



THE  
*Carroll - Keller*  
GROUP, LTD.

*Providing customized, cost effective solutions with real world applications*

Professional Skill Development

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Safety/Lean/Quality Training

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MS Office/Computer Training

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Consulting Services

**Your Total Training Resource**

The *Carroll Keller Group, Ltd.* is a team of professionals committed to helping organizations nationally and internationally translate business strategies into business results by developing the skills and performance of their people. Our clients achieve significant, measurable and sustained improvements by changing strategies, processes and competencies to ensure increased competitiveness in today's rapidly changing global economy. We are a total training resource for aligning employee performance with organizational strategy in the critical areas of:

- e* Professional Skill Development
- e* Safety/Lean/Quality Training
- e* MS Office/Computer Training
- e* Consulting Services

Through international research and over 30 years of direct experience, we have developed the expertise to deliver practical solutions aimed at improving performance and bottom-line profitability.



By closely partnering with our clients, we provide customized solutions that directly address their specific needs, not our assumptions about those needs. We insist on being held accountable and are totally committed to being our clients' most valued training resource.

## Areas of Expertise

### Professional Skill Development

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- Executive Leadership Development
- Leadership/Supervisory Skills
- Teamwork/Team Building
- Creating High Performance
- Communications/Interpersonal Skills
- Business Professionalism
- Professional Image
- Coaching and Counseling Skills
- Executive Coaching
- Mentor/Mentee Skills
- Conflict Resolution/Management
- Process Improvement
- Workflow Design
- Business Metrics
- Project Management
- Project Mgmt. for Non Project Mgrs.
- Time Management and Personal Effectiveness
- e-Time Management
- Stress Management
- Decision Making
- Problem Solving
- Negotiating Skills
- Meeting Management/Facilitation
- Business and Technical Writing
- Finance for Non-Financial
- Strategic Planning
- Influencing Without Authority
- Customer Service Skills
- Telephone Skills/Etiquette
- Sales Training for Non Sales Professionals
- Sales Training
- Consultative Selling Skills

*(most sessions offered bilingually)*

## Professional Skill Development *(continued)*

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- Change Management
- Creative Thinking
- Critical Thinking
- English as a Second Language
- Command/Workspace Spanish
- Goal Setting
- Performance Management
- Behavioral Interviewing
- Competency Modeling
- Behavioral/Communication Assessments
- GED/Shop Math
- Diversity/Cross Cultural
- Sexual Harassment
- Workplace Harassment/Violence
- Train the Trainer Certification
- Internal Trainer Skills/Techniques

*(most sessions offered bilingually)*

## Safety/Lean/Six Sigma/Quality Training

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- Safety Compliance
- Safety/Environmental Training
- Value Stream Mapping
- Continuous Flow, Cells, JIT
- Set-up Time Reduction
- Kaizen Tools
- Constraint Theory/Bottleneck Analysis
- 5S/Visual Workplace
- ISO Certification
- Internal Audits (Product/Process/System)
- Supplier Development/Supplier Certification
- SPC, APQP, Control Plans, FMEA etc.
- 7 Tools of Quality/Root Cause Analysis
- Six Sigma (all levels)
- Process Mapping/Procedures and Documentation
- Performance Metrics

## MS Office/Computer Training

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- Outlook
- Word
- Excel
- Access
- PowerPoint
- Microsoft Project
- Dr. Days (ask us)
- Goldmine
- ACT!
- Crystal Reports
- Visio
- Publisher
- Acrobat
- SAP
- PeopleSoft®
- Documentum®
- Photoshop
- Illustrator
- Java
- Flash
- Dreamweaver

*(additional application training available on request)*

## Consulting Services

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- HR Fundamentals/Management
- Human Resources Compliance
- Human Resources Outsourcing
- Instructional Design
- Succession Planning
- Employee Surveys
- Ethics
- Training Needs Assessment
- Organizational Development
- Best Practices/Bench Marking
- Motivating/Retaining Employees
- Compensation/Reward Systems
- Cost Reduction (Payroll, Operations, etc.)
- Change Management

# Years of Success With the Following Clients:

We work with leading multi-national companies and major government departments, as well as with hundreds of small and mid-sized organizations, including:

- ACHE
- AIT Worldwide Logistics
- American Academy of Dermatology
- American Dental Association
- ASDA
- Association Management Center
- Ball Horticulture
- Beam Suntory
- Blue Cross Blue Shield
- Cars.com
- Chicago Mercantile Exchange
- Department of Veterans Affairs
- Dot Foods
- Elkay Manufacturing, Co.
- Enova
- FBI
- Gift of Hope
- Griffith Labs
- Guarantee Trust & Life
- Harting NA
- HAVI Global Solutions
- Hu-Friedy
- Illinois CPA Society
- Illinois Manufacturers' Association
- Inland Real Estate
- Kubota Engine America
- Lincoln Park Zoo
- Littelfuse Inc.
- Magid Glove and Safety
- Maui Jim
- MCHC
- Midland Paper
- Network Services Company
- Northwestern Memorial Hospital
- NTN
- Pekin Insurance
- Rehabilitation Institute of Chicago
- S & C Electric
- Semblex Corporation
- The Morton Arboretum
- TOPCO Associates
- True Value
- Victor Envelope
- Village of Elk Grove
- Village of Mount Prospect
- Village of Park Forest
- Village of Schaumburg
- Weiss-Rohlig USA

## Grant Funding Assistance

The Carroll-Keller Group has developed and maintains strong affiliations with professional organizations to assist our clients in reducing all training costs. By partnering with the Department of Commerce and Economic Opportunity (DCEO), the Illinois Manufacturers' Association (IMA), and others, we are able to apply for State Grant Funding which could cover up to 50% of all training costs for eligible companies. This relationship is based on our long history of providing world-class training with the highest levels of client satisfaction.

## Training Design/Delivery Options

All training can be customized to meet your unique needs in terms of budgeting and expected results. The content and length should be determined by the outcomes you need. Delivery methods include, but are not limited to,:

- Instructor-led Facilitated Workshops
- On-site Sessions/Public Workshops
- Train-the-Trainer Certification
- e-Learning/On-Line
- National & International Delivery
- Executive Coaching
- Keynotes/Speaking Engagements
- Multi-Lingual Training
- Instructional Design
- 1 on 1 Training

The Carroll-Keller Group, Ltd., has the experience, the expertise and the passion to be your most valued learning resource. Our commitment is to ensure significant and sustained skill, behavior and competency change in order to improve your organization's performance.

Call **The Carroll-Keller Group, Ltd.**, Your Total Training Resource.

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