WORKFORCE PROFILE:
Chico’s
Barrow County
Welcome to the latest edition of the Workforce magazine. Workforce is a publication of Lanier Technical College’s Economic Development department. Lanier Technical College is dedicated to supporting business and industry in our seven-county service area in Northeast Georgia through workforce development, customized training, continuing education, support for local entrepreneurs, and automated manufacturing innovation. Last year, Lanier Technical College, in our credit and non-credit programs combined provided educational and training services to over 30,000 students in our service area.

In this edition, we recognize a company that started as a small family run business and has grown into a large national, publicly traded company. Chico’s is a specialty retailer of private branded, sophisticated, casual-to-dressy clothing, intimates, complementary accessories, and other non-clothing gift items operating under the Chico’s, White House | Black Market (“WH|BM”), and Soma Intimates (“Soma”) brand names. The company operates more than 1,100 boutiques throughout the U.S. and via direct-to-consumer channels.

Today, Chico’s primarily sells exclusively designed, private branded clothing for women 35 years of age and older, with moderate to high household incomes. For more than 25 years, Chico’s has served women - millions of women - with a high level of customer service, offering styles that yield a wardrobe that is fashionable, unique, relaxed, figure-flattering, and comfortable.

Chico’s located a distribution center in Barrow County in 2002 and expanded that facility in 2004 and 2006. In 2006 the company also opened an adjacent call center to service its direct-to-consumer business.

This year Chico’s used services provided by Georgia Quick Start to again expand their operations in Winder. As of November 2010, Chico’s in Winder has over 600 full time and part time associates in Barrow County. The positive economic contribution made in local communities by companies like Chico’s fulfills the mission of Lanier Technical College and The Technical College System of Georgia.

Russell Vandiver, President
Lanier Technical College
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 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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Chico’s located a distribution center in Barrow County in 2002 with approximately 100 new employees. They now have approximately 600 full and part-time associates.

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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:
Feb 14 - 17
Feb 28 - Mar 3
Mar 21 - 24
May 2 - 5
May 16 - 19
June 6 - 9

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:
Mar 7 - 10
Apr 11 - 14
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.

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:
Mar 14 - 17
June 13 - 16

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:
Feb 21 - 24
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:
Jan 18 - 20

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:
Jan 20

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:
Jan 5 - 6
Ammonia Refrigeration Program
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:
Feb 8 - 10

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

Call 770.531.6358 for more information

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: Mar 1 & 2
Siemens: Feb 22 & 23

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:
Feb 29
May 25

NEW! ON-SITE TRAINING AVAILABLE FOR NON-LAB CLASSES.
Call 770.531.4500 for information and pricing.
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
Dates:
Jan 11 & 12
Feb 1 & 2
Mar 1 & 2
Apr 5 & 6
May 10 & 11
June 7 & 8

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
Dates:
Jan 13
Feb 3
Mar 3
Apr 7
May 12
June 9

Call 770.531.6358 for more information.
Introduction to Industrial Maintenance
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Enrollment is limited to ten.
Dates:
Allen Bradley: Mar 1 & 2
Siemens: Feb 22 & 23

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.
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 I
- Rate I
- Power I
- 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 I
- Test Equipment II

$200 per training hour

For more information call 770.531.6340
Center of Innovation for Manufacturing

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
Thursday
8:30 AM - 4:30 PM
Dates:
Mar 23
June 22

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
Thursday
8:30 AM - 4:30 PM
Dates:
Feb 29
May 25

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.
Manufacturing Development Center

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 Center 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
Chico’s

You live in Florida and you are remodeling your home and want to add a Mexican theme with some folk art. Where would you go to purchase what you are looking for? The answer is simple; you drive to Chico’s and get what you need. But wait you say, Chico’s is not a Mexican folk art store, they sell women’s clothing. Today you would be correct but that is not how they started.

In 1983, Marvin and Helene Gralnick returned from a stay in Mexico with a truck full of Mexican folk art purchased with the last of their devalued pesos. With this haul (and a few cotton sweaters for variety), they opened a small store on Sanibel Island, Florida. Searching for a name, they looked no further than their friends’ bilingual parrot, Chico. Shoppers liked the folk art, but they loved the sweaters. Marvin and Helene quickly realized that they were in the sportswear business. From the beginning, Chico’s built its success on friendly, personal service - right down to Helene’s hand-stenciled shopping bags.

Chico’s is a specialty retailer of private branded, sophisticated, casual-to-dressy clothing, intimates, complementary accessories, and other non-clothing gift items operating under the Chico’s, White House | Black Market (“WH|BM”), and Soma Intimates (“Soma”) brand names.

They earn revenues and generate cash through the sale of merchandise in their retail stores, on their various websites and through their call centers, which take orders for all of their brands. The company operates more than 1,100 boutiques throughout the U.S. and via direct-to-consumer channels.

Today, Chico’s primarily sells exclusively designed, private branded clothing for women 35 years of age and older, with moderate to high household incomes. For more than 25 years, Chico’s has served women - millions of women - with a high level of customer service, offering styles that yield a wardrobe that is fashionable, unique, relaxed, figure-flattering, and comfortable. Chico’s currently operates 599 frontline boutiques and 44 outlets in 48 states, the District of Columbia and Puerto Rico. Chico’s also publishes a popular catalog about once a month and offers round-the-clock shopping at www.chicos.com.

White House|Black Market (WH|BM) In 1985, The White House, a tiny women’s boutique exclusively offering white and ivory apparel and accessories opened its first retail store in Baltimore, Maryland. Continuing to leverage the elegance and simplicity of a monochromatic theme, Black Market opened its first store in 1995. With the success of both concepts, the two were combined in 1997, when the current White House|Black Market brand was launched. Acquired by the company in 2003, WH|BM offers chic, sophisticated apparel and accessories in timeless colors of black and white and occasionally related shades, focusing on women 25 years of age and older, with moderate to high household incomes. White House|Black Market currently operates 334 frontline boutiques and 17 outlets across the U.S. as well as the District of Columbia, Puerto Rico and the U.S. Virgin Islands. WH|BM has direct-to-consumer sales through its popular catalog and Web site, www.whitehouseblackmarket.com.

Soma Intimates (Soma) Launched under the Chico’s brand umbrella in 2004, Soma initially consisted of ten boutiques, each dedicated to offering
supremely comfortable, high quality bras, panties, sleepwear, and active wear in a welcoming environment. Its mission was and remains to design and produce merchandise that flatters the body. With a U.S. target market size of approximately 25.6 million, Soma Intimates caters to women 35 to 64 years of age with average household incomes of $75,000 or greater.

Soma Intimates currently operates 95 boutiques and 5 outlets. Soma publishes its own catalog and includes inserts in selected Chico's catalog editions. Women can also shop Soma Intimates at www.soma.com.

Most Amazing Personal Service (MAPS) Friendly and expert personal service is an important element in the company’s strategy for success, so much so that “Most Amazing Personal Service” is a valued company trademark. In pursuit of this goal, the company provides store associates with specialized training in providing customer assistance and advice on fashion and wardrobe needs, including apparel and accessory styles and colors and the coordination of complete outfits. Sales associates are encouraged to know their regular customers’ tastes and buying preferences and to assist those customers in selecting merchandise best suited to various occasions.

Customer Loyalty Another key success strategy is building customer loyalty through preferred customer programs. Their customer tracking database allows them to more sharply focus their design, merchandising, and marketing efforts to better address and advance the desires and needs of their target customers.

Direct-to-Consumer (DTC) They currently mail a high-quality Chico's and WH|BM catalog to current and prospective customers about every month. These mailers are designed to drive customers into the stores, as well as promote web site and catalog purchases. Each brand operates its own dedicated web site, which gives customers the ability to order merchandise online or through the call center. They occasionally send a stand-alone Soma Intimates catalog, but chiefly utilize Soma catalog inserts in selected Chico's mailings, which also serve as highly efficient customer-prospecting vehicles.

Sales through the web sites, together with sales from their call center’s toll-free telephone numbers, amounted to $98.3 million in 2009, or about 5.7% of total net sales.

They are targeting direct-to-consumer channels as currently under-penetrated and an opportunity for significant further growth. To this end, they are continuing their investment in new e-commerce systems and personnel.
Store Expansion As of May 5, 2010, Chico’s multiple brands operated 1,099 retail stores in 48 states, the District of Columbia, the U.S. Virgin Islands, and Puerto Rico. They believe the ability to open additional stores will be a factor in their future success, particularly for the WH|BM and Soma Intimates brands. In 2010, they expect to open 18 – 20 Chico’s outlets, 18 – 20 WH|BM frontline stores, 3 – 5 WH|BM outlet stores and over 40 Soma locations. They believe their strong balance sheet increases their financial flexibility and further reinforces their ability to successfully emerge from the current economic recession.

The Local Connection

Chico’s located a distribution center in Barrow County in 2002 with approximately 100 new employees and expanded that facility in 2004. In 2006 Chico’s again expanded its Winder/Barrow County distribution center and opened an adjacent call center. That expansion created 182 jobs and represented an investment of $10.1 million. The company’s contact center is to service its direct-to-consumer business for its Chico’s, White House | Black Market and Soma Intimates brands.

In order to increase its distribution capacity, Chico’s purchased the former Hagemeyer building on Barrow Industrial Parkway in 2009 for an initial investment of $15 million. This 300,000-square-foot building is the distribution facility for direct-to-consumer. As of November 2010, Chico’s in Winder has over 600 full time and part time associates.

During all of these projects Chico’s has worked closely with the Barrow County Chamber of Commerce, Georgia Quick Start, and Lanier Technical College. “We welcome Chico’s third major expansion of its facilities in Barrow County since 2002,” said Linda Moore, VP of the Barrow Economic Development Council. “Chico’s is an excellent corporate citizen and I know our residents are grateful in these economic times for the increase in jobs and investment.”
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**
 Tues & Thur 9AM - 12PM  
 Dates:  3/8 & 3/10  
 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**
 Tues. & Thurs. 9AM - 12PM  
 Dates:  2/1, 2/3, 2/8, & 2/10  
 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
Monday & Wednesday 6PM – 9PM
Dates: 1/31 & 2/2
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
Monday 8:30AM - 3:30PM
Dates: 1/26
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: 1/25 or 3/29
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
Thursday 9AM – 3PM
Date 1: 2/10
Date 2: 3/10
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
Wednesdays 9AM – 12PM
Dates: 2/2, 2/9, 2/16, & 2/23
Fee: $100 (includes book)
Continuing Education

**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
Monday & Tuesday 8AM – 1PM
Date: 1/24 & 1/31
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
Monday 8:30 AM – 3:30 PM
Dates: 2/7
Dates: 3/7
Fee: 100.00 (includes book)

**Workplace Spanish for Supervisors** – This program is designed for supervisors who have direct contact with Hispanic employees or day laborers. It will help them communicate with Spanish speakers in a very basic way, improve teamwork & productivity, reduce accidents and mistakes, and generally improve the work situation. It will enable you to make Hispanic employees a more valued part of your work team by:

- Greeting them in Spanish, asking about their families, and showing concern for their livelihood.
- Issuing clear cut job instructions, commands and safety instructions
- Asking basic questions about performance, job progress or problems.

Forsyth County Campus
Wednesday 6:00 PM – 9:00 PM
Date: 2/2, 2/9, 2/16, & 2/23
Fee: $125 (Includes book and CD)

For more information call 770.531.6358
Continuing Education

**Digital Photography Workshop** - Photography is best learned by getting out and using your camera. Unfortunately, this trial-and-error approach can be frustrating at times. This workshop will help provide the direction and guidance you need to learn about your digital camera from taking better pictures to how to download them onto the computer and use software to edit them. Bring your digital camera and the User's Manual.

Forsyth Campus 6PM – 9PM  
Date: 3/15 & 3/17  
Fee: $100

**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  
Thursday 9AM – 3PM  
Date 1: 2/16

Tuesday 9AM - 3PM  
Date 2: 4/21  
Fee: $50 (Includes book and card)

**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  
Tues & Thurs 9 AM - 12 PM  
Dates: 3/22 & 3/24  
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  
Wednesday 9:00 AM – 3:00 PM  
Date 1: 4/6  
Date 2: 5/25  
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  
Wednesday  
Date: 2/9  
8:30 AM - 4:30 PM  
Fee: $295
Continuing Education

**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**
**Wednesday**
**Date:** 3/23
**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**
**Wednesday**
**Date:** 5/25
**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**
**Tues & Thur 9AM – 12PM**
**Dates:** 2/22 & 2/24
**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:** 4/19
**Fee:** $100 (includes book and practice CD)

For more information call 770.531.6358
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  
Tues & Thur 9AM - 12PM  
Dates: 6/14 & 6/16  
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  
Thursday 9AM - 3PM  
Date 1: 4/21  
Date 2: 6/23  
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  
Monday 8:30AM - 3:30PM  
Date: 6/16  
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  
Wednesday  
Date: 4/27  
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.
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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<thead>
<tr>
<th></th>
<th>Forsyth</th>
<th>Oakwood</th>
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<tbody>
<tr>
<td><strong>Access Introduction</strong></td>
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<td>5/16, 18</td>
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</tbody>
</table>
## Computer Workshop Schedule

### Outlook Introduction
- Oakwood: 2/14, 16, 1/13, 2/21, 23, 1/25, 27
- Forsyth: 1/25, 27, 5/10, 12, 1/13, 2/24
- Powerpoint Introduction: 2/1, 3, 1/18, 1/18, 3/17, 5/19
- Powerpoint Intermediate: 2/23, 4/27, 4/12, 14, 6/13
- Powerpoint Advanced: 3/21, 5/16, 5/17, 19, 2/22, 5/3
- Word Introduction: 2/7, 9, 1/12, 1/18, 20, 1/11, 1/11, 3/12, 3/3

### Evening Classes Are Two Days
- Oakwood: 8:30 AM – 3:30 PM, 6:00 PM – 9:00 PM
- Forsyth: 8:30 AM – 3:30 PM, 6:00 PM – 9:00 PM

For more information call 770.531.4500
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.

Jan

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<td>20</td>
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<td>BLS Instructor 9am-3pm</td>
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<td>BLS for Healthcare Providers 9am-3pm</td>
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<td>30</td>
<td>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.
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, March 8, 6:00 p.m. – 10:00 p.m.
Thursday, May 12, 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, March 15, 6:00 p.m. – 10:00 p.m.
Thursday, May 19, 6:00 p.m. – 10:00 p.m.

Class will be taught from the latest code book. Participants should bring code book to class.
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
Customer Service

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 business’s 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

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Course Name

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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) ___________________________________________
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