



MSCI Professional Development for the Metals Industry

Sales

Service Excellence in the Metals Industry	Provides fundamental skills training in quality service, people skills, service strategy, the 4 As for service excellence, and measurement.
Inside Sales Skills	Through this course, inside sales people and their managers will learn basic skills and best practices for inbound and outbound sales interactions.
Inside Sales Strategies	This results-oriented class teaches more experienced reps, who have mastered basic inside sales skills, the strategies to take inbound and outbound sales interactions to the next level.
Reaching Out: Prospecting for Results	This highly interactive workshop for inside and outside sales people and their managers builds skills and strategies immediately applicable to successfully approach new business opportunities—by phone, through email, and in person.
Solution Selling	Inside and outside sales professionals e-energize, re-frame, and re-focus minds and skill sets to effectively and efficiently build business.
Sales Management	In this two-day class, learn to effectively lead a sales force in a competitive marketplace by helping you focus on your own leadership skills and developing the skills of your team.
Negotiation Selling	Advanced two-day workshop for experienced sales professionals who must sell value to justify price, terms, and conditions.
Introduction to Outside Sales	Improve sales skills, from prospecting and planning to closing and follow-up. This program provides the clear roadmap for rapidly advancing the sale toward success.
Advanced Selling for Outside Sales	A two-day program that teaches sales professionals and managers proven techniques for landing and retaining important accounts.

Metallurgy

Metallurgy for the Metals Professional	Understand how metals behave and how their properties can be altered by common processing. Provides important, practical knowledge to the non-metallurgist.
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Product Training

MetalLearn®	Online, interactive product training on the ten most popular lines of metal sold by metals service centers. Take any or all of the modules to fit your needs.
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Operations

Advanced Inventory Management	A two-day workshop designed for people who want to take an aggressive, hands-on approach to dealing with their inventory challenges. Learn how to effectively manage your inventory and increase your company's productivity and profitability.
Operations Management 1	A two-day program designed to provide the knowledge necessary to better manage people, communicate effectively, control costs, and improve productivity.
Operations Management 2	These two days focus on plant layouts, capacity planning, scheduling, receiving and shipping, storage and equipment, and inventory control to help you run a more efficient operation.
Purchasing & Supply Management	This powerful two-day seminar will address critical management concerns and provide practical techniques and vital information to enhance the purchasing function's contribution to your organization's bottom line.
Transportation & Logistics Management	A hands-on, three-day program that helps warehouse supervisors, transportation managers, and others improve transportation logistics, control costs, and increase productivity.

Leadership

Building High Performing Teams	This workshop for senior and middle management outlines the essentials of finding the right team members who are hardwired with your organization's values and culture, building psychological safety and a learning environment, and setting conditions for decentralization and initiative.
Coaching Workshop	Senior and middle management learn the coaching methodology and the tips and tools needed to be an effective coach who fosters development and growth.
Leadership/Management	Empower your leaders with this program that teaches two essential executive skills - how to lead people and manage things.
Strategies for Engaging the Multi-Generational Workforce	This workshop teaches the strategies for creating the next generations of leaders, leveraging intergenerational talent, and building strong relationships between older and younger team members. Senior and middle management learn practical tools and strategies for succession planning, which will ensure organizational continuity and longevity.
Team Alignment and Engagement	A proven process and methodology for senior and middle management that aligns your company's vision and mission with your management team's message and mind-set to drive performance and results.



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Safety

These classes earn credit toward the National Safety Council's Advanced Safety Certificate, which requires a total of 12 days (7.8 CEUs). Principles of Occupational Safety & Health is a required class of the certificate program.

Principles of Occupational Safety & Health (4 days)	Learn techniques to identify and target hazards specific to your organization, and take actions to prevent incidents and related costs. Also learn to organize and communicate an effective safety program.
Safety Management Techniques (4 days)	Learn to look at safety from a business and systems perspective. This class addresses administrative, technical and cultural issues, helping you effectively manage projects and employees.
Fundamentals of Industrial Hygiene (4 days)	Gain a practical understanding of industrial hygiene issues and how to address them. Taught in an interactive classroom format supported by testing and a case study project, you'll learn how to anticipate, recognize, evaluate and control industrial hygiene hazards.
Safety Training Methods (4 days)	Learn how to make educated decisions about the safety training needs for your workforce through needs analysis, performance objectives, instructional strategy and methods, content, delivery evaluation and costs. Safety Training Methods meets ANSI Standard Z490.1 criteria for accepted practices in safety, health and environmental training.
Safety Inspections (1 day)	Learn to plan and conduct a safety inspection, complete inspection reports, develop recommendations and follow-up, and manage an effective inspection program.
Incident Investigation (1 day)	Learn techniques for gathering complete, accurate and objective incident data used to arrive at true root causes and determine corrective action as a means of preventing injuries, property damage and financial losses.
Job Safety Analysis (1 day)	Learn this proven process for controlling operating hazards and costs. Get a step-by-step overview of the process, and define your role in making it effective.
Ergonomics: Managing for Results (1 day)	Gain skills to recognize ergonomic risk factors and determine how to conduct an ergonomic worksite analysis. Also learn to assess various control methods and identify steps to implement a successful ergonomics program at your workplace.
Team Safety (1 day)	Learn how to build an effective safety team. The course includes a self-assessment of your level of understanding and interactive exercises to practice learned concepts.