

# MACNY Summer Training



The Manufacturers Association

**Training and Workforce Development  
Summer 2017**

# Easy Registration...

## Website

Register on-line at [www.macny.org](http://www.macny.org). Click on the Events link at the top, navigate to the date, click on the training class you are interested in, then click Register Now. If this is your first time registering for a class from our website, you will need to create a user name and password first to log in. You can then use this to register for classes now and in the future.

## E-mail

Send an email to:

[dsindone@macny.org](mailto:dsindone@macny.org)

Include the class name, date, times, and the name(s) and email(s) of the student(s) being registered.

## Phone

Call the MACNY Training Department, Monday - Friday 8:30 AM - 5:00 PM at **315-474-4201 ext. 5 or Debbie Sindone at 315-474-4201 ext 24**

## Location

Most training seminars listed in the catalog are conducted at MACNY's Headquarters at 5788 Widewaters Parkway, Syracuse, NY 13214. Training offered at other locations are noted. Class information including directions to the training location will be sent approximately two days prior to the start of class.

## Different Time? Place? Topic?

If our schedule does not work with yours or you need training about a specific topic not listed in our catalog, contact us about hosting a workshop at your facility that is convenient with your schedule.

## Cancellations by MACNY:

Seminars are cancelled if a minimum enrollment is not reached 48 hours prior to the start date. **Please register early!**

## Cancellations by Registrants:

Registrants cancelling less than **48 hours** (or close of business Friday for a Monday course) prior to the start of the seminar will be billed for the entire cost of the program. "No shows" will be billed the full seminar fee which can be applied toward a future class. Substitutions may be made at any time.

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The Manufacturers Association



# Welcome to Summer 2017!

## July

MON	TUE	WED	THU	FRI
3 MACNY Offices Closed to Observe the 4th of July Holiday 	4 MACNY Offices Closed to Observe the 4th of July Holiday	5	6	7
10	11 <a href="#">Winning Your Fair Share of the MFG Market in 2017 and Beyond</a>	12	13	14
17	18	19	20	21
24 MACNY's 20 <sup>th</sup> Annual Golf Tournament: Sponsorships Only Remain 	25 <a href="#">TLT: Supervisory Leadership, Day 1 of 5</a>  <a href="#">ISO 9001:2015 Internal Auditor, Day 1 of 2</a>	26 ISO 9001:2015 Internal Auditor, Day 2 of 2	27 <a href="#">Forklift Operator Safety: Train-the- Trainer</a>	28
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# Welcome to Summer 2017!

## August

MON	TUE	WED	THU	FRI
	1 TLT: Supervisory Leadership, Day 2 of 5	2 Happy Hour at Greenwood Winery 	3 <a href="#">Mastering Emotional Intelligence, Level 1</a>	4
7	8 TLT: Supervisory Leadership, Day 3 of 5	9	10 <a href="#">Making Today Matter</a>	11
14	15 TLT: Supervisory Leadership, Day 4 of 5	16 MACNY's Annual Clambake 	17	18
21	22 TLT: Supervisory Leadership, Day 5 of 5	23	24 <a href="#">Lean Overview</a>	25
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# **Leadership & Supervisory Skills**

## **TLT: Supervisory Leadership**

*(Click the course title above to register online)*

### **Program Overview:**

Helping incumbent workers step onto the managerial track need not be intimidating. MACNY makes it easier than ever before with our updated Tomorrow's Leaders Today™ – Supervisory Leadership program. This exciting new format includes updated content, assessments, and a one-on-one coaching session with our instructor.

The goal is to motivate supervisors to truly lead and have the passion to improve their departments and operations. This supervisor development program will help your employees become better communicators, exceptional coaches, and outstanding leaders. The end result is that your organization improves as your leaders and workforce improves. This will be critical for sustaining your competitive edge.

Our instructor has practical and significant manufacturing experience as a leader within several organizations. He has the ability to motivate the audience and influence change within individuals.

This new format consists of five, four-hour sessions at MACNY headquarters. Each participant will complete a self-assessment that will provide a platform for action and the coaching session. The class is designed to facilitate professional development and real results beyond just a training class.

**Dates/Times:** Tuesday, July 25, August 1, 8, 15, and 22, 2017 from 8:30 AM to 12:30 PM each day

**Location:** MACNY Headquarters

**Cost:** \$750/MACNY Member; \$950/Non-Member  
\$675/Individual Member

**Facilitator:** David Freund

## **Mastering Emotional Intelligence, Level 1**

*(Click the course title above to register online)*

### **Program Overview:**

Whether you are aware of them or not, emotions are intertwined in everything you think, do, and say each day on the job, in your career, and through your life. Emotional Intelligence (EQ) is how you handle yourself and others on the job.

People who develop their EQ communicate effectively, handles stress well, make good decisions, handle conflict productively, are better team players, respond flexibly to change, influence others more, and provide top-notch performance.

**The program has one purpose...to increase your EQ.**

### **Here's What You Will Do!**

1. Discover what EQ is and why it matters at work.
2. Broaden your awareness of the role of your emotions in your job, your profession, and at work.
3. Explore the four EQ skills in action: Self-Awareness, Self-Management, Social Awareness, and Relationship Management.
4. Discuss real world examples and experiences, what works, what doesn't, and what to do next time.
5. From the Emotional Intelligence Appraisal assessment results, understand your current level of emotional intelligence (strengths and weaknesses) and where to focus your development.
6. Complete your own EQ Development Plan to include one EQ goal and specific EQ practice strategies that will help you achieve this goal.

### **Learning Features You Receive In Your Emotional Intelligence Appraisal®**

1. Comprehensive EQ scores, analysis, and recommended strategies are based upon the participant's unique score profile and are designed to bridge the learning-doing gap.
2. Goal setting, result sharing, and goal tracking system.
3. EQ lessons include movies and TV clips with analysis to bring EQ to life.
4. A scheduled re-test comes with a full change-score report and recommended strategies based on new results.

**Date/Times:** Thursday, August 3, 2017 from 8:30 AM to 4:30 PM  
(Lunch provided)

**Location:** MACNY Headquarters

**Cost:** \$495/MACNY Member; \$695/Non-Member; \$445.50/Individual Member

**Facilitator:** David Freund



# Leadership & Supervisory Skills (Continued)

## Making Today Matter

*(Click the course title above to register online)*

### **Program Overview:**

Have you ever had a day when you went home exhausted but didn't really know what you accomplished? Are you rushing from one task to the next stuck in the tyranny of the urgent? Are there meaningful things that wish you could get to but you can't find the time? Are you worried that you can't take the time off that you have earned and need?

If the answer to any of these questions is yes, plan on attending Making Today Matter. This new offering from MACNY will give you the insights and tools needed to make the most out of your life as you take control of your daily agenda.

Each attendee will leave the session with tools in hand to begin making the needed changes from that very day.

**Dates/Times:** Thursday, August 10, 2017 from 8:30 AM to 10:30 AM

**Location:** MACNY Headquarters

**Cost:** \$99/MACNY Member; \$195/Non-Member  
\$89/Individual Member

**Facilitator:** David Freund

## Winning Your Fair Share of the MFG Market in 2017 and Beyond

*(Click the course title above to register online)*

### **Program Overview:**

This program is for the CEOs and Sales Leaders who feel their organizations have not yet won their fair share of their potential market. You have great products/services. You've amassed a dedicated team. You have loyal clients realizing tangible results with their offerings. But improving sales results remains your most elusive challenge. You're not seeing the sales growth you know the company deserves. By attending this event, you will begin to see how to achieve exponential year-over-year sales growth...so that you can win your fair share.

### **Benefits of Attending:**

- What It Takes to Win B2B Technology Sales in 2017 and Beyond
  - The Must Do's for 2017- Sales Process & Skills
  - The Must Do's for 2017- Sales Team Recruiting
  - Sales Strategy- 3Ms
  - Sales Methods
  - and more
- Finding, Assessing and Selecting Top Performing B2B Sales Teams
  - Getting and Keeping The Right Sales Team in Place
  - Why Underperformers Ruin The Ability to Hire High Performers
  - Sales Assessment Tools Are More Reliable Than Gut Feel
  - and more
- Copy of The Smart Sales Method 2017 book

**Who Should Attend:** CEOs, Presidents, Sales Vice-Presidents, and Board Directors of BMNA member companies interested in improving sales results for their organizations.

**Date/Times:** Tuesday, July 11, 2017 from 7:30 AM to 10:30 AM

**Location:** MACNY Headquarters

**Cost:** Free/MACNY Member; \$25/Non-Member

**Facilitators:** Joe Morone and Karen Benjamin



# Management Systems

## ISO 9001:2015 Internal Auditor

*(Click the course title above to register online)*

### **Program Overview:**

This course is designed to provide a detailed review of the **new** ISO 9001:2015 Quality Management System (QMS) Standard requirements, with an emphasis on developing or enhancing audit techniques. The course is designed to teach new auditors the basic skills of audit planning, execution, reporting, and close-out. The course is also beneficial to experienced auditors who want to “upgrade” to the new requirements of the 2015 Standard and hone their auditing skills. The enhanced program emphasizes “process approach” audit techniques and skills and corrective action implementation and verification to add greater value to your Internal Audit Program.

### **Topics Covered:**

Lecture and interactive workshops provide information and demonstration of the following topics:

- Quality Management System Overview
- Deep Dive review of the ISO 9001:2015 Requirements
- Process-Approach Audit Techniques
- Auditing Planning
- Audit Interview Techniques
- Recording of Audit Objective Evidence
- Audit Reporting
- Nonconformance Writing and Audit Report Preparation
- Corrective Action Verification and Audit Close-out

### **Who should attend:**

Quality Professionals, ISO 9001, new or existing Internal Auditors, Management Representatives, Management Personnel who want to learn how to be audited.

**Dates/Times:** Tuesday, July 25 and Wednesday, July 26, 2017 from 8:30 AM to 4:30 PM (Lunch provided)

**Location:** MACNY Headquarters

**Cost:** \$650/MACNY Member; \$850/Non-Member;  
\$585/Individual Member

**Facilitator:** Tara McInerney

*Any of the courses in this  
brochure can be  
customized for your  
facility and conducted at  
your location...*

*contact the MACNY  
Training Department at  
315 - 474 - 4201 ext. 5*

# **Lean-Six Sigma & Lean Manufacturing**

## **The 7 Basic Quality Control Tools + 2: Optional Train the Trainer**

*(Click the course title above to register online)*

### **Program Overview:**

Knowing the mechanics and how to interpret the results for the 7 +2 quality tools is foundational. Learning to train team members on these tools and apply them is transformational. This full day course will provide the facilitator candidates with the ability to:

1. Facilitate development of a sound problem statement.
2. Understand which tool to use and when during the PDCA process.
3. Deliver training of the tools to others.

**Each Participant will have access to four hours (in minimum two hour segments) of onsite coaching for initial project role out.**

**Who Should Attend:** Line Leads, Supervisors, Quality Techs and Engineers, Process Engineers, Managers or anyone having responsibility for solving problems in your organization.

**Prerequisite:** The 7 Basic Quality Control Tools + 2

**Dates/Times:** Date TBD from 8:30 AM to 4:30 PM (Lunch provided)

**Location:** MACNY Headquarters

**Cost:** \$350/MACNY Member; \$550/Non-Member  
\$315/Individual Member

**Facilitator:** Cindy Oehmigen

## **Lean Overview**

*(Click the course title above to register online)*

### **Program Overview:**

- Are you looking for ways to improve your competitiveness?
- Are you contemplating a lean Journey for your organization?
- Are you already practicing Lean but have new people that are unfamiliar with Lean?
- Looking for a way to help take the 'fear' out of this approach?

This half day session is designed to provide an understanding of the basics of Lean Manufacturing methodologies. The Participants will learn to view value through the eyes of the customer. During this hand-on program they will practice identifying the common "Eight Wastes" during the first round of a simulation of factory operations. Over the next two rounds, the participants will be introduced to some of the typical 'countermeasures' to these wastes, commonly known as the Tools of Lean. Using some basic business measures, they will see the impacts that implementing simple improvements make to the performance of the factory.

### **Topics Covered:**

- Value Add vs non-Value Add
- Eight Wastes
- Lean Tools
- Business Measures

### **Who Should Attend:**

Operations, Front and Back Office, Warehouse, anyone new to Lean Methodologies..

**Dates/Times:** Thursday, August 24, 2017 from 8:30 AM to 4:30 PM (Lunch provided)

**Location:** MACNY Headquarters

**Cost:** \$250/MACNY Member; \$450/Non-Member  
\$225/Individual Member

**Facilitator:** Cindy Oehmigen





## Forklift Operator Safety: Train-the-Trainer

*(Click the course title above to register online)*

- Do you know what OSHA 1910.178 says about your responsibility concerning the operation of “powered industrial trucks” within your facility?
- Did you know that a powered pallet truck is included in the regulation concerning training your employees?

### **Topics covered:**

- Component identification of all controls
- Various driving characteristics of the forklift
- The stability triangle and the tip factor
- How a forklift differs from a car and what is involved in stopping a forklift truck
- How to perform the “daily checklist” that is required under OSHA standards
- How to read the data tag and what to do if the forklift tips over
- Safe driving rules and OSHA mandates
- Safe and proper loading dock procedures
- Safe handling of various fuels that power the forklift
- Proper recordkeeping

***All participants will be provided with a certificate of completion for their files***

**Date/Times:** Thursday, July 27, 2017 from 8:30 AM to 3:30 PM (Lunch provided)

**Location:** MACNY Headquarters

**Cost:** \$300/MACNY Member; \$500/Non-Member; \$270/Individual Member

**Facilitator:** Dave Bennett

*Any of the courses in this brochure can be customized for your facility and conducted at your location...*

*contact the MACNY Training Department at 315 - 474 - 4201 ext. 5*

# **Facilitator Biographies**

## **Karen Benjamin**

Karen Benjamin is cofounder of Worldleaders Inc.. She is responsible for leading the Outsourced Sales Recruiting Practice. Karen has over two decades of experience selling, leading sales teams and hiring top sales professionals. She is a co-author The Smart Sales Method 2017: The CEO's Guide To Improving Sales Results for B2B Technology Sales Teams. Prior to launching Worldleaders, Karen was a Vice President at Ciber, an international Information Technology consulting firm.

Course Taught: Winning Your Fair Share of The MFG Market In 2017 and Beyond pg 6

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## **Dave Bennett**

Dave is a 39 year employee of Thompson and Johnson Equipment Co., Inc. in East Syracuse, NY. A leading multi-line dealer of material handling equipment (forklifts) and a dealer for Advance industrial floor cleaning line. Dave has spent 20 years as a mechanic, of which 12 were on the road servicing material handling equipment (forklifts). His last 19 years have been in his current position as a trainer in mandatory OSHA forklift safety training, making him a longtime veteran in the field of material handling equipment. He is also the EH&S Mgr. for Thompson & Johnson. In his many years, he has seen many accidents and unsafe practices and brings that real-life experience into his classroom. He delivers training with a casual relaxed atmosphere that encourages individuals to take the information to heart and stay attentive. Dave has received his training from the largest names in material handling equipment and holds training certificates from Clark Equipment, Crown Forklifts, and Toyota Forklifts, all lines that Thompson and Johnson represents.

Course Taught: Forklift Operator Safety Train-the-Trainer pg 9

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## **David Freund**

David Freund is the Chief Leadership officer of MACNY. His background includes over 35 years of manufacturing experience with and expertise in developing and implementing quality management systems, manufacturing control systems and self-directed work teams. David serves on the boards of nonprofits, privately held companies as well as a past member of the Onondaga Central School board. He also served as chairman of the MACNY's Factory Management Council.

Courses Taught: TLT: Supervisory Leadership pg 5, Mastering Emotional Intelligence Level 1 pg 5, Making Today Matter pg 6



## **Facilitator Biographies (Continued)**

### **Tara McInerney**

Tara has provided quality and environmental management training, auditing and implementation services to industries for over fifteen years. She has hands-on experience developing ISO 9001, AS9100, ISO 13485, and ISO/TS 16949 Quality Management Systems (QMS) and ISO 14001 Environmental Management System (EMS). She trains management teams, cross-functional implementation teams, internal audit teams. As a Quality Manager for a national engineering firm, she was directly responsible for the implementation of an ISO 9001QMS, which culminated successful registration of 23 divisions across the country. Since starting her own firm over 11 years ago, she has provided ISO 9001 and ISO 14001 support to over 36 manufacturing and service organizations. Tara's knowledge and expertise in both Quality and Environmental Management Systems adds value to organization's by integrating common elements for more efficient, effective systems. She holds a Bachelor of Engineering degree from Manhattan College and is an ASQ-Certified Quality Auditor.

Course Taught: ISO 9001:2015 Internal Auditor pg 7

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### **Joe Morone**

Joe Morone is CEO and co-founder of Worldleaders Inc., one of the leading sales training and outsourced sales recruiting organizations in the world today. He is lead sales trainer at the Smart Sales Institute, co-author of the five-star-rated bestseller, *The Smart Sales Method 2017: The CEO's Guide To Improving Sales Results for B2B Technology Sales Teams*, and an acclaimed international B2B Technology sales speaker. Prior to launching Worldleaders, Joe was Senior Vice President of Ciber, an international Information Technology consulting firm. He had overall responsibility for the total company's revenue of 1B+.

Course Taught: *Winning Your Fair Share of The MFG Market In 2017 and Beyond* pg 6

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### **Cindy Oehmighen**

Cindy Oehmighen is the Director of Energy and Corporate Services for MACNY. Cindy has worked with companies guiding them through change, creating team environments, reducing costs, and developing staff potential. With over 30 years of diversified manufacturing and engineering experience in union and non-union settings, she has led implementation teams in the Shin Jujitsu approach to lean manufacturing, lean plant layout, and lean product development. In addition to conducting several seminars to certify facilitators in problem solving and team facilitation, she designed and implemented goal based employee appraisal systems, a 360 degree feedback process, and job description processes.

Cindy has consulted with over 100 companies on lean manufacturing, tech transfer, problem solving, organizational development, project management, business start-up, marketing, environmental, quality systems, and provided connections for clients with Clarkson, Cornell, Syracuse University, RPI, LeMoyne, Oswego State, and Onondaga Community College. As a facilitator in team building, problem solving tools, process improvements, lean manufacturing, kaizen events, and project management, she has delivered programs to hundreds of employees.

Courses Taught: *The 7 Basic Quality Control Tools + 2: Optional Train-the-Trainer* pg 8, *Lean Overview* pg 8



**The Manufacturers Association**

Training and Workforce Development - Summer 2017