

## No Cost Strategic Alliance

*UC Riverside Extension, Inland Empire Small Business Center and  
American Business Concepts*

### ***Business & Staff Development Without Outside Expenses***

***Through a comprehensive 9 to 12 month economic development  
program we work with you to turn business and staff headaches  
into bottom line profits!***

#### **PHASE I:**

- ☛ A no obligation 2 to 4 hour evaluation of 16-key areas of the business including customer service, operations, finance, etc. Keep the tool and the results.

#### **PHASE II:**

- ☛ A comprehensive 6 to 9 week workforce/business development planning process and analysis. If your company qualifies for state employment training panel funding, you move to phase III.

#### **PHASE III:**

- ☛ 20+ weeks of hands-on workforce development provided by professionals with expertise in strategy, project management, operational excellence, business development, etc.
- ☛ The workforce development program typically begins with a 6-8 weeks strategic planning and implementation followed by 6-8 weeks focusing on supervision, project management and lean process improvement, concluding with 6-8 weeks of continuous process improvement

#### **PHASE IV:**

- ☛ 20+ weeks of coordinated on-the-job skills training and implementation carried out by supervisors and managers designed to ensure that all training and development drives results to the frontline

#### **To learn more...**

- ☛ To learn more about our short no-cost, and get a no-obligation assessment of your company, contact Ray Anderson at ray @americanbusinessconcepts.net (951) 634-6714 or Susie Almeida at salmeida@ucx.ucr.edu or (951) 827-1623.
- ☛ This training and development program is funded through unemployment taxes paid into funds collected by the State of California and distributed to help companies retain workers, develop advanced skills and ensure local employers excel and retain jobs.

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Types of Training	Description
Advanced Technology (AT)	<p><b>Advanced Technology</b> training involves the production or use of the most sophisticated technology and software in electronics, computers, biotechnology, engineering, multimedia/entertainment, and certain machine operations. AT may include:</p> <p>Multi-media Skills, Animation, Film/Video Production and Postproduction</p> <p>Bio-technical Production Techniques, Computer-Assisted Drafting and Manufacturing (CAD) (CAM), Computer Skills (such as Certified Novell Assistant (CNA) and Certified Network Engineer (CNE), WEB Programming (JAVA, ColdFusion, Active Server Pages), Computer programming languages (Visual Basic, C++), Printed Circuit Design, Oracle (database Management and storage), and sophisticated computer-operated machinery.</p> <p>Medical skills for RN's LVNs and CNA's in Hospitals, Clinics and other for profit medical businesses</p>
Business Skills	<p><b>Business Performance:</b> Accounting, Payroll Systems, Marketing, Business Plans, Business Administration, Merchandising, Financial Strategies, Inventory Control, Product Knowledge.</p> <p><b>Project Management:</b> Strategic Planning, Evaluations, Monitoring.</p> <p><b>Communication Skills:</b> Business and Report Writing and Editing, Negotiating, Conflict Management, Interpersonal Skills.</p> <p><b>Customer Service:</b> Customer Relations, Handling Customer Requests, Resolving Customer Complaints.</p> <p><b>Sales:</b> Sales Skills, Product Knowledge.</p>
Commercial Skills: (services and trades)	<p><b>Non-manufacturing work processes such as:</b> Automotive repair (smog certification, engine repair, body work); /Banking/ Insurance/Mortgage; Construction Occupations; Engineering/Architectural Medical/Dental; Telecommunications.</p>
Computer Skills	<p><b>Software applications and equipment:</b> Microsoft Office Suite is limited to small business projects only. For retraining projects basic "off-the-shelf" courses such as Word, Excel, Power Point are not allowed.</p> <p><b>Computer-Assisted Design and Computer-Aided Manufacturing (CAD/CAM):</b> Printer and Plotter use, Graphic Representation, Auxiliary Hardware, 2 and 3 Dimensional Isometric Drawing.</p> <p><b>Computer Networking (uses both hardware and software):</b> Local Area Networks (LAN), Wide (WAN), Metropolitan (MAN), Network Management, Certified Novell Assistant (CNA) or Certified Network Engineer (CNE), World Wide Web (WWW).</p> <p><b>Computer Programming:</b> designing and developing software and applications.</p> <p><b>Digital Entertainment and Multimedia:</b> training in various software applications used in film production, editing, and advertising in the entertainment and multimedia industries.</p> <p><b>Manufacturing Resource Planning MRP/ERP/SAP/Oracle:</b> Integrated Material Management and Accounting Systems such as: Computerized Scheduling, Sales Forecasting, Material Resource Planning, Inventory Control, Purchase Order Tracking, Cost Accounting, Engineering and Document Control, Personnel, Payroll and General Accounting.</p>
Continuous Improvement	<p><b>Combination of any of the following types of training:</b> Statistical Process Control (SPC), Problem Solving, Teambuilding, Quality Concepts, Total Quality Management, ISO (9000 to 9005 et. al.), Just-In-Time Processes (JIT), Process Improvement, Decision Making, Leadership skills for frontline workers.</p> <p>SPC: quality method for monitoring products during production: interpreting Charts/Graphs; Pareto, Histogram, and Fishbone Diagrams; Statistical Analysis.</p> <p><b>Project Management:</b> Strategic Planning, Evaluations, Monitoring.</p>
Hazardous Materials (HazMat)	<p><b>Pertaining to environmental protection:</b> Asbestos Removal, Hazardous Materials Handling, Hazardous Chemical Cleaning/Handling, and Hazardous Waste Cleaning.</p>
Literacy Skills (Job-related)	<p><b>Vocational English as a Second Language (VESL):</b> Basic English Language Skills: Writing, Reading, and Language Comprehension.</p> <p><b>Vocational English:</b> Basic English language skills: writing letters and business reports; reading work orders, safety regulations and other documents; language comprehension, understanding verbal direction and instruction.</p> <p><b>Basic Math:</b> Understanding the Numbering System, Fractions, Decimals, Positive and Negative Numbers, Rounding-off Rules Basic Understanding of Algebraic Equations.</p>
Management Skills	<p><b>Developing and improving skills of managers and supervisors:</b> Leadership, Decision Making, Motivation, Teambuilding, and Coaching Procedures.</p>
Manufacturing Skills (industrial)	<p><b>Skills associated with product creation and/or assembly:</b> Production Operations, Parts and Products Manufacture, Equipment Operation, Assembly Procedures, Inventory Control, Warehousing, Manufacturing Practices, cross-training in production equipment/skills.</p> <p><b>Food Processing:</b> Meat, Canning, Fruit and Vegetable Processing.</p> <p><b>Computer Numeric Control (CNC) Machining:</b> CNC machine operation: Drills, Lathes, Milling machines, Grinders and other CNC Machines, CNC Programming.</p>

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**High-Priority Businesses for State Funding**

<b>NAICS Code</b>	<b>Code Range</b>	<b>Industry Name</b>
111	111110-111999	Crop Production
236	236110 - 238999	Construction of Buildings
237	237	Heavy and Civil Engineering
238	238	Specialty Trade Contractors
31-33	311110 - 339999	Manufacturing, including Food Product, Apparel, Petroleum and Coal Product, Chemical, Primary and Fabricated Metal, Machinery, Computer and Electronic Product, and Equipment Manufacturing
4883		Support Activities for Water Transportation including:
	488310	Port and Harbor Operations
	488320	Marine Cargo Handling
	488330	Navigational Services to Shipping
511	511110-511199	Publishing, including Newspaper, Periodical and Book Publishing
511210	511210	Software Publishing
512110	512110	Motion Picture and Video Production
512191	512191	Postproduction Services and Other Motion Picture and Video Industries
541330	541330	Engineering Services, including Civil, Construction, Environmental and Mechanical Engineering Services
541380	541380	Testing Laboratories
541511	541511	Custom Computer Programming Services
541512	541512	Computer Systems Design Services
54710	541710	Research and Development in Physical, Engineering and Life Sciences

**ETP (Employment Training Panel) Qualifying Criteria**

1. Must be for profit business and contribute to the State Unemployment Insurance fund  
(See payroll stubs for ETT: Employment Training Tax)
2. \$12.85 Minimum Wage for Single Employer Contracts and High Unemployment Areas  
(Includes Health and Dental Benefits)
3. \$23.36 Minimum Wage Requirement for SET Contracts  
(Includes Health and Dental Benefits)
4. Companies contribute labor during classroom training
5. Union companies encouraged