CORPORATE SERVICES

Customized Training for Your Business

Eastern Florida State College

321-433-7505 | www.easternflorida.edu/workforce
EFSC CORPORATE SERVICES

EFSC’s Corporate Services is dedicated to serving the business and industry training needs of Brevard County. Customized contract training options are available for professional and technical instruction delivered at a location of your choice or at an EFSC Campus. Courses can be customized and the topics listed on the following pages represent examples of the training offered.

• Competent employees with broader skill sets create a competitive advantage
• Learning opportunities improve morale
• Increase analytical and critical thinking to innovate and solve problems
• Productivity increases with education

FOR MORE INFORMATION CALL: 321-433-7505 OR VISIT: www.easternflorida.edu/workforce
CUSTOMIZED CONTRACT TRAINING MENU

Business Administration/Management/Law

Applied Active Listening ................................................................. 4 Contact Hours
This is designed for leaders/ supervisors who desire skill building and practical methods that enhance their leadership effectiveness and build interpersonal skills with customers and employees alike. This session offers a solid foundation in active listening and insights. These skills and insights include: interpersonal skills, communication and management behaviors, rapport building, empathic listening, reframing, problem solving and decision making. Selected assessments provide learners insight into their preferred styles and behaviors, enabling them to identify strengths, modify behaviors, and target skills and habits that require changing.

Better Business Writing & Emails ....................................................... 3 Contact Hours
Do you struggle with getting others to see your point of view? Do you dread communicating with an individual who displays difficult behavior? Is it necessary to remind others over and over again about deadlines, needed information, and details previously communicated? The following topics will be covered:
- How to add power to your emails and business writing,
- The three pitfalls and how to avoid them,
- The one thing you should always remember.

*Building a Unified and Successful Team .......................................... 4 Contact Hours
*True Colors Basic Team Building (Line Staff)
*True Colors Advanced Team Building (Senior Management)
Intrinsic in human nature is the need for self-esteem and confidence, two characteristics widely recognized as the basis for successful behavior. Recognizing this need, True Colors has been created as the vocabulary through which people can communicate the expression of their character.
True Colors is an easy, entertaining way to identify your character spectrum to better understand yourself and others. It is an invaluable tool for enjoying success in your personal and professional life. Entertaining and fast paced including high levels of interaction and attendee participation. This is the greatest team building tool. Fun and entertaining! High energy and motivational!!

Building Customer Satisfaction through Excellent Customer Service Telephone Skills ................................................................. 3 Contact Hours
This training will teach how to achieve Customer Satisfaction through developing skills in personal and telephone communication, problem management and prevention, time management and organizational skills. Included in this training is role playing to re-enforce skills.

Career Management: A Key to Developing and Retaining Quality Talent ................................................................. 2-4 Contact Hours
Learn how career management can be implemented in your organization. Discover practical tools that can be used to help employees develop careers that match your organization’s needs. Find out how career management can be used to retain talented workers.

Conflict Resolution ................................................................. 3 Contact Hours
Turn conflict into positive resolution with down-to-earth communication techniques that work. Avoid conflict with innovative strategies and tools. Understand and use body language to your advantage.

Customer Service Training ................................................................. Contact Hours to be customized
Are you guilty of "inside out" thinking? Believing that you know what your customer wants and then delivering that? This will result in a service gap. A gap between what customers expect and what you perceive they expect. You can never hope to raise the level of service to surpass your customer’s expectations if you don’t know what their expectations are. Customer service starts with understanding what good service is from your customer’s point of view. Discovering your customer’s expectations and then not only delivering those, but even exceeding them is what will give you a reputation for exceptional service. All of this can be taught to your employees with an approach to deal with each customer individually.

Discover Your Strengths ................................................................. 2-4 Contact Hours
Society has long focused on overcoming our deficits. Many of us have learned to hone in on our weaknesses and spend our precious time repairing and fixing these weaknesses, while our strengths often get ignored. This could be considered the path of most resistance. Where do you spend much of your time? Taken from the book Now, Discover Your Strengths, by Marcus Buckingham and Donald O. Clifton, we’ll explore the concepts of focusing one’s energy on building upon strengths and the value and benefits derived from this. Also learn how to pinpoint your staff’s strengths and allocate work more effectively. (*Can be combined with True Colors for a full day of Training.)

Diversity ................................................................. 4-6 Contact Hours
Diversity training to include: Respecting differences, EEO compliance issues, communication in a diverse setting, generational diversity to develop better workplace and community relationships. This leads to fewer turnovers, less litigation, less interpersonal conflict and significant improvement in employee knowledge of responsibilities.

Emotional Intelligence (aka Social Competence, EI, EQ) ................................................................. 2-4 Contact Hours
We have all worked and lived with people who seem to have a knack for remaining calm and thoughtful even when others tend to lash out. Some react first and think later, while others can remain in control in most, if not all, situations. Some of us are better at understanding our emotions and managing them versus others. The good news is that we can learn new skills to become more proficient at our own Emotional Intelligence and feel more in control of interactions and “trigger” situations, ultimately improving our performance in various situations. This training is based on the best-selling book Emotional Intelligence, by Daniel Goleman.

Employment Legal Issues ................................................................. 4-24 Contact Hours
Addresses Family Medical Leave Act, the Americans with Disabilities Act and other laws regulating the interaction of supervisors and managers with their employees and applicants with medical conditions.

Energy Leadership ................................................................. 4-6 Contact Hours
If you don’t think of yourself as a leader, then you are limited in your thinking. Leading is the way we help move people into action, including ourselves. The question is not whether or not we are leaders, but how well we lead.

Ethics ................................................................. Contact Hours to be customized
Money follows trust. With that awareness, we see that laws and regulations are taking over instead of personal ethical behavior. Why do ethics matter? Ethics matter for trust and survival. Trust is critical for organizations. Trust is critical for leadership. The language of ethics is discussed in a daily life awareness approach. Dilemma analysis is presented in the format of:
- Right versus wrong
- Right versus right
- Dilemma resolution

Highly Effective Networking ................................................................. 2-4 Contact Hours
Networking is a vital business skill that when done well produces numerous benefits to both people and the organizations they represent. This session tells you how to succeed by effectively leveraging your current circle of contacts. Participants will learn to:
- Use their network to reach dozens of insiders and decision makers
- Speak effectively and comfortably with contacts
- Access decision makers ahead of the competition

Interviewing and Hiring ................................................................. 4 Contact Hours
Supervisors and Managers are trained to conduct interviews including proper and improper questioning. The training also explores the different types of employment relationships in today’s workplace, and information is provided on how to initially establish the desired employment relationship.
Leadership for Managers

Discover how your Managers come across as a leader. Learn how to be more aware of how to sustain and generate high performance. Increase your proficiency in recognizing effective styles of motivating and supporting workplace initiatives.

Leadership development training can be given as a short course or as a series. Customized training created to meet individual or team needs.

4 Contact Hours

Meeting Magic

Meetings become purposeful with well-planned agendas that achieve results before, during and after the appropriate time frame. Helpful tips on handling difficult situations.

3 Contact Hours

Motivational Activities

This can be used in combination with True Colors for a full day of Team Building and building better communication skills. The Portable Challenge Course is a carefully orchestrated set of physical and mental challenges and activities for groups. The course features a variety of initiatives together with many ice breaking activities and games with specific purposes. This course can be taken to the client’s site or a neutral site of the client’s choice. This course also involves the debriefing process. (*Can be combined with True Colors for a full day of exciting training.)

3-4 Contact Hours

Negotiating Skills

Learning the way to help you and help others through skilled communication techniques. You are taught how to negotiate successfully through the use of innovative tools and knowledge.

3 Contact Hours

Occupational Spanish

According to the 2000 Census, the Hispanic population has grown 79.2% in Brevard County since 1990. Are you prepared to communicate effectively with your clients, employees, and suppliers who speak only Spanish? Occupational Spanish is a program that was developed to provide non-Spanish speaking people with the language skills necessary to communicate with the Spanish-speaking population in their workplace. It teaches non-Spanish speakers key phrases and commands appropriate to each specific profession. Unlike traditional conversational Spanish programs, occupational Spanish eliminates the tedious learning process that usually takes years of study. We offer occupational courses tailored to your field.

Library Staff

- Library Staff
- Nurseries
- Office Personnel (Secretaries and Receptionists)
- Paramedics and EMT’s
- Physician’s Office
- Restaurant Staff
- School Administrators, Teachers and Support Staff
- Spanish for Requesting Personal Information

25 Contact Hours

Performance Management Strategies

Presents Supervisors and Managers a set of skills assessment tools to use when evaluating employees. Techniques learned for drafting and conducting evaluations. Recognize the difference between coaching and counseling. Learn how to handle the unexpected using Management and Employee Action Plans.

3 Contact Hours

Planning for Top Performance

What organization can lose 40% of its workforce and 80% of its expertise to mass retirement? Apply that to Florida’s workforce and finding solutions to improving performance becomes urgent. Learn a 3-step process for planning for top performance, strategies/tools for analyzing performance, and possible solutions for improving performance. Be introduced to the HPI model which provides a framework for analyzing human performance in the workplace. Then leverage this information to prepare for and conduct effective performance discussions.

4 Contact Hours

Presentation Skills

This is a full day workshop that allows the participant to overcome the fear of giving presentations. Each participant will have a total of 5 opportunities to identify and hone their skill in a safe and encouraging environment.

8 Contact Hours

Presenting Your Ideas with POWER

From preparation through organization, outline, support materials (including Visual Aids and techniques to use them), communication tools, inner/outer dressing (Confidence/polished packaging), to The Presentation (Creating the environment, staying focused and focusing your audience)—it is all here.

3 Contact Hours

Preventing Sexual Harassment and Discrimination

Supervisors and Managers learn the legalities in preventing, recognizing, and handling workplace harassment. This stresses the importance of knowledge in preventing sexual harassment. The company's legal obligations, when either discrimination or harassment complaints are received for Managers and Supervisors. They are trained to handle such complaints. Supervisors and Managers are also trained in how to avoid retaliation claims in connection to discrimination or harassment complaints. A full range of training in employment and labor law is available including:

- Avoiding Discrimination and Harassment
- Claims Dealing with Sick and Injured Employees
- How to Navigate the ADA, FMLA and Worker's Compensation
- How to Interview and Hire
- How to Evaluate, Discipline and Terminate Employees
- How to Comply with the Overtime and other Wage and Hour Laws and Regulations

4 Contact Hours

Resilience Building Strategies:

Employee / Manager

Resilience is an essential life skill that helps people survive (thrive) in organizational change. Participants learn how to apply a resilience model to help increase their personal resilience which will empower them to deal more effectively with change. Practical tools and resilience building strategies are provided during the session.

Participants will:

- Learn why resilience is important and its relationship to self-confidence
- Assess their level of resilience and identify specific behaviors that can strengthen it
- Recognize the personal and professional benefits of increasing their personal resilience
- Learn a model for building resilience and how it can help them deal with change
- Commit to strategies/actions that build resilience to enhance their ability to cope

3 – 4 Contact Hours

Positive Focus

We get more of whatever we focus on. It is important to train ourselves to know what we want and focus on that. Every individual and every organization wants to be successful. One part of being successful is to make a positive contribution, to have a vision, and take steps to achieve it.

Contact Hours to be customized

Supervisory Development Series

Supervisory Development is designed for supervisors who desire skill building and practical methods that will enhance their leadership effectiveness and build interpersonal skills with employees. This workshop offers a solid foundation in:

- Confirming Supervisory Role Expectations
- Time Management
- Communicating Professionally & Listening Effectively
- Inspiring Loyalty & Trust
- Coaching & Developing for Results
- Executing a Performance Management System and Managing Performance Problems

Plenty of examples and illustrations are used to promote learning. Each module incorporates practical applications using case studies or role-plays to provide participants hands-on practice with situations that reflect their world and build skill.

24 Contact Hours
Technical Training

5s & Housekeeping .......................................................... 4 Contact Hours
Participant will understand the importance of:
Sorting – Eliminating all unnecessary tools, parts, and instructions, keeping only essential items.
Straightening – Designate a place for everything and arrange items in a manner that promotes efficient work flow.
Sweeping – Keep the workplace clean and organized and be certain the workplace is clean
Standardizing – Work practices should be consistent and standardized. Everyone should know exactly his or her responsibilities.
Sustaining – Maintain and review standards and make suggestions for improvements.

Adhesive Applications, Bonding and Sealing .......................................................... 4 Contact Hours
This course trains in the proper methods for mixing and applying adhesives. It teaches the ability to perform surface preparations, electrical connector potting, various polymeric applications, sampling and testing techniques.

Time Management/Priorities, Projects and Deadlines ......................................... 4 Contact Hours
With this training discover strategies for gaining greater control, improving productivity, and meeting deadlines. Take stock of priorities, set goals and integrate them into daily routine. Develop an action plan for applying specific strategies to improve productivity and manage multiple priorities.

Understanding the Change Cycle .......................................................... 4 Contact Hours
This course provides a methodology for dealing with organizational change that focuses on the core issue; people – employees, management, and customers. The Change Cycle model depicts the six sequential stages of change and specific behaviors and feelings associated with each stage. Participants complete an assessment to discover what stage they are in. As they learn about each stage, they get guidance on how to move forward. Bottom line, the Change Cycle provides a road map for making the process of change more predictable and manageable.

Working Effectively through Organizational Change: Employee / Manager ............. 6 ¾ & 4 Contact hours respectively
Employees find the psychological transition that accompanies change more difficult to work through than the change. Organizational transition is about working through the emotions and chaos to mitigate damage to careers, relationships, confidence and health. How an organization addresses these issues directly impacts employee retention and morale. In this session, you will gain:
• A contextual framework for change and the transition process
• Understand why you react/respond to change
• Identify resilience-building actions (employee version)
• Learn to lead others through the transition process (managers only)
• Recognize where you and others are in the transition process
• Insight to help better control one’s reaction to change and transition

360 Degree Feedback ................................................................ Contact Hours to be customized
360 Degree Feedback provides a process for collecting perceptions about your behavior as well as the impact of that behavior from multiple sources. These sources are typically your boss, peers, direct reports and customers/suppliers from inside and outside your organization. It is best if the raters have known you for at least a year. 360 Degree Feedback should not be collected more often than once every two years. This module supports the ability to:
• Provide you with data about how others perceive your strengths and development needs
• Help you focus your individual development efforts (with coaching)
• Provide measurement for impact of change interventions over time (individual and organization)
• Identify organizational strengths and weaknesses to drive curriculum planning (dept / org level). Assistance in development of an individualized action plan

Application Training

Applying Torque, Lock Wire & Seal .......................................................... 38 Contact Hours
Select appropriate tools and equipment for a given procedure. Recognize the importance of proper torqueing procedures. Demonstrate proper use of torque wrenches. Demonstrate approved safety wiring practices. Demonstrate acceptable sealing technique.

Basic Measurement Tools ........................................................................... 38 Contact Hours

Blueprint Reading & Interpretation .......................................................... 38 Contact Hours
Participants are trained to demonstrate knowledge of blueprint reading. Interpret technical drawings and schematics. Demonstrate application of technical drawings and/or schematic specifications. (See Geometric Tolerancing.)

Cable, Harness and Connector Skills .......................................................... 38 Contact Hours
This course qualifies the employee to properly manufacture, test and install cable assemblies. It also trains employees in a variety of crimped electrical connections and shield terminations.

Change Acceleration (BB, GB) .......................................................... 39 Contact Hours
How do you make changes in an organization and get them to really work? Sometimes people resist change and it slows down projects and advancements. Change acceleration is a way to address those issues.

Composites Introduction .............................................................................. 39 Contact Hours
Introduction to Composites covers basic composite theory, including fiber reinforcements, matrix systems, fabrication techniques, and safety. The course will provide participants with the knowledge, techniques, and materials required to complete a project using composite wet lay-up methods.

Composites Inspection & Repair .......................................................... 40 Contact Hours
Covers advanced composite theory, material evaluation, advanced fabrication techniques, composite repair, and nondestructive testing.

Design of Experiments (DOE) (BB) .......................................................... 41 Contact Hours
This training covers statistical method for optimizing designs and processes.

Electronics Training

Basic Electrical ........................................................................... 42 Contact Hours
The course uses a broad based approach to cover principles upon which modern electronic/electrical systems operate. Introduction to basics of electronics, measuring devices, electrical wire terminations, basic units, resistance, conductors, sources, series/parallel circuits, DC/AC circuits, and safety will be covered.

Advanced Electrical ........................................................................... 43 Contact Hours
This course builds upon the introductory electrical course and provides an overview of how electrical devices and systems work. Hands-on exercises will provide opportunities for the student to become familiar with electrical test equipment and perform basic troubleshooting.

ESD – Electrostatic Discharge Awareness and Prevention .................................. 44 Contact Hours
This course covers the cause and effects of ESD, how it is generated, the damage caused, and the requirements of prevention. This training is important for employees who handle or are in close proximity to static sensitive components, equipment and materials.

Fiber-Optic Terminations and Testing .......................................................... 45 Contact Hours
Participants receive the very best in fiber optic training, with hands-on knowledge and the ability to successfully install, test, and troubleshoot fiber optic cables and systems. They will terminate a variety of ST
FMEA (BB, GB)

24 Contact Hours

Failure Modes and Effects Analysis is a tool for identifying potential failure modes, evaluating their risk and coming up with a risk mitigation strategy.

FOE/FOD

3 Contact Hours


Geometric Dimensioning & Tolerancing Fundamentals

24 Contact Hours

This is a thorough introduction of Geometric Dimensioning & Tolerancing (GD&T) for those with little to moderate levels of experience with GD&T, covering definitions, concepts & language in ASME Y14.5. These seminars are designed for anyone who designs, drafts, engineers, purchases, manufactures, estimates, or inspects parts and assemblies. Particular emphasis is placed on those who design and manufacture, and those responsible for quality. The goal is to bring participants to a basic and operational level of understanding of GD&T by studying the geometric controls. Also covered is an introduction to Datum Reference Frames, inspections gauges, and the definition and the affects of Material Condition Modifiers.

Geometric Dimensioning & Tolerancing Overview

6 Contact Hours

This provides an overview of GD&T for those with little to no experience of the subject, covering definitions, concepts & language in ASME Y14.5. This is for anyone who desires a basic knowledge of GD&T due to associations with design, drafting, purchasing, manufacturing, or inspections. Applicable for managerial positions to familiarize them with design and contractual requirements.

Geometric Dimensioning & Tolerancing Applications

16 Contact Hours

The course gives participants, possessing a moderate level of skill with GD&T, an enhanced exposure to the application of the geometric controls to mechanical drawings, and by extension, digital definition products. The course begins with a brief review of the fundamentals of GD&T including definitions, the geometric controls, material condition modifiers and the fastener formulas. Concepts presented include an expanded investigation into datum theory including the implementation of datum features of size. Additionally an introduction to composite feature control frames for profile of a surface is presented as well as enhanced concepts for quality inspection gauging. The remainder of the lesson places an emphasis on identifying datum features, controlling surface form, and locating features of size for parts on engineering drawings. The goal is to have participants implement the GD&T tools to drawings and further their understanding of the associated inspection activities and legalities of ASME Y14.5.

Geometric Dimensioning & Tolerancing Intermediary

16 Contact Hours

This course gives participants a continuation to their exposure to the geometric controls and concepts within ASME Y14.5. The course begins with a brief review of the fundamentals of GD&T including definitions, the geometric controls, and material condition modifiers. New concepts presented include the expanded investigation into datum theory including the implementation of datum features of size. Additionally an introduction to composite feature control frames for profile of a surface is presented as well as enhanced concepts for quality inspection gauging. The remainder of the lesson places an emphasis on identifying boundaries as they relate to LMC & MMC, virtual conditions, Resultant Conditions, MBM & LM, datum shift and wall thickness for tolerance stack analysis. The goal is to expand participant’s knowledge of GD&T to an intermediate level of understanding of concepts and legalities imposed by ASME Y 14.5.
OSHA Forklift Training ................................................................................... 4 Contact Hours

OSHA mandates a training program for operators of powered industrial trucks (forklifts). Training must be equipment specific, requiring employees to be trained on the exact equipment they will be operating. The training must be site specific, as well as, identifying unique hazards and specific activities involving the use of powered industrial trucks. In addition, there are established pass/fail examinations, which include performance, written and oral tests, and maintaining documentation of the training and testing done. Regulations require refresher training every three years or sooner if an operator has an accident, near miss, or is observed in unsafe operation of the vehicle. Operators must also receive refresher training if there are any changes in equipment or operating conditions in the workplace. OSHA Forklift Certification is a four-hour course that fulfills the OSHA requirements for retraining and testing of experienced forklift operators.

Process Capability (BB, GB) .......................................................................... 8 Contact Hours

Process Capability is a statistical method for predicting how well you are meeting customer requirements with a current process.

Production & Inspection Documents ............................................................... 3 Contact Hours

Interpret work authorization documents. Demonstrate application of work authorization documents to tasks. Perform technical report composition and demonstrate understanding. Demonstrate knowledge of work team protocols (engineering support).

Quality ........................................................................................................ 38 Contact Hours

Participate in periodic internal quality audit activities. Check calibration of gages and other data collection equipment. Suggest continuous improvements. Inspect materials and product/process at all stages to ensure they meet specifications. Document the results of quality tests. Communicate quality problems. Take corrective actions to restore or maintain quality.

Quality Function Deployment (QFD) .............................................................. 12 Contact Hours

Quality function deployment (QFD) is a method to transform user demands into design quality, to deploy the functions forming quality, and to deploy methods for achieving the design quality into subsystems and component parts, and ultimately to specific elements of the manufacturing process.

Statistical Process Control (SPC) ................................................................ 12 Contact Hours

Statistical process control (SPC) is the application of statistical methods to the monitoring and control of a process to ensure that it operates at its full potential to produce conforming product. Under SPC, a process behaves predictably to produce as much conforming product as possible with the least possible waste. While SPC has been applied most frequently to controlling manufacturing lines, it applies equally well to any process with a measurable output. Key tools in SPC are control charts, a focus on continuous improvement and designed experiments.

Value Stream Mapping (VSM) ................................................................. 3-8 Contact Hours

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QuickBooks is intermediate accounting software ideal for small businesses or individuals providing easy to use tools for effective financial management.

Level 1 – Introduction to QuickBooks automated accounting system. This training teaches how to Work with files, lists and accounts implementing various skills – adding customers, vendors, items, and employees. Create purchase orders, accounts receivable, accounts payable and invoices. Prerequisite: Accounting Principles Familiarity.

Level 2 – Creating and working with forms, lists and/or registers; assets and liability accounts, accounts receivable and payable, reconciliation and analyzing financial data. Customizing reports and creating graphs. Prerequisite: QuickBooks level 1 or equivalent.

Level 3 – Intermediate QuickBooks functions; sales, invoices, records and statements. Payroll and sales tracking, tax liabilities. Planning budgets and creating analytical reports. Prerequisite: QuickBooks level 2 or equivalent.


SolidWorks 3D CAD Solutions

SolidWorks 3D CAD solutions enable you and your team to quickly transform new ideas into great products. Its intuitive interface and powerful design capabilities drive smarter, faster product development that powers your company’s success. Easy-to-use yet powerful toolsets, clear communication of design information, virtual prototyping, and quick generation of manufacturing-ready drawings and data give you the distinct advantage in a competitive market. Discover all the advantages of SolidWorks 3D CAD.
Customized Training for Brevard’s Employers

EFSC Corporate Services provides Brevard County employers with customized training and personal attention to meet employer goals. Programs are offered on-site at business locations or at Eastern Florida State College campuses across Brevard County.