

MCCS

Organizational Learning & Development
2012 Catalog



LEARNING BEYOND THE CLASSROOM



WE HAVE TWO PAGES, SEARCH FOR:



**MCCS ORGANIZATIONAL
LEARNING & DEVELOPMENT**



ARE YOU LISTENING?

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Learning Support

FROM THE PROGRAM MANAGER

It's your turn to learn...

Riddle me this 21st Century Learners: Who said each of the phrases below and why?

- A. "It is what we think we know already that prevents us from learning."
- B. "Education consists mainly of what we have unlearned."
- C. "I am learning all the time. The tombstone will be my diploma."

How did you do? No worries! Let's learn together.

In the 19th Century, little was known about Diabetes despite the brilliant scientific minds of the time (Louis Pasteur, Alfred Nobel, Thomas Edison. Etc.). It wasn't until French Physiologist, Claude Bernard, abandoned "traditional" scientific methods and established new methods of research that a cause of diabetes emerged. From that experience Claude concluded: ***"It is what we think we know already that prevents us from learning."***

20th Century author Mark Twain made no life changing medical discoveries yet learned lessons that benefit us all. Having failed as a printer and gold miner in various cities, he tried his hand at Journalism. There he achieved great financial success but squandered every dime and was forced to declare bankruptcy. It was then he realized that his past failure was due to limiting beliefs and poor self-management. He discovered that learning to succeed meant unlearning how to fail. He went on to achieve wealth, several honorary Doctorate degrees, and coin the phrase: ***"Education consists mainly of what we have unlearned."***

Finally, like Claude Bernard and Mark Twain, Eartha Kitt valued learning, but she received no academic renown for her learning. Along her worldwide journey, Eartha repeatedly converted lessons of tragedy to triumph and soared from the humblest beginnings imaginable to the brightest stars of Broadway. She's known to have said: ***"I am learning all the time. The tombstone will be my diploma."*** Eartha Kitt graduated in 2008.

Now, it's your turn to learn. As you read through the catalog, you will see a wide range of opportunities that include instructor- led and online training. Will anything prevent you from learning?

Will it be what you think you already know? Are you willing to unlearn limiting beliefs? Will you commit to learning all the time? It's your turn to learn.... And we are glad to help you.

Bryant Carthan

Program Manager

Headquarters, Employee Development & Training

POLICY & PROCEDURE

GENERAL

- Employee training & development are necessary mission support functions that require the joint efforts of the Headquarters and local Marine Corps Installations.
- All Headquarters sponsored MCCA training & development programs will be coordinated through the appropriate MRG course manager and the local Installation Training Coordinator.
- The responsibilities of the Host Installation include arranging for suitable training facilities (size, climate control, etc.) and assisting in coordinating with the local billeting office to block/reserve rooms for the training event. Other requirements include, but are not limited to, providing audio-visual equipment and support materials; assisting in providing light refreshments (if needed); arranging transportation to and from the billeting and training facilities; providing the Course Manager with maps and directions from airports, major roads, and on-base facilities; and forwarding all reimbursable receipts to MRG.

REQUEST FOR MATERIALS REIMBURSEMENT

- Requests for reimbursement of installation provided materials (chart packs, markers, etc.) must be taped to an 8 1/2" x 11" sheet of paper, with the class name, date of course, and signature of the local training coordinator.
- Lease/rental of audio/visual equipment to support Headquarters sponsored training must be coordinated with the appropriate MRG course manager a minimum of fifteen (15) working days prior to the course start date. Requests for reimbursement for leased/rental equipment must be submitted to the appropriate course manager within five (5) working days of the completion of the training. Original receipts must be taped to an 8 1/2" x 11" sheet of paper, with the class name, date of course, and signature of the local training coordinator.

REQUEST FOR TRAINING MATERIAL

- Requests for printed materials for Headquarters sponsored/scheduled classes must be received by the appropriate course manager 4-6 weeks prior to the class start date.
- Installation and/or instructor purchases of additional materials without prior approval from MRG will not be reimbursed.

COURSE APPLICATION PROCESS

- The past 'seat allocation' process is under review and will be improved by a true needs assessment process that more accurately reflects installation and organizational requirements. Current course/class seat assignments will be based on the historical numbers requested until specific installation requirements are defined by the forthcoming needs assessment process. The estimated completion date of this process is 2013 in advance of the 2014 Training Year.
- During the 2012-2013 training year, applications for Headquarters (MRG) sponsored courses will be considered on a first come, first serve basis (unless prerequisites exist) with priority consideration given to demonstrated installation requirements and equitable distribution of training opportunities, followed by career development needs.
- The MCCA course application must be completed and signed by the course applicant and the applicant's supervisor. The completion of the course application, to include supervisor section, is required and incomplete applications will not be considered. Completed applications are entered into PeopleSoft. It is the local commands responsibility to select and enroll attendees in "locally owned" courses (MCCA Managers' and Leadership Skills for Managers). Guidance on using the PeopleSoft Program is provided by the HRMS Help Desk. You can reach the Help Desk by phone at 703-784-5904/5905 or by e-mail at peopleconnection@usmc-mcca.org
- A hard copy of all applications must also be forwarded to the appropriate MRG Course Manager. The hard copy is placed on file to confirm supervisor approval and for audit purposes.
- All course applications must be forwarded to Headquarters, MRG Training & Employee Development by the date specified in the official Course Announcement.
- Employees who are resigning and/or being dismissed from MCCA should not be considered for Headquarters sponsored courses. If an employee has received PCS orders after being scheduled for a class, the command should evaluate the benefit to the installation/MCCA organization of the employee attending the training course.
- The MRG Course Manager will finalize the course roster and forward the official course notification at least 21 calendar days prior to the course start date. The appropriate course manager must approve changes to the course roster.

COURSE APPLICATION

EMPLOYEE ID #: (Can be found on your LES)		DATE OF BIRTH: (Mo/Day) : / /	EMPLOYMENT DATE: / /	RANK/GRADE:	SUPERVISOR? Yes <input type="checkbox"/> No <input type="checkbox"/>
TITLE: Ms. <input type="checkbox"/> Mrs. <input type="checkbox"/> Mr. <input type="checkbox"/>	LAST NAME:	FIRST NAME:		M.I.	SECTION: FINANCE <input type="checkbox"/> SUPPORT <input type="checkbox"/> SEMPER FIT <input type="checkbox"/> MCFTB <input type="checkbox"/> M&FP <input type="checkbox"/> BUSINESS OPS <input type="checkbox"/> OTHER <input type="checkbox"/>
Please print your name as you would like it to appear on your certificate:			PREFERRED NAME/NICKNAME		
POSITION TITLE:	DUTY STATION:	BRANCH/DEPARTMENT:			
EDUCATION LEVEL: (PLEASE CHECK HIGHEST COMPLETED LEVEL OF EDUCATION) HIGH SCHOOL <input type="checkbox"/> SOME COLLEGE <input type="checkbox"/> ASSOCIATE'S DEGREE <input type="checkbox"/> BACHELOR'S DEGREE <input type="checkbox"/> MASTER'S DEGREE <input type="checkbox"/> DOCTORATE DEGREE <input type="checkbox"/>					REFERRAL SRC: CATALOG <input type="checkbox"/> FLYER <input type="checkbox"/> INTRANET <input type="checkbox"/> FACEBOOK <input type="checkbox"/> EMPLOYEE <input type="checkbox"/> OTHER <input type="checkbox"/>
COMM PHONE: _____	WORK MAILING ADDRESS:				
DSN PHONE: _____	BLDG NAME/#: _____				
FAX #: _____	STREET ADDRESS: _____				
E-MAIL: _____	CITY, STATE, ZIP: _____				
COURSE APPLYING FOR:			DATE & LOCATION:		
What is the expected result of the employee attending this training?					
PREREQUISITES: List pre-requisite classes, certifications, or degree programs satisfied if the course being applied for has a set requirement. This information can be located within the course description.					
ARRIVAL DATE:	DEPARTURE DATE:	LODGING REQUIRED: <input type="checkbox"/> Yes <input type="checkbox"/> No	APPLICANT SIGNATURE & DATE:		

SUPERVISOR TO COMPLETE BELOW FIELDS: Explain how employee will transfer the learning to their job or department:	
How will the learning outcome be measured? (Observation, Pre/Post test etc.?)	
Who will report the outcome at 30 days?	
SUPERVISOR: PRINT NAME/TITLE	SUPERVISOR SIGNATURE & DATE:

LODGING FOR HQ MRG SPONSORED TRAINING

- Many Headquarters sponsored courses are held at installations and at convenient offsite locations, which often necessitates attendees traveling to the training site.
- The appropriate MRG Course Manager will arrange lodging for course participants requiring overnight accommodations when available. This requires working with the local training coordinator to arrange billeting in the hosting command BOQ/TLF. All details regarding lodging, to include the need to pay at the time of check-in, will be included in the Course Announcement and the Course Confirmation Letter.
- Class attendees and facilitators must stay at the Headquarters designated lodging facility. Depending on availability, lodging will be made at the command BOQ, TLF, or outside facility (in that order). Enlisted Marines will stay in the BEQ, TLF, or outside facility. If government quarters are not available, a statement of non-availability must be issued by the BOQ/BEQ or TLF. If the course attendee changes lodging arrangements without prior MRG approval, the attendee must notify the installation training coordinator. The command training coordinator must notify the appropriate MRG course manager. The difference in cost will be paid by the attendee's command.
- Class attendees on official travel orders are expected to arrive at the training site the day before the training begins and depart after the completion of the training. For individuals from overseas installations traveling to training sites within CONUS, an additional night of lodging, prior to the class start date, will be approved provided the attendee is not already in CONUS for other purposes (leave or other conferences/classes). Based on availability of flights, an additional night of lodging following the class, may be authorized. Requests for additional lodging must be coordinated with the local training coordinator and submitted in writing to the appropriate MRG course manager.

COURSE CANCELLATION POLICY / FEE

- Failure to report course cancellations to the appropriate course manager at least one month prior to the course start date will result in a course cancellation fee of the course cost. The "authorizing official signature" on the application authorizes cancellation fees to be taken directly from your command's concentrated cash account. If the course cost is less than \$500, then a \$500 cancellation charge will be assessed. Unfilled or cancelled seats will be offered to the field on a first-come, first-served basis after the 30-day deadline. No substitutions will be made within five (5) working days prior to the start of the course. Some courses may have different requirements, which will be stated in the course announcement and official confirmation letter.
- If an attendee leaves the class after it has started, the sponsoring installation will pay all associated costs for that seat, which includes online courses not completed within the mandated time frame.

COURSE COMPLETION

- Appropriate course administrative paperwork for classes such as MCCS Managers & LSFM will be sent to the appropriate MRG Course Manager.
- For Headquarters courses the appropriate course manager will finalize the roster in PeopleSoft.
- For local courses such as MCCS Managers' and LSFM, the local command will finalize the roster in PeopleSoft for their attendees.

REIMBURSEMENT OF TRAVEL & PER DIEM EXPENSES

- Information provided in the Joint Travel Regulation (JTR) will be used as guidance in making lodging and travel arrangements and when filing claims for reimbursement. Incidentals such as personal phone calls will not be reimbursed. The use of rental cars must be approved by MRG prior to the travel orders being issued. Extra days before or after class will be authorized on a case-by-case basis prior to travel orders being issued. Airfare/flights must be purchased using the government contracted fare which is fully refundable / changeable without penalty. Airfare/flights must also be purchased at least 14 days in advance unless justification is provided to and approved by MRG prior to the training activity. MRG will reimburse travel claims for the fee to check traveler's first and second bag, but will not reimburse any excess or overweight baggage fees.
- Local mileage expenses are authorized for individuals attending training course/classes within a 50-mile radius of their installation, unless government transportation is available. Situations where a local attendee needs lodging and/or per diem to attend a MRG sponsored course will be handled on a case-by-case basis by the local training coordinator and approved by the appropriate MRG course manager.
- Any deviation from the travel plans confirmed in the Course Confirmation Letter or those MRG pre-approved travel changes must be accompanied by an explanation in the reimbursement package or they will not be reimbursed. (For example, any changes in original flights that result in additional charges; any extraordinary lodging expenses due to adverse weather; convenience (moving closer to the airport due to early flights or missed flights.)
- Additional cities on air itineraries to accommodate home leave or any leave attached to the training travel must be billed (and shown) separate from the training air travel so as not to be included in billing to MRG Training.
- The Learning Support section of this catalog provides a Travel / Per Diem reimbursement claim form for course related travel, per diem, and related miscellaneous expenses. Travel / Per Diem reimbursement forms with **original supporting material**, must be completed, signed and submitted to the MRG offices no later 90-days after completion of the course. **Travel claims will not be reimbursed by MRG after 90 days of the class.** Claims received after 90 days will be returned to the command unpaid.
- All forms and materials are to be mailed to:
 - Commandant of the Marine Corps
 - Semper Fit & Exchange Services Division (MR)
 - Attn: MRG, Training
 - 3044 Catlin Avenue
 - Quantico, VA 22134-5099
- Marine and Family Services personnel (APF) that travel on APF orders should submit reimbursement forms in accordance with their local command policies.
- Active duty Marines with MOS 4130/4133 should check with MOS Specialist 45-60 days in advance to see if any appropriated funds are available through T&E formal schools, Training Input Plan (TIP).

EMPLOYEE DEVELOPMENT SPECIALISTS

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Main Programs POC: Marine & Family Services Division (MF)
MCCS Managers' Course
Leadership Skills for Managers (LSFM)
Are You Listening?
Semper Fit & Recreation Courses
Children, Youth & Teen Courses
World Class Customer Service
Facilitation of Training to Headquarters MR/MF

STEPHEN WEEDEN

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Main Programs POC: Business Ops/Exchange Services (MR)
Food & Hospitality Courses
ServSafe® and CARE® Courses
Inns of the Corps Lodging Courses
Retail Excellence
Strategic Retail Management I and II (SRM)
Executive Strategic Business Planning (ESBP)
MCCS Organizational Learning & Development Catalog
Meetings, Events & Marketing Courses
Facilitation of Training to Headquarters MR/MF

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Main Programs POC: Support Programs
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Budget Administration
MR/MF New Hire Orientation
Applied Financial Planning
Contracting & Purchasing Courses
Creative Training Techniques I & II
Purchase Orders / Procurement
Fellow, Marine Corps Civilian Leadership
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MCB CAMP PENDLETON

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Leadership Development

Leadership Skills for Managers (LSFM)

LSFM is designed to enhance interpersonal skills. The course is designed for supervisors and managers, but any employee can benefit from this course. The competencies addressed include communication skills, how to manage meetings, solving performance problems, preparing and prioritizing goals, delegating, customer service recovery, empowering staff and many others. The course includes a desk reference, entitled ***Essential Management Competencies Desk Reference (EMC)***.

Prerequisites	WCCS recommended. Participants are expected to possess strong comprehensive reading skills
Instructor	Local Command Course Manager
Target Audience	Supervisors, managers, or those being groomed for these positions. Any employee can benefit from this course
Course Length	4 Days
Additional Info	Calculator needed during class

MCCS Managers' Course

Learn How To: assess Needs; develop plans, goals and objectives; develop and execute programs; ensure extraordinary performance and behavior; manage budget/funds, and manage staff.

This course focuses on becoming familiar with and using the four-volume desk reference set. The MCCS Managers' Course Desk Reference set contains 12 major duties and 92 tasks. Tasks examined during the class include: Analyze Customer Experiences; Apply Program Standards and Metrics; Develop Internal Policies/Procedures; Establishing or Adjusting Fees and Prices; Control/Minimize Shrinkage; Conduct Performance Ratings/Reviews; and Advertise and Promote Effectively, to name just a few.

Prerequisites	LSFM & WCCS recommended. Participants are expected to possess strong comprehensive reading skills
Instructor	Local Command Course Manager
Target Audience	Supervisors, managers, or those being groomed for these positions. Any employee can benefit from this course.
Course Length	4 Days
Additional Info	Calculator, P&L statement, and budget variance report needed during class

Executive Strategic Business Planning (ESBP)

Learning Objectives:

- Think at a strategic level regarding planning and programming within MCCS
- Review a national chain store case study
- Apply information to an actual MCCS facility

Course Description:

This course is designed for Installation Commanders and Senior MCCS Leadership. The overall objective for this course is to examine and apply MCCS strategic integration of conceptual and actual performance evaluation tools and perspectives to understand and improve performance for MCCS business activities. Sessions will include benchmark case studies, financial and operational productivity analysis and customer satisfaction impacts, using outside industry information and MCX specific data.

Prerequisites	None
Instructor	Center for Corporate Education, College of William and Mary
Target Audience	Installation Commanders and Senior MCCS Leadership
Course Length	4 Days
Additional Info	Attendees primarily invited by MR Director

Coaching Performance

-UNDER DEVELOPMENT-

Course Description:

-Under Development-

Prerequisites	LSFM
Instructor	TBD
Target Audience	Supervisor or Manager
Course Length	TBD

Performance Improvement and Professional Development

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Contracting & Procurement

Non-Appropriated Fund Contracting – Basic (Online)

Learning Objectives:

- Apply appropriate policies and procedures when making acquisitions with NAFs
- Accurately and completely fill out contract forms
- Use sound judgment and work effectively with parties involved in the contracting process



Course Description:

This correspondence course is designed for DoD personnel who have contracting responsibilities and need a basic knowledge of NAF contracting policies and procedures. Focus is on purchasing and the physical and functional descriptions of commercial items/services. Learning is enhanced through reading, understanding, and completing extensive, practical exercises. Students will examine their own organization in several exercises to ensure knowledge is applied to real-life challenges.

Prerequisites:	None
Instructor:	Army IMCOM Academy
Target Audience:	All
Course Length:	Self-paced (no more than 3 months)
Additional Info:	1.6 CEUs

MCCS Advanced Contracting

-NOT FUNDED IN FY'12-

Learning Objectives:

- Apply detailed MCCS NAF regulatory guidance
- Determine the qualifications of a contractor
- Determine & write the method of solicitation through negotiation and invitation for bid (IFB)
- Amend a solicitation and modify a contract

Course Description:

This course is designed for MCCS NAF personnel who have contracting responsibilities and need a strong knowledge in NAF contracting. Concentration is in the acquisition process of up to \$25K and includes procurement planning, responsibilities of contracting personnel, and the shared responsibility with the requesting activity. Specifications of required performance in complex purchases are thoroughly investigated. Learning is enhanced through presentations, exercises and independent ratings.

Prerequisites:

NAF Contracting – Basic (Online)

Instructor:

HQMC, Semper Fit & Exchange Services (MR), Procurement Staff

Target Audience:

Procurement or Contracting employees

Course Length:

14 Days

Additional Info:

Course formerly titled 'NAF Acquisition Management'



2011 MCCS Advanced Contracting Participants

Finance

Applied Financial Planning

Learning Objectives:

- Use the Profit & Loss statement and Budget Variance Report as management tools
- Analyze sales trends, revenues and fees
- Analyze cost of goods sold
- Monitor and control labor costs and other operating expenses
- Use the “cost approach” to the pricing of resale merchandise & services offered by MCCS
- Use the concept of forecasting to include break-even analysis



Course Description:

This course consists of four modules. They are: MCCS AFP Breakeven Analysis; MCCS AFP Forecasting; MCCS AFP Profit and Loss Statement Analysis; MCCS AFP Retail Sales Accountability. These modules focus on understanding and using Profit and Loss (P&L) statements and Budget Variance reports as management tools. Topics covered in the course include: Introduction to using the P&L statement and Budget Variance report; trend analysis to include diagnosing sales, fees and other income; analyzing costs of goods sold; monitoring and controlling labor costs; analyzing operating expenses, other deductions and understanding depreciation; break-even analysis; understanding the “cost approach” to the pricing of resale merchandise and services; and five simple steps to forecasting. Participants are challenged with several practical exercises at strategic intervals. A comprehensive quiz is given at the end of the course.

Prerequisites

MCCS Managers' Course (recommended)

Instructor

Army IMCOM Academy

Target Audience

All

Course Length

Self-paced/Online

Additional Info

Students need to have a recent profit & loss statement, a budget variance report and a calculator. 3.5 CEUs



Food & Hospitality

Food & Hospitality

Culinary Arts

Breakfast and Brunch Cookery

-NOT FUNDED IN FY'12-

Develop your skills as a culinarian by studying the proper production techniques of basic breakfast and brunch items. With a focus on various egg dishes, quick breads, sandwiches, salads, and accompaniments, participants will: practice basic methods of preparation for traditional breakfast and brunch items, demonstrate ways to organize mise en place and workstations to optimize efficiency on the line, and apply techniques for presenting both breakfast and brunch items.

Prerequisites	Minimum of six months professional kitchen experience
Instructor	The Culinary Institute of America
Target Audience	MCCS Executive Chefs, Chefs, Cooks and Advanced Food Service Workers
Course Length	4 Days
Additional Info	2.4 CEUs

Cooking Principles I

-NOT FUNDED IN FY'12-

Offer your customers a higher-quality product using classic culinary techniques. Along with examining the all-important cooking fundamentals, Cooking Principles can help to enhance your overall skills. In this course, you will: prepare meals using fundamental techniques such as sauté, stir-fry, pan- and deep-fry, grill, broil, roast, shallow- and deep-poach, stew, braise and steam, study the principles of deglazing, caramelizing, and other approaches to building and intensifying flavors, and create a variety of dishes in teams to reinforce course information.

Prerequisites	Minimum of six months professional kitchen experience
Instructor	The Culinary Institute of America
Target Audience	MCCS Executive Chefs, Chefs, Cooks and Advanced Food Service Workers
Course Length	4 Days
Additional Info	2.4 CEUs

Cooking Principles II

-NOT FUNDED IN FY'12-

One of the toughest challenges in exceeding customers' expectations is perfecting the timing of service and mastering proper plating techniques. In this course, you will design and plan a well-balanced menu demonstrating multiple cooking techniques. You will also: execute a three-course menu within two and a half hours while adhering to sanitation and safety guidelines, develop timelines and schedules that help you work better in a multitask environment, and receive individual feedback and guidance that will help you evolve throughout the week.

Prerequisites	Cooking Principles I
Instructor	The Culinary Institute of America
Target Audience	MCCS Executive Chefs, Chefs, Cooks and Advanced Food Service Workers
Course Length	4 Days
Additional Info	2.4 CEUs

Food & Hospitality Financials

Controlling Your Bottom Line

-NOT FUNDED IN FY'12-

Course Description:

In today's competitive foodservice industry, it's more important than ever to effectively manage your costs. Controlling Your Bottom Line provides the fundamentals for successfully operating and maintaining a profitable business. Through teamwork and case studies, you will: develop a menu that identifies recipe costs, stations, and labor and equipment needs, discuss customer profiles, target markets, competitive analysis, and marketing strategies, analyze a P&L statement from the perspective of making an operation more profitable, assess the control of labor cost, sales, and the flow of goods, and describe how a Total Quality Management program can help ensure better results for the bottom line.

Prerequisites	None
Instructor	The Culinary Institute of America
Target Audience	Food and Hospitality Departments (various positions)
Course Length	4 Days
Additional Info	A laptop computer with Microsoft Office applications is strongly recommended, a calculator must be brought to class.

Financial Understanding for Chefs

-NOT FUNDED IN FY'12-

Course Description:

Refresh your financial understanding of revenue and cost centers with colleagues in the field. This realistic look into profitability combines the expertise of professional operators with a chef's-eye view of practical scenarios. Through interaction, projects, demonstrations, and lecture, you will: assess ways to protect your money, evaluate and track expenses, sales/profit ratios, and operational controls that you can implement in your establishment, read/evaluate and interpret a P&L statement, discuss cash flow, annual expenses and hidden costs, identify the effects of pricing, expenditures, discounts and in-house business and describe ways to increase profitability and/or analyze why you're unable to achieve higher profitability.

Prerequisites	Controlling Your Bottom Line
Instructor	The Culinary Institute of America
Target Audience	Food and Hospitality Departments (various positions)
Course Length	4 Days
Additional Info	A laptop computer with Microsoft Office applications is strongly recommended, a calculator must be brought to class.



Food & Hospitality

Food Safety

ServSafe® - 4 Hour Food Handler Course

Course Description:

This course teaches the strategies and techniques for employees to use to prevent food-borne illness. Recent outbreaks of food-borne illness within the commercial restaurant industry have focused operators' and customers' attention on this important issue. The seminar teaches the seven steps in establishing the Hazard Analysis Critical Control Point System (HACCP). Both ServSafe and HACCP are used as industry food safety standards.

Prerequisites	None
Instructor	Local Command Food & Alcohol Safety Trainer or ServSafe Manager Certified Instructor
Target Audience	All employees working within a foodservice establishment
Course Length	4 Hours
Additional Info	All foodservice and hospitality employees must attend 30 days upon hire and annually thereafter. Materials can be requested through HQ Training office

ServSafe® - 18 Hour Manager Certification Course

Course Description:

This course provides the 18-hour managerial requirement for all MCCA food service managers, supervisors or those employees left in charge of an operation during nonpeak hours. This course, developed and by the Education Foundation of the National Restaurant Association, teaches the strategies and techniques for employees to use to prevent food-borne illness. Recent outbreaks of food-borne illness within the commercial restaurant industry have focused operators' and customers' attention on this important issue. The seminar teaches the seven steps in establishing the Hazard Analysis Critical Control Point System (HACCP). Both ServSafe and HACCP are used as industry food safety standards. This course provides a more managerial focus for understanding and controlling food safety within the operation.

Prerequisites	None
Instructor	Local Command Food & Alcohol Safety Trainer or ServSafe Manager Certified Instructor
Target Audience	All MCCA food service managers, supervisors or those employees left to operate a venue
Course Length	2-3 Days, varied
Additional Info	Employees must pass an examination with a score of 75% or higher to achieve certification Course may be taught at the local level by a certified ServSafe Instructor or via online. Requests for Online Version of 18-Hour Managers Course may be sent to HQ Training office

ServSafe® - Train the Trainer

-NOT FUNDED IN FY'12-

Course Description:

This course provides an overview of the various ways to facilitate the 18-hour Manager Certification Course and supplies the instructor with a toolkit of resources, powerpoints, and activities to integrate within the program. All participants will participate within a teach-back assignment, review the roles and responsibility of the instructor and examination proctor, and receive further instruction on finalizing their status as a dual-role instructor and proctor for the ServSafe examination.

Prerequisites	None
Instructor	Headquarters, Training and Employee Development
Target Audience	Select individuals who will assist in sustainment of ServSafe classes
Course Length	1 Day (typically presented in conjunction with the 18 hour Manager Certification course)
Additional Info	None



Food & Hospitality

Alcohol Education



CARE® - Controlling Alcohol Risks Effectively

Course Description:

This award winning workshop has already trained more than 130,000 servers. Whether you're an alcohol server working in a restaurant, bar, hotel, club or casino, CARE® prepares you to handle the challenges of balancing guest service with the legal responsibilities involved in serving alcohol. Participants will learn how to effectively monitor and control guests' alcohol consumption, tactfully intervene before problems arise, carry out ID-checking policies, and handle minors according to your property's policies. Successful completion of this program may also reduce liability risks and help lower insurance rates. Successful completion of CARE® will lead to an Educational Institute issued *Training Verification Card*.

Prerequisites	None
Instructor	Local Certified CARE® Trainer using AHLEI Course Material requested through Headquarters
Target Audience	All MCCS employees who serve alcohol or manage employees that serve alcohol
Course Length	6 Hours
Additional Info	This course satisfies the Marine Corps Alcohol Serving training requirement

CARE® for Trainers

Course Description:

This self-paced program enables those preparing to become a certified CARE® Trainer to study the CARE® Instructor's Guide at a comfortable learning speed. Trainers take a proctored final exam graded by the Educational Institute. Successful candidates' will be awarded a CARE® for Trainers certificate. If required by state mandate, the Educational Institute will provide proof of certification to the appropriate governmental agencies.

Prerequisites	CARE® Program completion
Instructor	Local Certified CARE® Trainer using American Hotel & Lodging Educational Institute Material
Target Audience	Employees who are tasked with providing alcohol care training to MCCS employees
Course Length	Course is self-paced using an Instructor Guide with Exam
Additional Info	Please contact HQ Training for information regarding materials. Materials for this course are provide on an as-requested basis.

ServSafe® - Alcohol (Online Course)

Course Description:

This course will alert students of patron identification processes, alcohol service procedures, the physical impacts of alcohol, and the way intervention can take place. Learn how to: understand the laws regarding alcohol service; check identifications (ID) correctly and verify legitimacy of ID; know what to do if an underage customer asks to purchase alcohol; determine when a customer should no longer be served; and refuse to serve a customer more alcohol.



Prerequisites	None
Instructor	Army IMCOM Academy (online learning management system)
Target Audience	Employees who are tasked with providing alcohol care training to MCCS employees
Course Length	Course is self-paced
Additional Info	Interested employees may submit a course application at any time to be enrolled on a seat by seat basis by Headquarters Training. This course satisfies the Marine Corps Alcohol Serving training requirement.

Food & Hospitality Management and Leadership



Hospitality Business Operations Management

-NOT FUNDED IN FY'12-

Course Description:

This course is designed for Food & Hospitality Directors & Club Managers. The course will consist of cost behavior analysis; how cost behavior is used to manage operations; variance analysis of food, beverage & labor costs; customer driven management focus; legal issues affecting hospitality operations; understanding financial management (Profit & Loss statements); project management; new revenue generation ideas; new trends in the hospitality industry; and new strategies in the use of technology in the hospitality industry. *This course is designed to complement the Hospitality Effective Leadership Course.*

Prerequisites	None
Instructor	Penn State University, Hospitality Leadership Institute
Target Audience	Food and Hospitality Directors, Club Managers, Lodging Managers
Course Length	5 Days



Hospitality Effective Leadership

-NOT FUNDED IN FY'12-

Course Description:

The Hospitality Effective Leadership Course is designed for leaders in our Food & Hospitality division. The course will consist of roles and responsibilities of effective leaders in today's work environment; motivation through leadership and coaching; high performance work teams; managing a diverse workforce; communication; interpersonal styles; managing conflict; managing stress; work, family and life action planning.. *This course is designed to complement the Hospitality Business Operations Management.*

Prerequisites	Hospitality Business Operations Management
Instructor	Penn State University, Hospitality Leadership Institute
Target Audience	Food and Hospitality Directors, Club Managers, Lodging Managers
Course Length	5 Days



Food & Hospitality

Online or Paper-Based Correspondence Courses



The following twenty nine (29) courses are now being offered through Headquarters, Training & Employee Development (MRG) through a partnership with the American Hotel & Lodging Educational Institute (AHLEI). All courses are offered on a rolling basis and no specific dates are set. All courses are designed to be forty (40) hours of work, and must be completed within four (4) months from the start date. Upon successful completion of the final examination, a course certificate will be mailed from Headquarters to the local MCCS Employee Development Specialist. To apply, please submit a MCCS Course Application to the local MCCS Employee Development Specialist. Official confirmation of course enrollment will be granted from Headquarters, Training and Employee Development via e-mail and will include log-in details and other essential instructions for completing the course. All twenty nine courses can be completed online or in a paper-based/text book format. Please specify on the MCCS Course Application which method you prefer. Employees that are enrolled within the course must complete the coursework within the four month time frame. A reminder e-mail will be sent from Headquarters staff at the two-month halfway point to ensure adequate progress is made, if not already completed. Employees may apply for multiple courses; however, one course must be completed successfully before starting the next, and as Headquarters funding allows. For any questions regarding these courses, please contact your local MCCS Employee Development Specialist.

Basic Hotel and Restaurant Accounting

Course Description:

This is a basic, introductory accounting course. You need no prior accounting experience to take this course. This course will help you develop a basic understanding of hotel and restaurant accounting procedures, with a focus on the computerized accounting used in today's hospitality accounting situations. You'll learn about taxation of business income, the role of governmental agencies, and how to read and analyze financial statements

Prerequisites	None
Instructor	Online course through American Hotel Lodging and Educational Institute
Target Audience	Business Operations, Food and Hospitality and Finance MCCS employees
Course Length	Course is self-paced, approximately 40 hours of work to be completed within 4 months.
Additional Info	Please contact HQ Training for more information. Students are enrolled seat by seat as requested and approved through HQ Training.

Hospitality Industry Financial Accounting

Course Description:

This course is a comprehensive introduction to hospitality accounting. You'll learn about the responsibilities of a hotel's accounting department, advantages and drawbacks of various types of statements and reports, the role of inventory in calculating profit, and more. You do not need any prior accounting experience to take this course. It is more intensive than course 261, and covers more material.

Prerequisites	Basic Hotel and Restaurant Accounting
Instructor	Online course through American Hotel Lodging and Educational Institute
Target Audience	Business Operations, Food and Hospitality and Finance MCCS employees
Course Length	Course is self-paced, approximately 40 hours of work to be completed within 4 months.
Additional Info	Please contact HQ Training for more information. Students are enrolled seat by seat as requested and approved through HQ Training.

Accounting for Hospitality Managers

Course Description:

Learn to understand and apply hospitality departmental accounting at the supervisory and managerial levels. This course includes information on budgeting expenses, forecasting sales, and financial decision making.

Prerequisites	Basic Hotel and Restaurant Accounting
Instructor	Online course through American Hotel Lodging and Educational Institute
Target Audience	Business Operations, Food and Hospitality and Finance MCCS employees
Course Length	Course is self-paced, approximately 40 hours of work to be completed within 4 months.
Additional Info	Please contact HQ Training for more information. Students are enrolled seat by seat as requested and approved through HQ Training.

Hospitality Managerial Accounting

Course Description:

This course includes everything students will need to gain a clear understanding of managerial accounting in a hospitality setting. The new edition reflects changes to taxes in 2010 and updated operating statistics. It also has new sections on revenue management and dynamic pricing, accounting for gift cards, unsecured bank loans, and profitability indexes.

Prerequisites	Hospitality Industry Financial Accounting
Instructor	Online course through American Hotel Lodging and Educational Institute
Target Audience	Business Operations, Food and Hospitality and Finance MCCS employees
Course Length	Course is self-paced, approximately 40 hours of work to be completed within 4 months.
Additional Info	Please contact HQ Training for more information. Students are enrolled seat by seat as requested and approved through HQ Training.

Food Safety: Managing with the HACCP System

Course Description:

This course presents the Hazard Analysis Critical Control Point (HACCP) method of food safety in a systematic, understandable format ideal for both staff training and classroom teaching. Clearly defined terms, detailed lists of food safety responsibilities, and checklists for all control points show you how to apply the concepts in the textbook to an actual food service operation.

Prerequisites	None
Instructor	Online course through American Hotel Lodging and Educational Institute
Target Audience	Business Operations, Food and Hospitality and Finance MCCS employees
Course Length	Course is self-paced, approximately 40 hours of work to be completed within 4 months.
Additional Info	Please contact HQ Training for more information. Students are enrolled seat by seat as requested and approved through HQ Training.

Management of Food and Beverage Operations

Course Description:

Get the foundation you need to make smart decisions in food and beverage operations. This course shows how to give guests the highest priority as all details of the food and beverage operation are planned, implemented, and evaluated. You'll learn how to build business through effective marketing strategies, how to satisfy the food-quality and nutritional demands of guests, and how to increase profits by maximizing service, productivity, and technology.

Prerequisites	None
Instructor	Online course through American Hotel Lodging and Educational Institute
Target Audience	Business Operations, Food and Hospitality and Finance MCCS employees
Course Length	Course is self-paced, approximately 40 hours of work to be completed within 4 months.
Additional Info	Please contact HQ Training for more information. Students are enrolled seat by seat as requested and approved through HQ Training.

Managing Beverage Operations

Course Description:

This course prepares you to handle the challenges of managing beverage operations in a hospitality environment, including duties and responsibilities of bartenders and beverage servers, essentials of responsible alcohol service, and product knowledge of beer, spirits and wines. This course includes preparation for the American Hotel Lodging Educational Institute's CARE (Controlling Alcohol Risks Effectively) examination.

Prerequisites	None
Instructor	Online course through American Hotel Lodging and Educational Institute
Target Audience	Business Operations, Food and Hospitality and Finance MCCS employees
Course Length	Course is self-paced, approximately 40 hours of work to be completed within 4 months.
Additional Info	Please contact HQ Training for more information. Students are enrolled seat by seat as requested and approved through HQ Training.

Managing Service in Food and Beverage Operations

Course Description:

Service is the key to guest satisfaction. This course shows you how to plan for and successfully manage different types of food and beverage operations, including coffee shops, dining rooms, room service, banquets, on-site food service venues, and more. You'll gain management know-how, planning skills, and hands-on techniques for consistently delivering quality service in every type of operation. Case studies by industry experts encourage you to think critically about situations you may face on the job.

Prerequisites	None
Instructor	Online course through American Hotel Lodging and Educational Institute
Target Audience	Business Operations, Food and Hospitality and Finance MCCS employees
Course Length	Course is self-paced, approximately 40 hours of work to be completed within 4 months.
Additional Info	Please contact HQ Training for more information. Students are enrolled seat by seat as requested and approved through HQ Training.

Planning and Control for Food and Beverage Operations

Course Description:

Take charge of the complexities of controlling food, beverage, labor, and sales income. This course covers standard determination, the operating budget, and income/cost control, as well as computer applications for planning and control functions. You'll learn how to exceed expected profit levels through effective budgeting and staffing and how to maximize revenue with cost-volume-profit analysis. Case studies and Web site information provide you with practical resources for professional use.

Prerequisites	None
Instructor	Online course through American Hotel Lodging and Educational Institute
Target Audience	Business Operations, Food and Hospitality and Finance MCCS employees
Course Length	Course is self-paced, approximately 40 hours of work to be completed within 4 months.
Additional Info	Please contact HQ Training for more information. Students are enrolled seat by seat as requested and approved through HQ Training.

Purchasing for Food Service Operations

Course Description:

This course teaches the latest thinking in purchasing, guided by a review committee of food purchasing professionals from restaurants, hotels, and on-site/managed services organizations. The book focuses on value-added purchasing strategies and techniques that go beyond a basic product specification approach. Readers will learn how the purchasing control point is a vital element in the food distribution chain from the source and manufacturers to the guest at the table. It covers the latest in e-purchasing, addresses trends in purchasing and product, and features vital information on security, food safety, and ethics from both the distributor's and operator's perspectives

Prerequisites	None
Instructor	Online course through American Hotel Lodging and Educational Institute
Target Audience	Business Operations, Food and Hospitality and Finance MCCS employees
Course Length	Course is self-paced, approximately 40 hours of work to be completed within 4 months.
Additional Info	Please contact HQ Training for more information. Students are enrolled seat by seat as requested and approved through HQ Training.

Leadership and Management in the Hospitality Industry

Course Description:

This course teaches how to improve leadership abilities and develop an understanding of high-performance teams and employee empowerment. Practical information prepares you to put quality management tools into action to enhance guest service and increase profitability. Information and exhibits have been updated through the text, and a new chapter on ethics has been added. In addition, this course explores quality and leadership issues in today's hospitality industry, including power and empowerment, communication, goal setting, high performance teams, diversity, managing organizational change, and strategic career planning.

Prerequisites	None
Instructor	Online course through American Hotel Lodging and Educational Institute
Target Audience	Business Operations, Food and Hospitality and Finance MCCS employees
Course Length	Course is self-paced, approximately 40 hours of work to be completed within 4 months.
Additional Info	Please contact HQ Training for more information. Students are enrolled seat by seat as requested and approved through HQ Training.

Supervision in the Hospitality Industry

Course Description:

This course teaches the skills that can help you develop effective supervision and management skills that are essential to success in the industry. Topics include how to recruit, select, and train; increase productivity; control labor costs; communicate effectively; manage conflict and change; and use time management techniques. Resources on creating a professional development plan for your hospitality career can help you set the direction for future educational and professional endeavors.

Prerequisites	None
Instructor	Online course through American Hotel Lodging and Educational Institute
Target Audience	Business Operations, Food and Hospitality and Finance MCCS employees
Course Length	Course is self-paced, approximately 40 hours of work to be completed within 4 months.
Additional Info	Please contact HQ Training for more information. Students are enrolled seat by seat as requested and approved through HQ Training.

Training and Development for the Hospitality Industry

Course Description:

Training is the key to keeping pace with the industry's changing demands. Learn how to develop, conduct, and evaluate one-on-one and group training that will reduce turnover, improve job performance, and help your organization attain its goals. You'll discover why training is an important investment for your property, how to train various levels of employees, and how to implement effective instructional design techniques and processes

Prerequisites	None
Instructor	Online course through American Hotel Lodging and Educational Institute
Target Audience	Business Operations, Food and Hospitality and Finance MCCS employees
Course Length	Course is self-paced, approximately 40 hours of work to be completed within 4 months.
Additional Info	Please contact HQ Training for more information. Students are enrolled seat by seat as requested and approved through HQ Training.

Hospitality Today: An Introduction

Course Description:

This course takes a management perspective in explaining the organization and structure of hotels, restaurants, casinos, cruise lines, and clubs. It includes information on franchising, management contracts, business ethics, human resources, marketing and much more. Charts, exhibits, hospitality industry statistics, and Web site listings provide useful information that can be applied on the job.

Prerequisites	None
Instructor	Online course through American Hotel Lodging and Educational Institute
Target Audience	Business Operations, Food and Hospitality and Finance MCCS employees
Course Length	Course is self-paced, approximately 40 hours of work to be completed within 4 months.
Additional Info	Please contact HQ Training for more information. Students are enrolled seat by seat as requested and approved through HQ Training.

The Lodging and Food Service Industry

Course Description:

This course is essential for new industry employees and for those who don't have broad-based industry experience. This course helps you understand the hospitality industry as a whole and see how all departments work together. Both lodging and food service are explored. Perspectives from leading hospitality professionals into the issues and challenges facing the hospitality industry today add an important dimension to this course. You'll also learn about the many career opportunities available in the industry.

Prerequisites	None
Instructor	Online course through American Hotel Lodging and Educational Institute
Target Audience	Business Operations, Food and Hospitality and Finance MCCS employees
Course Length	Course is self-paced, approximately 40 hours of work to be completed within 4 months.
Additional Info	Please contact HQ Training for more information. Students are enrolled seat by seat as requested and approved through HQ Training.

Hospitality Sales Marketing

Course Description:

Discover how to build a top-flight sales team with creative, successful sales and marketing programs that really work. You'll learn new ways to sell rooms and food and beverage services to business and leisure travelers, travel agents, and meeting planners. Industry professionals give tips on marketing strategies that work, while "Marketing in Action" sidebars show how concepts presented in the course are applied in the industry today.

Prerequisites	None
Instructor	Online course through American Hotel Lodging and Educational Institute
Target Audience	Business Operations, Food and Hospitality and Finance MCCS employees
Course Length	Course is self-paced, approximately 40 hours of work to be completed within 4 months.
Additional Info	Please contact HQ Training for more information. Students are enrolled seat by seat as requested and approved through HQ Training.

Managing Front Office Operations

Course Description:

Increase front office efficiency and help sales grow with the knowledge and skills gained from this course. Topics include revenue management and the latest technology applications. This course shows how front office activities and functions affect other departments and focuses on how to manage the front office to ensure your property's goals are met. Case studies and real-world examples present a practical industry focus.

Prerequisites	None
Instructor	Online course through American Hotel Lodging and Educational Institute
Target Audience	Business Operations, Food and Hospitality and Finance MCCS employees
Course Length	Course is self-paced, approximately 40 hours of work to be completed within 4 months.
Additional Info	Please contact HQ Training for more information. Students are enrolled seat by seat as requested and approved through HQ Training.

Managing Housekeeping Operations

Course Description:

No property can be profitable without clean rooms and efficient housekeeping operations. Learn what it takes to manage this important department. This course provides a thorough overview, from the big picture of hiring and retaining a quality staff, planning, and organizing, to the technical details for cleaning each area of the hotel. Practical information from industry experts makes the contents of this course immediately applicable to your job situation.

Prerequisites	None
Instructor	Online course through American Hotel Lodging and Educational Institute
Target Audience	Business Operations, Food and Hospitality and Finance MCCS employees
Course Length	Course is self-paced, approximately 40 hours of work to be completed within 4 months.
Additional Info	Please contact HQ Training for more information. Students are enrolled seat by seat as requested and approved through HQ Training.

Accounting for Club Operations

Course Description:

As its name suggests, this accounting course focuses on the unique issues involved in accounting for a private club. Topics include financial statements, operations budgeting, capital budgeting, taxes, and technology issues. Take this course only if you work in a private club or plan to work in a club at some point in your hospitality career.

Prerequisites	None
Instructor	Online course through American Hotel Lodging and Educational Institute
Target Audience	Business Operations, Food and Hospitality and Finance MCCS employees
Course Length	Course is self-paced, approximately 40 hours of work to be completed within 4 months.
Additional Info	Please contact HQ Training for more information. Students are enrolled seat by seat as requested and approved through HQ Training.

Contemporary Club Management

Course Description:

This course is your introduction to the unique world of private club management. From “crunching the numbers” to providing impeccable service, this course explores the issues that today’s club managers face every day. Loaded with case studies, interviews with club managers, and sample forms and contracts, this course offers a wealth of specialized information.

Prerequisites	None
Instructor	Online course through American Hotel Lodging and Educational Institute
Target Audience	Business Operations, Food and Hospitality and Finance MCCS employees
Course Length	Course is self-paced, approximately 40 hours of work to be completed within 4 months.
Additional Info	Please contact HQ Training for more information. Students are enrolled seat by seat as requested and approved through HQ Training.

World of Resorts: From Development to Management

Course Description:

Explore the exciting resort industry from concept and development to management and operations. This course teaches you about types of resorts, facilities planning, personnel organization, management, marketing and sales, and the future of resorts. You’ll learn about hot topics like the greening of the resort industry, changes in resort financing, and about the economic, geopolitical, and demographic issues affecting resorts.

Prerequisites	None
Instructor	Online course through American Hotel Lodging and Educational Institute
Target Audience	Business Operations, Food and Hospitality and Finance MCCS employees
Course Length	Course is self-paced, approximately 40 hours of work to be completed within 4 months.
Additional Info	Please contact HQ Training for more information. Students are enrolled seat by seat as requested and approved through HQ Training.

Marketing in the Hospitality Industry

Course Description:

This course takes a practical perspective in introducing you to the marketing of hotel, restaurants, and clubs. Topics include market segmentation, marketing research, sales, advertising, public relations, promotions, packaging, pricing strategies, revenue maximization, and travel purchasing systems. Tips, checklists, industry forms, do's and don'ts, and useful ideas from industry practitioners offer practical tools you can implement on the job.

Prerequisites	None
Instructor	Online course through American Hotel Lodging and Educational Institute
Target Audience	Business Operations, Food and Hospitality and Finance MCCA employees
Course Length	Course is self-paced, approximately 40 hours of work to be completed within 4 months.
Additional Info	Please contact HQ Training for more information. Students are enrolled seat by seat as requested and approved through HQ Training.

Revenue Management: Maximizing Revenue in Hospitality

Course Description:

This course provides an overview of revenue management and its importance to hotel profit maximization. You'll learn how marketing, accounting, and operations management work together to devise revenue management strategies. The course covers revenue management measurement, automation, and strategies and tactics.

Prerequisites	None
Instructor	Online course through American Hotel Lodging and Educational Institute
Target Audience	Business Operations, Food and Hospitality and Finance MCCA employees
Course Length	Course is self-paced, approximately 40 hours of work to be completed within 4 months.
Additional Info	Please contact HQ Training for more information. Students are enrolled seat by seat as requested and approved through HQ Training.

Managing Hospitality Human Resources

Course Description:

Hospitality is a people industry, and this textbook shows how to manage the important human resources who provide services within a hospitality operation. You'll learn how to fulfill the requirements of U.S. employment and workplace laws, and discover the latest strategies for attracting employees, minimizing turnover, and maximizing productivity.

Prerequisites	None
Instructor	Online course through American Hotel Lodging and Educational Institute
Target Audience	Business Operations, Food and Hospitality and Finance MCCA employees
Course Length	Course is self-paced, approximately 40 hours of work to be completed within 4 months.
Additional Info	Please contact HQ Training for more information. Students are enrolled seat by seat as requested and approved through HQ Training.

Understanding Hospitality Law

Course Description:

Legal issues that can affect your property are numerous, and ignorance of the law is no excuse. This course explores laws and regulations affecting the U.S. hospitality industry with many examples and case histories. Topics include protecting guests, loss of property, wages and hours, labor relations, worker's compensation, franchising, and the Internet.

Prerequisites	None
Instructor	Online course through American Hotel Lodging and Educational Institute
Target Audience	Business Operations, Food and Hospitality and Finance MCCS employees
Course Length	Course is self-paced, approximately 40 hours of work to be completed within 4 months.
Additional Info	Please contact HQ Training for more information. Students are enrolled seat by seat as requested and approved through HQ Training.

Managing Technology in the Hospitality Industry

Course Description:

Today's hospitality operations rely increasingly on computer technology. This course provides a solid grounding in hospitality technology and the management of information systems. Content includes applications for all functional areas, including reservations, rooms, food and beverage, sales and event management, and accounting. You'll learn the basics of purchasing, implementing, maintaining, and managing today's information systems. This course also explores systems security and maintenance, e-commerce, and hospitality careers in information technology.

Prerequisites	None
Instructor	Online course through American Hotel Lodging and Educational Institute
Target Audience	Business Operations, Food and Hospitality and Finance MCCS employees
Course Length	Course is self-paced, approximately 40 hours of work to be completed within 4 months.
Additional Info	Please contact HQ Training for more information. Students are enrolled seat by seat as requested and approved through HQ Training.

Hospitality Facilities Management and Design

Course Description:

Learn how to handle today's engineering and maintenance concerns. This course covers all major facility systems, including food service equipment and design. Non-engineers can learn how to understand and speak the language of suppliers and maintenance/engineering staff. You'll also learn techniques to reduce expenses and increase efficiency, and learn how the latest technology can streamline operations.

Prerequisites	None
Instructor	Online course through American Hotel Lodging and Educational Institute
Target Audience	Business Operations, Food and Hospitality and Finance MCCS employees
Course Length	Course is self-paced, approximately 40 hours of work to be completed within 4 months.
Additional Info	Please contact HQ Training for more information. Students are enrolled seat by seat as requested and approved through HQ Training.

International Hotels: Development and Management

Course Description:

Learn about the global hospitality industry from both a development and management perspective. You'll explore current trends; international policies affecting travel, tourism, and hospitality development; consumer demographics; and developments that have changed the context of global hotel operations.

Prerequisites	None
Instructor	Online course through American Hotel Lodging and Educational Institute
Target Audience	Business Operations, Food and Hospitality and Finance MCCA employees
Course Length	Course is self-paced, approximately 40 hours of work to be completed within 4 months.
Additional Info	Please contact HQ Training for more information. Students are enrolled seat by seat as requested and approved through HQ Training.

Hospitality Security and Loss Prevention Management

Course Description:

Security is one of the top concerns in today's hospitality industry. This course provides the background you need to be informed about the security issues and practices that affect your property every day. Topics include the physical security of the property, asset protection, guest protection, security equipment, emergency management and procedures, OSA requirements, and more. Exhibits, sample forms and documents, and links to safety and security Web sites make this course practical and relevant.

Prerequisites	None
Instructor	Online course through American Hotel Lodging and Educational Institute
Target Audience	Business Operations, Food and Hospitality and Finance MCCA employees
Course Length	Course is self-paced, approximately 40 hours of work to be completed within 4 months.
Additional Info	Please contact HQ Training for more information. Students are enrolled seat by seat as requested and approved through HQ Training.

Food & Hospitality

Lodging



Inns of the Corps - Brand Manager Course

-UNDER DEVELOPMENT-

Course Description:

-Under Development-

Prerequisites	None
Instructor	TBD
Target Audience	Business Operations Directors, Food & Hospitality Directors, Lodging Managers & Supervisors, MCCS Directors
Course Length	5 Days

Inns of the Corps - Brand Associate Training Program

-UNDER DEVELOPMENT-

Course Description:

-Under Development-

Prerequisites	World Class Customer Service, recommended
Instructor	TBD
Target Audience	All Lodging employees, managers and supervisors
Course Length	5 Days (various sessions and on the job training)



ARE YOU LISTENING?
CONNECTING THE MARINE COMMUNITY TO RESOURCES





ARE YOU LISTENING?

CONNECTING THE MARINE COMMUNITY TO RESOURCES



Are You Listening?

Learning Objectives:

- Understand your role in providing healthy alternatives and recreation opportunities
- Develop awareness of distress signs
- Understand active listening and methods of effective communication
- Enhance understanding of all Marine Corps Community Services resources
- How to approach and refer

Course Description:

The course provides the tools for those staff who develop relationships with customers to learn how to actively listen to information being shared, identifying warning signs of distress and having the resources available to refer an individual if, in fact, referral is needed. It is **not** about counseling or playing psychiatrist. It's **not** about alerting the chain of command to behaviors and warning signs. It is learning how to actively and positively interact with Marines and Family Members, and effectively listen and understand the needs of those communicating with the staff. At the conclusion of the class, participants are provided with the broadest understanding of their own agency and resources within MCCS.

Prerequisites	None
Instructor	Local Certified Instructor
Target Audience	All MCCS employees
Course Length	2 Days.



Are You Listening? – Train the Trainer

Course Description:

The purpose of this course is to prepare potential trainers of the “Are You Listening” curriculum so that they are able to ensure participants understand the issues faced by Marines and family members; understand the MCCS employee’s role in prevention; identify MCCS programs and services, as well as other on- and off-installation services used in prevention; and confidentially engage and provide information and referral support to Marines and family members. This course will enable the trainer to be able to: create and orient participants to a comfortable physical learning environment, including preparing the room, greeting and engaging participants, and attending to the social, emotional, and comfort needs of the learners; understand the impact of personal appearance and dress, physical positioning in relation to trainees, hand and body movements, positioning of tables, and tone of voice on both the quality of the presentation, and receptivity by participants; adjust their presentation methods, use of language, and group management style to achieve the optimal level of formality for the group, and/or match learners’ level of expertise/experience; implement strategies to keep the group focused, on task, and within established timeframes, while remaining responsive to group needs and concerns; and implement strategies to engage and involve participants who display resistance or a lack of involvement, or who exhibit disruptive behaviors that interfere with the development and constructive group process.

Prerequisites

Successfully completed the Are You Listening? Course
Recommendation from local MCCS leadership

Instructor

Headquarters, Training and Employee Development

Target Audience

Nominated Candidates

Course Length

3 Days

Additional Info

Please contact HQ Training for more information. Students are enrolled seat by seat as requested and approved through HQ Training.

General

Including Customers with Disabilities in Recreation and Services: Unique Challenges ... Unique Solutions

Course Description:

PENNSSTATE



This course is designed to introduce participants to concepts and practical methods for including injured/ill patrons in existing M CCS programs and services. More specifically, the course will enable participants to understand appropriate terminology and etiquette when working with and marketing to individuals who are ill or injured; understand the importance and incentives for providing inclusive services; understand practical approaches to universal program design; and develop a working understanding of various injuries/illnesses to include social/emotional, physical, cognitive and sensory impairments. Participants will also conduct an inclusion recreation assessment of their program/service and develop an Inclusive Recreation Action Plan to implement upon training completion.

Prerequisites	None
Instructor	Penn State University
Target Audience	Semper Fit and Commercial Recreation program staff, EFMP staff, CYTP employees, and M CCS Marketing Division personnel (e.g. Fitness Managers; Health Promotion Directors; CYT leadership; EFMP; Information, Tickets and Tours; Bowling Centers; Marinas; Golf; Outdoor Recreation; Single Marine Program; Auto Skills Center personnel; Aquatics and Special events, etc.)
Course Length	2 Days

World Class Customer Service (WCCS)

Learn How To:

- Identify internal and external customers
- Listen effectively to customer needs
- Identify four basic behaviors of customer service
- Deal with challenging customers
- Provide service above and beyond customer expectations

Course Description:

The M CCS-wide customer service training program, World Class Customer Service, is designed for all M CCS employees. The emphasis of the program is to provide participants with skills to improve the service delivery process in all M CCS programs. Specific communications skills will be introduced to assist in building people skills that will distinguish M CCS staff in being proficient in handling customer situations.

Prerequisites	None
Instructor	Local Certified Facilitator
Target Audience	All M CCS employees
Course Length	1 Day



MARINES
THE FEW. THE PROUD.

Marine Corps Acculturation Program (MCAP)

Course Description:

Increase or update your knowledge of the Marine Corps history, culture, customs, courtesies, military ranks, jargon, and organizational structure. Learn about all the civilian training, leadership and career development opportunities available to you. Enhance your overall understanding of the Marine Corps, your value as a Civilian Marine, and where you fit in.

Prerequisites	None
Instructor	Local Certified Facilitator
Target Audience	All MCCS employees
Course Length	Varies

Human Resources & Training



Comp Time / Overtime Pay Administration (HQ Staff)

Course Description:

This mandatory brief is provided on a quarterly basis to all Headquarters MR/MF Division staff. This brief provides information regarding Headquarters Comp Time and Overtime policies.

Prerequisites	None
Instructor	Headquarters Training & Employee Development
Target Audience	All Headquarters MR and MF Division staff must attend at least once
Course Length	1 Hour
Additional Info	No application necessary; confirm via e-mail when announced

Staffing 101 (HQ Staff)

Course Description:

Headquarters Supervisors and Managers will receive in-depth training on all aspects of the NAF and GS Employee Recruitment process. Training will include topics relating towards opening a job vacancy, advertising a position, reviewing resumes, and coordinating selection and rating/ranking panels. This course is mandatory for all employees who hire positions.

Prerequisites	None
Instructor	Headquarters Training & Employee Development
Target Audience	All employees who are responsible for opening and filing a job vacancy; administrative staff
Course Length	1 hour

Course Managers' Course (MCCS Managers & LSFM)

Learning Objectives:

- Demonstrate facilitator techniques
- Setup and facilitate subject courses
- Ensure student compliance with learning standards

Course Description:

The Course Managers' Course certifies participants as field course managers for the MCCS Managers' Course and Leadership Skills for Managers (LSFM) Courses. The certification process is a four step process: 1) Attend and complete the MCCS Managers' or LSFM Course; 2) Be recommended by the course manager; 3) Complete the Course Managers' Course and 4) Complete an apprenticeship with the master course manager. For the candidate to remain qualified after completion of the entire certification process, at least two courses must be conducted per year.

Prerequisites

Headquarters Training & Employee Development selects participants who have successfully completed the subject course(s) and been recommended by the course manager and command MCCS leadership

Instructor

Headquarters Master Course Managers

Target Audience

Selected/nominated participants

Course Length

5 Days

Creative Training Techniques I

Learn How To:

- Open a session
- Close a session
- Introduce classmates in different ways
- Reinforce training objectives



Course Description:

This course is a Bob Pike train-the-trainer course designed to provide a creative, practical and dynamic skill-building program. The course objectives are to enhance trainers' confidence through ownership, motivation, and upgrade their presentation skills.

Prerequisites

None

Instructor

Bob Pike Group

Target Audience

Employee Development Specialists and Training Specialists

Course Length

2 Days

Creative Training Techniques II

-NOT FUNDED IN FY'12-

Learn How To:

- Further increase trainer skill, confidence, and effectiveness
- Create a fresh sense of renewal to help avoid burnout
- Present even more tools for relevant student involvement
- Provide exciting new networking and sharing opportunities



Course Description:

Trainers who participate in this insightful program will have many ways to expand and fine-tune the skills they have already learned, answer each others' questions, share what works and what does not, and see their trainer model new facilitation activities and transitions.

Prerequisites	None
Instructor	Bob Pike Group
Target Audience	Employee Development Specialists and Training Specialists
Course Length	2 Days

HR Benefits Training

Learning Objectives:

- Demonstrate knowledge of various employee benefits programs
- Understand portability issues and military service credit requirements
- Calculate retirement estimates

Course Description:

Human Resource Managers, Specialists, and Employee Benefits Specialists will receive in-depth training on all aspects of the employee benefits program. Training will also include portability issues and military service credit requirements in addition to daily benefits functions. A section on retirement estimate calculations will provide guidance on how to calculate retirement estimates locally for their specific commands.

Prerequisites	None
Instructor	Headquarters HR Benefits Staff
Target Audience	HR Benefits Employees
Course Length	Varies on individual command need

Workers Comp 101

Learning Objectives:

- Apply the basics of workers' compensation
- Understand what benefits injured workers are entitled to under the Longshore Act
- Know what steps to take when an employee is injured
- Take care of our employees and still protect the employers' interest
- Recognize and apply the obligations the employer has in the return to work process.

Course Description:

This class is geared towards the managers and supervisors of NAF employees. It covers background information on our workers; compensation system (Longshore Act), benefits of the system, employer and employee responsibilities, reporting requirements, and what happens after an employee is released to return to work. It emphasizes the importance role the managers and supervisors play in the claims process and in getting their employees back to work. It outlines the life of a claim. The class can also be tailored to any additional specific issues or problems the command may be experiencing.

Prerequisites	Managers/Supervisors of NAF employees
Instructor	Headquarters Workers' Compensation staff
Target Audience	HR employees who process Workers Comp claims
Course Length	2-4 hours

Lawroom® Online Courses

Course Description:

Twenty One separate employment law compliance courses ranging from Diversity in the Workplace to Sexual Harassment Prevention along with specialty courses such as Bloodborne Pathogens, Recognizing & Reporting Child Abuse, HIPAA Basics, and Identity Theft. For additional courses or course descriptions please visit:

http://www.lawroom.com/download/LR_Course_Catalog.pdf



Prerequisites	None
Instructor	Lawroom® Online
Target Audience	MCCS Employees specifically Managers, Supervisors and HR Personnel
Course Length	Varies
Additional Info	Please be sure to indicate selected course title on Course Application

The courses below are given locally for Headquarters employees. Installation Training Coordinators may request information and materials to conduct these courses through MRG Training.

Information Assurance & Confidentiality for HR Professionals

Course Description:

Participants of this course will be exposed to a more detailed level of information related to organizational information assurance and confidentiality expectations within the Human Resources and Training departments. This course provides specific human resources scenarios that illustrate organizational procedures and industry standards that support the safety of all employees. Participants will be guided through case studies, important reminders, and role play situations.

Prerequisites	None
Instructor	Local Employee Development Specialist
Target Audience	MCCS HR Professionals
Course Length	4 Hours

Interviewing Skills for Supervisors

Course Description:

Participants of this course will learn key tools to create effective interview questions, become an expert in recognizing legal and policy obligations in interviews, customize your own interview strategy for optimum effectiveness, prevent discrimination in your interviews, be more versatile with different types and styles of interviewing, and make every interview a success.

Prerequisites	None
Instructor	Headquarters, Training and Employee Development
Target Audience	MCCS Supervisors, Managers and Human Resource Personnel who conduct interviews
Course Length	4 Hours

Conducting Effective Performance Appraisals

Course Description:

Participants of this course will be able to: identify the importance and benefits of performance appraisals; assess and prepare necessary documentation; set motivational performance goals; plan effective appraisal interviews; conduct fair and beneficial appraisals; avoid discrimination charges; and understand the NAF performance appraisal process.

Prerequisites	None
Instructor	Headquarters, Training and Employee Development
Target Audience	MCCS Supervisors, Managers and others who conduct performance appraisals
Course Length	4 Hours



Human Resource Management System

9.1 Ways to HRMS Excellence



Course Description:

This course covers training for all HRMS functional areas within PeopleSoft. The training is designed to be broken up into individual special needs areas or taught as a whole, depending on the needs of the command. The following areas are included in this training:

- Home Page Portal options and set-up
- Human Resources
- Profile Management
- Payroll
- Time and Labor
- Benefits
- Training Administration
- HRMS Best Practices
- Available HRMS Resources

Prerequisites

Position as HRMS Functional User

Instructor

Headquarters HRMS Staff

Target Audience

This training is intended for installations experiencing high turnover and who have multiple users with minimum experience and/or also available for installations that need additional training in particular areas of focus

Course Length

Varies based on need; customizable

Manager Self-Service Training

Course Description:

The Manager Self Service Training is intended to provide managers, supervisors, and timekeepers with the best practices in managing and approving time and attendance in a timely manner. The benefits of this course are learning to save time, money, and reduce Time and Labor payroll errors.

The following areas are included in the training:

- Manager Security
- Schedules
- Time Reporting Codes
- Exempt/ Nonexempt Timesheets
- Approving Time
- Payable Time Summary
- Time and Labor Queries
- Additional Resources

Prerequisites	Manager, Supervisors, or Timekeeper
Instructor	Local field command training instructor
Target Audience	The training is intended for managers, supervisors, and designated timekeepers as an introduction or refresher to the functionalities within Manager Self Service.
Course Length	Minimum 4 hours (varies by command)

Manager Self-Service Tutorials (Online)

Course Description:

Manager Self Service tutorials are available on the MCCA HRMS Intranet site. These tutorials are convenient and provide managers learning on demand. The online tutorials provide an overview on the manager self service functions to include the following:

- Approving Payable Time
- Assign Work Schedules
- Exceptions
- Exempt / Nonexempt Timesheet
- Update Manager Security
- View Employee Training Summaries
- View Payable Time

Prerequisites	Manager or Supervisor access to PeopleSoft
Instructor	Self-driven, online tutorials
Target Audience	All managers, supervisors or timekeepers
Course Length	Self-driven, online tutorials

Additional training, modules, quick reference guides and important guidance can be found online at the link below:

<http://crossroads/MRG/Pages/HRMS.aspx>

Meetings, Events and Marketing



Commercial Sponsorship Training (Online)

Course Description:

The Online Commercial Sponsorship Course is aimed at giving Commercial Sponsorship professionals the skills they need to run a successful sponsorship program. This eight module course covers all aspects of commercial sponsorship from history and regulations to pricing methods to writing successful proposals. Although Army-focused, participants will receive a bulleted list of differences between Army and Marine Corps policy to note while taking the training.



Prerequisites

None

Instructor

Online Army IMCOM Academy

Target Audience

Marketing, Events, Commercial Sponsorship Professionals.

Course Length

Approximately 6 hours, self-paced

Additional Info

This is a **mandatory** one-time course for all Commercial Sponsorship Professionals within MCCS per the training requirement notated in DoD policy. Submit applications on an as needed basis for rolling enrollment into the course. Headquarters Training Staff will announce the course on an annual basis as a reminder for those employees who require the training.

Event Management School



Course Description:

Festivals and events have become a valuable resource to communities, states, regions and even countries. Over time, events have changed from informal affairs to spectacular productions, demanding extensive skills and experience. As a result, the International Festivals & Events Association and the National Recreation and Park Association have partnered to create the Event Management School. Participants will take away new skills and knowledge to assist in producing successful and sustainable events. Topics included within the 2012 Event Management School include: Defining your event; Understanding potential programming components; The business side of events; Building an event team; Creating and managing an effective volunteer program; Sponsorship and sponsor services; Non-sponsorship revenue programs; Marketing and mediums; Event operations; Surveys and evaluations.

Prerequisites

None

Instructor

National Recreation & Parks Association

Target Audience

Commercial Sponsorship, Marketing, MCCA
Coordinators, SMP, Recreation

Course Length

4 Days





LERN® – Certified Program Planner

-NOT FUNDED IN FY'12-

Course Description:

This comprehensive course is designed to learn the integrated approach to delivering programs and accomplish key results in the following areas: increasing customer-driven programming, more effective use of facilities, non-facility based programming, integrated programming, active pursuit of outsourcing opportunities, development strategies, improved support services, and establishment of program and operations teams. Course content areas include: needs assessment; market potential/share, and research; surveys, program development; finances and budgeting; pricing; marketing, brochures, and promotion; and benchmarks and 12 priority steps. Participants are required to take a closed-book comprehensive test at the end of the class and achieve a minimum passing score of 80%.

Prerequisites	None
Instructor	Learning Resources Network (LERN®)
Target Audience	Program Managers
Course Length	3 ½ Days

Making Meetings Work

-NOT FUNDED IN FY'12-

Learning Objectives:

- Plan, execute, and facilitate any type of meeting
- Improve productivity of meetings and reduce time wasted
- Improve results of meetings
-

Course Description:

This 3 day interactive training program will deliver the foundation tools and methods managers need to reduce time wasted in unproductive meetings, and improve the productivity and results of meetings. The emphasis on this course will be on providing immediately applicable tools and techniques for planning, executing, and facilitating any type of meeting. This class will include two sets of skills practices – an opportunity for each participant to do up to a 12-minute meeting presentation that will be videotaped and critiqued.

Prerequisites	None
Instructor	The Bob Pike Group
Target Audience	Those responsible for planning and conducting meetings
Course Length	3 Days

Programming & Special Events

-NOT FUNDED IN FY'12-

Course Description:

This course is designed for managers of any MCCS program, from Semper Fit to Family Readiness to Food and Hospitality. It will provide students with the skills and knowledge to successfully plan and deliver a variety of activities, programs, and special events. The course includes instruction on conducting needs assessments, program design, creative/out-of-the-box Wow! programming, building a program team, budgeting for programs and events, promotion, partnering for success, and other areas critical to program success. Added this year are in depth planning for Commander's Cups, Festivals, and Concerts as well as the Tom Peter's WOW Projects! Presentation.

Prerequisites	None
Instructor	Army IMCOM Academy
Target Audience	Program Managers, Special Events Coordinators
Course Length	2 Weeks

TRAINING OUR ASSOCIATES TO...

...BUILD THE BRAND

...DELIVER BRILLIANCE IN EXECUTION

**...AND PROVIDE A CURB-TO-REGISTER
SHOPPING EXPERIENCE BEFITTING A
UNITED STATES MARINE**

THE NEW
X
WE'VE TRANSFORMED



EXPECT SOMETHING NEW. THE MCX OF OLD IS HISTORY.

Marines don't compromise their standards. Our nation's finest deserve nothing less than our nation's finest brands and customer service. The new X is transforming the whole shopping experience, from curb to register. We're using your standards as a measuring stick.



Retail & Business Operations



Henderson Hall Main Exchange - 2011



Twentynine Palms Main Exchange - 2011



Camp Pendleton Main Exchange - 2011



Retail & Business Operations

Retail Excellence



Learning Objectives:

- Understand retail industry and trends
- Successfully identify strategic direction and competition
- Lead in a retail environment
- Coach and develop retail employees
- Manage a customer focused store and techniques of visual merchandising
- Increase customer satisfaction and measure success
- Understand the changing retail environment

Course Description:

This course, developed by Penn State University, is designed to assist MCX management in learning how to run the stores in the most effective, successful way. Learning how to best serve customers through strategy, sale promotion and visual merchandising are just a couple of areas that this course will cover. The importance of leading and developing employees and customer satisfaction are essential to successful store operations and will be covered in this course as well.

Prerequisites	Recommended, one of the following: WCCS, LSFM, MCCS Managers' Course
Instructor	Penn State University
Target Audience	MCCS MCX Heads of Retail, Store Managers, Divisional Sales Mgrs, Area Sales Mgrs
Course Length	5 Days
Additional Info	Pre-course work required
Tentative Dates	13-17 August 2012 (Subject to Change)

Retail Math

-UNDER DEVELOPMENT/NOT FUNDED IN FY'12-

Course Description:

The Retail Math course covers all mathematical factors that relate to profit in the intensely competitive retail market today. The course will cover Retail Pricing, Initial Markup, Retail Price Changes, Cumulative Markup, Stock Shortages (Shrink) and Stock Overages, Gross Margin, Gross Margin Return on Investment (GMROI) and Gross Margin Return on Square Feet (GMROF). The course consists of lectures, practice problems and group exercises that allow the participants to apply the concepts they learn to typical situations encountered during their business day.

Prerequisites	None
Instructor	Varied
Target Audience	Retail Managers (various levels), MCX Buyers, Assistant Buyers, Data Technicians
Course Length	4 Days
Additional Info	Pre-course work may be required

Strategic Retail Management

-NOT FUNDED IN FY'12-



Learning Objectives:

- Review a national chain store case study
- Review various strategic profit and resource models
- Apply information to an actual MCCA facility

Course Description:

This course provides a review of the Pentagon & Triangle models, Master Matrix case using MCCA facility level data, & assortment planning/category scorecard exercise for selected category. Participants will: use a hardlines & a softlines category for assortment planning; complete an exercise on improving store merchandising, operations & performance; analyze current operations & merchandising of an existing exchange with a plan to improve performance, including merchandising, staffing, operations, & financial performance; identify project & evaluate performance using multiple data sources (financials, ASI/CSI, PVA, etc.) & develop a comprehensive retail program & strategy.

Prerequisites	None
Instructor	Center for Corporate Education, College of William & Mary
Target Audience	NF4/5, select NF3 and equivalent working in a retail or business operations environment
Course Length	5 Days

Strategic Business Acumen (SRM II)



-UNDER DEVELOPMENT -

Course Description:

This course is the next level of Strategic Retail Management. Participants will receive a review of concepts from Strategic Retail Management I and be introduced to advanced level critical thinking activities and case studies. Participants will be challenged to complete exercises which advance their competency in understanding store performance, managing the physical store, staffing models, labor metrics, payroll and financial management and executing an organizational focus on customer service and problem resolution. Participants will work to further define and develop their personal action plans for an advanced level retail program and business strategy which focuses on increased performance, integral business acumen and brilliance in execution across all lines of business to include: retail, food and hospitality and lodging operations.

Prerequisites	Strategic Retail Management
Instructor	TBD
Target Audience	NF4/5, select NF3 and equivalent working in a retail or business operations environment
Course Length	5 Days

UNITED STATES MARINE CORPS

TM

SEMPER[®]
SF_{IT}



SPORTS, RECREATION & FITNESS

Semper Fit & Recreation



Semper Fit & Recreation



Advanced Health & Fitness Specialist

-NOT FUNDED IN FY'12-

Learning Objectives:

- Master the facts, concepts, principles and skills of screening and assessment
- Design and implement programs for clients with unique medical concerns
- Manage fitness programs

Course Description:

This is a review course that prepares participants for the Advanced Health & Fitness Specialist Exam. This course includes lectures, hands-on workshop and practical application methods of teaching and is designed for the fitness professional that is a certified personal trainer and/or has a degree in a related field. Advanced Health & Fitness Specialists demonstrate the ability to provide in-depth preventative and post-rehabilitative fitness programming that addresses common diseases and disorders seen on a daily basis. The course concludes with the 3-hour national certification exam. Participants are expected to complete 10 weeks of homework, and to completely read the college-level text book **BEFORE** the first day of class.

Prerequisites:	Current CPR and ACE PT certification (or bachelor's degree in related field)
Instructor:	L&T Inc.
Target Audience:	Experienced fitness and health promotions employees
Course Length:	5 Days

Aquatic Facility Operator Certification

-NOT FUNDED IN FY'12-

Course Description:

The AFO course is held in conjunction with the National Aquatics Conference & Management School. The AFO Certification Course is the latest training for those who are responsible for operating clean, safe and efficient public and semi-public, municipal aquatic facilities. Course includes in-depth instructions on filtration, disinfection, water testing & treatment, design considerations, facility management, risk management, facility troubleshooting & much, much more. This course offers a unique discussion of risk management, not usually directed towards operations personnel. The course is designed to provide information & training for both supervisory & operations personnel. Upon successful completion of the AFO course & 50-question exam, participants will be officially certified by the National Recreation & Park Association. All certified individuals receive a certificate & registry in the National AFO Certification Database. Certification is valid for three years and is renewable.

Prerequisites:	None
Instructor:	National Recreation & Park Association (NRPA) – Aquatics Section
Target Audience:	Aquatics Managers
Course Length:	2 Days

Basic Fitness / Personal Trainer

-NOT FUNDED IN FY'12-

Learning Objectives:

- Master the basic facts, concepts, principles, and skills related to client assessment
- Design individual fitness programs
- Implement programs

Course Description:

The Personal Trainer (Basic Fitness) course is an accredited program that provides training and certification by a nationally known organization. The course covers the following: theoretical and practical knowledge of anatomy, exercise physiology, kinesiology, nutrition, and weight control. It teaches the principles of establishing realistic and measurable goals, integrates goals and thoroughly understands the legal and professional responsibilities inherent to the industry to include: informed consent, waivers, client safety, emergency procedures, equipment and facility safety, client confidentiality, and ongoing education. The course includes a ½ day of practical hands-on coaching. The course concludes with a 3-hour national certification exam. Participants are expected to complete 10 weeks of homework, and to completely read the college-level text book **BEFORE** the first day of class.

Prerequisites:	Current CPR Certification
Instructor:	L&T Inc.
Target Audience:	Fitness employees
Course Length:	5 Days

Semper Fit & Recreation

Certified Health Fitness Specialist: Examination Preparatory Course

Course Description:

Participants of this course will be able to: conduct risk stratification; conduct physical fitness assessments and interpret results; construct appropriate exercise prescriptions for healthy adults and individuals with controlled conditions released for independent physical activity; motivate apparently healthy individuals with medically controlled diseases to adopt and maintain healthy lifestyle behaviors; and motivate individuals to begin and continue with their healthy behaviors.

Prerequisites: Bachelor's degree in Kinesiology, Exercise Science or other exercise-based degree. Current Adult CPR certification with a practical skills component (such as the American Heart Association or American Red Cross)

Instructor: American College of Sports Medicine
Target Audience: Experienced Fitness Professionals
Course Length: 2 Days
Additional Info: TBD

Certified Inclusive Fitness Trainer: Examination Preparatory Course



Course Description:

Participants of this course will be able to: Understand how to use appropriate etiquette when interacting with clients with various disabilities or health conditions; Identify barriers that prevent full inclusion in exercise and physical activity programs; Identify common support mechanisms available to people with disabilities in their communities that can be used to facilitate participation in exercise and physical activity programs; Be familiar with the Americans with Disabilities Act (ADA) and general guidelines and standards as related to fitness environments; Understand changes to anatomy and basic physiology of body systems that may result from various disabilities or health conditions; Understand alterations to biomechanics and kinesiology that may result from various disabilities or health conditions; Understand common secondary conditions of various disabilities or health conditions as related to physiological responses to exercise; Understand the potential limitations and lack of relevance to using various assessment and testing methods as related to people with disabilities; Understand the need for and be able to use alternate forms of communication for informed consent, assessment, testing, and exercise instruction according to clients' individual needs and abilities; Understand the limitations of medical clearance prior to testing; Understand relative and absolute contraindications related to neuromuscular, musculoskeletal, and cognitive disabilities; Safely, clearly and effectively prescribe, monitor, and modify an exercise program for individuals of varying abilities and with various disabilities or health conditions who are medically cleared to participate; Identify accessible commercial fitness equipment as well as adaptive devices and methods to assist with exercise programs based on an individual needs and abilities; Identify signs and symptoms of medical emergencies as related to various disabilities and health conditions, and learn to react appropriately; Recognize names of common drugs for various disabilities and health conditions and be aware of corresponding side effects and drug interactions as related to exercise; Understand the fundamentals of behavior management and how characteristics of various disabilities and health conditions may require modifications to or individualization of these skills; Understand the difference between intellectual, psychiatric, cognitive & learning disabilities; Understand how characteristics of various intellectual, psychiatric, cognitive disabilities & learning disabilities (including Autism) may impact the learning of and adherence to an exercise program; Be aware of psychotropic medications that may impact an individual's understanding, communication, and learning of an exercise program; and Be able to identify and use alternative communication strategies for persons with hearing and vision loss/sensory disabilities.



Prerequisites: Bachelor's degree in Exercise Science, Recreation Therapy, or Adapted Physical Education. Current Adult CPR certification with a practical skills component (such as the American Heart Association or American Red Cross) and AED

Instructor: American College of Sports Medicine
Target Audience: Experienced Fitness Professionals
Course Length: Online
Additional Info: TBD

Certified Strength and Conditioning Specialist: Examination Preparatory Course

-NOT FUNDED IN FY'12-

Course Description:

This course prepares individuals to apply scientific knowledge to train athletes with the primary goal of improving athletic performance. Those attending will learn how to conduct sport-specific testing sessions, design and implement safe and effective strength training and conditioning programs, and provide guidance regarding nutrition and injury prevention. The credentialing program encourages a higher level of competence among practitioners and raises the quality of strength training and conditioning programs by those who are certified.

Prerequisites: Bachelor's degree from an institution that is accredited by one of the six regionally accrediting associations. Current CPR and AED certification from either the American Heart Association, American Red Cross, or National Safety Council.

Instructor: National Strength & Conditioning Association (NSCA)
Target Audience: Experienced Fitness Professionals
Course Length: 2 Days
Additional Info: TBD





Health Promotion Directors' Course

-NOT FUNDED IN FY'12-

Course Description:

The Health Promotion Director's Course is designed for Health Promotion Coordinators responsible for establishing a worksite health promotion program for their commands. This course will guide participants through a process of hands-on experiences and practical information which will lead you to custom-design the most effective health promotion program for Marine Corps Community Services. In this course, the participant will learn how to: plan & develop programs, use budgeting techniques, change behaviors, perform a needs assessment and use evaluation strategies.

Prerequisites:	None
Instructor:	The Cooper Institute for Aerobics Research
Target Audience:	Health Promotions employees
Course Length:	5 Days



copyright Don Rose

Inclusive Recreation for Wounded Warriors

Course Description:



The Inclusive Recreation for Wounded Warrior training is a four-day (32 hour) course designed to train staff who provide recreation/fitness/youth programming or provide oversight of said staff. Recreation personnel must be able to successfully integrate active duty wounded warriors into existing MWR Recreation programs and services. This involves the ability to recognize the unique needs and characteristics of wounded warriors who have sustained war-related injuries (e.g., Post Traumatic Stress Disorder, Traumatic Brain Injury and Amputations) and be able to respond to their needs. This course focuses on the “real life” needs of Wounded Warriors and their families and offers personal perspectives by individuals who have experienced psychological and physical disability. Through a variety of small group work, guest speakers, instruction, assigned readings, multi-media and hands-on activities, students will learn how to successfully adapt, design and/or modify their recreation programs in order to promote greater inclusion and participation of Wounded Warriors. Students will also develop an “Inclusion Action Plan” to implement upon return to their installations and will be able to apply the knowledge learned in this course to successfully meet the recreational needs of active duty Wounded Warriors. A byproduct of this course is the ability to integrate retirees and exceptional family members who may also have a disability.

Prerequisites:	None
Instructor:	Pennsylvania State University
Target Audience:	Program areas ideal for this training include, but are not limited to: Aquatics, Outdoor Recreation & Equipment Checkout, Fitness, Health Promotion, Marinas/Boating, Auto Skills, Golf, Bowling, Youth Sports, Youth Activities, Athletics, Library, Arts & Crafts, Recreation Centers, Single Marine Program, Beaches/Lakes, and Recreation Shooting
Course Length:	4 Days
Additional Info:	TBD

Level 1 Sports Performance Coach

-NOT FUNDED IN FY'12-

Course Description:

The purpose of this course is to take all participants through complete technical progressions of the Snatch, Clean & Jerk, and all associated movements including Power Snatch, Power Clean, Power Jerk, Squat variations, and pulling progressions. Participants will gain base line knowledge about the programming of training and technical rules. The course includes theoretical classroom, and practical hands-on portions. Course duration is over one weekend and lasts approximately 13-14 hours with up to 9 hours being practical and 4-5 hours lecture based. It is suitable for Strength & Conditioning /Sports Performance, Health & Fitness and beginning level competitive Weightlifting Coaches alike.

Prerequisites:	None
Instructor:	USA Weightlifting
Target Audience:	All employees responsible for unit physical fitness
Course Length:	2 Days
Additional Info:	TBD

Lifestyle and Weight Management

-NOT FUNDED IN FY'12-

Course Description:

This is a review course that prepares participants for the American Council on Exercise Lifestyle & Weight Management Consultation Exam. This course includes lecture, hands-on workshop and practical application methods of teaching and is designed for the fitness professional that is a certified personal trainer and/or has a degree in a related field. Course materials encompass counseling, communication and group dynamics, health behavior psychology, the psychology of weight management and obesity, body composition assessment, physiology of obesity, screening, assessment and referral, applied exercise science, basic nutrition, program planning and implementation, special populations, and legal, professional and ethical responsibilities. All participants receive a textbook, sample ACE exam, and study binder prior to the start of class. The course concludes with a 3 hour national certification exam. Participants are expected to complete 10 weeks of homework, and to completely read the college-level text book **BEFORE** the first day of class.

Prerequisites:	Current CPR and ACE PT Certification (or bachelor's degree in related field)
Instructor:	L&T Inc.
Target Audience:	Experienced fitness and health promotions employees
Course Length:	5 Days

Management for Golf Course Superintendents

-NOT FUNDED IN FY'12-

Course Description:

Golf Superintendents must have a working knowledge of turf science, pest management, environmental issues and resource management. This course concentrates on analysis of maintenance plans, turf grass science, environmental issues and impacts, integrated pest management, human resource management, and communication. This two-week course integrates lecture material with extensive hands-on case studies and practical exercises to maximize student learning. Course goal: Students will demonstrate skills in analyzing maintenance plans, turf grass science, environmental issues and impacts, pest management, human resource management and communication. Course Objectives: Students will develop a functional course maintenance plan that includes resource inventory and environmental plan; analyze the physical/chemical properties of soil and turf grass responses to environmental changes; describe benefits in the use of high technology in turn irrigation systems; and develop a business plan that includes acquisition and resource (people and things) management. This is not an introductory course for golf course maintenance. It is assumed that students have a general knowledge of course maintenance.

Prerequisites:	Students must have a general knowledge of golf course maintenance
Instructor:	Army IMCOM Academy
Target Audience:	Golf Course Superintendents or personnel performing similar duties at NF3-5 grade levels
Course Length:	2 Weeks

Sports – Event Planning (Online)

Course Description:

This course provides a framework for the Sports Director to identify the steps in planning for an event and to explore various types of sporting events while applying those steps. Specifically, the course content explores the planning and preparation necessary for conducting a sport special event. You will explore the four primary steps: Design, Promote, Implement, and Celebrate.



Prerequisites:	None
Instructor:	Army IMCOM Academy
Target Audience:	Semper Fit Sports Personnel and those involved in organizing sporting events
Course Length:	Online

Sports – History and Theory (Online)

Course Description:

This course provides a framework for the Sports Director to examine the role of sports in the lives of soldiers and family members and the direct link between sports and the readiness and well-being of America's Army. Specifically, the course content explores the history and theory of sports with an overview of the rise of modern sports and its impact on American society and the military; the origins and structure of Army sports today; and the five-level Army Sports Program concept.

Prerequisites: None
Instructor: Army IMCOM Academy
Target Audience: Semper Fit Sports Personnel and those involved in organizing sporting events
Course Length: Online



Sports – RecTrac (Online)

Course Description:

The RecTrac course provides an overview of RecTrac, its uses, and why RecTrac is important to MWR and the Army mission. Module one provides students with information on RecTrac functions to include navigation techniques, identifying RecTrac modules, accessing reports, and entering a household. Module two consists of interactive simulation on the Activity module of RecTrac. Simulations include learning how to reserve a facility, setup an activity such as a class or lesson; enroll participants in an activity, and cancelling an activity. The knowledge check are found within each module and will test your skills in performing RecTrac functions.

Prerequisites: None
Instructor: Army IMCOM Academy
Target Audience: Semper Fit Sports Personnel and those involved in organizing sporting events
Course Length: Online



Sports – Tournaments (Online)

Course Description:

This course provides an understanding of tournaments and decision factors for selecting tournament formats and seeding and byes. The learner will investigate the risk management principles involved in planning and conducting tournaments and gain and increased appreciation for the advantages and disadvantages of single, double, triple round-robin, international and bracket, challenge and extended tournaments. In this course, the learner will apply the formulas used for these various tournaments and the procedures for developing the draw/bracket.

Prerequisites: None
Instructor: Army IMCOM Academy
Target Audience: Semper Fit Sports Personnel and those involved in organizing sporting events
Course Length: Online



Tactical Strength and Conditioning

-NOT FUNDED IN FY'12-

Course Description:

This course is a Tactical Strength and Conditioning (TSAC) course designed to provide cutting edge information to strength and conditioning professionals who work directly with military personnel. The tactical athlete is any operator who engages in combat. These operators require high levels of strength, speed, power, and agility. Tactical athletes not only need to be aerobically fit, but also anaerobically fit to handle the rigors of combat. Course topics include: Introduction to the Tactical Athlete, Basic Exercise Physiology, Metabolic Conditioning, Principles of Resistance Training, Training for Power, Tactical Nutrition and Supplementation, Periodization Program Design, Circuit Training, Suspension Training, Implementation Training, and Training on Deployment. At the end of this course the attendees should be able to design, implement, and properly instruct Marine personnel in weight training and metabolic conditioning as it relates to operational fitness.

Prerequisites:	None
Instructor:	NSCA
Target Audience:	Employees responsible for unit physical fitness
Course Length:	2 Days



2011 TSAC Participants – Miramar, CA



Resources

Headquarters Training Library



Headquarters Training Library

Headquarters MRG has materials that installations may borrow for short periods of time in order to supplement their training classes. Installations are encouraged to utilize the materials and also suggest new items to be added to the library. Requests for training materials from the MRG library are to be forwarded to the MRG Training & Employee Development Branch. A request form is available on the HQ Training Crossroads page. The standard loan period is 21 days. Requests for extensions must be submitted in writing. All due care is to be taken by the requesting installation in using and returning the materials in the same condition as when issued. The borrowing installation is responsible for replacing lost or damaged library materials. The cost of returning all library items is the responsibility of the borrowing installation. A cash transfer billing will be initiated for all training materials not returned to Headquarters, MRG within 30 days of the issuance of the materials. The below is a comprehensive listing of materials available in the Headquarters Training Library. Local MCCS Employee Development Specialists may view this list electronically on the Trainers' Team Site.

10 Lenses, The	Williams, Mark A.
1001 Ways to Energize Employees	Nelson, Bob
101 Movie Clips that Teach and Train	Becky Pike Pluth
12 Choices that Lead to Your Success	Cottrell, David
144 Ways to Walk the Talk	Harvey, Eric & Lucia, Al
180 Ways to Build a Magnetic Culture	Harvey, Eric & Kleiman, M.
180 Ways to Walk the Customer Service Talk	Harvey, Eric
180 Ways to Walk the Leadership Talk	Baldoni, John
180 Ways to Walk the Recognition Talk	Harvey, Eric
21 Irrefutable Laws of Leadership, The	Maxwell, John
212: The Extra Degree	Parker, S. L.
25 Activities for Teams	
48 Laws of Power, The	Greene, Robert
50 Activities for Team Building	Parker and Kropp
7 Habits of Effective Leaders	Covey, Stephen R.
7 Habits of Highly Effective Families, The	Covey, Stephen R.
7 Habits of Highly Effective People (Intro Program), The	Covey, Stephen R.
7 Habits of Highly Effective People for Managers, The	Covey, Stephen R.
7 Habits of Highly Effective People, The	Covey, Stephen R.
7 Habits of Highly Effective People, The	Covey, Stephen R.
7 Habits of Highly Effective People, The	Covey, Stephen R.
7 Habits of Highly Effective People, The	Covey, Stephen R.
7 Habits of Highly Effective People, The: Habit 1 (single class)	Covey, Stephen R.
7 Habits of Highly Effective People, The: Success Stories	FranklinCovey
78 Important Questions Every Leader Should Ask and Answer	Clarke-Epstein, Chris
8th Habit, The	Covey, Stephen R.
9 Deadliest Sins of Communication, The (set of three tapes/1 wkbk)	CareerTrack Publications
99 Most Common Grammar and Writing Errors, The	Briefings Publishing Group
A Marine Corps Method of Process Improvement	
ABC Toolkit - ABC Process Analyzer User's Guide	
Abilene Paradox, The	CRM Films
Achieving Excellence Through Customer Service	Tschohl, John with Franzmeier, S

Activity-Based Management and Performance	Thornton, Grant
Administrator	Clarity Multimedia
Alcohol 101	The Century Council
Alcohol Server Responsibility	
Another Look at Evaluating Training Programs	Kirkpatrick, Donald L.
Are You Getting It All?	Educational Institute of America
Art of Communicating, The	Decker, Bert
Art of Leadership, The	Cassis, John
Art of Negotiating, The	
Assertive Communication Skills for Professionals	CareerTrack Publications
ASTD 2004 Competency Study - Mapping the Future	Berenthal, Paul R., Colteryahn, K., Davis, P., Naughton, J., Rothwell, W.J., & Wellins, R.
ASTD 98 Handouts on CD-ROM	ASTD
ASTD Conference Audio Package	
ASTD Conference-Index to Handouts, 1996	
ASTD Easy Reference Library	ASTD
ASTD E-Learning Handbook, The	Rossett, Allison - ASTD
ASTD Models for Human Performance	Rothwell, William J., ed.
ASTD Trainer's Toolkit	
ASTD Training & Development Handbook, The	Craig, Robert L., ed.
ASTD Training Performance Yearbook, The 1999	
AT&T - Analyzing Business Process Data	Donnell, Augustus & Dellinger, M
AT&T - Batting 1000	
AT&T - Great Performances	
AT&T - Process Quality Management & Improvement Guidelines	AT&T Quality Steering Committee
AT&T - Total Quality Approach	
Back Safety	The Training Network
Back to Basics	ADL Associates
Basics of Negotiating, The	
Becoming Naturally Therapeutic	Small, Jacquelyn
Beginning PowerPoint Office 97	New Horizons
Best Kept Secrets In Government, The	Gore, Vice President Al
Beyond Counterfeit Leadership	Shelton, Ken
Beyond Free Coffee and Donuts	Oberstein S., Alleman J.
Beyond Rational Management	Quinn, Robert E.
Beyond Success	Biro, Brian D.
Blank VHS	
Blending E-Learning: The Power is in the Mix	Mantyla, Karen
Boat Operations	A TRADOC Production
Bottomline on ROI, The	Phillips, Patricia Pulliam
Building a Chain of Customers	Schonberger, Richard J.
Building High Performance Teams	
Building Trust: The Key to High Performance	Covey, Stephen R.
Business as Unusual: the Handbook for Managing and Supervising Change	Pritchett and Proud

Business of Paradigms, The	Barker, Joel Arthur
Businesslike Government	Gore, Vice President Al
But I'm Not Funny!	Glickman, David
Campaigning	U.S. Marine Corps
Can I...? Performace Improvement Series	Tarragon Training International
Career Choices - USMC	Thompson, J. Walter
Career Track On-Site Training	
Carpe Manana	Sweet, Leonard
Cartoons for Trainers	Millbower/Yager
Cases in Effective Leadership	Hornestay, David
Catching a Second Wind	Cassis, John
Celebrate Living: Volunteer Recognition	
Center for Executive Development	
Change Management	
Change Master 1: Understand Theory	Britannica
Chicken Soup for the Soul	Canfield, Jack & Hansen, M.V.
Civilian Career Mentoring: Quick Reference	USMC
CLD: Awaken Your Potential	
Climb Fast, Climb Far, Climb High	Petty, Charles
Climbing the Ladder of Success and Taking Your Family with You	Petty, Charles
Coaching and Counseling: A Practical Guide for Managers	Minor, Marianne
Coaching for Development: Skills for Managers and Team Leaders	Minor, Marianne
Computer Ethics	Johnson, Deborah G.
Conflict Mode Instrument	Kenneth W. Thomas Ralph H Kilmann
Conflict Resolution and Confrontation Management	SkillPath Seminars
Counterfeit Leadership	Shelton, Ken
Courage to Coach For Retail, The	Vision Point Productions
Course Evaluations	LERN group
Course Evaluations	LERN group
Crash and Learn: 600 Road-Tested Tips to Keep Audiences Energized	ASTD
Creating and Motivating	
Creating Training Courses	McCain, Donald V.
Creative Training Techniques Handbook	Pike, Robert W.
Creative Training Techniques I: The Workshop	Bob Pike Group
Creative Training Techniques: Creative Training Tools #6 of 6	Pike, Bob with Tilka, J.
Creative Training Techniques: Dynamic Openers & Energizers #1 of 6	Pike, Bob with Tilka, J.
Creative Training Techniques: Managing the Front-End of Training #4 of 6	Pike, Bob with Busse, C.
Creative Training Techniques: Motivating Your Trainees #5 of 6	Pike, Bob with Johnson, R.
Creative Training Techniques: Optimizing Training Transfer #2 of 6	Pike, Bob with Zielinski, D.
Creative Training Techniques: Powerful Audiovisual	Pike, Bob with Tilka, J.

Techniques #3 of 6	
Creative Trainnig Techniques II: The Next Step	Bob Pike Group
Creativity Games for Trainers	
Creativity in Business	
Crucial Confrontations	Grenny, McMillan,Patterson, Switzler
Crucible, The	Good-To-Go Video
Crystal Reports (version 8.5) Computer Bsed Training Reporting Essentials	Crystal Decision
Customer at the Crossroads	Hateley, Barbara & Harvey, E.
Customer Driven Company, The	Whiteley, Richard C.
Customer Mania! It's Never Too Late to Build a Customer-Focused Company	Blanchard, Ballard, & Finch
Customer Service Folder	
Customer Service Training	
Customer Service Training Program - Leaders Guide	
Customers in Focus	
Cyber Ethics: Morality and Law in Cyberspace	Spinello, Richard
Daily Operations and Customer Service At Physical Fitness Centers	A TRADOC Production
Daily Reflections for Highly Effective People	Covey, Stephen R.
Dare to Soar	Baggett, Byrd
Dealing with Difficult Participants	Pike, Bob & Arch, D.
Deming Management at Work	Walton, Mary
Deming Management Method, The	Walton, Mary
Dialogue	Ellinor, Linda & Gerard, G.
Difficult Guest, The (Packet)	Media Partners
Don't Sweat The Small Stuff at Work	Carlson, Rchard Ph.D
Don't Shoot the Dog!	Karen Pryor
Don't Sweat The Small Stuff...and it's all small stuff	Carlson, Rchard Ph.D
Effective Meeting Skills	Crisp Inc.
Effective Presentation Skills	Mandel, Steve
Effective Resume Writing Handbook	
Effective Writing For Feds	Rider, Donald G.
Electronic Point of Sale (EPOS) Procedures	MCX/MCCS
Employee Commitment	ADL Associates
Employee Handbook	U.S. Marine Corps
Employee Handbook for Organizational Change, The	Pritchett, Price & Pound, R.
Empowered Learning Model, The	Franklin Covey
Energize Your Audience	Ukens, Lorraine L.
Eradicating Sexual Harassment: Four Scenario Demo	Corporate Matters, Ltd.
Eradicating Sexual Harassment: PBS Business Channel	Corporate Matters, Ltd.
Essence of Leadership, The	Locke, Edwin A.
Esteemable Acts	Ward, Francine
Ethics 4 Everyone	Harvey, Eric & Airitam, S.
Evaluating Training Programs	Kirkpatrick, Donald L.
Even More Games Trainers Play	Newstrom, John W.

Everyone Needs Help Now and Then	Magellan Health Services
Exceptional Service	
Executive Guide to Grammar	Joseph, Albert
Facilitator Excellence Handbook, The	Rees, Fran
Fast Feedback	Tulgan, Bruce
Federal Employment Laws	DelPo, Amy & Guerin, L.
Federal Manger's Guide to EEO, The	
Federal Resume Guidebook, The Electronic	Troutman, Kathryn Kraemer
Feelings - Retail/Service	
Financially Fit, Mission-Ready!	Family Service Center
First Impressions Lasting Impressions	Arch, Dave
First Line of Defense: Protection from Sexual Harassment, The	Dobrich, W. & Dranoff, S.
First Things First	Covey, Stephen R.
First Things First (set of 4 cassettes)	Covey, Stephen R.
First Things First (set of 4 videos)	Covey, Stephen R.
First, Break all the Rules	Buckingham, M. & Coffman, C.
FISH! (Packet)	Lundin, Paul,& Christensen
Fish! A Remarkable Way to Boost Morale and Improve Results	Lundin, Paul,& Christensen
Five Star Teamwork	Ventura, S & Templin, M
Flaws and Fallacies in Statistical Thinking	Campbell, Stephen K.
Four Agreements, The	Don Miguel Ruiz
Four Styles, The	Learning Communications
Fundamentals of Graphic Language	Sibbet, David
Fundamentals of Successful Project Management	SkillPath Seminars
Gestures: Your Body Speaks	Toastmasters
Getting Along	Sondra Theiderman
Gifts Differing (Understanding Personality Type)	Myers/ Briggs
Goal Setting for Results	Blair, Gary Ryan
Goals and Goal Setting	Rouillard, Larrie A.
Good To Great	Collins, Jim
Great Connection, The	Annie Warren
Guerilla Marketing Weapons	Levinson, Jay
Guest, The (Packet)	Media Partners
Guidebook for Developing Your Activity's Marketing Plan	
Gymnasiums: Maintenance and Care	A TRADOC Production
Gymnasiums: Operations	A TRADOC Production
Handling the Difficult Employee	Brounstein, Marty
Happiness of Pursuit, The	Kirschner, Rick
Harassment in the Workplace	Working Together Series
Harassment Is. . . (Government Version)	Coastal AMI
Harrassment in the Workplace: Facilitator Version	Working Together Series
Harry J. Freedman on Retail Management	Friedman, Harry J.
Helping You Help Your Team	Magellan Health Services
Hey, I'm the Customer	Willingham, Ron

High-Impact Business Writing (kit)	Moore, Ronnie
High-Impact Presentations	Pike, Robert W.
High-Velocity Culture Change: A Handbook for Managers	Pritchett, Price & Pound, R.
How to Build and Improve Customer Service	Fred Pryor Seminars
How to Get Things Done	JWA Video
How to Handle the Difficult Employee	American Management Association
How to Lead Work Teams	
How to Make Meetings Work	
How to Read Financial Statements: A 90-Minute Crash Course for nonfinancial professionals	Rockhurst University
How to Stop Worrying and Start Living	Carnegie, Dale
How to Succeed Without a Career Path	Rosenberg, Howard D., Ph.D.
How to Teach Adults	Draves, William A.
How to Turn Leaders On	
How to Win Friends and Influence People	Carnegie, Dale
How to Work With People	Sound Solutions
HPI Essentials	Piskurich, George M., ed.
HRCD-7 July 1999	U.S. OPM
Human Behavior in the Social Environment	Anderson, Raplh E., & Carter, I.
Human Resource Management in the Knowledge Economy	Lengnick-Hall, Mark L. & Cynthia A.
I Know Just What You Mean!	Covey Leadership Library
Icebreakers (set of two 3-ring binders and folder)	
Implementing Training Scorecards	Phillips, Jack J. & Schmidt, L.
Improving Performance	Rummler, Geary A. & Brache, A.P.
In the Zone: Facilitator's Guide to Experiential Training	
In This Together	Media Partners
In This Together: Sexual Harrassment	Media Partners
Increasing Employee Productivity	Tylczak, Lynn
Increasing Productivity Through Performance Appraisal	Latham, Gary P. & Wexley, K.N.
Influence Without Authority	
Initiatives International	
Innovations for the Future	
Inside Job, An	Video Arts Inc.
Integrated Marketing Communication	
Internal Customer, The	Management Training and Information
Interservice	
Intervention Assessment and Evaluation	ISPI Information Kit Series
Interview - Preparing Yourself for Success, The	
Interview and Interrogation, Practical Aspects of (packet)	Zulawski, & Wicklander
Introduction to Flowcharting	
Introduction to Total Quality Management	
Introduction to Type	Isabel Briggs Myers
Invisible Employee: Recognizing the Hidden Potential in Everyone, The	Gostick, Adrian & Chester Elton
ISO 9000	

It Happens (packet)	Smith, Julie M., Ph.D.
It Happens: How to Become Change-Resilient	Ray Halagera
It's Not My Department	Glen, Peter
Its Up to You: Stopping Sexual Harassment	ATS Media
Just Another Honest Mistake: Loss Prevention through delivery tracking	Henry, Jack
Kaizen: the Key to Japan's Comptetitive Success	Imai, Masaaki
Keeping Good People	Maxwell, John
Keys to Excellence, The	Blanchard, K, O'Connor, M., Zigarmi, D
Keystone Learning Systems Corporation Demo Video	K.L.S. Corp
Knowledge Communication Spring 99	Knowledge Communication
Leader Within, The	Zigarmi, Blanchard, O'Connor, . . .
Leaders	Bennis, Warren & Nanus, B.
Leadership Challenge, The	Kouzes, James M. & Posner, B.Z.
Leadership Courage	Cottrell, David & Harvey, E.
Leadership Secrets of Santa Claus, The	Walk the Talk Resource
Leadership Without Easy Answers	Heifetz, Ronald A.
Leadership, Vision, and Corporate Culture	
Leading at MACH 2 (packet)	Sullivan, Steve
Leading by Example	Covey Leadership Library
Leading Every Day (from ExecuKits, set of 5 cds)	Go Media Inc.
Leading from the Maze	Patnaude, Jeffrey
Leading Marines	U.S. Marine Corps
Leading Organizations from the Inside Out	Bruce LaRue; Paul Childs; Kerry Larson
Leading to Ethics	Harvey, Eric, Smith, A. & Sims, P.
Learning Internet Communicating	ViaGrafix
Learning Microsoft Internet Explorer 4	ViaGrafix
Learning Netscape	ViaGrafix
Learning World Wide Web	ViaGrafix
Legal and Effective Interviewing - The Right Questions	Coastal Human Resources
Legends	ASTD
Lessons in Leadership: How to Stay Focused on the Customer	Gold Subscription Series
Lessons in Leadership: The Best of Collection (set of 6 cassettes)	Lessons in Leadership
Let's Talk! Performance Feedback	Coastal Training Technologies
Lifesaver MS Office 97	LearnKey
Lifescrpts: What to Say in Life's Toughest Situations	Pollan, Steven & Mark Levine
Linking HRD Programs with Organizational Strategy	Phillips, & Rothwell
Listen Up, Leader!	Cottrell, David
Living Simultaneously	Patnaude, Jeffrey
Magic of Conflict, The: How to Turn a Life of Work into a Work of Art	
Making Instructional Work	Crum, Thomas F.
Management 2000	
Management for Quality Improvement	Jackson, Jr., Harry K. & Frigon, N.L.
Manager's Coaching Handbook, The	Mizuno, Shigeru, ed.

Manager's Communication Handbook, The	Cottrell, David & Layton, Mark
Manager's Guide to Training - Navy Resale Career Academy	Cottrell, David & Harvey, E.
Managing Employees Who Have Rotten Attitudes or Lousy People Skills	
Managing Fear in the Workplace	Rockhurst University
Managing for Dummies	
Managing Personal Change	Nelson, Bob & Peter Economy
Managing the Nonprofit Organization	Scott, Cynthia D., Ph.D., & Jaffe, D.T., Ph.D.
Managing the Total Quality Transformation	
Managing Web-Based Training	
Man's Search for Meaning	Ellis A., Wagner E., Longmire W.
Marketing Research	Frankl, Viktor E.
Marketing Services	
Marketing Yourself for a Second Career	
Mastering the Medium: Video Marketing Tools	
Mauritius	Promotional Video Duplicators
Max & Max	Covey Leadership Library
Measuring Instructional Results	Covey Leadership Library
Measuring Learning and Performance	
Measuring Return on Investment	Phillips, Jack J., ed.
Media File	Phillips, Jack J., ed.
Meetings, Bloody Meetings	
Memory Jogger Plus +, The	
Mentoring: Cornerstone of Leadership	Brassard, Michael
Merriam Webster Collegiate Dictionary	
Microsoft Access 97	
Microsoft Excel 97	LearnKey
Microsoft Office Excel 2003 (set of 2 books)	LearnKey
Microsoft Office PowerPoint 2003 (set of 2 books)	Coulthard, Clifford
Microsoft Official Curriculum Sampler	Coulthard, Clifford, Graves
Microsoft PowerPoint 97	
Microsoft Word 97	LearnKey
Mind Shift	LearnKey
Mindmapping: Your Personal Guide to Exploring Creativity and Problem Solving	Price Pritchett
Mining Group Gold	Joyce Wycoff
Monday Morning Customer Service	Kayser, Thomas A.
Monday Morning Leadership	Reed, David & Cottrell, D.
Montage of Excerpts from USMC Recruiting Films	Cottrell, David
Motivating at Work	Thompson, J. Walter
Motivating Your Trainees	Dell, Twyla
Moving From Training to Performance	Pike, Bob
Mutual Gains	
MWR Training Program	
National Restaurant Association Alcohol Awareness Program	

NAUSEA/SSP - Learning Catalog	
Negotiating the Future	
NES Learning Resource Library - Organizational Development & Leadership	
New Economics, The	Human Resources Group, The
New Supervisor, The	
New Work Habits for a Radically Changing World	Chapman, Elwood N.
Next Level, The	
No Contest	Cottrell, David
No-Nonsense Guide to Common Sense Management, The	
Now, Discover Your Strengths	James, Randolph I.
Oh, The Places You'll Go	Buckingham, M. & Clifton D. O.
On Great Service: A Framework for Action	Dr. Seuss
One Bite at a Time	Berry, Leonard L.
One Minute Manager	Brewster, D. & Calwell G.
One Minute Manager	Blanchard, Ken
One Minute Manager	Blanchard, Ken
Organization Smarts	Blanchard, Ken
Original Roget's Thesaurus, The	Brown, David W.
Out of the Crisis	Dutch, Robert A.
Output Software for Windows	Deming, W. Edwards
Overcoming Negativity in the Workplace	Sites Worldwide Relocation Services
Oz Principle, The	Ruockhurst University
Passion of Command: The Moral Imperative of Leadership, The	Connors, Hichman,Smith
Pathways to Growth	McCoy, Colonel B.P.
Performance	IBM
Performance Analysis and Consulting	
Performance Feedback - Let's Talk!	Phillips, Jack J., ed.
Performance Improvement	Coastal Human Resources
Performance Improvement Interventions	
Performance Improvement Pathfinders	Van Tiem, Moseley, & Dessinger
Performance Improvement Resources and Membership Directory, 1998-99	Dean, & Ripley
Performance Intervention Maps	
Performance Intervention Maps: 36 Strategies for Solving Your Organization's Problems	Sanders, & Thiagarajan
Personal Mission Statement, How to Develop & Use	Ethan Sanders
Physical Fitness Centers: Maintenance and Care of Equipment	FranklinCovey
Planet Registrar	A TRADOC Production
Planning and Measurement in Your Organization	
Planning Successful Meetings and Events	
Power Base Inventory, Assessing leadership & Influence Style	Kenneth W Thomas & Gail Fann Thomas
Power of Attitude, The	Boehme, Ann J.
Powerful Communications Skills for Women	Anderson, Mac
Powerful Presentation Skills	Waldo, Kay Cronkite

Practical Ethics for the Federal Employee	
Preparing Instructional Objectives: a critical tool in the development of effective instruction	
Presence: Human Purpose and the Field of the Future	Robert F. Mager
Present, The	Senge, Scharmer, Jaworski, Flowers
Preventing Workplace Violence	Johnson, Spencer
Principle-Centered Leadership	Braverman, Mark
Prisoners of Our Thoughts	Covey, Stephen R.
Process Improvement Guide	Pattakos, Alex
Process Measurement	
Professional Telephone Skills - 1 set of 3 tapes/1 wkbk	
Progressive Discipline (The Desktop Employment Law Series)	Smith, Deborah
Project Management	Business 21 Publishing
Promoting Quality and Participation	
Pursuit of WOW!, The	
Put it in Writing: Preview	Peters, Tom
Putting Total Quality Management to Work	Joseph, Albert
Quality of Life in the USMC	Marshall & Kiser
Quality Service Teamwork	U.S. Marine Corps
Quality: The Challenge of Leadership	Successories Library
Quantico - Crossroads of the Marine Corps (2008 edition)	Seagraves, Theresa - ASTD Press
Quick! Show Me Your Value	U.S. Marine Corps
Quotes and Quips	Seagraves, Theresa
Reach Out and Celebrate Life!	
Reading Dynamics	Cassis, John
Recognize & Reward Employees (Simple, Smart, and Low-Cost Ways)	Wood, Evelyn
Reengineering Handbook, The	Rockhurst University
Reengineering the Corporation	
Registrar 7.0 User's Guide	Hammer, Michael & Champy, J.
Reinventing the Department of Defense	
Resistance	
Resolving Conflict	
Retail - Build a Continuing Relationship	National Retail Federation
Retail - Closing the Sale	National Retail Federation
Retail - Completing the Sales Transaction	National Retail Federation
Retail - Go the Extra Mile	National Retail Federation
Retail - Preventing Loss	National Retail Federation
Retail - Promoting Safety	National Retail Federation
Retail - Stocking the Shelves	National Retail Federation
Retail Management	U.S. Marine Corps
Ring in the Rubble: Dig Through Change and Find Your Next Golden Opportunity, The	Harry Friedman
Ripping the Mask off of Internal Theft	Gary Bradt
Road Signs for Success	Loss Prevention Results
Roget's International Thesaurus	Whitt, Jim

ROI at Work	
ROI of Human Capital, The	Phillips, Jack J., & Phillips, Patricia
Root Cause Analysis	Fitz-enz, Jac
Sacred Cows Make the Best Burgers: Developing Change-Ready People and Organizations	
Safer Than A Known Way	Robert Kriegel
Satisfying Customers	McConnell, John
Scheduling and Controlling Payroll Expense	
SCORE! For Enhanced Training Results	
Secret, The	Meiss, Rich
Self Profile	Blanchard, K. & Miller, M.
Self-Assessment System	Wright, Randall
Self-Designing Organization	
Self-Directed Work Teams	???
Selling	Orsburn, Moran, Musselwhite, . . .
Selling	
Seminars - The Exceptional Assistant	Sullivan, Steve
Servant Leader, The	
Service America	Blanchard, Ken & Hodges, P.
Service that Sells!	
Sevensteps Toward Help That Works	Pencom, Inc.
Sexual Harassment	Sevensteps
Sexual Harassment - Identify, Stop, Prevent	Coastal Human Resources
Sexual Harassment, Avoiding	
Sexual Harassment, Ending	Coastal Human Resources
Sexual Harassment: A Manager's Guide	Coastal Human Resources
Sexual Harassment: Is it Me?	Coastal Human Resources
Sexual Harassment: New Perspectives	National Restaurant Association Educational Foundation
Sexual Harassment: What You Should Know	
Sexual Harassment: What's the Big Deal?	Bereman, Dr. Nancy
Shoplifters vs. Retailers	National Restaurant Association Educational Foundation
Simple Truths of Service, The	Sennewald, Charles A.
Situational Leader, The	Blanchard, Ken & Barbara Glanz
Situational Parenting	Hersey, Dr. Paul
Situational Selling	Hersey, Dr. Paul & Campbell, R.
Situational Service	Hersey, Paul
Six Fundamentals of Success, The	Hersey, Dr. Paul & Brown, D.
Sixteen Types, The	Levine, Stuart
Skilled Facilitator, The	Keirse & Bates
Soar . . . If you Dare	Schwarz, Roger M.
SpeedReading People, The Art of	Ball, James R.
Starbucs Experience: Secrets That Can Make Any Business More Successful , The	Tieger/Tieger
Start Right...Stay Right	Ruckhurst University
Steps to Food Safety	Ventura, Steve

Steps to Food Safety	ServSafe
Sticking to It	ServSafe
Strategies for Effective Customer Education	Colan, Lee J.
Stress Illustrated	Honebein, Peter
Stress Resiliency Profile	Kenneth W. Thomas, Walter G. Tymon, Jr
Subtle Sexual Harassment	Excellence in Training Corporation
Succeed, Strengthen, Simplify: Hiring Practices to Fit Today's World	
Such as Regiments Hand Down Forever	Smart, Brad and Geoff
Supervising and Training People	U.S. Marine Corps
Supervisor as a Trainer, The	First Books for Business
Swimming Pools: Operations	Hawkins, W. Frederick
Tactics	A TRADOC Production
Take a Good Look: Successful Deterrents to Shoplifting (Packet)	U.S. Marine Corps
Taking Control of Your Workday - 1 set of 3 tapes/1 wkbk	LearnCom
Taking Control of Your Workday (Volume 3 only)	Lohr, Dick - CareerTrack Pub
Teaching Makes a Difference	CareerTrack Publications
Team Handbook, The	Cummings, Carol
Team Member Handbook for Teamwork, The	Scholtes, Peter R.
Team Member's Survival Guide	Pritchett, Price
Team Problem Solving	George, Jill A., Ph.D., & Wilson, J.M.
Tearing Down Walls	Pokras, Sandy
Technology for Trainers	Covey Leadership Library
Telling Ain't Training	Toth, Thomas
Tender Processing and Counterfeit Recognition	Stolovitch, & Keeps
The Basics of Negotiating	MCCS
The Best of Lessons in Leadership	
The Best of Lessons in Leadership	Lessons in Leadership
The Marine Corps for the 21st Century	Lynne Snead & Joyce Wycoff
The Time of Your Life	U.S. Marine Corps
Time of Your Life, The	U.S. Marine Corps
To Do...Doing...Done!	Snead & Wycoff
Toastmasters International: Your Speaking Voice	Toastmasters
Tools and Methods for the Improvement of Quality	Bureau of Business Practice
Top 10 of Everything: 2004, The	Gitlow, Gitlow, Oppenheim,& . . .
Top 10 of Everything: 2008, The	Ash, Russell
Train the Trainer - Conducting One on One Training	Ash, Russell
Train the Trainer Boot Camp	E.I. Video Productions
Trainer Basics	Bob Pike Group
Trainer's Workshop	Piskurich, George M., ed.
Training & Development Easy Reference Library	Parker, Barbara J., ed.
Training for Dummies	ASTD
Training Managers to Train	Biech, Elaine
Training Solutions 2005	Kirkpatrick, Kirkpatrick
Training the Trainer - 1 set of three tapes	Zaccarelli, Brother Herman E.

Training Tools	Fred Pryor Seminars
Training with Video: A How-To	Navigational Leadership Group
Transferring Learning to Behavior	E.I. Video Productions
Transformational Leader, The	Kirkpatrick, D. & Kirkpatrick, J.
Ultimate Advantage, The	Tichy, Noel M. & Devanna, M.A.
Unlock the Power to Learn, Unlock the Power to Perform	Lawler III, Edward E.
Values & Ethics: Situations for Discussion Video & Guide	Pike, Robert W.
Walk Awhile in My Shoes	LearnCom
Walk Awhile in My Shoes, Too!	Harvey, Eric & Ventura, S.
Walk the Talk (Series)	Harvey, Eric
Walk the Talk: the Video	Harvey, Eric & Lucia, A.
Walking the Talk Together	
Warfighting	Harvey, Eric & Lucia, A.
Warming Up the Crowd!	U.S. Marine Corps
Was That Really Me? How Everyday Stress Brings out Our Hidden Personality	Arch, Dave & Meiss, Rich
Way to Grow	Quenk, Naomi
Webster's New World Thesaurus	Galindo, Linda
Welcome to MCCS	
Welcome to Okinawa	MCCS
What Do You Say?	MCCS
What Do You Say? (Packet)	Media Partners
What Every Manager Should Know About Training	Media Partners
What Every Manager Should Know About Training: Workshop (packet)	Mager, Robert F.
What Went Wrong? They Might Not Know, But You Sure Will	Mager, Eileen W.
What Works: Assessment, Development, and Measurement	
What You Say Is What You Get	Bassi, Laurie J., & Russ-Eft, D.
When Giants Learn to Dance	Walther, George R.
When the Drumbeat Changes Dance a Different Dance	Kanter, Rosabeth Moss
Who Moved My Cheese?	Mensah, Albert
Who Moved My Cheese? Workshop Kit and Materials	Johnson, Spencer
Who's On First	Johnson, Spencer
Why Teams Don't Work	Salenger Films
Wilderness Within, The	Robbins, Harvy & Finley, M
Winning	Dustin, Daniel
Wisdom of Teams, The	Welch, J. & Welch S.
Workplace Learner, The	Katzenbach, Jon R., & Smith, D.K.
World of Quality: Total Quality Management at the Xerox Corporation, A	Rothwell, William J.
Write Right!	Xerox Quality Solutions
Wuzzles for Presenter: Stretching Exercises for the Mind	Venolia, Jan
Zapp! The Lightning of Empowerment	Underwood, Tom
Wine & Beverage Management - Global Foodservice Institute	E.H. Manley and Associates

On Cooking Lite	E.H. Manley and Associates
The Upside	Adria J Slywotzky
Unlocking The Keys To Creative Thinking	Brad Withers

Online Training Resources



Online Training Resources

This is not an endorsement of these websites – simply a listing of resources available to you. This list is not a complete listing but rather resources that have been recommended by various MCCS Training offices and Employee Development Specialists. Under each site name is the web address and whether the training is free or has an expense (\$\$). Below that you will find a brief description (if available) of the site and the topic areas covered in their training courses.

Education Online For Computers

<http://www.educationonlineforcomputers.com/training/>

(Free and \$\$)

Over 5,000 computer software training modules and tutorials to choose from. EducationOnlineForComputers.com teaches you via self-based educational and training tutorials all the Microsoft Office applications and other desktop software for end-users and developers. Topic areas include: Adobe, Microsoft and Web Development.

GCF LearnFree.org

<http://www.gcflearnfree.org/>

(Free)

Topic areas include: MS Access, MS PowerPoint, MS Excel, MS Word and Math Basics

HP Learning Center

<http://www.hp.com/go/learningcenter>

(Free)

Online classes available 24/7. Topic areas include: Digital Photography, Home Office, Microsoft Office and Adobe, PC Security and Maintenance, Business Basics, IT Professionals, Graphic Arts, Government and Education.

Latitude U

<http://certification-training-courses.com/online-training.htm>

(Free and \$\$)

There are over 3,500 self-study online courses in the Latitude U course catalog. Browse the catalog and read the course reviews from other students. Topics include: Business Math, Coaching Skills, Career Training, Communications, Conflict Management, Customer Service, Diversity, Listening, Job Interview Skills, Retail Math, Sales Training, Sexual Harassment, and Team Building.

Marine Net

<http://www.marinenet.usmc.mil>

(Free)

MarineNet is your official gateway to exciting online courseware! It is your instant access to libraries of exciting and challenging online courses from any PC on base or at home! What does MarineNet do for you? It provides: electronic training courses; 24/7 access to courses; and detailed tracking of learning progress. Topic areas include: computers and IT, Business and Leadership, Family and Personal Readiness. Not all courses are open to civilians. MarineNet course prerequisites will advise which courses have restricted access. MarineNet is CAC enabled (easy log-in), otherwise an account can be created if the employee does not have a CAC card.

Microsoft Office

<http://office.microsoft.com/en-us/training>

(Free)

Microsoft Office Online Training offers a variety of Office 2010 and Office 2007 training courses on Office programs such as Access, Excel, Outlook, PowerPoint, Project, Publisher, SharePoint, and Word.

U.S. Small Business Administration

<http://www.sba.gov/training>

(Free)

SBA has a variety of self-paced courses in the areas of Finance and Accounting; Government Contracting; Marketing and Advertising; and Strategic Planning.

MCCS Individual Development Plan Guidance

INDIVIDUAL DEVELOPMENT/LEARNING PLAN							
Page ___ of ___							
Program: _____ Staff Member: _____ Job Title: _____					General Staff Info: _____		
Task/Skill/Knowledge:	Type Of Training			Delivery Method(s)			Purpose of each training need/requirement:
	Rgd?	Tech?	Prof?	JA?	OJT?	Trad?	
							<input type="checkbox"/> New staff member/onboarding <input type="checkbox"/> New or changed procedure <input type="checkbox"/> New or changed equipment <input type="checkbox"/> Policy/Regulation <input type="checkbox"/> New Skill or Cross-Training <input type="checkbox"/> Performance Improvement <input type="checkbox"/> Developmental Job Assignment <input type="checkbox"/> Other _____
							<input type="checkbox"/> New staff member/onboarding <input type="checkbox"/> New or changed procedure <input type="checkbox"/> New or changed equipment <input type="checkbox"/> Policy/Regulation <input type="checkbox"/> New Skill or Cross-Training <input type="checkbox"/> Performance Improvement <input type="checkbox"/> Developmental Job Assignment <input type="checkbox"/> Other _____
							<input type="checkbox"/> New staff member/onboarding <input type="checkbox"/> New or changed procedure <input type="checkbox"/> New or changed equipment <input type="checkbox"/> Policy/Regulation <input type="checkbox"/> New Skill or Cross-Training <input type="checkbox"/> Performance Improvement <input type="checkbox"/> Developmental Job Assignment <input type="checkbox"/> Other _____
							<input type="checkbox"/> New staff member/onboarding <input type="checkbox"/> New or changed procedure <input type="checkbox"/> New or changed equipment <input type="checkbox"/> Policy/Regulation <input type="checkbox"/> New Skill or Cross-Training <input type="checkbox"/> Performance Improvement <input type="checkbox"/> Developmental Job Assignment <input type="checkbox"/> Other _____
NOTES: 							

MCCS Individual Development Plan Guidance

Headquarters, Training & Employee Development (MRG) recommends that all employees work to develop their own Individual Development Plan (IDP). In support of this recommendation, specific guidance and instructions can be found within the MCCS Managers' Course Desk Reference Set (Volume 3, Duty 6 – Manage Staff, Task 5 – Train/Develop Staff (6.5.1). MCCS Managers should work with their employees to develop an annual Individual Development Plan.

Step 14 within Train/Develop Staff (6.5.1) includes the following instructions for completing the Individual Development Plan Forms. It is recommended that all Managers and Supervisors read through Duty 6.0 – Manage Staff to best understand the process.

Duty 6.0 - Manage Staff
Task 6.5 - Train/Develop Staff

DEVELOP INDIVIDUAL LEARNING PLANS

Step 14 Work with each staff member to prepare his/her Individual Development/Learning Plans. (See sample on pages 6.5.45 and 6.5.46. You may choose to delegate this step to your supervisors.)

- Make blank copies of the Individual Development/Learning Plan for each member of your staff.
- Record the name of your MCCS Program and the staff member's name and current job title in block "A".
- Block "B" is provided for you to list general info about each staff member.
 - Other training desired/acquired by the staff member.
 - Future developmental/promotional goals/desires.
 - Cross-trained (or desired cross-training) for other jobs, duties, tasks, responsibilities, etc.
 - Current special qualifications/certifications (that are not already recorded on your local training records).
 - The individual's preferred and non-preferred learning methods. (E.g., video tapes, experiential, self-study, presentation, self-paced, group activities, personal discovery/research, etc.)
- List each individual task, skill, or knowledge that you want changed, improved, or added in block "C".
 - Ask each staff member what training/development they want or think they need.
- Check the type/reason training in block "D".
 - Required/Mandated. (E.g., EEO, safety, sanitation, etc.)
 - Technical and hard skills. (E.g., cleaning, adjusting, issuing, ringing up sales, etc.)
 - Professional, managerial, supervisory, soft skills, etc. (E.g., coaching, negotiating, communicating, team building, etc.)
- Check the delivery method in block "E".
 - Job aid only.
 - On-the-Job Training (OJT) only.
 - Traditional classroom training only.
 - Or combinations of these.
- Check the reason for conducting training for the specific task, skill, or knowledge in block "F".
- Use the Notes section (Block "G") for your additional ideas, comments, observations, training/development plans, tuition reimbursement agreements, due/accomplish NLT dates, etc.

INDIVIDUAL DEVELOPMENT/LEARNING PLAN

Page 1 of 2

(A)
 Program: Aquatics
 Staff Member: Mark Fitz
 Job Title: lead life guard

(B)
 General Staff Info:
year-round staff member
flex, 35-hr wk.
certified water safety instructor

(C) Task/Skill/Knowledge:	(D) Type Of Training			(E) Delivery Method(s)			(F) Purpose of each training need/requirement:
	Rqgd?	Tech?	Prof?	JA?	OJT?	Trad?	
complete Program check-in, orientation	✓					✓	<input checked="" type="checkbox"/> New staff member/orientation <input type="checkbox"/> New or changed procedure <input type="checkbox"/> New or changed equipment <input type="checkbox"/> Policy/Regulation <input type="checkbox"/> New Skill or Cross-Training <input type="checkbox"/> Performance Improvement <input type="checkbox"/> Developmental Job Assignment <input type="checkbox"/> Other _____
opening & closing procedures				✓	✓		<input checked="" type="checkbox"/> New staff member/orientation <input type="checkbox"/> New or changed procedure <input type="checkbox"/> New or changed equipment <input type="checkbox"/> Policy/Regulation <input type="checkbox"/> New Skill or Cross-Training <input type="checkbox"/> Performance Improvement <input type="checkbox"/> Developmental Job Assignment <input type="checkbox"/> Other _____
equipment operations							<input checked="" type="checkbox"/> New staff member/orientation <input type="checkbox"/> New or changed procedure <input type="checkbox"/> New or changed equipment <input type="checkbox"/> Policy/Regulation <input type="checkbox"/> New Skill or Cross-Training <input type="checkbox"/> Performance Improvement <input type="checkbox"/> Developmental Job Assignment <input type="checkbox"/> Other _____
<ul style="list-style-type: none"> • safety • cleaning • filtration attend MCCS World Class Customer Service training	✓	✓		✓	✓	✓	<input type="checkbox"/> New staff member/orientation <input type="checkbox"/> New or changed procedure <input type="checkbox"/> New or changed equipment <input checked="" type="checkbox"/> Policy/Regulation <input type="checkbox"/> New Skill or Cross-Training <input checked="" type="checkbox"/> Performance Improvement <input checked="" type="checkbox"/> Developmental Job Assignment <input type="checkbox"/> Other _____

(G)
 NOTES:
 see next page...

INDIVIDUAL DEVELOPMENT/LEARNING PLAN
Page 2 of 2

Program: Aquatics

Staff Member: Mark Fitz

Task/Skill/Knowledge: (C)	Type Of Training (D)			Delivery Method(s) (E)			Purpose of each training need/requirement: (F)
	Rqrd?	Tech?	Prof?	JA?	OJT?	Trad?	
water sampling		✓	✓	✓			<input type="checkbox"/> New staff member/orientation <input type="checkbox"/> New or changed procedure <input type="checkbox"/> New or changed equipment <input checked="" type="checkbox"/> Policy/Regulation <input checked="" type="checkbox"/> New Skill or Cross-Training <input type="checkbox"/> Performance Improvement <input checked="" type="checkbox"/> Developmental Job Assignment <input type="checkbox"/> Other _____
MCCS Managers' course	✓	✓	✓			✓	<input type="checkbox"/> New staff member/orientation <input type="checkbox"/> New or changed procedure <input type="checkbox"/> New or changed equipment <input checked="" type="checkbox"/> Policy/Regulation <input checked="" type="checkbox"/> New Skill or Cross-Training <input checked="" type="checkbox"/> Performance Improvement <input type="checkbox"/> Developmental Job Assignment <input type="checkbox"/> Other _____
Conduct Red Cross swim classes for beginner (non-swimmer) through advanced		✓	✓			✓	<input type="checkbox"/> New staff member/orientation <input type="checkbox"/> New or changed procedure <input type="checkbox"/> New or changed equipment <input type="checkbox"/> Policy/Regulation <input checked="" type="checkbox"/> New Skill or Cross-Training <input type="checkbox"/> Performance Improvement <input type="checkbox"/> Developmental Job Assignment <input checked="" type="checkbox"/> Other demonstrate skill
Attend NRPA pool operator's certification course		✓	✓	✓		✓	<input type="checkbox"/> New staff member/orientation <input type="checkbox"/> New or changed procedure <input type="checkbox"/> New or changed equipment <input type="checkbox"/> Policy/Regulation <input type="checkbox"/> New Skill or Cross-Training <input checked="" type="checkbox"/> Performance Improvement <input type="checkbox"/> Developmental Job Assignment <input type="checkbox"/> Other _____
Review SOPs/manuals re: aquatics, safety, risk mgmt., facility maint., emergency procedures, etc.	✓	✓			✓		<input checked="" type="checkbox"/> New staff member/orientation <input checked="" type="checkbox"/> New or changed procedure <input checked="" type="checkbox"/> New or changed equipment <input checked="" type="checkbox"/> Policy/Regulation <input type="checkbox"/> New Skill or Cross-Training <input type="checkbox"/> Performance Improvement <input type="checkbox"/> Developmental Job Assignment <input type="checkbox"/> Other _____

NOTES:

Supervisor _____

Employee _____

Date _____

INDIVIDUAL DEVELOPMENT/LEARNING PLAN

Page ____ of ____

Program: _____ Staff Member: _____ Job Title: _____	General Staff Info: _____ _____ _____
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Task/Skill/Knowledge:	Type Of Training			Delivery Method(s)			Purpose of each training need/requirement:
	Rqd?	Tech?	Prof?	JA?	OJT?	Trad?	
							<input type="checkbox"/> New staff member/orientation <input type="checkbox"/> New Skill or Cross-Training <input type="checkbox"/> New or changed procedure <input type="checkbox"/> Performance Improvement <input type="checkbox"/> New or changed equipment <input type="checkbox"/> Developmental Job Assignment <input type="checkbox"/> Policy/Regulation <input type="checkbox"/> Other _____
							<input type="checkbox"/> New staff member/orientation <input type="checkbox"/> New Skill or Cross-Training <input type="checkbox"/> New or changed procedure <input type="checkbox"/> Performance Improvement <input type="checkbox"/> New or changed equipment <input type="checkbox"/> Developmental Job Assignment <input type="checkbox"/> Policy/Regulation <input type="checkbox"/> Other _____
							<input type="checkbox"/> New staff member/orientation <input type="checkbox"/> New Skill or Cross-Training <input type="checkbox"/> New or changed procedure <input type="checkbox"/> Performance Improvement <input type="checkbox"/> New or changed equipment <input type="checkbox"/> Developmental Job Assignment <input type="checkbox"/> Policy/Regulation <input type="checkbox"/> Other _____
							<input type="checkbox"/> New staff member/orientation <input type="checkbox"/> New Skill or Cross-Training <input type="checkbox"/> New or changed procedure <input type="checkbox"/> Performance Improvement <input type="checkbox"/> New or changed equipment <input type="checkbox"/> Developmental Job Assignment <input type="checkbox"/> Policy/Regulation <input type="checkbox"/> Other _____

NOTES:

INDIVIDUAL DEVELOPMENT/LEARNING PLAN

Page ____ of ____

Program: _____

Staff Member: _____

Task/Skill/Knowledge:	Type Of Training			Delivery Method(s)			Purpose of each training need/requirement:
	Rqrd?	Tech?	Prof?	JA?	OJT?	Trad?	
							<input type="checkbox"/> New staff member/orientation <input type="checkbox"/> New Skill or Cross-Training <input type="checkbox"/> New or changed procedure <input type="checkbox"/> Performance Improvement <input type="checkbox"/> New or changed equipment <input type="checkbox"/> Developmental Job Assignment <input type="checkbox"/> Policy/Regulation <input type="checkbox"/> Other _____
							<input type="checkbox"/> New staff member/orientation <input type="checkbox"/> New Skill or Cross-Training <input type="checkbox"/> New or changed procedure <input type="checkbox"/> Performance Improvement <input type="checkbox"/> New or changed equipment <input type="checkbox"/> Developmental Job Assignment <input type="checkbox"/> Policy/Regulation <input type="checkbox"/> Other _____
							<input type="checkbox"/> New staff member/orientation <input type="checkbox"/> New Skill or Cross-Training <input type="checkbox"/> New or changed procedure <input type="checkbox"/> Performance Improvement <input type="checkbox"/> New or changed equipment <input type="checkbox"/> Developmental Job Assignment <input type="checkbox"/> Policy/Regulation <input type="checkbox"/> Other _____
							<input type="checkbox"/> New staff member/orientation <input type="checkbox"/> New Skill or Cross-Training <input type="checkbox"/> New or changed procedure <input type="checkbox"/> Performance Improvement <input type="checkbox"/> New or changed equipment <input type="checkbox"/> Developmental Job Assignment <input type="checkbox"/> Policy/Regulation <input type="checkbox"/> Other _____

NOTES:

Supervisor _____

Employee _____

Date _____



HEADQUARTERS
UNITED STATES MARINE CORPS

Semper Fit & Exchange Services Division (MR)

Human Resources & Training Branch (MRG)

3044 Catlin Avenue

Quantico, Virginia 22134