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What does good look like for your business?

Chances are the answer to that question is different today than it would have been five years ago, one year ago, or even six months ago. And it's going to be different six months from now.

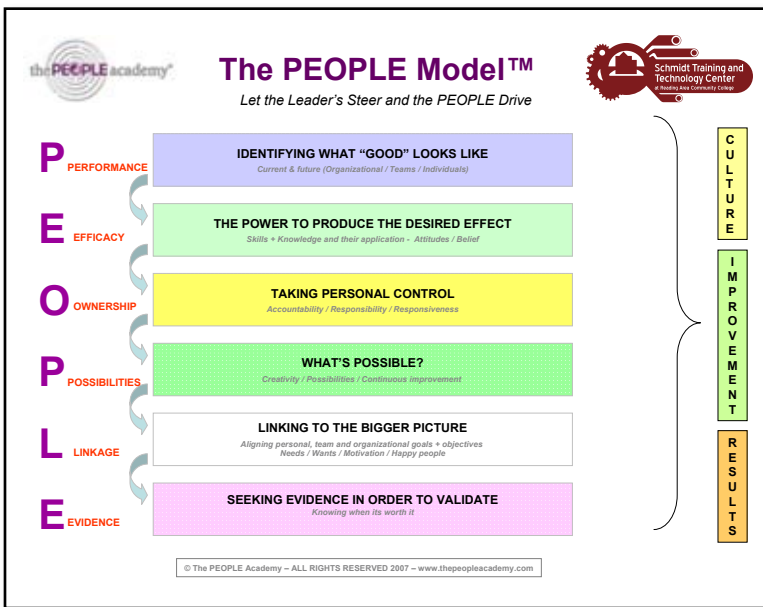
"Good" is a moving target that's hard to hit. Especially if other members of your business team define it differently than you do.

Over the past two years we've worked with a number of companies to help them define what good looks like (Performance), what's blocking their ability to get to good (Efficacy), who has the power and resources to overcome those blocks (Ownership), what's possible (Possibilities), link it to the company's goals (Linkage), and provide evidence (Evidence).

We call it the PEOPLE model.

We use that model to help companies to identify what "good" looks like for them. Recently we worked with Ontelaunee Energy Center to first define its goals through a Business Action Planning workshop. The next step was walking them through a self-diagnostic process to identify what training they needed to meet those goals. We helped them define what a good operations department looks like at Ontelaunee Power and then we provided training in Process Mapping so that they could identify and describe their current practices before suggesting new processes to become more efficient.

Why didn't we just offer a training program? Because before you can know you're providing the right training, you have to define what you want to achieve with that training. In other words, what does "good" look like for your company, for your department, for an employee in that department?



As a result of continued growth, including the construction of a new manufacturing facility, East Penn Manufacturing was looking to develop a standardized training plan for its maintenance technicians. A second challenge was replicating that training at a newly acquired plant in Iowa. Through application of our process to help companies identify what good looks like, we helped East Penn match the training needed for their employees with the required skills for the job. East Penn selected from an extensive menu of training options from which we developed customized programs for their maintenance technicians in four areas: electrical, electro-mechanical, mechanical and electronics. The theory part of this training is computer based and can be delivered anywhere: our location or East Penn's. The hands-on, skills-based training is performed on our campus. Because we use a nationally-recognized and supported training program, we were able to work with a community college in Iowa to provide exactly the same training program in both of East Penn's locations.

Another company we worked with recently is Timet, a titanium metal fabricator that needed what it thought was very specialized training for electron-beam-furnace operators. But when we worked with company representatives to break down the job into its various components, we were able to design a custom training program to train for the desired skills using

our existing manufacturing technology curriculum that included classes such as Basic AD/DC System, Electrical Motor Control, PLC Allen Bradley SLC 500 Analog Application, Electro-fluid Power Systems and Welding, along with other classes such as team work and communications. Again, it's a matter of determining what "good" looks like, then finding the right training solution.

And that's what "good" looks like for RACC: helping our client companies find the right solution to their training needs.

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