



MSCI

Professional Development

Your convenient source for developing and improving the skills your employees need to achieve their career goals and make a positive impact on your company

- Industry specific programs
- Introductory and advanced learning
- Knowledgeable faculty
- Efficient, interactive one- and two-day classes





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 for service and sales personnel.
Inside Sales Skills	Inside sales people 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.
Negotiation Selling	This advanced, two-day workshop is for experienced sales professionals who must sell value to justify price, terms, and conditions.
Introduction to Outside Sales	New outside salespeople and inside salespeople making the transition 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 outside sales professionals and sales, district and regional managers proven techniques for landing and retaining important accounts.

Metallurgy and Product Training

Fundamentals of Metallurgy	Explains how metals behave and how their properties can be altered by common processing. Provides important, practical knowledge to the metals professional.
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.

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 for operations managers, warehouse managers and supervisors, logistics and materials managers, and frontline leaders. Provides 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, equipment, and inventory control to help you run a more efficient operation.



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Operations (continued)

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, two-day program that helps warehouse supervisors, transportation managers and others improve transportation logistics, control costs, and increase productivity.

Management

Sales Management	In this two-day class, sales managers learn to effectively lead a sales force in a competitive marketplace by focusing on their own leadership skills and developing the skills of their teams.
Leadership/Management	Managers are empowered with this program that teaches two essential executive skills - how to lead people and manage things. This course is especially beneficial to those soon to move to management, new managers and managers who have not had formal training.
Controlling the Right Financial Levers	Strategic business managers, regional/functional heads, branch/operations managers and finance managers/controllers explore how different growth strategies, investment decisions, and capabilities impact the financial levers and how moving the right levers in the right configuration lead to breakthrough results.
Customer Stratification	Sales and marketing managers, branch and regional managers, pricing professionals, business analysts, and data analysts learn straightforward approaches to customer stratification and opportunities that businesses can capitalize on by effective use of the technique.
Pricing Optimization	Owners, C-Suite, sales management, and pricing specialists learn "complexity management" – a method to simplify and standardize your pricing structure for maximum efficiency while making your unique value proposition clear to your customers.
Optimizing Distributor Profitability	Strategic business managers, regional/functional heads, branch/operational managers, finance managers/controllers, C-Suite and business owners take a deep dive into critical best practices that every distributor must implement. They obtain an action plan and roadmap for successful best practice implementation.
