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Hane Training, Inc.
"Your Hands-On Training Partner"

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Dear Valued Customer,

We would like to take a moment to thank you for your interest in Hane Training, Inc. and to call your attention to a few things about the 2001 catalog system.

If you are a **new customer** to Hane Training we encourage you to email or call us with any questions or comments you may have about Hane Training or this catalog. We appreciate and encourage your suggestions. As you read on, you will see that we use that input to determine how we can improve upon the delivery of our customer information.

If you are a **returning customer**, you will notice that we have made a few changes to our catalog system. Our customer representatives received many positive comments on the 2000 catalog; however, some of you expressed that it contained information on course categories that did not specifically apply to you. In other words, you don't have the time to wade through information that isn't related to your needs.

We have responded to your comments by dividing our course offerings into five separate catalogs specific to course categories; Electrical/Electronic & Industrial Motor Drives, Mechanical & Fluid Power, Controls (PLC & CNC), Facilities Maintenance, and Organizational Development. With this system, you receive only the material that applies to your needs!

On the back cover of this catalog, you will see snapshots of the other four catalogs. Please let us know if we have failed to provide you with a catalog for another area of interest. You may also view all the course descriptions at www.hanetraining.com or download the individual catalogs in PDF format.

We appreciate your business and look forward to hearing from you.

Respectfully yours,

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The Hane – Client Relationship

Our Commitment to You

Hane Training's goal is to provide you, our customer, with effective training which, when employed on the job, will help you **decrease** maintenance and operational costs and **increase** your quality and productivity. To accomplish our goal we make the following commitments to you:

1. *You will be provided with an instructor who is an experienced troubleshooter in the subject he teaches and who is certified in effective Hane training methodology.*
2. *Every participant will have at least 50% hands-on activities in a workshop.*
3. *Every participant will receive a customized workbook for each course they take. This is not a conventional textbook, but rather a specialized tool designed to actively engage the participants in the workshop, and which makes a particularly suitable "job aid" while troubleshooting on the job.*
4. *All participants who successfully complete the workshop will receive a "Certificate of Achievement" with the appropriate Continuing Education Units (CEU).*
5. *You will receive telephone assistance prior to the workshop to customize the training to suit your exact need and after the training for reinforcement of learning.*
6. *You may videotape the workshop for later retrieval of information by the participants.*
7. *Your operations will be unaffected by Hane during the training – we bring in all our own equipment.*

Unconditional Guarantee

We are so confident that you will benefit from Hane Training, that we offer you an unconditional guarantee of satisfaction. If for any reason you are dissatisfied with the training, and if there is nothing that we can do to remedy the problem to your satisfaction, you will owe us nothing. **No questions asked!**

On-Site Delivery

On-site training has several of the following distinct advantages over other forms of training.

- You save thousands of dollars in travel and per diem costs.
- You have the opportunity to train more people on-site than you could in a public workshop at a lower cost.
- You can customize on-site courses to better suit your plant needs.
- You need not worry about participants unintentionally discussing company proprietary information if the training is confined to your facility.
- You can have an integrated program developed with several courses to meet your specific needs.
- You and your participant's supervisors have the opportunity to sit in on the training – to see what the students are really learning.
- You have a live instructor to answer questions and interact with you and your participants.

Team Based Environment

In accordance with Hane's mission to provide you with total solutions to your training needs. It is very important that we understand your needs and problems before we present you a potential solution.

To achieve your solution multiple people may communicate with you. Every customer has at least one customer representative, one technical specialist and a member of management at their disposal.

This team is a very powerful combination capable of providing input from all aspects of Hane to ensure that we can provide you an all-inclusive solution to your need.

The Hane Quality Stamp of Approval

Instructor Training Process

New instructor candidates must undergo a rigorous **three-month** training program in course content and Hane methodology.

1. 1 week in orientation and receiving instruction on Hane methodology.
2. 2 weeks in field viewing Hane workshops presented by certified instructors.
3. 2 weeks practicing techniques – including video taping which is critiqued by a professional development team (PDT).
 - Instructor candidate will not proceed to the next phase until the PDT is satisfied that he/she is ready.
4. ***“The Dry Run”*** – – the instructor candidate delivers portions of a workshop before various Hane colleagues.
 - If the instructor candidate satisfactorily passes *“The Dry Run”* he/she may proceed to the next phase.
5. ***“The Wet Run”*** – – the instructor candidate delivers portions of a workshop in the field. Another certified instructor is present.
 - If the instructor candidate’s delivery is satisfactory he/she is allowed to gradually deliver larger and larger portions of the workshop.
 - This phase normally takes 3 to 4 weeks to complete.
 - **A candidate may never proceed to the next phase until they are completely ready.**
6. ***“The Solo Run”*** – – the instructor candidate assumes the role of an instructor and delivers an entire workshop to a client. An additional certified instructor acts as an assistant to ensure no problems.

Only those candidates’ who successfully complete this program become a certified Hane instructor and only in the course that he/she trained for.


Third Party Endorsements

The International Association for Continuing Education and Training (IACET)

IACET is the caretaker of the Continuing Education Units (CEU). Achieving IACET’s organizational certification gives our customers several assurances. First of all, every course at Hane has CEU awarded upon completion. Secondly it ensures our customers that we are devoted to the improvement of the quality and effectiveness of continuing education, training and human resource development.

The American Council on Education (ACE)

A team of college faculty members representing ACE ascertained after a rigorous evaluation of the content and delivery of Hane courses and of our company management processes that many of our courses are equivalent to college level courses. The team recommended that the courses be approved for college transfer credit under ACE’s College Credit Recommendation Service.

Any time you see  in the upper right corner of the page – you know that this course is ACE approved. The College Transfer Credit is absolutely **FREE** to you and your students. All the student has to do is ask for ACE, give their social security number as a unique identifier and score at least a 70% on the post-test.

You benefit by having the opportunity to provide training for your employees that has recommended college transfer credit. With an ACE approved course there are many benefits you can receive. Employers can save tuition costs in assisting their employees with college education. This gives employees an additional company benefit, confirms employers’ interest in their welfare, and encourages them to pursue formal post-secondary education, which provides you with a higher quality workforce – and at no additional cost! Your employee’s benefit by being offered the opportunity to earn college credits while receiving company sponsored training, which gives them opportunities for growth, development, and advancement.

Methodology of Hane Training

Hane training is designed to ensure that learning occurs. Hane does not leave the learning process to chance. Everything that takes place in a Hane workshop has a carefully thought out purpose and was designed to actively engage participants in the training. One of the key reasons that Hane training has proven to be so effective over the years is the method of instruction that we employ in our training. Hane training has proven to be effective because it takes into consideration the full range of human faculties that can be utilized in the learning process – audio, visual, and kinesthetic.

The main goal of Hane training is to teach participants to effectively and efficiently troubleshoot and correct problems encountered in our clients' equipment. The Hane methodology, with which a Hane instructor must be proficient, has proven to be very successful in accomplishing this.

The Socratic Instructional Method

This requires the instructor to use skillfully formulated questions to lead the students to predetermined conclusions regarding knowledge of the basics of the subject as well as the use of troubleshooting techniques and repair procedures that apply to the subject.

Periodic review employed to reinforce learning

An appropriate use of repetition has proven time and again to facilitate learning, and if used properly, it allows the materials being presented to be referenced back and tied in with previously covered materials.

At least fifty percent hands-on

Hane instructors are skilled at teaching students how to use various testing instruments to troubleshoot problems on lab trainers designed by Hane to closely simulate problems found in equipment on the plant floor. Even the discussion portions of the training are highly interactive while the instructor is demonstrating topics; the students are taking measurements and making calculations in their workbooks.

Liberal use of audio-visual aids

The instructors use overhead projectors to display every page as the class moves through the workbook. The workbooks then become particularly suitable job aids for retrieval of information by students while on the job later.

Hane training is enjoyable

Our experience has taught us that the students in our workshops learn best when they enjoy the training; therefore, we do everything possible to make the training fun.

In addition to making them proficient troubleshooters and repairmen, training that is fun produces these additional benefits for students: it reduces their fear and anxiety; it builds their self-confidence; it improves their attitudes; and it permits them to enjoy success.

Effectively trained employees contribute to an increase in the bottom line. We accomplish our mission when we help our clients reduce operational and maintenance costs and increase quality and productivity, and as a result help them to be more competitive and profitable.

Course Numbering System

Hane course numbers have two parts: a two-character department code followed by a three-digit number. The first of the three-digit number represents the level of difficulty, background or prerequisites needed.

For example:

EE 101 – *Electrical Controls* is a fundamental electrical course, which anyone may take.

EE 201 – *Industrial Electronics Maintenance Level One* is more challenging and requires background knowledge.

BM - Building Maintenance
 EE - Electrical / Electronics
 FP - Fluid Power
 HS - Health & Safety
 ME - Mechanical
 NC - Computer Numerical Control (CNC)
 PL - Programmable Logic Control (PLC)
 PM - Predictive Maintenance

100 - Fundamental
 200 - Intermediate
 300 - Specialized
 400 - Advanced

Our Most Valued Source of Information...You!

Our goal is to develop and maintain long term relationships by delivering customer focused training that meets or exceeds your expectations. How do we fill such a tall order? The answer is actually very simple, we listen to you.

We welcome and appreciate your input. We use your suggestions and comments in the evaluation, modification, and development of our products and services. We encourage you to contact any or all members of your account team frequently to discuss your training needs.

Course Improvement and Enhancement

Through student evaluations, contact reports and customer feed back, we determine necessary modifications and enhancements to our courses. Some of these improvements include updating our training equipment. We strive to provide lab activities that facilitate the most accurate hands-on, real world experience possible.

We also frequently update our course content and materials to respond to the new problems that come with today's rapidly changing industries.

New Course Development

Our most successful courses have been those in which the customers participated in the development process. If you have a need that we do not address with an existing course offering, we would like to know. It may be a course that we are planning to develop and your input could play an important role in determining the content. Or, it may be a need that we are unaware of and should add to our list for consideration.

Customer communication and input have brought about new course development such as, "Maintenance and Repair of Plumbing Fixture" and "Maintenance & Troubleshooting with the GE-Fanuc Series 16/18 CNC."

We are eager to hear from you. You may submit your comments and suggestions to our web site at www.hanetraining.com, or via e-mail to your customer representative, or contact us toll free at 1-800-777-0753.

References

We have provided a limited client list for your reference. You will find many of our customers are among the prestigious ranks of the Fortune 500. We do not list our customers' contact information for privacy and security reasons. If you need additional information or references, please contact us and we will be happy to accommodate you.

Ford Motor Company

General Motors Corporation

Delphi Automotive

DaimlerChrysler

Visteon Automotive

Pratt & Whitney

Eastman Kodak

Carrier Corporation

International Paper

Georgia Pacific

Procter & Gamble

Owens Corning Fiberglass Corporation

Lucent Technologies

American Electric Power

Willamette Industries

Weyerhaeuser

Allison Transmission

Anheuser-Busch

Johnson Control

Alcoa

Boise Cascade

Rubbermaid



“Very good instructor. Varied background showed as knowing real world experiences.”

- **Working as a Team**
- **Successfully Working with People**
- **Supervising & Managing People**
- **Dealing with Employee Problems & Problem Employees**
- **Strategies for Managing Change**
- **Process Analysis & Improvement**
- **Introduction to Statistical Process Control**

Working as a Team

Category D	Course Number OD 101
Course Description	Participants will complete the Myers-Briggs Type Indicator™
Who Should Attend	Anyone who is involved in the team process or is expected to be involved in a team process
Prerequisites	None
Length	3 Days
Class Size	Up to 20 with a minimum of 10
CEU Awarded	2.1
Format	Case studies, group discussions and projects
Learning Objectives	Participants will learn to: <ul style="list-style-type: none">• Understand individual differences and the general needs of team members• Understand the dynamics of group process• Strategies for successfully advancing a team through it's stages of development
Course Customization	Call 1-800-777-0753 for a detailed outline or for information about tailoring this course to your specific needs.

Successfully Working with People

Category D	Course Number OD 111
Course Description	Participants will learn to recognize “self-defeating” behaviors and how to apply “positive substitutes”
Who Should Attend	Anyone who regularly works with others, team oriented structures or are directly involved with customer service
Prerequisites	None
Length	2 Days
Class Size	Up to 25 with a minimum of 10
CEU Awarded	1.4
Format	Highly focused, interactive workshop – very application oriented
Learning Objectives	Participants will learn to: <ul style="list-style-type: none">• Understand human behavior• Analysis your own interpersonal strengths and weaknesses• Clearly understand your own tendencies in interpersonal situations• Deal more effectively with a variety of personalities• Create a balanced approach to communications
Course Customization	Call 1-800-777-0753 for a detailed outline or for information about tailoring this course to your specific needs.

Supervising & Managing People

Category D	Course Number OD 151
Course Description	Develop a personal plan for continued growth by completing a personal planner
Who Should Attend	Anyone involved with managing people, supervising others or related responsibilities
Prerequisites	None
Length	2 Days
Class Size	Up to 25 with a minimum of 10
CEU Awarded	1.4
Format	Short lectures, case discussion and dynamic simulations
Learning Objectives	Participants will learn to: <ul style="list-style-type: none">• Build skills in key areas of supervising and managing people• Evolve in response to changes in the business environment, workforce and labor markets• Meet expectations placed on managers• Create a model for improving your communications effectiveness
Course Customization	Call 1-800-777-0753 for a detailed outline or for information about tailoring this course to your specific needs.

Dealing with Employee Problems & Problem Employees

Category D	Course Number OD 161
Course Description	Participants will explore issues of effective coaching and counseling of employees
Who Should Attend	Anyone involved with managing or supervising employees that are having problems
Prerequisites	None
Length	1 Day
Class Size	Up to 25 with a minimum of 10
CEU Awarded	.7
Format	Highly interactive seminar
Learning Objectives	Participants will learn to: <ul style="list-style-type: none">• Understand when to use coaching, counseling or more assertive strategies• Effectively coach employees• Positively counsel employees• Deal with disciplinary situations• Examine legal and practical issues of dealing with employee problems
Course Customization	Call 1-800-777-0753 for a detailed outline or for information about tailoring this course to your specific needs.

Strategies for Managing Change

Category D	Course Number OD 171
Course Description	Learn to avoid the most common mistakes in planning and managing change
Who Should Attend	Anyone involved with managing or organizing change, currently undergoing change or with related responsibilities
Prerequisites	None
Length	2 Days
Class Size	Up to 25 with a minimum of 10
CEU Awarded	1.4
Format	Case studies, group discussions and projects
Learning Objectives	Participants will learn to: <ul style="list-style-type: none">• Project impact• Predict potential sources of problems• Prevent problems• Design an effective communication program• Structure and work effectively with "change teams"
Course Customization	Call 1-800-777-0753 for a detailed outline or for information about tailoring this course to your specific needs.

Process Analysis & Improvement

Category D	Course Number OD 181
Course Description	Participants may work on processes of their own choosing during the training
Who Should Attend	Anyone involved with quality management, process troubleshooting, continuous improvement or related responsibilities
Prerequisites	None
Length	2 Days
Class Size	Up to 25 with minimum of 10
CEU Awarded	1.4
Format	
Learning Objectives	Participants will learn to: <ul style="list-style-type: none">• Examine complex systems• Provide guidance to teams• Smoothly coordinate improvement initiatives• Identify potential leverage points for improvement through relationships, information flows and measuring of process performance
Course Customization	Call 1-800-777-0753 for a detailed outline or for information about tailoring this course to your specific needs.

Introduction to Statistical Process Control

Category D	Course Number OD 191
Course Description	This course is an introduction to SPC and will help you to make informed judgements about its use
Who Should Attend	Anyone who has heard of SPC and would like to learn more about when it should be applied
Prerequisites	None
Length	2 Days
Class Size	Up to 25 with minimum of 10
CEU Awarded	1.4
Format	Experiential exercises with graphic demonstrations
Learning Objectives	Participants will learn to: <ul style="list-style-type: none">• Calculate key statistical variables including standard deviation and control limits• Identify the processes you should monitor using SPC• SPC can be applied and implemented for any repeatable process
Course Customization	Call 1-800-777-0753 for a detailed outline or for information about tailoring this course to your specific needs.