



TRAININGS OFFERED BY CCAT

Online Training with Mentor Support

Smart Manufacturing – Industrial Internet of Things

This program is designed for those with some manufacturing experience and an affinity for and solid experience with computers and all things digital. The program is **online based** utilizing the industry recognized Tooling University platform and requires the ability to work independently. Progress will be **monitored and supported** by CCAT.

Ask the Mentor

Students will be provided with access to a **CCAT content mentor** via email during the course. A specially provided email address will be active for this purpose during the program providing the opportunity to ask any questions that may arise about the course material and its application.

Timing/ Program Length: *Participants can begin immediately.*
Overall length – Six Weeks. Designed to fit into a work schedule. Training modules are brief and self-paced.

Topics (Each area/module is about an hour in length):

Cybersecurity for Manufacturing Basics 101
Cybersecurity for Manufacturing: Malware Overview 102
Introduction to the Industrial Internet of Things 111
Data Collection Fundamentals 121
Automatic Identification Technology 141
Cybersecurity for Manufacturing: Hacking Overview 201
Cybersecurity for Manufacturing: Wireless Networks 202
Introduction to Digital Networks 221
Data Collection: Inventory and Maintenance 231
Introduction to Digital Twin 241
Introduction to Digital Thread 242
Introduction to Machine Learning and Artificial Intelligence 301
Machine Learning and Artificial Intelligence Applications 302

Course Objectives:

Provides a solid grounding on key topics related to the industrial internet of things & smart manufacturing for those aiding with the transition to these technologies or seeking an enhanced understanding of them.

Trainee Skill Level:

Training runs to the intermediate level. Potential candidates should have strong computer skills.

Instructor-Led Training

Industrial Robotics - Programming I for Material Handling

This program is designed to teach students how to operate and program an industrial robot. The class will include pre and post testing of all students to ensure that the objectives are met, and that students have genuinely learned the subject matter. Reports will be issued about the student's progress, and if they have met the course requirements, a certificate of completion will be received.

A fully certified ABB (ASEA Brown Boveri) instructor will conduct formal training remotely with a **mix of live online instruction** at CCAT and **VR based tools** to provide significant practice time.

Timing/Program Length: 4.5 Days (Mon-Thr 9-5, Fri 9-1)

Dates: TBD

CCAT - East Hartford (Pitkin St)

Topics:

Safety precautions used while programming and program execution · System Description · Event messages · Positioning the robot by use of joystick control · Program creation procedures · Program modification techniques · Backup and Restore · Tool Center Points · Work Objects · Program Flow · Working with numbers · Operator Communications · Circles and Offsets · Clocks and Hot Editing

Course Objectives:

After completing the course, participant will be able to:

- Practice all areas of safety as they pertain to the robot
- Properly startup, operate, and shut down the robot
- Properly identify and recover from robot errors
- Perform program storage and retrieval
- Manual and program control of inputs and outputs
- Create Tool Center Point data
- Edit programmed positions
- Create a program with subroutine structure
- Perform editing techniques
- Program instructions, such as, output control, decision making, operator dialog, and clock
- Name I/O and data with proper names
- Identify system parameters
- Define Work Objects

Trainee Skill Level:

This course is intended for personnel chosen to become responsible for operating a robot, creating programs and editing programs, such as: Technicians, Manufacturing Engineers and Service Perso



TRAINING OPTIONS OFFERED BY CCAT

Frontline Leadership Training

Frontline Leadership Training is designed to enhance the competence of employees as they progress from primarily technical roles into supervisory and management positions. Multiple delivery modes will be used to enhance engagement: lecturettes, role plays, film analysis and case studies.

Timing/Program Length

5 layered modules to be taken in sequence
3 hours per session
5/2/24, 5/9/24, 5/16/24, 5/23/24, 5/30/24
9 am - 12 pm, 222 Pitkin St, East Hartford

Training Modules

> **Foundational Skills – Emotional Intelligence and Communication**

These skills that are critical to exercising leadership in the workplace. Enhancing your ability to perceive others' emotions and communicate clearly, will enable more complex leadership skills such as Performance Management and Delegation.

> **Performance Management and Effective Feedback**

In this module we provide attendees with the ability to professionally critique someone's performance when that performance is not up to par. Delivering "effective" feedback is a critical component of any leader's job.

> **Conflict Resolution and Negotiation**

The third module will give participants the ability to manage disagreements and conflicts more effectively in the workplace. Participants will learn their own preferred modes of managing conflict and will learn to choose the best approach given the situation.

> **Supervisory Leadership and Delegation**

Participants attending Module 4 will learn to how to assess their employee's abilities and motivation, and then choose the appropriate leadership style for the situation.

> **Team Dynamics and Team Leadership**

The final module focuses upon the best ways to lead a team. Team dynamics and team dysfunctions will be fully explored.

Objective

Enhance the competence of employees as they progress from primarily technical roles into supervisory and management positions and give them the tools needed to succeed.

Instructor: Robert Albright, Ph.D. is a founding partner with AIM Consulting Associates who graduated from the U.S. Coast Guard Academy before receiving his Ph.D. in Human Resource Management and Labor Relations



TRAININGS OFFERED BY CCAT

CUSTOMER SERVICE EXCELLENCE For MANUFACTURING

PROGRAM OVERVIEW:

This program is designed to enhance the customer service skills of employees. It will increase their focus upon, and their ability to find, customer service “improvement opportunities.” Participants will learn to optimally devise solutions and implement those solutions to enhance the customer experience.

Objective:

Prepare participants to recognize the power of understanding customer needs, developing long-lasting relationships and defining client expectations. Ensure a strong focus on the customer is maintained **at every level of the organization**. Continuously improve customer or client service.

We will utilize an easily understood example of a widely recognized “World Class” Customer Service Company and we will review their best in class, tools, practices, and policies.

Timing:

- Three “layered” modules to be taken in sequence across the course of the program. Modules are spread out to give participants time to work with the concepts and enhance retention & effectiveness.
- Time frame: 3-part series **4/4, 4/11 and 4/25/24** 8:30am -12:00 222 Pitkin St, East Hartford

Content Organization:

- **Module 1: Customer Relations/Knowing Your Customers**
 - Learning and responding to Customer Wants
 - Learning and responding to Customer Needs
 - Learning and responding to Customer Stereotypes (of your industry)
 - Learning and responding to Customer Emotions
 - Communicating with your Customers
 - Establishing your Customer Expectations
 - Video **Analysis: In Search of Excellence**

- **Module 2: Customer Service Standards and “Delivery Mechanisms”**
 - Identifying Customer Service Standards for your business
 - What should you be constantly focusing upon?
 - Delivery Mechanisms: How, and in what ways, can you deliver your optimal Customer Service?
 - Integrating your Standards and Delivery Mechanisms

- **Module 3: Resolving Customer Conflict, Managing Disappointment; Delighting the Customer**
 - Customer Conflicts: Tactics and techniques
 - Identifying high value/low-cost responses to Customer Complaints
 - Customer Dialogue Guidelines
 - Customer Distress **Role Plays/Experiential Exercises**
 - Turning bad situations into “Wins for you, and your Business

Training Method:

- Multiple “delivery modes” will be used to enhance engagement: lecturettes, role plays, film analysis, case studies

About the Instructor

Robert Albright Ph.D is a founding partner with AIM Consulting Associates. His areas of expertise include Strategic Business Planning, Leadership Development, Client Service, Teambuilding and Conflict Resolution. Bob received his Ph.D. in Human Resource Management and Labor Relations from the University of Pittsburgh's Graduate School of Business and is a graduate of the U. S. Coast Guard Academy.



TRAININGS OFFERED BY CCAT

8-D Problem-Solving Workshop

CCAT Advanced Technology Center, East Hartford (Pitkin St)

Eight discipline problem-solving provides an approach for investigating and solving production and other problems. It was originally developed by a large OEM and provided to suppliers as a way to resolve recurring issues/problems. A knowledge of problem solving processes to get to the root cause of difficult and day to day problems is immensely useful for employees and their departments & organizations as a whole. Highly recommended for those in quality, operations & production areas.

Timing: Course consists of two half day sessions – 4/8 and 4/15/24 8:00-12:00

Location: CCAT East Hartford, CT

Instructor: Michael Beauregard (see Bio at bottom of page)

Total Productive Maintenance (TPM)

CCAT Advanced Technology Center, East Hartford (Pitkin St)

This type of training centers on maintaining equipment and in preventing unplanned downtime due to equipment failures it can be a cost saver for companies and head off many issues. TPM emphasizes proactive and preventative maintenance to maximize the efficiency of equipment. It empowers operators to help maintain their equipment.

TPM helps foster a shared responsibility that encourages greater involvement by plant floor workers. This can be very effective in improving productivity (increasing up time, reducing cycle times, and eliminating defects). A good workshop for those in operations, production & maintenance in addition to machine operators.

Timing: Course consists of two half day sessions – 4/26 and 5/3/24 8:00-12:00

Location: CCAT East Hartford, CT

About the Instructor

Mike Beauregard is an internationally known expert on the application of lean manufacturing and statistical techniques to manufacturing, warehousing, and distribution operations. He has successfully applied lean manufacturing techniques hands-on in companies ranging from 10 person start-up companies to Fortune 500 manufacturers. Mike has coauthored eighteen published books and training systems on lean manufacturing tools. He graduated from the University of Maryland in College Park in chemical engineering and has held engineering, manufacturing, and plant management positions in the discrete parts manufacturing, plastics, and chemical process industries. Mike is a registered Professional Engineer and a Certified Quality Engineer. He is a five-time member of the Board of Examiners for the Malcolm Baldrige National Quality Award.

REV-UP!

ON-LINE TRAININGS OFFERED BY CCAT



Cybersecurity for Manufacturing

This excellent curriculum developed by the highly regarded Cybersecurity Manufacturing Innovation Institute can provide your employees with a convenient, self-paced introduction to the threats, vulnerabilities, and available preventative measures for securing your organization.

Cyberattacks are growing more complex and sophisticated & organizations and their employees need to understand how to raise awareness across their company and take preventative measures.

Preventing cyber- attacks on our supply chain only works when everyone is a part of the solution.

Concise online, self-paced **e-learning** modules designed using CyManII's subject matter expertise and know-how on cybersecurity each module takes about 30 minutes. **Available for immediate start**

Program Modules & Objectives

Cybersecurity for Manufacturing Basics **101**

This course will help manufacturers and manufacturing personnel understand and identify basic cyber threats.

Cybersecurity for Manufacturing: Malware Overview **102**

After taking this course, users will be able to recognize malware threats and ways to defend against them.

Cybersecurity for Manufacturing: Hacking Overview **201**

After taking this class, users will better understand the cyber threats posed by hackers as well as the tools and strategies to guard against these threats.

Cybersecurity for Manufacturing: Wireless Networks **202**

After taking this course, users will understand a variety of wireless networking options and their general applications, the risks associated with these networks, and effective ways to make these networks more secure.

Cybersecurity: Tools and Methods **205**

After taking this course, learners should understand common cybersecurity tools and standards for cybersecurity best practices. These resources allow organizations to safely participate in and benefit from advanced manufacturing technologies. In addition, they can minimize damage and aid in data recovery after a breach.

REV-UP!

ON-LINE TRAININGS OFFERED BY CCAT



Your REV-UP employees can learn essential technical and professional skills on their own schedule. Select from a library of over 700 online competency-based courses. Choose from the topics and learning pathways below, developed by Connecticut's manufacturing community. Or reach out and we'll work with you to customize your own training plan. Contact [Marianne Martinez](#) or [Eileen Candels](#) for more information or to register.

Health & Safety

Introduction to OSHA	SAF-1001
Making Work a Safer Place	SAF-1002
Help! What to Do in an Emergency	SAF-1003
Personal Protective Equipment	SAF-1004
Eye and Face Protection	SAF-1005
Work Area Safety	SAF-1016
Hazardous Materials	SAF-1012
Lockout/Tagout	SAF-1021
Fire Extinguishers	SAF-1023

Additive Manufacturing

Introduction to 3D Metal Printing	ADM-1002
Introduction to Powder Bed Fusion	ADM -1003
Introduction to Binder Jetting	ADM -1004
Introduction to Directed Energy Deposition	ADM -1005
Introduction to Bound Powder Extrusion	ADM -1006
3D Metal Printing Safety	ADM -1007

Non-Destructive Examination

Standard Inspection Techniques	NDE-3006
Visual Testing Equipment	NDE-3007
Visual Testing of Castings	NDE -3010
Visual Testing of Welds	NDE-3012
Materials	NDE-3039
Metals Manufacturing and Processes	NDE-3040
Testing of Material Properties	NDE-3041



Logistics for Manufacturing	Introduction to Logistics	LOG-1001
	Logistics Technology	LOG-1002
	Inventory	LOG-1003
	Distribution and Transportation	LOG-1004
	Safety, Quality, and the Environment in Logistics	LOG-1005
	Successful Logistics	LOG-1006
Technical Documents	Schematics & Prints	DWG-1001
	Engineering Drawing Terminology	DWG-1002
	Engineering Drawing Views	DWG-1003
	Engineering Drawing Lines	DWG-1004
	Dimensions and Tolerances	DWG-1005
	Threads and Fasteners	DWG-2003
Customer Service For Manufacturing	Focusing on Your Customers	CUS-1001
	Providing Friendly, Courteous, and Efficient Service	CUS-1002
	Communicating Effectively with Customers	CUS-1003
	Identifying and Meeting Customer Needs	CUS-1004
	Building Customer Relationships	CUS-1005
	Advanced Customer Service	
	Respecting Diversity in Your Customers	CUS-1006
	Better Serving Customers with Disabilities	CUS-1007
	Dealing with Difficult Customers	CUS-1008
	Responding to Customer Complaints	CUS-1009
Managing Conflict with Internal Customers	CUS-1010	

* These learning pathways are created to help Connecticut employers create, grow, and retain their workforce.

Additional 180 Skills Online Courses

There are hundreds of 180 Skills Online courses to choose from. Contact us to learn about the options that would work best for your REV-UP employees. Contact [Marianne Martinez](#) or [Eileen Candels](#) to for more information or to register.

A sample of other skill building courses

- Understanding Conflict
- Project Management
- Diversity Equity and Inclusion
- Communicating with Others
- Working as a Team
- Spreadsheets
- Personal Finances
- Shop Math Skills

Some intermediate and advanced skills courses & programs

- **3D Printing**
- Quality Management
- **Composites**
- CNC Machining - Milling
- **Non-Destructive Examination**
- Maintenance Electrical
- **Advanced Manufacturing**
- Maintenance Pneumatics
- Maintenance PLC
- **Automation**
- Statistical Process Control
- **Robotics**