

## Live Online Courses

**Session 217: August 19 – October 11, 2019**

Registration opens May 21 at [www.southcentral.edu/LiveOnline](http://www.southcentral.edu/LiveOnline). Deadline to register is August 5.

Course	Cost	Credits	Day & Time (CST)
<p><b>Sales and Customer Service Techniques</b></p> <p>Boost your self-confidence by learning new tools and techniques to deal with different types of people, including "difficult customers" and those that are hard to close the sale. Each participant will take a personality survey and learn multiple techniques for customized presentations, building sales grids, ongoing communications, follow-up, and closing tactics.</p>	\$49.99	Non-Credit	Monday, 1-3pm 1 week 8/26
<p><b>Manufacturing Processes &amp; Production</b></p> <p>Emphasizes Just-In-Time (JIT) manufacturing principles, basic supply chain management, communication skills, and customer service. <i>Requires: Textbooks and ToolingU subscription, not included in registration fee.</i></p>	\$244	2 Credits* <b>OR</b> Non-Credit	Tuesdays, 12-2pm 8 weeks 8/20–10/8
<p><b>Print Reading</b></p> <p>Orients students in the basic skills and abilities required for understanding prints utilized in a manufacturing/industrial environment. <i>Requires: Textbooks, not included in registration fee.</i></p>	\$244	2 Credits* <b>OR</b> Non-Credit	Tuesdays, 4-6pm 8 weeks 8/20–10/8
<p><b>The Business of Drones</b></p> <p>Drones or unmanned aerial vehicles have had a significant impact on our world. This seminar will look at the industry of drones, uses in industry, rules and business cases for those interested in using this technology for their business or for individuals considering entering the drone industry.</p>	\$49.99	Non-Credit	Tuesday, 10am-12pm 1 week 8/27
<p><b>Quality Practices</b></p> <p>Introduces a quality management system and its components. These include corrective actions, internal auditing of processes, and control of non-conforming product. <i>Requires: Textbooks and ToolingU subscription, not included in registration fee.</i></p>	\$244	2 Credits* <b>OR</b> Non-Credit	Wednesdays, 1-3pm 8 weeks 8/21–10/9
<p><b>Maintenance Awareness</b></p> <p>Introduces the concepts of Total Productive Maintenance and preventive maintenance, lubrication, electricity, hydraulics, pneumatics, and power transmission systems. <i>Requires: ToolingU subscription, not included in registration fee.</i></p>	\$244	2 Credits* <b>OR</b> Non-Credit	Wednesdays, 4-6pm 8 weeks 8/21–10/9
<p><b>Career Success Skills</b></p> <p>The primary goal of this course is to help individuals acquire a solid foundation in the basic skills for a successful career. This course will identify the skills important to businesses and help the student assess his/her level of skill.</p>	\$244	1 Credit* <b>OR</b> Non-Credit	Thursdays, 4-6pm 8 weeks 8/22–10/10

Registration questions: Contact Center for Business & Industry, South Central College at 507-389-7203 or [cbi@southcentral.edu](mailto:cbi@southcentral.edu)

**\*Credits are available through participating colleges only. Ask your college representative for details.**

**Refund Policy** – Refunds will only be given if registration is cancelled *no less than* 3 business days prior to the session start date.

**Textbooks** – Additional purchase of a textbook may be required. Visit [www.southcentral.edu/LiveOnline](http://www.southcentral.edu/LiveOnline) for details

**ToolingU** – Additional \$99 yearly subscription may be required. | **CareerSafe** – Additional \$25 subscription may be required.