TEXAS A&M ENGINEERING

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EXTENSION SERVICE

Course Catalog for Community and Business Response and Recovery To COVID-19

Texas Workforce Commission Skills Development Fund Special Initiative

Live Online Instructor-Led Training

July 2020

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TEEX
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Course Catalog for Community and Business
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TABLE OF CONTENTS

INTRODUCTION

The Texas A&M Engineering Extension Service (TEEX) is a member of The Texas A&M University System, one of the largest and most complex systems of higher education in the United States. With roots that can be traced back more than 80 years, TEEX strives to make a difference by providing training, developing practical solutions, and saving lives. The agency is recognized internationally as a leader in the delivery of emergency response, homeland security, workforce training and exercises, technical assistance, and economic development. Last year, TEEX served over 204,000 people from every U.S. state and territory and 105 countries worldwide.

Major TEEX programs include firefighting, EMS and rescue; infrastructure and safety; law enforcement; economic and workforce development; cybersecurity; product development and evaluation; and homeland security. TEEX delivers comprehensive training through classroom and hands-on instruction, as well as online and blended learning courses. Outstanding curriculum designers, top-notch instructors, and subject matter experts can tailor training and exercises to meet the needs of a customer and deliver them anywhere in the world.

As a member of the National Domestic Preparedness Consortium and home to the National Emergency Response and Recovery Training Center, TEEX has been a leader in homeland security training since 1998. A founding member of the National Cybersecurity Preparedness Consortium, TEEX offers cybersecurity training for communities across the nation. TEEX is also home to an OSHA Training Institute Education Center, headquartered in Mesquite, and the Texas Manufacturing Assistance Center, serving the Gulf Coast region. The agency sponsors the state's elite search and rescue team, Texas A&M Task Force 1, standing ready to respond at a moment's notice in times of disaster.

COVID-19 Recovery Training

This catalog presents a variety of courses that have been specifically selected as training that could assist a community or business to respond and recover from COVID-19 impacts. Using Texas Workforce Commission Skills Development Funds under the Special Initiative, these courses can help teach needed skills to a new workforce resulting from COVID-19 or help incumbent workers develop new skills to deal with COVID-19 created operational challenges. Developed by TEEX and normally presented in a classroom format, TEEX modified these courses as necessary so they can be delivered as live online instructor-led training ensuring the safety of all participants by never physically interacting with each other or the instructor.

TRAINING SPECIFIC TO COVID-19

WORKPLACE SAFETY DURING COVID-19	
Course Length:	2 Hours
Special Initiative Price:	$100
Target Audience:	All employees in all business sectors including but not limited to manufacturing, restaurant, retail, banking, insurance and healthcare.
Course Description:	This course will provide workers with the knowledge needed for basic safety in a business environment during the COVID-19 pandemic. The material in this course is based on the information and guidelines released specifically for COVID-19 by the Center for Disease Control and Prevention (CDC), Occupational Health and Safety Administration (OSHA), Environmental Protection Agency (EPA), and other industry standards. The course is meant for employees at all levels within the business to better protect themselves, co-workers, and customers by learning about the hazards and taking specific preventative and response actions. Course objectives include: • Understand the employer's and worker's role during COVID-19 • Understand how COVID-19 impacts people's health • Describe how to properly identify, don, and doff personal protective equipment • Understand safe work practices

MANAGING BUSINESS DURING COVID-19

Course Length:	4 Hours
Special Initiative Price:	$200
Target Audience:	Managers, Supervisors, Safety personnel, and HR management in all business sectors including but not limited to manufacturing, restaurant, retail, banking, insurance and healthcare.
Course Description:	This course will address specific health and safety needs faced by businesses during the COVID-19 Pandemic. This is done by addressing traditional infection prevention and industrial hygiene practices as recommended by the Occupational Safety and Health Administration (OSHA) and the Centers for Disease Control and Prevention (CDC). The course includes all of the material presented in the 2 hour Workplace Safety During COVID-19 course plus additional material meant to help business leadership protect workers and customers from COVID-19, implement the actions needed in a COVID-19 safe work program, and be better prepared for future outbreaks. Course objectives include: • Understand the employer's and worker's role during COVID-19 • Understand how COVID-19 impacts people's health • Identify the risks COVID-19 presents to workers • Describe how to properly identify, don, and doff personal protective equipment • Identify the appropriate safe work practices • Discuss how work place layouts can be adjusted for safety • Recognize the key components of a Continuity of Operations Plan • Discuss the actions that should be implemented to protect workers now and in the future

DISINFECTING PROCEDURES FOR FACILITIES	
Course Length:	2 Hours
Special Initiative Price:	$100
Target Audience:	Any personnel with disinfection responsibilities.
Course Description:	Most employees may know how to clean, but can they disinfect? There is a difference that requires specific products and techniques. This course will present the basic concepts for disinfection while following proper safety standards to reduce the level of pathogen exposure in a facility. Course objectives include: • Define cleaning, sanitization, and disinfection • Demonstrate the importance of proper disinfection techniques • Identify the effectiveness of different disinfection techniques • Identify safety procedures while using disinfection products • Illustrate better practices for disinfection procedures using household-rated products and industrial-rated products

BUSINESS SOLUTIONS

MICROSOFT (MS) WORD - BEGINNER, INTERMEDIATE, ADVANCED COURSES	
Course Length:	8 hour or 16 hour version
Special Initiative Price:	$325 for 8 hour version $590 for 16 hour version
Target Audience:	All employees across all industries.
Course Description:	This course will provide computer skills training on the Microsoft (MS) Word program. The beginner course will cover the key features of the application teaching the basics to beginners and the intermediate and advanced course will teach new tips and tricks to improve the skills of more experienced users. Course objectives include: • Describe how to access all features of MS Word • Understand how to create, modify, store, and share MS Word documents • Understand how to format a document • Discuss how to insert images, graphs, and shapes

MICROSOFT (MS) EXCEL – BEGINNER, INTERMEDIATE, ADVANCED COURSES	
Course Length:	8 hour or 16 hour version
Special Initiative Price:	$325 for 8 hour version $590 for 16 hour version
Target Audience:	All employees across all industries.
Course Description:	This course will provide computer skills training on the Microsoft (MS) Excel program. The beginner course will cover the key features of the application teaching the basics to beginners and the intermediate and advanced course will teach new tips and tricks to improve the skills of more experienced users. Course objectives include: • Describe how to access all features of MS Excel • Understand how to create, modify, store, and share MS Excel documents • Understand how to create a spreadsheet and charts • Discuss how to use basic functions and formulas

INTRODUCTION TO QUICKBOOKS

Course Length:	8 hours
Special Initiative Price:	$365
Target Audience:	All employees across all industries.
Course Description:	This course introduces QuickBooks software to manage income and expenses in order to keep track of the financial health of businesses. Course objectives include: • Understand how to managing sales and income spreadsheets • Understand how to keep track of bills and expenses • Understand how to keep track of cash flow • Describe how to run profit & loss reports • Discuss how to run balance sheet reports • Describe how to run payroll reports • Discuss how to track inventory

PROBLEM SOLVING

Course Length:	4 hour or 8 hour version
Special Initiative Price:	$200 for 4 hour version $440 for 8 hour version
Target Audience:	All employees across all industries.
Course Description:	This course is designed to provide a template of components to utilize with any problem-solving effort. The Eight (8) Disciplines (8D) of Problem-Solving methodology and process are presented to model the proper sequencing and application of those important problem-solving components. Course objectives include: • Decribe why problem solving must use the scientific method • Discuss the importance of a proper problem description • Understand how to develop containment actions • Discuss the importance of root cause analysis (RCA) • Discuss an overview of RCA tools • Describe the corrective action using automation, mistake or error proofing, and operator training

INTRODUCTION TO LEAN

Course Length:	4 hour or 8 hour version
Special Initiative Price:	$175 for 4 hour version $400 for 8 hour version
Target Audience:	Production workers.
Course Description:	This class provides basic knowledge of Lean process improvement. The importance of flow and the 8 wastes that may be found within processes will be presented along with the Lean tools that can be used to eliminate that waste. Course objectives include: • Discussing how to eliminate waste and enhance safety • Describe how to improve quality while increasing production and profitability • Discuss developing and implementing improvement plans • Identify correct lean procedures • Decribe Lean mapping tools and diagrams • Discuss how to measure overall equipment effectiveness

LEAN MANAGEMENT SYSTEM

Course Length:	4 hour
Special Initiative Price:	$200
Target Audience:	Managers and supervisors.
Course Description:	This course reinforces the linkage between an organization's culture and its management system, including performance measures and management habits and routines. The course focuses its participants toward sustaining and extending gains from implementing lean, and provides the connection on correctly managing lean as a system and growing a culture of lean thinkers. Course objectives include: • Discuss the linkage between an organization's culture and its management system • Describe a mass production culture and a lean culture • Identify the four principle elements of a lean management system

LEAN PERFORMANCE MEASURES	
Course Length:	8 hour
Special Initiative Price:	$415
Target Audience:	Managers and supervisors.
Course Description:	This course helps leadership understand how success of a lean program is measured differently than traditional performance measurements. Course objectives include: • Understanding how traditional performance measurements may conflict with lean performance • Discuss the barriers to adopting performance measurements and how to overcome them • Describe how to implement lean performance measurements at the corporate level, the value stream level, and in production cells to motivate lean behavior and the creation of a lean culture • Describe how to link business strategy to performance measurements used in the value stream and in production cells

QUALITY MANAGEMENT SYSTEM INTERNAL AUDITOR TRAINING	
Course Length:	12 hours
Special Initiative Price:	$300
Target Audience:	QMS auditing members or anyone in the organization that may be part of ISO team or needs to become familiarized with QMS.
Course Description:	This course teaches how to effectively audit a Quality Management System (QMS). Audit practices are covered in detail, including planning, execution, reporting and follow-up. This is good training for any individuals wishing to become registered to an international or industry sector quality assurance system. Course objectives include: • Identifying the critical components of a QMS • Discuss the documentation convention • Understand quality assurance vs. quality control • Discuss the benefits of an international or industry standard • Describe internal audit techniques

INTRODUCTION TO STATISTICAL PROCESS CONTROL

Course Length:	4 hours
Special Initiative Price:	$195
Target Audience:	Supervisors, quality team members, anyone within the organization that monitors process control.
Course Description:	This course introduces the principles and practices of Statistical Process Control (SPC). It provides a solid understanding of variation and the statistics upon which control charts are based. The course covers the most common variable and attribute control charts. Course objectives include: • Understand statistics in relation to process control • Describe the variation in processes • Understand how to measure the central tendency standard normal distribution • Discuss process capability

5S - WORKPLACE ORGANIZATION

Course Length:	4 hour or 8 hour version
Special Initiative Price:	$170 for 4 hour version $395 for 8 hour version
Target Audience:	All employees across all industries.
Course Description:	This course teaches the principles of five S (5S) (sort, set in order, shine, standardize, and sustain) and how to apply these concepts to company work areas. Course objectives include: • Understand differences in workplace appearance and functionality before and after the 5S process has been applied • Discuss how to perform an in-depth audit of workplace organization and standardization • Understand how to organize a workplace by applying the concepts of sort, set in order, and shine • Describe how to standardize procedures to maintain and control an organized workplace • Discuss how 5S can help to improve workplace environmental health and safety.

MACHINE SETUP (SMED)

Course Length:	4 hour or 8 hour version
Special Initiative Price:	$170 for 4 hour version $ 390 for 8 hour version
Target Audience:	Production workers.
Course Description:	This course teaches the fundamental principles of setup reduction. It covers the reasons and barriers to reducing setup time. Participants learn the standard methodology of applying Single-Minute Exchange of Dies (SMED) to any type of setup or industry. Course objectives include: • Discuss how to increase productivity in the workplace by decreasing lost time and delays during setup • Identify process changeover techniques to facilitate production • Describe how to transfer setup skills to all work settings • Identify barriers in set-up procedure and implement procedure for streamlined setup

CYBERSECURITY

YOUR ROLE IN PROTECTING CUSTOMER PAYMENT DATA	
Course Length:	2 hours
Special Initiative Price:	$95
Target Audience:	Any employee, including management and IT, that interacts with customer payments involving credit/debit cards or electronic checks.
Course Description:	When making purchases, customers trust that businesses are taking the appropriate steps to protect their payment data. Do you or your employees understand how this data is vulnerable and the steps they can take to prevent it from being stolen by hackers? This course will introduce students to payment transaction vulnerabilities and threats as well as the steps all employees can take to protect customer payment data. • Explain the impact of a payment data breach • Identify threats associated with payment data • Describe steps to prevent unauthorized parties from accessing payment data

CYBERSECURITY FOR ALL PERSONNEL

Course Length:	4 hours
Special Initiative Price:	$190
Target Audience:	Any employee that interact with computers or devices as part of their job duties in all industries including, but not limited to, manufacturing, restaurant, retail, banking, insurance and healthcare.
Course Description:	Being a victim of a cyber attack can lead to a small or medium-size business closing its doors for good due to financial losses or loss of customer trust. Anyone that utilizes a computer or device connected to the business's network can play a role in contributing to or preventing cyber attacks; therefore it is critical that everyone in the business have an understanding of cyber attacks and their role in preventing them. This course provides an overview of cybersecurity vulnerabilities, risks, and threats as well as protective and preventative measures all employees can use to protect against and prevent cyber attacks. Course objectives include: • Identify how cyber attacks can negatively impact businesses • Define cybersecurity • Discuss the importance of everyone being involved in the cybersecurity process • Identify cyber vulnerabilities and threats • Describe steps and tools everyone can implement to protect against and prevent cyber attacks

ASSESSING CYBERSECURITY RISKS

Course Length:	4 hours
Special Initiative Price:	$190
Target Audience:	IT personnel, risk management and leadership of businesses in all industries including, but not limited to, manufacturing, restaurant, retail, banking, insurance and healthcare.
Course Description:	Every organization has a unique set of cybersecurity risks which may include local and/or remote employees, computer software and hardware, vendor access, and/or the internet connected equipment necessary for business operations. This course covers key concepts, issues, and considerations for evaluating cybersecurity risks from an organizational perspective. Course objectives include: • Describe common methodologies for assessing cybersecurity vulnerabilities in enterprise IT networks • Discuss the development of a vulnerability management program. • Understand how to use commonly used tools to perform basic vulnerability assessments against a network, interpreting the results, and presenting remediation recommendations to management.

CYBERSECURITY RISK MANAGEMENT FOR BUSINESSES	
Course Length:	4 hours
Special Initiative Price:	$190
Target Audience:	Risk management and leadership of businesses in all industries including, but not limited to, manufacturing, restaurant, retail, banking, insurance and healthcare.
Course Description:	While most businesses apply risk management strategies to aspects of their financial and operational activities, many have not fully considered the risks of a cyber incident. This course discusses how to manage cybersecurity risk. Course objectives include: • Discuss the risk to a business from a cybersecurity attack • Understand how to conduct a cyber risk assessment that considers threats, vulnerabilities, impacts, and likelihood • Understand how people and IT appliances work together to protect mission critical assets • Discuss how to evaluate an organizations' cybersecurity posture

INFORMATION TECHNOLOGY DISASTER RECOVERY	
Course Length:	4 hours
Special Initiative Price:	$190
Target Audience:	IT personnel, risk managers, and leadership of businesses in all industries including, but not limited to, manufacturing, restaurant, retail, banking, insurance and healthcare.
Course Description:	The loss of data/information related to inventory, finances, supply chain, customers, etc. can be devastating to a business. This course discusses how to recover critical data lost from a cyber incident. Course objectives include: • Identify the necessary actions needed to recover business data as quickly as possible with a minimal amount of data loss • Discuss continuity of business operations after a cyber attack • Understand how to conduct a Business Impact Analysis • Describe the pros and cons to Software as a Service and other IT oursourcing options

LEADERSHIP

LEADERSHIP FOR MANAGERS	
Course Length:	8 hour or 16 hour version
Special Initiative Price:	$285 for 8 hour version $510 for 16 hour version
Target Audience:	Supervisors and assistants, managers and assistants.
Course Description:	The relationship between worker and leader is as important to a successful business as its' relationship with clients. This course examines the behaviors of a high performing leader and how to align those behaviors with the business. Course objectives include: • Identify personal leadership style • Discuss the importance of good communication • Understand how to enhance team member self-esteem • Understand how to effectively delegate and motivate • Understand how to manage conflict • Identify the keys to change management and performance management

JOB RELATIONS	
Course Length:	10 hours
Special Initiative Price:	$435
Target Audience:	Supervisors
Course Description:	This course teaches how to develop and maintain positive employee relationships that earns loyalty and cooperation from others. When problems do arise, this course teaches a proven method of getting the facts, weighing options, deciding, acting, and checking results. Course objectives include: • Discuss how to improve employee attendance, productivity, and morale • Describe the behaviors of effective leaders • Understand the team dynamics that ensures success • Describe effective verbal and non-verbal communication

MANAGING BY A3	
Course Length:	4 hour or 8 hour version
Special Initiative Price:	$195 for 4 hour version $435 for 8 hour version
Target Audience:	Supervisors, members of an organizations' quality team.
Course Description:	This course teaches the use of Anywhere, Any Time, Any Place Three (A3) as a visual management tool and is tailor-made for leading small group projects. It visually identifies project status to include planning, experimental/project design, review, and results. A3 can be utilized for improvement activities such as kaikaiku (kaizen event), problem solving activities such as quality control (QC) circles, and even project management. Course objectives include: • Define the role Plan-Do-Check-Act (PDCA) and Define, Measure, Analyze, Improve and Control (DMAIC) play in the construction of an A3 • Describe how and when to apply A3 and baby A3s • Discuss the relationship between Toyota Kata and A3

WORKFORCE SAFETY

SAFE SUPERVISOR	
Course Length:	4 hour or 8 hour version
Special Initiative Price:	$195 for 4 hour version $435 for 8 hour version
Target Audience:	Supervisors and anyone that would like to learn about safety.
Course Description:	The course will provide classroom and project-directed activities toward achieving an injury-free workplace. Participants will understanding their role and responsibility in creating a safe work environment. Course objectives include: • Describe how exposure to hazards can lead to accidents • Discuss the steps in performing a work-site analysis • Recognize hazards and their potential effects • Describe how to communicate hazard related information • Understand how to initiate an accident investigation • Discuss the psychology driving unsafe behaviors

HOT WORK FIREWATCH	
Course Length:	4 hours
Special Initiative Price:	$165
Target Audience:	All individuals responsible for firewatch during welding.
Course Description:	This course will discuss how to protect workers during cutting and welding operations that use portable gas or arc welding equipment, or involve soldering, grinding, or any other activities that produce a spark, flame, or heat. Course objectives include: • Identify hot work hazards • Define the responsibilities of a hot work firewatch • Discuss how to inspect the work area for any hazards • Understand how to correctly and safely use a fire extinguisher

SUPPLY CHAIN

SUPPLY CHAIN MANAGEMENT	
Course Length:	4 hours
Special Initiative Price:	$200
Target Audience:	Managers and supervisors
Course Description:	This course focuses on the basics of supply chain management (BSCM) and provides highly technical skills to the participant responsible for managing the inner workings of the supply chain. Topics include primary processes, objectives, logistics, integration methods, and rewards. Upon completion of this course, participants will be able to: • Master the necessary tools to effectively manage global supply chain activities, including suppliers, plans, distributors, and customers around the globe • Create consistency and foster collaboration through best practices, common terminology, and corporate communication • Understand how to use enterprise resources planning (ERP) systems and other technologies to improve the entire supply chain process • Maximize ERP investments

CONTACT US

If you are interested in scheduling a delivery specific to your business or organization, or have questions about the courses themselves, please contact us at:

Email: ke@teex.tamu.edu or *Phone: 800.541.7149*

Our goal is to deliver training that is most effective for you. As such we typically customize the training to some degree to fulfill the needs of each business or organization. Please contact us for full pricing considerations.