

Train Your Employees

Sierra College Training & Development offers on-site, customized employee training and certification conducted by industry experts. Training includes:

- Microsoft® Office® software
- Business Writing & Math
- Supervisory Skills
- Soldering
- Customer Service
- Process Improvement

Industry Expert Conducts Training

The trend in training is to develop employees' skills so the company can be more efficient and effective using existing resources according to Sierra College training consultant Jes Vargas. "Clients want to streamline processes and focus on continuous improvement," said Vargas. "The tools we use include leadership development, employee training, process review and applying techniques such as lean and six sigma."

With 24 years of industry experience, Vargas guides staff in improving processes. "The training is customized for each company and delivered in a time frame that works with their schedule," said Vargas. "It goes beyond training; I become an extension of the internal team as I help them implement, test and refine continuous improvement of their processes."

Vargas has worked in engineering, project management, business development, manufacturing and executive management at companies such as GCS Inc., Bombardier, Advance Technical Systems, Siemens and Rabbit Semiconductor. Clients say that his real world examples and ability to apply principles to their specific environment makes the training resonate with employees.

SureWest Focuses on Process Improvement



SureWest employees learn process mapping.

Roseville-based SureWest Communications (www.surewest.com), a leading independent telecommunications holding company featuring highly reliable products and services, asked Sierra College Training & Development to present an introduction to process improvement concepts and principles.

In the training session, employees received an overview of process mapping. They reported that "building a process diagram and challenging current company norms" were some of the most valuable elements of the training. Employees said that they gained information that they could immediately use on the job such as "mapping differently during internal auditing," "reworking current flows to identify inefficiencies," and "floor walking" to see if people really are following documented procedures."

Customer Service Training Raises the Bar



Thomson employees enhance customer service skills.

Over 30 Technical Support, Call Center-Core Products staff at Thomson Broadcast & Media Solutions in Grass Valley participated in two - four hour training sessions to enhance their customer service skills. Thomson

(www.thomsongrassvalley.com) is a world leader in digital video technologies.

According to participants in the Sierra College training, they learned the importance of their attitude in shaping the outcome of customer interactions as well as providing service to both internal and external customers. Employees said: "It raised my consciousness on how I play a part in good customer service," "I learned how to deal with 'bad news' and make it positive for the customer," and "I benefited from the exchange of ideas with customer service teammates."



For more information about employee training, contact Judy Schmidt at (916) 781-6245 or go to www.sierracollegegetraining.com.

Tech-Explorer

Catapult Moves Students

In early October, Colfax High School students fabricated catapults, using lathes, mills, presses and other tools at the pilot of the Tech-Explorer hands-on classroom project. To inspire young people to consider technical careers, Sierra College CACT secured a grant from the California Community College Chancellor's Office. Once developed, this and other turn-key classroom projects, aligned with state standards, will be available to schools through California's 12 Centers for Applied Competitive Technologies (www.CACT.org).



Colfax High School students pilot hands-on project.

Robotics Team Seeks Industry Support

For the third year, Sierra College CACT will be supporting the South Placer Robotics Team competing in the FIRST Robotics (www.usfirst.org) competition. If your company would like to be a sponsor, donate parts or advise the team, contact Carol Pepper-Kittredge at (916) 781-6288 or go to www.sierracollegelearning.com (click CACT).

Women Role Models Wanted

To help meet businesses' demand for qualified workers, Sierra College and organizations such as Sacramento Advocates for Girls' Empowerment (www.sacsage.org) want to make young women aware of non-traditional career opportunities. If you have employees working in engineering, technology and science who might participate in a speakers bureau or be willing to be interviewed for marketing materials, contact Carol Pepper-Kittredge at (916) 781-6288.



Nick Bruno donates milling machine to Lincoln High School.

Harris & Bruno Donates Machining Equipment

To train high school students to fill local jobs and pursue technical education, Sierra College CACT is developing a Computer Numerical Controlled (CNC) machining program at Lincoln High School with a grant from the California Community College Chancellor's Office.

To support the program, Nick Bruno, president of Harris & Bruno International (www.harris-bruno.com), a global manufacturer of products that enhance the performance of printing presses, arranged to donate a manual milling machine to the school. "When we established our own machining apprenticeship program, we found that employees who learned manual machining first were much faster when they transferred to CNC machining," said Bruno.

At an October advisory committee meeting, industry experts also recommended that students learn manual machining as the foundation for becoming CNC operators. "As a result of this input, I've integrated more manual machining into the curriculum," said Scott Seacrist, instructor at Lincoln High School. "The donated mill will enable more students to gain manual experience." If you have equipment that you'd like to donate, or want to offer tours or internships, contact Connie Raynor at (916) 789-2993.

Rapid Prototyping Services

To help companies more cost-effectively design and test new products, Sierra College CACT offers rapid prototyping demonstrations and consulting. For more information, call Carol Pepper-Kittredge at (916) 781-6288.

