

## GET AHEAD FASTER WITH HARPER BUSINESS SOLUTIONS

Some of our offerings include:



### IT AND COMPUTER TRAINING

#### Computer Training

- Certification (Microsoft, Cisco, Oracle, etc.)
- Desktop Publishing
- Microsoft Office Suite (Excel, Word, PowerPoint, Outlook, Access)
- Microsoft Project
- Operating and Networking
- Programming
- Web Site Development



### SPECIALIZED/INDUSTRIAL SKILLS

#### Industrial Skills

- Blue Print Reading and GD&T
- CNC Set-Up and Operation
- Electronics and Electrical Systems
- HVAC
- PLCs
- Safety/OSHA
- Shop Floor Math and SPC

#### International Languages

- Conversational
- Interpretation
- Occupational
- Translation

#### Continuous Improvement/Quality

- ISO Certifications
- Kaizen
- Lean Manufacturing
- Process Mapping Quality
- Gap Analysis
- Six Sigma
- SPC

#### Manufacturing Distribution Systems

- APICS/NAPM; CPM/ISM Certificates
- Cycle Time Reduction
- Supply Chain Management



### PROFESSIONAL AND STAFF DEVELOPMENT

#### Communication Skills

- Business Writing
- Communication Skills
- Effective Presentations
- Time/Priority Management
- Stress Management
- Work/Life Skills

#### Sales/Customer Service

- Business Development
- Customer Service
- Negotiating
- Professional Selling
- Relationship Building
- Sales Management



### MANAGEMENT AND LEADERSHIP

#### Leadership

- Change Management
- Coaching/Mentoring
- Strategic Planning
- Conflict Resolution
- Effective Meetings
- Managing Workforce Diversity
- Negotiating
- Project Management
- Team Building
- Transition to Management

#### Human Resources

- Culture and Diversity
- Job Competencies and Descriptions
- Organizational Development
- Outplacement
- Performance Management
- Recruitment and Retention
- Sexual Harassment
- Training Assessment and ROI