7
- Allen-Bradley
- Mitsubishi Q-series

Call 770.531.6358 for more information.

Call 770.531.6358 for more information.
MAINTENANCE SKILLS ASSESSMENTS

Companies invest in highly automated manufacturing systems to compete. To succeed, they must also invest in training their employees to maintain and support these systems. MIC Maintenance Skills Assessments help companies pinpoint specific training needed to prepare employees to meet this challenge.

Complete Evaluations

Assessment teams conduct evaluations consisting of eleven written, seven identification and application, and six performance activities. The results of the evaluation give both the individual and the company a full summary with training recommendations.

Unique Training Plans

An individual training plan is developed for each person evaluated. The training plan targets deficit areas. This maximizes training benefits and return on training dollars.

Assessment Results Include:

Assessment, results with detailed explanation, and an Individual Training Plan.

$1500 per assessment.
MAINTENANCE SKILLS TRAINING

Flexible, professionally designed training modules allow you to acquire just the skill sets needed for your organization.

**Mechanical**
- General Plant Safety
- Basic Blueprint Reading
- Shapes in Two Dimensions
- Objects in Three Dimensions
- Precision Measurement
- Principles of Mechanics
- Math
  - Force I
- Work
  - Rate I
- Power
  - Torque Fasteners
- Seals
  - Lubrication
- Couplings
  - Bearings
- Chain Drives

**Electrical**
- Fundamentals of Electricity
- Magnetism
- Introduction to AC
- Resistors, Inductors, and Capacitors
- Safety and Standards
- Terms and Diagrams
- Working and Conductors
- Power Distribution and Service
- Circuit Protection Devices
- Industrial Power Distribution
- Basic Circuits
  - Grounding
- Test Equipment
  - Test Equipment I
  - Test Equipment II

$200 per training hour

For more information call 770.531.6340
LEAN MANUFACTURING

Lean Manufacturing helps companies cut waste, slash lead times, streamline production flow, improve quality, and gain maximum benefit from factory automation. MIC offers training courses and programs designed to help companies make the Lean transition.

Value Stream Mapping
This one day course teaches participants how to create and use value stream maps to identify sources of waste and streamline production processes.
Cost: $295
8:30 AM - 4:30 PM
Dates:
June 22
Aug 16
Sept 12
Oct 11

Call 770.531.6358 for more information

Root Cause Analysis
This one day course teaches participants how to apply structured problem solving tools to find the root cause of production problems.
Cost: $295
8:30 AM - 4:30 PM
Dates:
July 7
Aug 10
Sept 21
Oct 13

Call 770.531.6358 for more information.

Customized Lean Manufacturing Training
MIC offers customized Lean Manufacturing training courses and programs designed to meet company specific needs.

Call 770.531.6358 for more information.
Lanier Technical College’s Manufacturing Development Center (MDC) directly assists small or startup companies in establishing manufacturing enterprises. The goal at the MDC is to speed the growth and increase the success of these companies, helping them create new jobs for Georgia. The MDC serves all of northeast Georgia.

The MDC was launched in July 2006 with the Grand Opening at the Featherbone Center. The MDC concept was spearheaded by Lanier Technical College’s Economic Development Department, and quickly gained momentum as the community threw its support behind the project. As a result, the MDC benefits from the significant and broad support of key stakeholders including:

- Lanier Technical College
- Featherbone Partnership, LLC
- Appalachian Regional Commission
- Georgia Power
- Hall County
- City of Oakwood
- City of Gainesville
- City of Flowery Branch

Several key partners have also located offices in the MDC making it easier for startup companies to get the help they need. These partners include the University of Georgia’s Small Business Development Center, Georgia Tech’s Enterprise Innovation Institute, and the Georgia Department of Economic Development.

The MDC is located in the former Warren Featherbone Company building at 999 Chestnut Street in Gainesville, Georgia. This facility, built in 1956, operated as an infant’s wear manufacturing business until August 2005. Featherbone Company was organized in 2005 by The Warren Featherbone Company and local investors. The center is being developed as a “communiversity”, a community resource to provide cross-generational learning opportunities through a unique alliance among educational institutions.

To learn more about opportunities available through the MDC, and to learn how to apply, please visit www.laniertech.edu and follow the link to the Manufacturing Development Center. Or contact:

Carroll Turner, MDC Director
Phone: 770.535.9220
cturner@laniertech.edu

For more information call 770.531.6340
If you can dream it, you can do it!
Owning your own business is the American dream. Building it to withstand the test of time requires a unique set of tools. That’s where FastTrac® NewVenture™ makes a difference.

NewVenture™ provides the tools to:
- Evaluate your concept and develop plans to move forward.
- Acquire a working knowledge of business fundamentals.
- Build an infrastructure for business operations and processes.

NewVenture™ graduates acquire:
- An actionable business plan.
- Access to management tools and resources.
- A network of entrepreneurial peers and professionals.

FastTrac® NewVenture™ is facilitated by knowledgeable, specially trained SBDC professionals.

The Shortest Distance Between You and the Answers You Want!
Designed specifically for entrepreneurs, FastTrac® NewVenture™ provides the resources, support, and encouragement to put your dreams within reach.

In just 10 three-hour sessions, learn to plan and analyze your vision by creating a thoroughly researched business plan.

The course covers these important topics:
1. Exploring Entrepreneurship
2. Identifying and Meeting Market Needs
3. Setting Financial Goals
4. Planning the Product/Service
5. Researching & Analyzing the Market
6. Reaching the Market
7. Building the Organization & Team
8. Planning for a Profitable Business
9. Monitoring Cash Flow & Seeking Funds
10. Implementing Next Steps

Program Dates: February 17 thru April 21, 2011,
Gainesville SBDC Office, 999 Chestnut Street, Gainesville, GA 30501

For more information call 770-531-5681
Or visit www.georgiasbdc.org/newventure
If you live in Gainesville Georgia then you recognize the name ZF. However, you may not know the history of this great company and the partnership they have with Gainesville and Hall County. You also may not know the economic impact their business has on the local economy.

Welcome to ZF Industries, Inc. located in Industrial Park South in Gainesville, Georgia and their newest facility, ZF Wind Power, LLC located in the Gainesville Business Park.

Let's start with some history,

On August 20, 1915, Zahnradfabrik GmbH was founded as a private company, owned by Luftschiffbau Zeppelin GmbH and Max Maag Zahnräderfabrik. The company was founded to develop high precision & quality bevel gears for the Zeppelin Airships.

World War I ended in the fall of 1918 and the Versailles Treaty limited the market for aircraft transmissions, so the company started building auto transmissions. The company started with the serial production of the Soden pre-selector gearbox, a semi-automatic transmission invented by the company's CEO.

While the Soden gearbox proved to be a technological revolution, the German market was not ready for it. ZF responded by developing and launching the Einheitsgetriebe, a standardized gearbox that allowed mass production at low cost in 1925.

The 1930s hit the German economy with another serious recession. In 1932, the company ventured into steering systems. By 1937, ZF had evolved as one of Europe's leading manufacturers of vehicle transmissions with 3,500 employees.

The tragic explosion of the Zeppelin "LZ 129 Hindenburg," in which 35 of the 96 passengers lost their lives on May 7, 1937 in Lakehurst, New Jersey, brought the "Zeppelin-Era" to a sudden end. Afterwards, ZF's development engineers started working on transmissions for tractors and motor ships. In 1939, ZF started making transmissions for tanks and military trucks. Due to high demand from the German military, the company established new production facilities for steering mechanisms in Alsace and for tank gearboxes in Passau. However, in 1944 the Allied Forces bombed Friedrichshafen, a center of the German war industry, and took over the Schlettsstatt plant.

After long and difficult negotiations, the company was granted permission to resume operations. Soon the machinery was up and running again, making transmissions for tractors and trucks. The plant in Schwäbisch Gmünd recommenced the production of steering mechanisms. The Passau plant began to make engines for tractors.

In the next 20 years, ZF evolved to become Europe's largest manufacturer of transmissions, steering gears, and drives.

Ever-increasing use of motor vehicles contributed to ZF's impressive performance during the 1960's. In the early 1970's, the company's annual sales passed the DM1 billion marks.

In the 1970's, the company greatly expanded into all parts of the globe. Subsidiaries and sales offices were established in Austria, France, the United Kingdom, Denmark, Norway, Argentina, South Africa, and the United States. In the 1980's, ZF established a presence in Japan, Spain, India, South Korea, Singapore, Australia, Switzerland, and Turkey.

Today, ZF Friedrichshafen AG is one of the world's largest suppliers to the global auto industry turning power into motion with its transmissions for motor vehicles for road, railroad, air, and water. The company also makes automotive steering and axle systems and chassis components, and industrial drives and transmissions for heavy machinery.

ZF in Gainesville,

ZF is a leading worldwide automotive supplier for driveline and chassis technology. ZF Industries began production at its current location in Gainesville Industrial Park South in 1987. At that time, ZF produced manual transmissions and drive line parking brakes. The facility has seen several expansions over the years and now totals 215,000 square feet. The product lines produced at the Palmour Drive plant have changed substantially over the years. Today, the predominant products
produced are front and rear drive axles, and construction equipment transmissions and axles. Although the plant had severely reduced sales revenue in 2009 due to the economic crisis, a decision was made to further expand operations in 2010 to add machining and assembly for production of suspension and steering components for commercial vehicles as well as bus axle systems. This added $10M of investment to the existing operations and stabilized the employment situation. Today, ZF Industries employs 334 people + a temporary workforce of 63 at its Gainesville Palmour Drive location.

In 2010, ZF also began construction of a new plant in Gainesville Business Park to produce gearboxes for wind turbines under the company name ZF Wind Power LLC. The new plant will start production in late 2011, and represents a $95M investment in the community and 220 additional jobs, 70 of which have already been hired. The new plant is a model for production of gearboxes in the wind industry, and is an important step for Georgia’s commitment to clean energy. ZF’s commitment to quality and automotive standards enabled the company to secure a contract with Vestas, the global leader of wind turbines. Each gearbox weighs 15 tons, and will be installed into 2MW wind turbines.

The combined payroll for the two plants of ZF in Gainesville for 2010 is $15M.

ZF has been an active member of the community since it began operations in 1987. Today, ZF is actively involved in United Way of Hall County, Economic Development Council, the Greater Hall Chamber of Commerce, Northeast Georgia Health Systems, and RING. ZF also participates in the American Cancer Society’s Relay for Life and provides an annual scholarship to Gainesville State College for Science, Technology, and Math studies (STEM). Several ZF employees have graduated from Leadership Hall County and ZF also actively participates in the HR Council and the Environmental Council. ZF has an Environmental Officer on staff to ensure a safe workplace and a clean environment.

ZF understands the key to a successful product is a trained and knowledgeable workforce. All employees are trained in safety and environmental procedures prior to beginning work, and receive further training in industry specific manufacturing standards. ZF encourages all of its employees to continue learning and offers tuition reimbursement as a part of the benefit package offered by ZF. Many employees have taken advantage of this over the years and graduated from local colleges and universities with associate, bachelor, and master degrees in various fields.

ZF also encourages employee participation in continuous improvement by providing training and sponsoring several lean manufacturing projects. The use of Six Sigma, value stream maps, and elimination of waste are core to ZF’s operating principles. To further encourage participation, ZF rewards employee suggestions with our PRIDE program which pays employees for suggestions that can save the company money. Finally, ZF is proud to recognize long term employees with an employee recognition program that includes a gift for every five year anniversary of service.

Over the years, ZF has grown a partnership with both Lanier Technical College and Georgia Quick Start. The company used Georgia Quick Start for its startup and again for some of its expansions. ZF has used Lanier Technical College to provide occupational education to its employees and has donated equipment to Lanier Technical College and participates with the Quest program for youth apprenticeships.

“The objective is to continue to win customers on the basis of competence and excellent performance.”
The above statement is from the company perspective and clearly states the company’s view concerning quality. During their history in Gainesville, ZF Industries, Inc has won many awards to include the Q1 quality supplier award and Gold “World Excellence Award” from Ford Motor Company. They won the Key Supplier Award from John Deere in 2002 & 2003 and they were registered as a Certified Quality Management System supplier in 1996 under the QS 9000 standard and the current ISO/TS 16949:2002 standard. They have maintained their Certified Environmental Management System since 2000.

ZF is the world’s largest independent specialist for transmission and chassis technology. ZF develops and produces transmissions, steering systems, and axles and chassis components, as well as complete systems for passenger cars, commercial vehicles, and off-road machinery. ZF is a major transmission specialist also for marine craft, rail-bound vehicles, and helicopters. This flexibility allows ZF customers to be provided with optimum products and service. “The objective is to continue to win customers on the basis of competence and excellent performance.”

To add to the list of awards and accolades ZF has obtained since coming to Gainesville, Lanier Technical College, in partnership with the Greater Hall Chamber of Commerce was delighted to nominate ZF Industries Inc. for Georgia Manufacturer of the Year in April and we are proud to announce that ZF Group is the Manufacturer of the Year in 2011.
Lanier Technical College offers classes, workshops, and training to support the local businesses and community in our eight county service area. We offer classes in many different areas of interest for both businesses and individuals. This can be to increase your knowledge and job skills or to simply learn something new that you have always wanted to try. We are in the process of setting up new classes at all of our campuses so remember to check out our website at www.laniertech.edu under the Continuing Education link to see our latest schedules.

With Continuing Education Lanier Technical College is providing training in the three following areas:

• Workforce Development
• Personal Development
• Student Development

Workforce Development - Lanier Technical College wants to play a key role in helping businesses maintain a highly skilled and technically trained workforce. We offer Microsoft Office Computer Workshops, Spanish, Customer Service, CPR/First Aid, Web Design and many more.

Personal Development - These classes encourage life long learning in many different areas of interest. Conversational Spanish, Buy and Sell on eBay, Digital Photography, and Adobe classes (Photoshop/Illustrator).

Student Development - Lanier Technical College offers middle and high school students with classes that focus on different areas of interest, from college preparation (SAT and ACT Prep) to exploring different technical subject areas like Video Game Design, Electronics, and Robotics.

Here is a sample of the courses we are offering:

Microsoft Word - In the Beginning course, students will learn the tricks that will help them create, edit, and modify text-based documents easily. The skills taught include examining the working screen; creating new documents; selecting and replacing, copying, or moving text; applying styles; modifying bodies of text; working with headers and footers; spelling and grammar checks; managing files; understanding and using Save As; and previewing and printing documents.

Banks County Center
9AM - 12PM
Dates: 8/9 & 8/11
Fee: $100 (includes book)

Introduction to Computers - Purchasing a computer can be a daunting task. This class provides an overview of what to look for when buying a computer and introduces hands-on computer software training in Windows XP, Internet Explorer, and emailing basics. No prior computer experience necessary.

Jackson Campus
9AM - 12PM
Dates: 7/19, 7/21, 7/21, 7/26, & 7/28
Fee: $100 (includes book)
Continuing Education

**Introduction to Microsoft Excel** - The Beginning course introduces students to basic spreadsheet features. Students will learn to manage workbooks, work with cells and cell data, format and print worksheets, create and revise formulas, and create charts from worksheet data. These Excel skills are taught using concepts, examples, and interactive steps.

**Oakwood Campus**
6PM – 9PM
Dates: 7/18 & 7/20
Fee: $100 (includes book)

**Microsoft PowerPoint** – Create a presentation, add visuals to slides: clipart, shapes and tables, use slides and color schemes and create a slideshow to finalize presentation.

**Oakwood Campus**
8:30AM - 3:30PM
Dates: 11/2
Fee: $100 (includes book)

**Intermediate Microsoft Excel** - Teaches students how to customize workbooks, use lists, use functions to create formulas, format worksheets, use 3-D references, ready workbooks for the Web, use templates to create workbooks, and insert and manipulate objects into a spreadsheet.

**Forsyth Campus**
8:30AM - 3:30PM
Dates: 10/25
Fee: $100 (includes book and practice CD)

**Heartsaver CPR** - Teaches lay rescuers how to recognize and treat life threatening emergencies, including cardiac arrest and choking for adult, child, and infant victims. Students also learn to recognize the warning signs of heart attack and stroke in adults and breathing difficulties in children.

**Jackson County Campus**
9AM – 3PM
Date 1: 10/20
Date 2: 12/15
Fee: $75 (includes book and card)

**Introduction to Computers** - Purchasing a computer can be a daunting task. This class provides an overview of what to look for when buying a computer and introduces hands-on computer software training in Windows XP, Internet Explorer, and emailing basics. No prior computer experience necessary.

**Banks County Center**
9AM – 12PM
Dates: 10/5, 10/12, 10/19, & 10/26
Fee: $100 (includes book)
**OSHA 10 Industrial** - This course is ideal for supervisors with safety and health responsibilities, and for employee safety and health awareness. Students will be introduced to OSHA policies, procedures and standards as well as general industry safety and health principles covered in OSHA Act Part 1910. Special emphasis will be placed on areas most hazardous using OSHA standards as a guide. Upon successful completion of the course, participants will receive an OSHA 10-Hour General Industry Outreach DOL course completion card within 4-6 weeks.

MDC
8AM – 1PM
Date: 7/11 & 7/18
Fee: $150.00

**Introduction to Microsoft Word** - In the Intro course, students will learn the tricks that will help them create, edit, and modify text-based documents easily. The skills taught include examining the working screen; creating new documents; selecting and replacing, copying, or moving text; applying styles; modifying bodies of text; working with headers and footers; spelling and grammar checks; managing files; understanding and using Save As; and previewing and printing documents.

MDC
8:30 AM – 3:30 PM
Dates: 10/24
Dates: 12/19
Fee: 100.00 (includes book)
Continuing Education

**BLS for Healthcare Provider** – This course covers core material such as adult and pediatric CPR, foreign-body airway obstruction, and automated external defibrillation.

Oakwood Campus
9AM – 3PM
Date1: 7/6

9AM - 3PM
Date2: 8/31
Fee: $50 (Includes book and card)

**Root Cause Analysis** - The ability to solve problems is critical to all manufacturing and business operations. The purpose of this one day course is to teach participants how to apply a structured problem solving process to systematically identify, analyze, and eliminate the root causes of problems. Both Classroom instruction and hands-on team exercises will be used.

Oakwood Campus
Date: 7/7
8:30 AM - 4:30 PM
Fee: $295

**Microsoft Excel** – The Beginning course introduces students to basic spreadsheet features. Students will learn to manage workbooks, work with cells and cell data, format and print worksheets, create and revise formulas, and create charts from worksheet data. These Excel skills are taught using concepts, examples, and interactive steps.

Banks County Center
9 AM - 12 PM
Dates: 8/23 & 8/25
Fee: $100 (Includes book)

**BLS for Healthcare Provider** – This course covers core material such as adult and pediatric CPR, foreign-body airway obstruction, and automated external defibrillation.

Forsyth County Campus
9:00 AM – 3:00 PM
Date 1: 10/5
Date 2: 11/30
Fee: $50 (Includes book and card)
Value Stream Mapping – This one day course teaches participants how to create and use value stream maps to identify sources of waste and streamline production processes.

Oakwood Campus
Date: 9/12
8:30 AM - 4:30 PM
Cost: $295

Root Cause Analysis - The ability to solve problems is critical to all manufacturing and business operations. The purpose of this one day course is to teach participants how to apply a structured problem solving process to systematically identify, analyze, and eliminate the root causes of problems. Both Classroom instruction and hands-on team exercises will be used.

Oakwood Campus
Date: 10/13
8:30 AM - 4:30 PM
Fee: $295

Introduction to Microsoft Word - In the Intro course, students will learn the tricks that will help them create, edit, and modify text-based documents easily. The skills taught include examining the working screen; creating new documents; selecting and replacing, copying, or moving text; applying styles; modifying bodies of text; working with headers and footers; spelling and grammar checks; managing files; understanding and using Save As; and previewing and printing documents.

Jackson Campus
9AM – 12PM
Dates: 11/15 & 11/17
Fee: $100 (includes book)

Microsoft Access Advanced – The Advanced course introduces students to advanced development features so that they can provide user-friendly databases to their users. The students will learn how to develop data entry tools and automated processes, how to enforce database security, and how to implement maintenance features. The material in the course is presented through explanatory text, real-world scenarios, interactive steps, and questions to test and reinforce the material covered.

Forsyth Campus
8:30AM - 3:30PM
Date: 8/9
Fee: $100 (includes book and practice CD)
Continuing Education

**Microsoft PowerPoint** - In the Beginning course, students will learn how to design PowerPoint presentations on their computers through examples and interactive exercises. They will learn to create presentations from scratch using slide layouts and design templates. In addition, students will learn how to use clip art images and drawing tools to enhance presentations. The student will create and edit tables, as well as how to prepare a presentation for printing and viewing.

Banks County Center  
9AM - 12PM  
Dates: 12/13 & 12/15  
Fee: $100 (includes book)

**Heartsaver CPR** - Teaches lay rescuers how to recognize and treat life threatening emergencies, including cardiac arrest and choking for adult, child, and infant victims. Students also learn to recognize the warning signs of heart attack and stroke in adults and breathing difficulties in children.

Jackson Campus  
9AM - 3PM  
Date 1: 10/20  
Date 2: 12/15  
Fee: $75 (includes book and card)

**Microsoft Word** - In the Intro course, students will learn the tricks that will help them create, edit, and modify text-based documents easily. The skills taught include examining the working screen; creating new documents; selecting and replacing, copying, or moving text; applying styles; modifying bodies of text; working with headers and footers; spelling and grammar checks; managing files; understanding and using Save As; and previewing and printing documents.

Oakwood Campus  
8:30AM - 3:30PM  
Date: 11/7  
Fee: $100 (includes book)

**5S** - Highly organized, well maintained work areas are fundamental to lean operation. The purpose of this 4 hour course is to teach participants how to apply the principles of 5S to create and maintain a clean, safe, visually organized workplace.

Oakwood Campus  
Date: 9/28  
8:30 AM - 12:30 PM  
Fee: $150

For more information and a complete listing please refer to our website at: www.laniertech.edu under Continuing Education or contact Royce Glenn, 770.531.6358, rglenn@laniertech.edu.
Computer Workshops

Why should Lanier Technical College be your choice for computer training?

• Personalized attention allows your individual needs to be addressed
• Pricing options available to meet your needs
• Private classes or one-on-one training available at a Lanier Tech campus or at your site

Workshop pricing and training options:

• Individual workshops (Includes manual and data file) $100
• Customized workshop at Lanier Tech (Up to 10 people) $1000
• Customized workshops at your location (Up to 10 people) $1500
• One-on-one coaching and training priced individually
• Senior Citizens (55 +) rate for individual workshops $85

Best Value

• Multiple workshops can be purchased at a savings up to 30%
  20–99 pre-purchased workshops (vouchers) $90 per voucher
  100–199 pre-purchased workshops (vouchers) $80 per voucher
  200 + pre-purchased workshops (vouchers) $70 per voucher

NEW online classes

• Earn Continuing Education Units (CEU’s) with online classes
• Choose computer training or non-technical skills such as customer service or managerial
• Sample lesson is available at no cost
• Microsoft Office Specialist Certification training
• Instructor assistance is only a phone call or email away
## Computer Workshop Schedule

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For more information call 770.531.4500
## Computer Workshop Schedule

### Oakwood
**Evening Classes Are Two Days**

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### Forsyth
**Evening Classes Are Two Days**

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### Outlook Introduction
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- 11/21, 11/23
- 8/18
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- 10/18
- 10/20
- 8/16
- 10/11

### Word Advanced

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For more information call 770.531.4500
Lanier Technical College offers services and training for 688 instructors and 40-satellite providers in our Training Center (TC) for the American Heart Association.

Training available for businesses, industries, and other organizations:

**Heartsaver CPR** – This course teaches CPR and relief of choking in adults and children, and infant CPR and relief of choking, and use of barrier devices for all ages.

**Heartsaver First Aid** – This course teaches how to manage illness and injuries in the first few minutes until professional help arrives. Course content includes General Principles, Medical Emergencies, and Injury Emergencies. Optional topics include CPR and AED, and Environmental Emergencies.

**Heartsaver (AED)** – The Heartsaver AED Course teaches CPR, AED use, relief of choking in adults and children, and infant CPR and relief of choking, and use of barrier devices for all ages.

Classes offered to healthcare providers and individuals in training for the healthcare industry:

**BLS for Healthcare Provider** – This course covers core material such as adult and pediatric CPR, foreign-body airway obstruction, and automated external defibrillation.

**ACLS for Healthcare Provider** – Through the ACLS course, healthcare providers will enhance their skills in the treatment of the adult victim of a cardiac arrest or other cardiopulmonary emergencies. ACLS emphasizes the importance of basic life support CPR to patient survival; the integration of effective basic life support with advanced cardiovascular life support interventions; and the importance of effective team interaction and communication during resuscitation.

**Healthcare Provider/BLS Instructor** – Individual must have held a Healthcare Provider Card for a minimum of 2 years.

Scheduled Classes at the Oakwood Campus:

Cost: $150 for all INSTRUCTOR Courses $50 each for all other Courses

For more information please call 770.531.6098.

<table>
<thead>
<tr>
<th>July</th>
<th>06- BLS for Healthcare Providers 9am-3pm</th>
<th>14- BLS Instructor 9am-3pm</th>
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<td>December</td>
<td>01- BLS for Healthcare Providers 9am-3pm</td>
<td>07- BLS Instructor 9am-3pm</td>
<td>14- BLS for Healthcare Providers 9am-3pm</td>
<td>22- BLS Instructor 9am-3pm</td>
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Training Center

Organizations may affiliate with Lanier Technical College’s Training Center to provide American Heart Association training. A satellite may be a hospital, an EMS service, or fire department.

Cost of Cards:
$4 Each.

ACLS, PALS, & PEARS cards $5 Each.

Purchase 1500+ and get a $1.00 off Each Card.

Mannequin & AED Rental $8 Each
Real Estate Licensing/Training

Providing the highest standards in pre-licensing and continuing education courses for the real estate professional

Why Lanier Tech for your real estate training?

• All classes are On-line or computer based so you can learn in the comfort of your own home
• Lanier Technical College will keep a training record for you. Just call us, we will have it!
• Earn Continuing Education Units for your classes.

CBT and online courses are available. Work at home at your own convenience!

School Code #3486

Please call 770.531.4500 for additional information.

Computer based Georgia Pre-license Fundamentals course $385, and Online version is $395.
License Renewal

Lanier Technical College offers License Renewal Workshops, which meet or exceed Georgia’s continuing education requirements.

Persons holding Conditioned Air Contractors, Electrical Contractors, or Master and Journey-man Plumber License must complete four hours per year of instruction in their related profession. Transcripts for four hours of CEU’s will be provided at the successful completion of each workshop.

**Plumbing Contractors License Renewal**
- $75 per class
- Tuesday, August 9, 6:00 p.m. – 10:00 p.m.
- Thursday, October 6, 6:00 p.m. – 10:00 p.m.
- Class will be taught from the latest code book.
- Participants should bring code book to class.

**Electrical Contractors License Renewal**
- $75 per class
- Tuesday, August 16, 6:00 p.m. – 10:00 p.m.
- Thursday, October 13, 6:00 p.m. – 10:00 p.m.
- Class will be taught from the latest code book.
- Participants should bring code book to class.

For more information call 770.531.4500
Management/Leadership

Management training is critical for an organization to achieve maximum performance. Customized training organized around specific needs is the most direct and time efficient way of achieving this performance.

Lanier Technical College has experienced trainers who can help your organization reach its goals with well trained managers and informed leaders. Sample topics available in this area are provided below. If you have other training needs, please give us a call.

Basics of Supervision and Management: Delegating, communicating effectively, performance appraisals and sharing job knowledge are included in this training.

Leading Change in the Workplace
Leaders see change as opportunity. Learn how to manage change and productivity during times of transition.

Managing Multiple Projects and Objectives: Learn systems that help you multi-task, establish priorities, track projects, manage schedules, and handle details.

Training Managers to Train:
The basics of adult learning principles are introduced and practiced using your workplace examples. Course is very interactive with lots of feedback and skills practice.

Leadership and Management Styles:
Learn the basic principles of effective leadership and identify your leadership style. You will complete a nationally known assessment tool and learn how to best use this information to benefit you in the workplace.

Customized pricing available
The workshops are designed to meet an organization’s specific needs and incorporate actual workplace problems and situations.

Lanier Technical College provides customized training in the area of customer service.

**Communication Skills:**
Covers the basics of giving clear messages and what active listening really involves. Communication styles and the impact these have on daily activities in an organization are discussed.

**Customer Service Basics:**
Internal and external customers are defined and the importance of each is discussed. What are the service expectations of your customers and how can you meet and surpass these?

**Managing Difficult People:**
Handling difficult customers is essential to a businesses success. Defusing a volatile situation and a positive approach to conflict are covered. A customer interaction model is provided and role play is part of the training.

**Telephone Service Skills:**
A positive phone image is important to customer service. Voice, words and conversational management help present a positive image. Role play is used to practice techniques presented.

**Serving the Multicultural Customer:**
Awareness of cultural profiles is essential to providing good service to multicultural customers. The importance of body language when dealing with different cultures is stressed.

Customized pricing available

For more information call 770.531.6358
Workplace Spanish

Lanier Technical College is pleased to offer a course and method for acquiring conversational skills in Spanish.

This method has been successfully taught for 40 years in businesses, organizations, and for individuals throughout the U.S. You determine the content of the training and design your individual training manual. Forget about grammar and spelling – conversational Spanish is the only focus.

- Make your own personal rules
- Determine your own personal course content
- Learn survival workplace words after just 24 hours

Customized courses available for a maximum of 30 people; 16, 24 or 40 hour courses are available.

Call 770.531.4500 for additional information.
Industrial Safety Training

Our goal is to provide all the OSHA compliance safety training needed – to be a one stop training source.

Lanier Technical College wants to provide all the OSHA compliance safety training needed by an organization. Any class that OSHA requires you or your organization to maintain, we can provide.

Training classes are available during both day and night hours for your scheduling convenience. Classes are not limited to this listing. Call us with your specific needs.

HAZWOPER – 24 Training hrs.
Site Worker – 40 Training hrs.
Hazmat Refresher/Drill – 8 Training hrs.
Confined Space Permit Issuer – 16 Training hrs.
Confined Space Entrant/Attendant – 16 Training hrs.
Confined Space Rescue – 16 Training hrs.
Confined Space Rescue – 24 Training hrs.
Fork Truck Training – 6 Training hrs.
Lock-Out Tag-Out – 4 Training hrs.

Customized pricing available

For more information call 770.531.6358
Career Track Training--Certificates and Courses

Learn anytime from anywhere. Our program features high-quality instructor-led and self-directed online courses and certificates. Choose a course of study from our online course catalog and take your learning needs to a new level. Enroll today (start anytime) or choose from a fixed start date. Lanier Technical College online catalog in association with JER Group, Inc. offers courses in over 45 different subject areas.

Follow this link to enroll in our courses: http://www.coursecatalog.com/laniertech

All that is needed to take our courses is an email address, web browser and reliable Internet Access.

Online Courses/Certificates

- Industry-based instruction via email, web and corporate Learning Management System
- Courses range in time on average 5-6 weeks, 90 Days, 3-12 months (check course descriptions for details)
- Assessment--quizzes, completion projects and final exams vary depending on course of study
- Instructor-led interaction/feedback via email/web/learning management
- Self-directed courses engage student in interactive learning activities and projects
- End of course evaluations
- Industry Certification (check course descriptions)
- Certificates of Completion (optional)

For more information please contact:
Royce Glenn
Lanier Technical College
2990 Landrum Education Drive
Oakwood, Georgia, 30566
770.531.6358
770.531.6355 (Fax)
rglenn@laniertech.edu
Economic Development Programs Registration Form

How To Register: Complete this form and either Mail: Lanier Technical College,
Attn: Economic Development, 2990 Landrum Education Drive, Oakwood, GA  30566
Fax: 770-531-6355 Email: patti@laniertech.edu

Name
Address
City
State
Zip
County
Home Phone
Business Phone
Fax
Billing Name
Employer Contact
Email
Billing Address
City
State
Zip
Federal ID #

Date of Birth | age | sex | race | Social Sec. #
--- | --- | --- | --- | ---

Last Grade Level Completed

Sex Codes
1. Male
2. Female

Race Codes
1. Amer. Indian
2. Asian
3. Black
4. Hispanic
5. White

Course Name | Date | Location | Fee
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Minimum Class Size Policy: We always strive to conduct all scheduled workshops. However, there may be times when registration numbers will require us to reschedule. We apologize for any inconvenience this may cause.

Cancellation Policy
You may cancel your reservation and reschedule up to one day prior to the workshop without penalty. Due to the limited notice, all cancellations less than one day in advance will not be refunded. To cancel a workshop for any campus you must:
Fax: 770-531-6355,
Email: patti@laniertech.edu.
Phone: 770-531-4500 by 9AM the day before the workshop is to be conducted. There will be no exceptions.

Method of payment: Check [ ] Cash [ ] Invoice [ ] letter of request or purchase order required
Charge My: Visa [ ] Master Card [ ] Card # _______________ Exp. Date: _______________ Sec. Code: _______________
Card holder (Please Print) ________________________________ Date: _______________
(for invoice request and credit card payments)
Workforce

Lanier Technical College
ECONOMIC DEVELOPMENT PROGRAMS

We Deliver Results
Economic Development Programs

Lanier Technical College
2990 Landrum Education Drive
Oakwood, GA 30566
www.laniertech.edu