



**Workforce
Development
Solutions**



“ M State has always been more than willing and able to deliver to American Crystal Sugar Company’s needs. Employee retention and finding capable replacements for employees who leave are always issues. American Crystal is fortunate to have M State close by; they know our business, they know our needs and they can assist us with the development of new employees who don’t come in with all the skills they should have. M State helps us groom our own workforce to what we need.”

Curt Hanson
American Crystal Sugar Training Manager

More Than
100,000

HOURS
of Training Delivered
Each Year


More Than
6,000
Students
Served Each Year


More
Than **500**
Companies
Have Already Hired WDS

For more than 20 years, Minnesota State Community and Technical College has been supporting businesses and industries throughout the region with skills and technology training that is custom designed for each client's needs.

M State's Workforce Development Solutions (formerly known as Custom Training Services) delivers more than 100,000 hours of training to more than 6,000 students each year. We make training convenient by offering it on-site, online or on our campuses in Detroit Lakes, Fergus Falls, Moorhead and Wadena.

More than 500 companies have hired Workforce Development Solutions for hour-based training that focuses on specific training or production needs and for credit courses that help prepare workers for new responsibilities and advancement. We will work with your company to develop the training that meets your needs.

The trainings that Workforce Development Solutions have already customized and delivered to area businesses include:

Business Technology
Electrical
Fire, EMS & Law Enforcement
Health
Leadership Development
Mechanical/Technical
Safety & Compliance
Specialized Trainings
Transportation

Business Technology Trainings

Business Technology Trainings, delivered at your site or on one of our campuses, are designed to meet your specific needs and objectives.

- Cisco Networks
- Microsoft Office Suite:
 - › Access, Excel, Outlook, PowerPoint, Project, Publisher, Word
- QuickBooks for Business
- Social Media (LinkedIn, Facebook, Twitter)

Electrical Trainings

Experience and research show that adult learners learn better when hands-on skills are used to reinforce concepts, so most electrical training includes a hands-on component. Training partner policies and procedures such as safety policies can be included and reinforced as part of the curriculum.

- Basic Electrical Theory & Application
- Electrical Application & Troubleshooting Concepts
- Electrical Licensure Continuing Education
- Electrical Safety (70E) – Affected, Qualified and Refresher
- Electrical Theory and Safety



Fire, EMS and Law Enforcement Trainings

These offerings are delivered primarily to fire, EMS and law enforcement personnel, although some are relevant for industry partners. Hands-on activities that reinforce concepts are a crucial aspect of these trainings.

- Certified Chainsaw
- Emergency Medical Courses
 - CPR, First Aid, EMR (First Responder), EMT, Community Paramedic
- Fire 8200, Small UAS Firefighter – Basic – MBFTE Certified
- POST Board required Crisis Response, Conflict Management & Cultural Diversity
- Law Enforcement Handgun, Shotgun, Rifle Instructor & User
- Law Enforcement Armorers
- Law Enforcement Defensive Tools and Tactics
- Law Enforcement Rapid Deployment
- National Fire Academy Courses
- NFPA 472 Standard for Firefighter Professional Qualification (Hazardous Materials)
- NFPA 1001 Standard for Firefighter Professional Qualification (Firefighter I & Firefighter II)
- NFPA 1002 Standard for Fire Apparatus Driver/Operator Professional Qualification
- NFPA 1006/1670 Standard for Technical Rescuer Professional Qualifications and Standard on Operations & Training for Technical Search and Rescue Incidents
 - Vehicle Extrication
 - Rope Rescue (Low & High Angle)
 - Confined Space Rescue
 - Water/Ice Rescue
 - Trench Rescue
- NFPA 1021 Standard for Fire Officer Professional Qualification
- NFPA 1033 Standard for Professional Qualifications for Fire Investigator
- NFPA 1041 Standard for Fire Service Instructor Professional Qualification
- NFPA 1403 Standard for Live Fire Training Evolutions
 - Structural, Car, Propane

Health Trainings

Health training can be delivered at your site or at a campus location. Some courses have been approved in both Minnesota and North Dakota by licensing agencies, so CEUs can be available for health professionals attending trainings. Social workers also are provided CEUs with the Cancer Conference.

“ WDS is very flexible and definitely interested in meeting the needs of the facilities they are working with.”

Sara Watkins
Pioneer Care

“ Our employees were very involved with the training and loved the hands-on experience. The instructor was very informative, flexible to our specific training needs and easy to work with.”

Paul Matthys, Mike Mead and Betsy Erickson
Cass County Electric Cooperative

- BLS CPR
- Cancer Conference (every spring)
- Continuing Education for Nurses, Dental and Health professionals – classes we have offered include:
 - › Dental Ethics
 - › Dental Record Keeping
 - › Infection Control
 - › Meth Use and its Effect on the Body
 - › Medical Emergencies: the First 5 Minutes
- LPN IV Therapy Certification
- LPN and RN Refresher Courses
- Medication Administration for School Personnel
- Medication Assistant II/Medication Administration for Unlicensed Personnel - TMA
- Nitrous Oxide/Oxygen Inhalation Sedation
- Nurse Assistant Classes and Testing
- Nurse Assistant Skills Refresher

Leadership Development Trainings

Research has shown that employees generally leave the supervisor, not the organization. In today's market, organizations are challenged to retain employees. Adding specific leadership and supervisory skills helps to both improve organizational performance and reduce employee turnover.

- Achieve Forum Leadership Series
- Behavioral Expectations & Interviewing
- Behavioral Responsibilities & Communication
- Business Plan Development
- Coaching: Bringing Out the Best in Others
- Completing Performance Evaluations
- Customer Service
- Developing Effective Presentation Skills
- Diversity Training
- Emotional Behavior in the Workplace
- Generations in the Workplace
- Harassment and Bullying in the Workplace
- Healthcare Leadership Academy

- Improving Work Relationships - Conflict Resolution
- Leadership for Frontline Supervisor
- Lean Facilitation Training
- Meyers-Briggs Type Indicator
- Moving from Conflict to Collaboration
- New American Training
- Process Improvement Including 5S and Six Sigma
- Professional Work Ethics
- Project Management
- QBQ! – Personal Accountability
- Reasonable Suspicion
- Root Cause Analysis & Problem-Solving Process
- Sexual Harassment/ Workplace Violence
- Strategic Planning
- StrengthsFinder/Strengths Based Leadership
- Train-the-Trainer Instruction
- Working Together for Quality Outcomes

Mechanical/Technical Trainings

Mechanical/technical training is customized to address the specific skills needed in your organization. Using our mobile trailers or equipment, hands-on training components can be incorporated into all training.

- American Society of Testing Materials Certifications (ASTM)
- American Production and Inventory Control Society (APICS) - Certifications
- Autocad/2D Modeling
- Basic Mechanical

“ Working with M State has been a very collaborative experience. The team really takes the time to understand what your training needs are, what tools and equipment are needed and, most importantly, the level of knowledge the target audience has related to the subject matter. It is really customized training at its best.

The trainer is really a subject matter expert who is relational and credible with the audience. The instruction isn't just another boring PowerPoint presentation. It is hands-on, full-on and engaged.

WDS really listened to the needs of the customer. When I needed the class to be streamlined from four hours to two hours, they were accommodating while still delivering a high-impact session.”

Mike Hartwell
City of Fergus Falls

- Blueprint Reading
- Certified Production Technician Certification
- Computer Aided Manufacturing/Computer Numerical Control - CAM/CNC
- Geometric Dimensioning and Tolerance (GD & T)
- Hydraulics/Pneumatics
- Industrial Automation and Control – PLCs
- Industrial Maintenance
- Introduction to Machine Operator
- Machining for Manufacturing
- Mechanical, Electrical, & Hydraulics Troubleshooting
- Mill & Lathe Basics Instruction
- SolidWorks/3D Modeling
- Steam Plant Engineering (Boiler)-Low/High Pressure
- Welding

be included in the training.

- Aerial Lift / Scissor Lift Competent Person and User
- Bleed Control for the Injuries (B-Con)
- Bloodborne Pathogens/Right-to-Know
- Confined Space Entry – Permit Required & Refresher
- CPR/First Aid/AED
- Ergonomics
- Emergency Action Plan Assessment & Consultation
- Fall Protection Competent Person and User
- Fire Extinguisher
- Forklift Operator & Forklift Train-the-Trainer
- Hazmat: Awareness, Operator and Technician
- Hazmat Monitor Awareness
- HAZWOPER – Initial & Refresher
- Lock Out/Tag Out
- MSHA Part 46 New and Refresher
- MSHA Part 48 New and Refresher
- OSHA 10 and 30 General Industry & Construction
- Qualified Rigger
- Qualified Signal Person
- Respiratory Protection & Qualitative Fit Testing
- Safety Inspection & Audits
- Scaffolding Competent Person, Erector and User

Safety & Compliance Trainings

Safety and compliance training can be customized to meet the specific needs of your organization. Using the mobile training trailer and equipment, hands-on training components can

The Customized Process

STEP
6

Certificates of completion are available for all courses. Continuing education units may be awarded if appropriate.

STEP
5

Evaluations are conducted and summaries provided. There may be a follow-up conversation regarding the training experience and whether subsequent steps are needed.

STEP
4

Classes are delivered where you want them and when you want them. Your organization works 24/7, and so do we!

STEP
3

Customized content is designed to fit your needs. Course materials include examples you provide and discussions of industry-specific situations faced by your team.

STEP
2

WDS staff selects an Instructor with the background experience and teaching style that fits your organization.

STEP
1

WDS conducts a needs assessment to ask:

- What are you looking for?
- What are your business goals?
- What results and outcomes do you expect?

- Trenching & Excavation

Specialized Trainings

These training are offered in a variety of formats and are designed to meet the appropriate licensure requirements.

- Cosmetology CEU Offerings
- Food Managers ServSafe Certification & Examination
- Real Estate I, II and III Including License Preparation
- SLPA Supervision and SLP Interpreter Training
- Viticulture, Enology & Wine Business Entrepreneurship

Transportation Trainings

CDL training can include the use of driving simulators to help prepare students for driving and reduce drive time. Simulators can simulate the driving conditions and equipment that the student/employee will use on the job.

Transportation Trainings:

- CDL Class A
- CDL Class B

- CDL Safe Practices/Defensive Driving
- CDL Refresher/Annual Training
- Minnesota Commercial Vehicle Inspection Recertification
- Motorcycle Training: Basic, Intermediate & Advanced
- Pilot Car
- Pre-Inspection Training
- Truck Weights Customized Trainings
 - › Defensive Driving (National Safety Council)
 - › Mandatory Inspection Program
 - › Load/Cargo Securement
 - › Pre-Trip/Post-Trip Inspections (Daily Inspection Requirements)
 - › Work Zone Safety (Traffic Control Techniques)
 - › CSA (Compliance, Safety & Accountability)
 - › Customized Minnesota Truck-Weight Education
 - › Hours of Service Requirements
 - › CDL Regulations/Medical Card Requirements
 - › Crash Management & Decision Driving
 - › Prep for Roadside Inspections (Level 1, 2, 3)
 - › On-site Portable Scale Weighing

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“WDS did a great job finding an instructor and was extremely flexible in getting the training going quickly. They asked really good questions to ensure the training was what we wanted. Ask for everything you want, because most likely your needs will be met!”

Adrienne Hedlund
MnDOT District 1



Minnesota State

Community and Technical College

Workforce Development Solutions

A member of the Northwest Minnesota Workforce Development Solutions

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