



# MARINE CORPS COMMUNITY SERVICES TRAINING CATALOG 2011



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# LEARNING SUPPORT

## FROM THE PROGRAM MANAGER

One's philosophy is not best expressed in words; it is expressed in the choices one makes... and the choices we make are ultimately our responsibility. [Eleanor Roosevelt](#)

At Headquarters, Employee Development & Training, we choose to grow and are fully committed to ensuring that MCCS employees do just that. Our plan for growth includes innovative programming and a targeted, new focus in several key areas: Learning Support, Organizational Effectiveness, Leadership Development, Performance Improvement and Personal Development. Your 2011 Catalog is a passport to this new beginning.

As you carefully peruse its pages, consider first the good you will do with the opportunities contained within, and the gift you will bring to others by first developing yourselves. Do you accept the challenge to grow? If so, read on, sign up for a course, choose to learn then develop others. Only then will we begin to achieve the MCCS Vision and Strategy to become an employer of choice for individuals who are dedicated to supporting our warfighters. Only then will we begin to truly learn how to take care of our Marines and their Families.

**Bryant Carthan**

Program Manager

Headquarters, Employee Development & Training



# POLICY & PROCEDURE

## GENERAL

- Employee training & development are necessary mission support functions that require the joint efforts of the Headquarters and local Marine Corps Installations.
- All Headquarters sponsored MCCA training & development programs will be coordinated through the appropriate MRG course manager and the local Installation Training Coordinator.
- The responsibilities of the Host Installation include arranging for suitable training facilities (size, climate control, etc.) and assisting in coordinating with the local billeting office to block/reserve rooms for the training event. Other requirements include, but are not limited to, providing audio-visual equipment and support materials; assisting in providing light refreshments (if needed); arranging transportation to and from the billeting and training facilities; providing the Course Manager with maps and directions from airports, major roads, and on-base facilities; and forwarding all reimbursable receipts to MRG.

## REQUEST FOR MATERIALS REIMBURSEMENT

- Requests for reimbursement for installation provided materials (chart packs, markers, etc.) must be taped to an 8 1/2" x 11" sheet of paper, with the class name, date of course, and signature of the local training coordinator.
- Lease/rental of audio/visual equipment to support Headquarters sponsored training must be coordinated with the appropriate MRG course manager a minimum of fifteen (15) working days prior to the course start date. Requests for reimbursement for leased/rental equipment must be submitted to the appropriate course manager within five (5) working days of the completion of the training. Original receipts must be taped to an 8 1/2" x 11" sheet of paper, with the class name, date of course, and signature of the local training coordinator.

## REQUEST FOR TRAINING MATERIAL

- Requests for printed materials for Headquarters sponsored/scheduled classes must be received by the appropriate course manager 4-6 weeks prior to the class start date.
- Installation and/or instructor purchases of additional materials without prior approval from MRG will not be reimbursed

## COURSE APPLICATION PROCESS

- The MCCA course application must be completed and signed by the course applicant and the applicant's supervisor. Completed applications, based upon seat allocations, are entered into PeopleSoft. It is the local commands responsibility to select and enroll attendees in "locally owned" courses (MCCA Managers' and Leadership Skills for Managers). Guidance on using the PeopleSoft Program is provided by the HRMS Help Desk. You can reach the Help Desk by phone at 703-784-5904/5905 or by e-mail at [peopleconnection@usmc-mcca.org](mailto:peopleconnection@usmc-mcca.org)
- A hard copy of all applications must also be forwarded to the appropriate MRG Course Manager. The hard copy is placed on file to confirm supervisor approval and for audit purposes.
- Applications for the following courses: Executive Skills Development, Strategic Retail Management, all lodging courses, and all Food & Hospitality courses must be forwarded to Headquarters a minimum of 60 days prior to the start date of the course. Courses that are contracted through Sister Services and other outside training providers will also follow this guidance.
- Applications for the following fitness courses: Basic Fitness/Personal Trainer, Lifestyle & Weight Management, and Advanced Fitness/Clinical Exercise Specialist, must be forwarded to Headquarters a minimum of 120 days prior to the start date of the course due to the large amount of pre-work required of the course participants.
- All other course applications must be forwarded to this Headquarters a minimum of 30 days prior to the start date of the course or per the guidance provided in the course announcement.
- Course/class seat allocation is based on the number requested by each installation and approved on the Headquarters (MRG) annual needs assessment. Courses funded by Headquarters (MRG) will be specifically noted on the needs assessment. Each installation has been provided with a seat allocation list indicating the number of students that can be enrolled in each individual course. Applications in excess of the authorized allocation will be "waitlisted" in the PeopleSoft program.
- Employees who are resigning and/or being dismissed from MCCA should not be considered for Headquarters sponsored courses. If an employee has received PCS orders after being scheduled for a class, the command should evaluate the benefit to the installation/MCCA organization of the employee attending the training course.
- The MRG Course Manager will finalize the course roster and forward the official course notification at least 21 calendar days prior to the course start date. The appropriate course manager must approve changes to the course roster.

## LODGING FOR HQ MRG SPONSORED TRAINING

- Many Headquarters sponsored courses are held at installations and at convenient offsite locations, which often necessitates attendees traveling to the training site.
- The appropriate MRG Course Manager will arrange lodging for course participants requiring overnight accommodations when available. This requires working with the local training coordinator to arrange billeting in the hosting command BOQ/TLF. All details regarding lodging, to include the need to pay at the time of check-in, will be included in the Course Announcement and the Course Confirmation Letter.
- Class attendees and facilitators must stay at the Headquarters designated lodging facility. Depending on availability, lodging will be made at the command BOQ, TLF, or outside facility (in that order). Enlisted Marines will stay in the BEQ, TLF, or outside facility. If government quarters are not available, a statement of non-availability must be issued by the BOQ/BEQ or TLF. If the course attendee changes lodging arrangements without prior MRG approval, the attendee must notify the installation training coordinator. The command training coordinator must notify the appropriate MRG course manager. The difference in cost will be paid by the attendee's command.
- Class attendees on official travel orders are expected to arrive at the training site the day before the training begins and depart after the completion of the training. For individuals from overseas installations traveling to training sites within CONUS, an additional night of lodging, prior to the class start date, will be approved. Based on availability of flights, an additional night of lodging following the class, may be authorized. Requests for additional lodging must be coordinated with the local training coordinator and submitted in writing to the appropriate MRG course manager.

## COURSE CANCELLATION POLICY / FEE

- Failure to report course cancellations to the appropriate course manager at least two (2) weeks prior to the course start date will result in a course cancellation fee of the course cost. The "authorizing official signature" on the application authorizes cancellation fees to be taken directly from your command's concentrated cash account. If the course cost is less than \$500, then a \$500 cancellation charge will be assessed. Unfilled or cancelled seats will be offered to the field on a first-come, first-served basis after the 30-day deadline. No substitutions will be made within five (5) working days prior to the start of the course.
- If an attendee leaves the class after it has started, the sponsoring installation will pay all associated costs for that seat.

## COURSE COMPLETION

- Appropriate course administrative paperwork for classes such as MCCS Managers & LSFM will be sent to the appropriate MRG Master Course Manager.
- For Headquarters courses the appropriate course manager will finalize the roster in PeopleSoft.
- For local courses such as MCCS Managers' and LSFM, the local command will finalize the roster in PeopleSoft for their attendees.

## REIMBURSEMENT OF TRAVEL & PER DIEM EXPENSES

- Information provided in the Joint Travel Regulation (JTR) will be used as guidance in making lodging and travel arrangements and when filing claims for reimbursement. Incidentals such as personal phone calls will not be reimbursed. The use of rental cars must be approved by MRG prior to the travel orders being issued. Extra days before or after class will be authorized on a case-by-case basis. Airfare/flights must be purchased using the government contracted fare which is fully refundable / changeable without penalty. MRG will reimburse travel claims for the fee to check traveler's first and second bag but will not reimburse any excess or overweight baggage fees.
- Local mileage expenses are authorized for individuals attending training course/classes within a 50-mile radius of their , unless government transportation is available. Situations where a local attendee needs lodging and/or per diem to attend a MRG sponsored course will be handled on a case-by-case basis by the local training coordinator and approved by the appropriate MRG course manager.
- The Learning Support section of this catalog provides a Travel / Per Diem reimbursement claim form for course related travel, per diem, and related miscellaneous expenses. Travel / Per Diem reimbursement forms with **original supporting material**, must be completed, signed and submitted to the MRG offices no later 90-days after completion of the course. **Travel claims will not be reimbursed by MRG after 90 days of the class.** Claims received after 90 days will be returned to the command unpaid.
- All forms and materials are to be mailed to:
  - Commandant of the Marine Corps
  - Morale, Welfare, Recreation & Business Operations Division
  - Attn: MRG, Training
  - 3044 Catlin Avenue
  - Quantico, VA 22134-5099
- Marine and Family Services personnel (APF) that travel on APF orders should submit reimbursement forms in accordance with their local command policies.
- Active duty Marines with MOS 4130/4133 should check with MOS Specialist 45-60 days in advance to see if any appropriated funds are available through T&E formal schools, Training Input Plan (TIP).

## EMPLOYEE DEVELOPMENT SPECIALISTS HEADQUARTERS, MRG

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Leadership Skills for Managers (LSFM)  
Are You Listening?  
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World Class Customer Service  
Facilitation of Training to Headquarters MR/MF

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Food & Hospitality Courses  
Meetings, Events & Marketing Courses  
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I Can DO That!  
Strategic Retail Management (SRM)  
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# LEADERSHIP DEVELOPMENT

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## LEADERSHIP SKILLS FOR MANAGERS (LSFM)

### Course Description:

LSFM is designed to enhance interpersonal skills. The course is designed for supervisors and managers, but any employee can benefit from this course. The competencies addressed include communication skills, how to manage meetings, solving performance problems, preparing and prioritizing goals, delegating, customer service recovery, and empowering staff. The course includes a desk reference, entitled *Essential Management Competencies Desk Reference (EMC)*.

**Prerequisites:** WCCS recommended. Participants are expected to possess strong comprehensive reading skills.

**Instructor:** Local Command Course Manager

**Target Audience:** Supervisors, managers, or those being groomed for these positions. Any employee can benefit from this course.

**Course Length:** 4 Days

**Additional Info:** Calculator needed during class.

## MCCS MANAGERS' COURSE

### Learn How To:

- Assess needs
- Develop plans, goals and objectives
- Develop and execute programs
- Ensure extraordinary performance & behavior
- Manage budget/funds
- Manage staff

### Course Description:

This course focuses on becoming familiar with and using the four-volume desk reference set. The MCCS Managers' Course Desk Reference set contains 12 major duties and 92 tasks. Tasks examined during the class include: Analyze Customer Experiences; Apply Program Standards and Metrics; Develop Internal Policies/Procedures; Establishing or Adjusting Fees and Prices; Control/Minimize Shrinkage; Conduct Performance Ratings/Reviews; and Advertise and Promote Effectively, to name just a few.

**Prerequisites:** LSFM & WCCS recommended. Participants expected to possess strong comprehensive reading skills

**Instructor:** Local Command Course Manager

**Target Audience:** Supervisors, managers, or those being groomed for these positions. Any employee can benefit from this course

**Course Length:** 4 days

**Additional Info:** Calculator, P&L statement, and budget/variance report needed during class

## EXECUTIVE SKILLS DEVELOPMENT

In Collaboration with  FranklinCovey

### Learning Objectives:

- Develop vision for the program
- Shape program/department strategies and plans
- Develop 3-4 wildly important goals for the program
- Develop a framework for managing teams

### Course Description:

This course includes methodology that provides skill sets in developing and sharing the vision for the business unit, learning and practicing four essential management roles, developing a framework for managing teams, collaborating with peers, and appropriate techniques for exercising influence and power. Course curriculum will include planning and decision-making, exercising influence and power. Course curriculum will include planning and decision-making, strategic "leadership" development, team performance and coaching, among others. Participants will gain skill sets that expose them to frameworks and models to conduct industry analysis, shape program strategies, develop goals, and develop execution strategies to achieve these goals.

**Prerequisites:** LSFM, MCCA Managers' and/or Seven Habits of Highly Effective People are recommended

**Instructor:** Franklin Covey Consultant

**Target Audience:** Team leader, supervisor, or manager. NF 4/5 & equivalents. Senior NF3 considered.

**Course Length:** 5 Days

**Additional Info:** Includes pre-work and a 360 degree assessment. 4.0 CEUs.

## EXECUTIVE STRATEGIC BUSINESS PLANNING

 WILLIAM & MARY  
MASON  
SCHOOL of BUSINESS

### Learning Objectives:

- Think at a strategic level regarding planning and programming within MCCA
- Review a national chain store case study
- Apply information to an actual MCCA facility

### Course Description:

This course is designed for Installation Commanders and Senior MCCA Leadership. The overall objective for this course is to examine and apply MCCA strategic integration of conceptual and actual performance evaluation tools and perspectives to understand and improve performance for MCCA business activities. Sessions will include benchmark case studies, financial and operational productivity analysis and customer satisfaction impacts, using outside industry information and MCCA specific data.

**Prerequisites:** None

**Instructor:** Center for Corporate Education, College of William & Mary

**Target Audience:** Installation Commander and Senior MCCA Leadership

**Course Length:** 4 Days

**Additional Info:** Attendees primarily invited by MR Director

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# **PERFORMANCE IMPROVEMENT AND PROFESSIONAL DEVELOPMENT**

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# CHILD, YOUTH AND TEEN



# CHILD, YOUTH & TEEN COURSES

## INCLUDING ALL CHILDREN

### Learning Objectives:

- Identify policies and procedures that inadvertently restrict access to childcare
- Respond to concerns about the effect of inclusion on the quality of care for other children
- Support providers in creating and sustaining developmentally appropriate practices

### Course Description:

This course addresses potential barriers to the enrollment of children with disabilities into typical childcare settings. It consists of three components; the first component is training childcare administrators, the second component is training childcare providers, and the third component helps childcare directors align the inclusion of children with disabilities with other efforts to provide quality care for all children.

**Prerequisites:** None

**Instructor:** AGH Associates

**Target Audience:** Selected to Attend

**Course Length:** Three parts (4 days classroom instruction, 3-4 month period of correspondence, concluding with 4 additional days classroom instruction)

## YOUTH DIRECTOR'S TRAINING

### Learning Objectives:

- Infuse the Youth Development Strategy into youth and teen programs
- Combine one-on-one relationships with caring professionals and fun, age-appropriate, well-rounded programming
- Enhance young peoples' self-esteem, develop their character, and help them achieve their full potential

### Course Description:

This training will equip directors with tools to implement the best new programs and methods of working with youth and teens. The training offers skill-building workshops, informational sessions, inspiring general sessions and opportunities for youth directors to network with youth development colleagues

**Prerequisites:** None

**Instructor:** Boys and Girls Club of America

**Target Audience:** Selected to Attend

**Course Length:** 5 Days

# CONTRACTING & PROCUREMENT



# CONTRACTING & PROCUREMENT COURSES

## NON-APPROPRIATED FUND CONTRACTING – BASIC (ONLINE)

### Learning Objectives:

- Apply appropriate policies and procedures when making acquisitions with NAFs
- Accurately and completely fill out contract forms
- Use sound judgment and work effectively with parties involved in the contracting process

### Course Description:

This correspondence course is designed for DoD personnel who have contracting responsibilities and need a basic knowledge of NAF contracting policies and procedures. Focus is on purchasing and the physical and functional descriptions of commercial items/services. Learning is enhanced through reading, understanding, and completing extensive, practical exercises. Students will examine their own organization in several exercises to ensure knowledge is applied to real-life challenges.

<b>Prerequisites:</b>	None
<b>Instructor:</b>	Army FMWR Academy
<b>Target Audience:</b>	All
<b>Course Length:</b>	Self-paced (no more than 3 months)
<b>Additional Info:</b>	1.6 CEUs

## NAF ACQUISITION MANAGEMENT

### Learning Objectives:

- Apply detailed NAF regulatory guidance
- Determine the qualifications of a contractor
- Determine & write the method of solicitation through negotiation and Invitation for Bid (IFB)
- Amend a solicitation and modify a contract

### Course Description:

This course is designed for DoD personnel who have contracting responsibilities and need a strong knowledge in NAF contracting. Concentration is in the acquisition process of up to \$25K and includes procurement planning, responsibilities of contracting personnel, and the shared responsibility with the requesting activity. Specifications of required performance in complex purchases are thoroughly investigated. Learning is enhanced through presentations, exercises, and independent ratings.

<b>Prerequisites:</b>	NAF Contracting Basic (Online)
<b>Instructor:</b>	Army FMWR Academy
<b>Target Audience:</b>	Procurement or contracting employees
<b>Course Length:</b>	14 days
<b>Additional Info:</b>	7.2 CEUs

## CONTRACT LAW

### Learning Objectives:

- Explain the concept of sovereign immunity
- Discuss the Anti-Deficiency Act
- Determine the appropriateness of an agency decision to perform work in-house or by contract
- When to apply principles regarding publication of requirements
- Explain the procedures for agency protests
- Describe the government's rights under inspection and warranty clauses
- Explain the default or cause clause

### Course Description:

This course is designed for DoD personnel who have NAF contracting responsibilities. This course will make the contracting officer and procurement clerk aware of the basic precepts and sources of government contract law – the law as it applies to particular fact situations, be they pre-award, funding, post-award, socioeconomic, labor, or other types of environment. Learning is enhanced through presentations, case studies, and scenarios.

**Prerequisites:** NAF Contracting – Basic  
NAF Acquisition Management

**Instructor:** Army FMWR Academy

**Target Audience:** Procurement or contracting employees

**Course Length:** 5 days

**Additional Info:** 3.5 CEUs

## CONTRACT NEGOTIATION

### Learning Objectives:

- Conduct exchanges with offerors prior to negotiations
- Identify what the competitive range and the extent of discussions allow
- Prepare a negotiation plan
- Conduct discussions with offerors in the competitive range
- Conduct negotiations in noncompetitive situations

### Course Description:

Negotiation is a process of communication by which two parties, each with his/her own viewpoint and objectives, attempt to reach a mutually satisfactory result on a matter of common concern. This course is designated for DoD personnel who have NAF contracting responsibilities. It provides personnel who secure goods and services (contracting officers and procurement clerks) with the knowledge and skills to successfully negotiate the best value for the NAFI. Learning is enhanced through presentations, exercises, and independent reading.

**Prerequisites:** NAF Contracting – Basic  
NAF Acquisition Management  
Contract Administration

**Instructor:** Army FMWR Academy

**Target Audience:** Procurement or contracting employees

**Course Length:** 5 days

**Additional Info:** 3.5 CEUs

## ORAL PRESENTATIONS IN SOURCE SELECTION

### Learning Objectives:

- Recognize the risks that oral presentations can pose
- Determine what documentation is required
- Determine what types of requirements are best suited for the use of oral presentations

### Course Description:

Conducting contract business often requires contract specialists to make oral presentations. This course is designed for DoD personnel who have NAF contracting responsibilities. It prepares students to determine when oral presentations could be most productive, and provides indispensable tips on effectively articulating contracting information. Upon course completion, specialists will understand the best methods for handling exchanges with offerors during their presentations. Learning is enhanced through presentations, exercises and independent reading.

**Prerequisites:** NAF Contracting Basic (Online)  
NAF Acquisition Management  
Contract Administration  
Contract Law  
Contract Pricing  
Contract Negotiation

**Instructor:** Army FMWR Academy

**Target Audience:** Procurement or contracting employees

**Course Length:** 2 days

## PERFORMANCE-BASED SERVICE CONTRACTING

### Learning Objectives:

- Prepare a Performance Work Statement (PWS)
- Understand the unique contract admin. issues involved in performance-based service contract
- Understand the difference between personal and nonpersonal services

### Course Description:

Contracts that are based on performance require contract personnel to command specific knowledge. This course is designed for DoD personnel who have NAF contracting responsibilities and provides students with this unique knowledge base. Upon course completion, contract specialists should be able to analyze performance requirements and an offeror's ability to perform successfully. Learning is enhanced through presentations, exercises, and independent reading.

**Prerequisites:** NAF Contracting Basic (Online)  
NAF Acquisition Management  
Contract Administration  
Contract Law  
Contract Pricing  
Contract Negotiation

**Instructor:** Army FMWR Academy

**Target Audience:** Procurement or contracting employees

**Course Length:** 2 days

## CONTRACT PROJECT MANAGEMENT

### Learning Objectives:

- Chart project-life cycle
- Set realistic, measurable goals and objectives
- Establish and lead a project management team
- Identify and practice effective leadership traits

### Course Description:

This course is designed for DoD personnel who have NAF contracting responsibilities. It addresses those skills germane to the purview of project management. Students will be able to apply fundamental management skills and apply associated concepts and techniques to successfully lead project management teams. Successful completion of this course is one of the prerequisites for receiving a warrant for \$100K, and an appointment as a contracting officer.

**Prerequisites:** NAF Contracting Basic (Online)  
NAF Acquisition Management  
Contract Administration  
Contract Law  
Contract Pricing  
Contract Negotiation

**Instructor:** Army FMWR Academy

**Target Audience:** Procurement or contracting employees

**Course Length:** 4 days

## CONTRACT SOURCE SELECTION

### Learning Objectives:

- Prepare a Performance Work Statement (PWS)
- Understand the unique contract admin. issues involved in performance-based service contract
- Understand the difference between personal and nonpersonal services

### Course Description:

Contracts that are based on performance require contract personnel to command specific knowledge. This course is designed for DoD personnel who have NAF contracting responsibilities and provides students with this unique knowledge base. Upon course completion, contract specialists should be able to analyze performance requirements and an offeror's ability to perform successfully. Learning is enhanced through presentations, exercises, and independent reading.

**Prerequisites:** NAF Contracting Basic (Online)  
NAF Acquisition Management  
Contract Administration  
Contract Law  
Contract Pricing  
Contract Negotiation

**Instructor:** Army FMWR Academy

**Target Audience:** Procurement or contracting employees

**Course Length:** 2 days

# FINANCE



# FINANCE COURSES

## APPLIED FINANCIAL PLANNING (ONLINE)

### Learning Objectives:

- Use the Profit & Loss statement and Budget Variance Report as management tools
- Analyze sales trends, revenues and fees
- Analyze cost of goods sold
- Monitor and control labor costs and other operating expenses
- Use the “cost approach” to the pricing of resale merchandise & services offered by MCCS
- Use the concept of forecasting to include break-even analysis

### Course Description:

This course focuses on understanding and using Profit and Loss (P&L) statements and Budget Variance reports as management tools. Topics covered in the course include: Introduction to using the P&L statement and Budget Variance report; trend analysis to include diagnosing sales, fees and other income; analyzing costs of goods sold; monitoring and controlling labor costs; analyzing operating expenses, other deductions and understanding depreciation; break-even analysis; understanding the “cost approach” to the pricing of resale merchandise and services; and five simple steps to forecasting. Participants are challenged with several practical exercises at strategic intervals. A comprehensive quiz is given at the end of the course.

**Prerequisites:** MCCS Managers' Course (recommended)  
**Instructor:** Army FMWR Academy  
**Target Audience:** All  
**Course Length:** Self-Paced / Online  
**Additional Info:** Students need to bring a recent Profit & Loss Report, a Budget Variance Report and a calculator. 3.5 CEUs

# FOOD & HOSPITALITY



# FOOD & HOSPITALITY COURSES

## TECHNICAL CULINARY

### BASIC CULINARY SKILLS

**Course Description:**

This five-day course is designed to train chefs, cooks, food service workers, and kitchen managers in hands-on food production and familiarization with tools, equipment and organization of classical kitchen. Special study emphasis includes: basic food cooking methods, recipes, ingredients, cooking theories, terminology, equipment, technology, weights and measures, formulas, conversions and procedures. At the conclusion of this course students will be able to control kitchen costs, price recipes, follow standardized recipes, convert recipes, plan for food production, produce contracted meals at a high quality level and within the allotted time frame; use basic cooking principles to produce high quality foodservice output, and be able to use foodservice production equipment and hand tools safely and efficiently.

**Prerequisites:** ServSafe Food Training (recommended)  
**Instructor:** Army FMWR Academy  
**Target Audience:** Cooks, Food Service Workers, Chefs, and Kitchen Managers  
**Course Length:** 5 Days  
**Additional Info:** High school reading and mathematics skills required.

### CULINARY INTERMEDIATE SKILLS

**Course Description:**

This five-day intermediate course is designed to train chefs, cooks, food service workers, and kitchen managers in hands-on production of menus and recipes. This course places emphasis on the following: basic food cooking methods, recipes, ingredients, cooking theories, terminology, equipment, technology, weights and measures, formulas, conversions and procedures.

**Prerequisites:** Basic Culinary Skills (recommended)  
ServSafe Food Training (recommended)  
**Instructor:** Army FMWR Academy  
**Target Audience:** Cooks, Food Service Workers, Chefs, and Kitchen Managers involved in daily food and catering operations  
**Course Length:** 5 Days  
**Additional Info:** High school reading and mathematics skills required.

## ADVANCED CULINARY TRAINING

**Course Description:**

This five-day course is designed to provide students with advanced hands-on food production skills (academic and technical) required to support food production in all food departments, with emphasis on quality and volume, while achieving the organization's financial goals. The course includes more gourmet items, international items, advanced plate and platter design, advanced garnishments, refined petite sauces and specialty soups. Upon completion of this course, students will be able to control kitchen costs, price recipes, develop and follow standardized recipes, convert recipes, plan for food production, and prepare high quality level food within the allotted time frame.

High-school-graduate level reading and math skills are required. The student will be awarded 3.5 CEUs upon successful completion of the course.

**Prerequisites:** Basic Culinary Skills (recommended)  
Culinary Intermediate Skills (recommended)  
ServSafe Food Training (recommended)

**Instructor:** Army FMWR Academy

**Target Audience:** All

**Course Length:** 4 ½ Days

**Additional Info:** High school reading and mathematics skills required.

# FOOD & HOSPITALITY COURSES

## FOOD & ALCOHOL HANDLING

### SERVSAFE – SERVING SAFE FOOD

**Course Description:**

This course, developed and presented by the Education Foundation of the National Restaurant Association, teaches the strategies and techniques for employees to use to prevent food-borne illness. Recent outbreaks of food-borne illness within the commercial restaurant industry have focused operators' and customers' attention on this important issue. The seminar teaches the seven steps in establishing the Hazard Analysis Critical Control Point System (HACCP). Both ServSafe and HACCP are used as industry food safety standards.

**Prerequisites:** TBD  
**Instructor:** Headquarters or Local Command Trainer  
**Target Audience:** All food preparers and food handlers  
**Course Length:** Varies by state  
**Additional Info:** On request – through local command trainer

### CARE ® – CONTROLLING ALCOHOL RISKS EFFECTIVELY

**Course Description:**

This award winning workshop has already trained more than 130,000 servers. Whether you're an alcohol server working in a restaurant, bar, hotel, club or casino, CARE ® prepares you to handle the challenges of balancing guest service with the legal responsibilities involved in serving alcohol. Participants will learn how to effectively monitor and control guests' alcohol consumption, tactfully intervene before problems arise, carry out ID-checking policies, and handle minors according to your property's policies. Successful completion of this program may also reduce liability risks and help lower insurance rates. Successful completion of CARE ® will lead to an Educational Institute issued *Training Verification Card*.

**Prerequisites:** None.  
**Instructor:** Local Certified Facilitator using American Hotel & Lodging Educational Institute materials.  
**Target Audience:** All MCCS employees who serve alcohol or manage employees that serve alcohol  
**Course Length:** Self-paced.  
**Additional Info:** Course can be completed via paper or online. Local Facilitator please contact HQ Training for information regarding materials and information regarding online usage.

## CARE® FOR TRAINERS

**Course Description:**

This self-paced program enables those preparing to become a certified CARE® Trainer to study the CARE® Instructor's Guide at a comfortable learning speed. Trainers take a proctored final exam graded by the Educational Institute. Successful candidates' will be awarded a CARE® for Trainers certificate. If required by state mandate, the Educational Institute will provide proof of certification to the appropriate governmental agencies.

**Prerequisites:** CARE® - Controlling Alcohol Risks Effectively course

**Instructor:** Local Certified Facilitator using American Hotel & Lodging Educational Institute materials

**Target Audience:** All MCCS employees who serve alcohol or manage employees that serve alcohol

**Course Length:** Self-paced.

**Additional Info:** Course is completed online. Local Facilitator please contact HQ Training for information regarding materials and information regarding online usage.

# FOOD & HOSPITALITY COURSES MANAGEMENT



## HOSPITALITY BUSINESS OPERATIONS MANAGEMENT

### Course Description:

This course is designed for Food & Hospitality Directors & Club Managers. The course will consist of cost behavior analysis; how cost behavior is used to manage operations; variance analysis of food, beverage & labor costs; customer driven management focus; legal issues affecting hospitality operations; understanding financial management (Profit & Loss statements); project management; new revenue generation ideas; new trends in the hospitality industry; and new strategies in the use of technology in the hospitality industry. *This course is designed to complement the Hospitality Effective Leadership Course.*

**Prerequisites:** None  
**Instructor:** Penn State University  
**Target Audience:** Food & Hospitality Directors and Club Managers  
**Course Length:** 5 Days



## HOSPITALITY EFFECTIVE LEADERSHIP

### Course Description:

The Hospitality Effective Leadership Course is designed for leaders in our Food & Hospitality division. The course will consist of roles and responsibilities of effective leaders in today's work environment; motivation through leadership and coaching; high performance work teams; managing a diverse workforce; communication; interpersonal styles; managing conflict; managing stress; work, family and life action planning.. *This course is designed to complement the Hospitality Business Operations Management.*

**Prerequisites:** Hospitality Business Operations Management  
**Instructor:** Penn State University  
**Target Audience:** Food & Hospitality Directors and Club Managers  
**Course Length:** 5 Days

# FOOD & HOSPITALITY COURSES

## LODGING

### LODGING CUSTOMER SERVICE

**Course Description:**

This course introduces concepts related to promoting positive and continuing relationships with both internal and external customers. Emphasis is on ensuring organization meets and exceeds customer expectations, to include identifying and setting customer service goals, managing customer perceptions, handling customer complaints, conflict resolution and building a customer satisfaction system in the context of Service, Facilities and Operations and incorporate this into the curriculum where appropriate. The course incorporates problem solving and decision making using multiple teaching methods including, but not limited to, role playing, group discussions, workbook completion and case studies.

**Prerequisites:** None**Instructor:** Army FMWR Academy**Target Audience:** Must occupy a supervisory position or have been selected to fill a supervisory position.**Course Length:** 5 Days

### LODGING GROUP LEADER PROGRAM

**Course Description:**

Students will receive overview on team building, conflict resolution, communications and interpersonal skills, managing multiple priorities and on the job training techniques. The students will learn about problem solving and decision making using multiple teaching methods including, but not limited to, group discussions, workbook completion and case studies.

**Prerequisites:** None**Instructor:** Army FMWR Academy**Target Audience:** Non-supervisory hospitality employees**Course Length:** 5 Days

### LODGING STRATEGIC FINANCIAL MANAGEMENT

**Course Description:**

This course provides an overview of financial management tools and skills related to the hospitality industry. Emphasis is on the use of historical cost data and financial indicators in the budgeting process; analysis of cost drivers as a function of occupied rooms; financial management decisions/actions appropriate in an environment of increasing/decreasing occupancy; and budgeting for capital projects. Students should have a basic knowledge of budgetary processes. Students will complete the budget process for a sample hotel as part of the curriculum. Students will be able to apply financial management tools and skills to meet strategic goals of their operation.

**Prerequisites:** MWR Basic Management Course**Instructor:** Army FMWR Academy**Target Audience:** Must occupy a supervisory position or have been selected to fill a supervisory position.**Course Length:** 5 Days

## LODGING SUPERVISION

### Course Description:

This course introduces principles of supervision as they apply specifically to the hospitality industry. Students are presented with an overview of supervisory responsibilities. The overview is conducted through multiple teaching methods to include role-playing, group discussions, workbook completion, and case studies. At the conclusion of the course students will be able to manage productivity and control labor costs, evaluate and coach employees to higher performance, manage time effectively, use best practices to train employees, build lead and motivate teams, and apply communication skills to resolve problems and conflicts.

**Prerequisites:** None  
**Instructor:** Army FMWR Academy  
**Target Audience:** Must occupy a supervisory position or have been selected to fill a supervisory position.  
**Course Length:** 5 Days

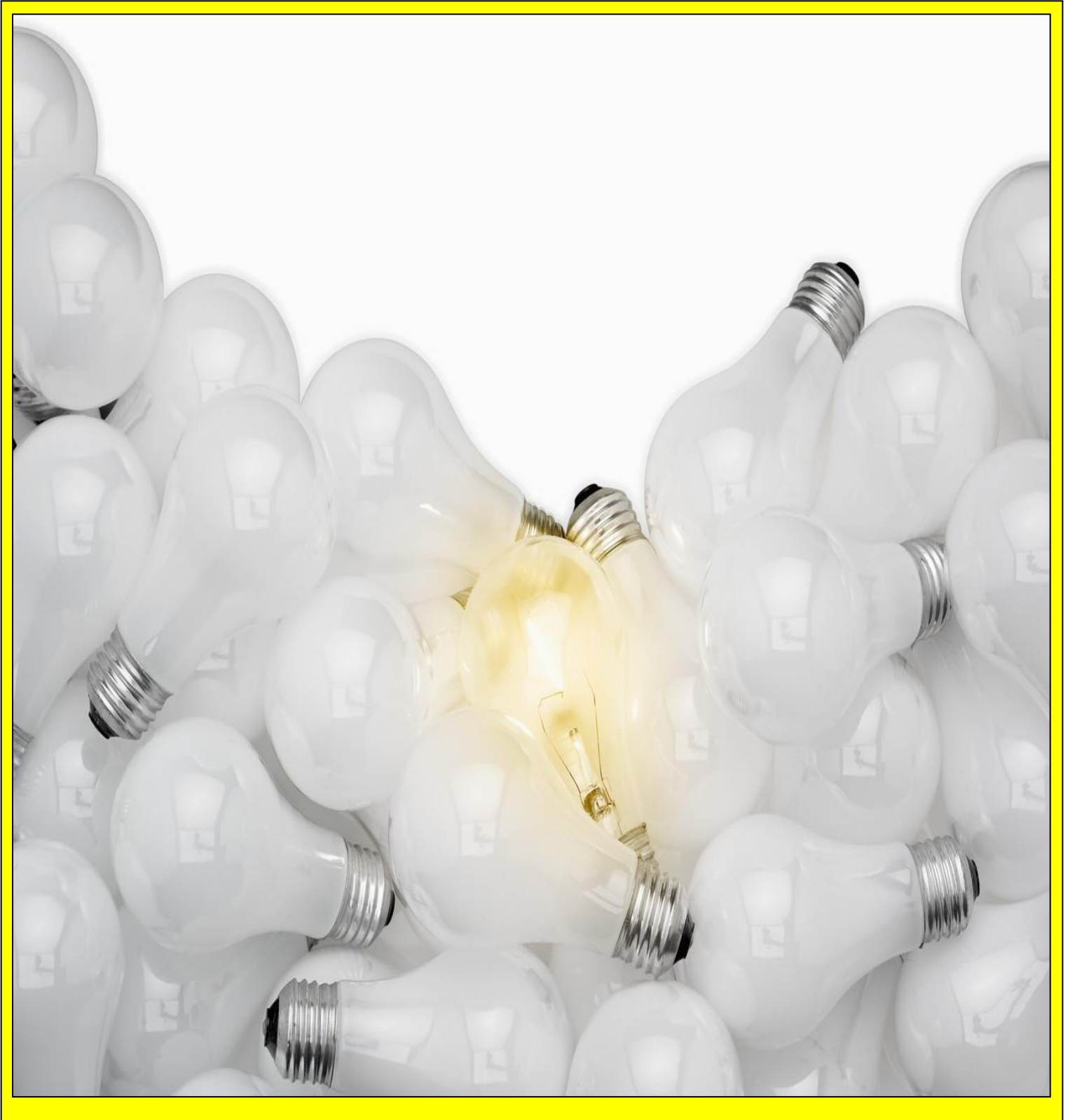
## LODGING SUPPLY CHAIN MANAGEMENT

### Course Description:

This course provides an in-depth overview of the tools and techniques that help in acquiring inventory and delivering the services lodging facilities provide in day-to-day operations. Students will be able to successfully manage the functions of supply and inventory control. After completion of this course, participants will know these major components of supply chain management and how they are coordinated to acquire and maintain inventories as well as deliver services in an efficient and cost effective manner. Purchase controls including maintain adequate supply, minimize investment, maintain quality, obtain lowest possible cost, and maintain competitive position. Inventory controls including specifications, bid processes, contracts, economic order quantity, par stock, perpetual inventory, stock rotation, stock outs, dead stock, stockroom reconciliation, inventory turnover, and inventory as a percentage of sales and assets. Information systems as they relate to purchasing, inventory controls, and labor scheduling.

**Prerequisites:** None  
**Instructor:** Army FMWR Academy  
**Target Audience:** Must occupy a supervisory position or have been selected to fill a supervisory position.  
**Course Length:** 5 Days

# GENERAL



# GENERAL COURSES

## ARE YOU LISTENING?

### Learning Objectives:

- Understand your role in providing healthy alternatives and recreation opportunities
- Develop awareness of distress signs
- Understand active listening and methods of effective communication
- Enhance understanding of all Marine Corps Community Services resources
- How to approach and refer

### Course Description:

The course provides the tools for those staff who develop relationships with customers to learn how to actively listen to information being shared, identifying warning signs of distress and having the resources available to refer an individual if, in fact, referral is needed. It is **not** about counseling or playing psychiatrist. It's **not** about alerting the chain of command to behaviors and warning signs. It is learning how to actively and positively interact with Marines and Family Members, and effectively listen and understand the needs of those communicating with the staff. At the conclusion of the class, participants are provided with the broadest understanding of their own agency and resources within MCCS.

**Prerequisites:** None

**Instructor:** Local Certified Instructor

**Target Audience:** All

**Course Length:** 2 Days

## ARE YOU LISTENING? – TRAIN THE TRAINER

### Course Description:

The purpose of this course is to prepare potential trainers of the "Are You Listening" curriculum so that they are able to ensure participants understand the issues faced by Marines and family members; understand the MCCS employee's role in prevention; identify MCCS programs and services, as well as other on- and off-installation services used in prevention; and confidentially engage and provide information and referral support to Marines and family members. This course will enable the trainer to be able to: create and orient participants to a comfortable physical learning environment, including preparing the room, greeting and engaging participants, and attending to the social, emotional, and comfort needs of the learners; understand the impact of personal appearance and dress, physical positioning in relation to trainees, hand and body movements, positioning of tables, and tone of voice on both the quality of the presentation, and receptivity by participants; adjust their presentation methods, use of language, and group management style to achieve the optimal level of formality for the group, and/or match learners' level of expertise/experience; implement strategies to keep the group focused, on task, and within established timeframes, while remaining responsive to group needs and concerns; and implement strategies to engage and involve participants who display resistance or a lack of involvement, or who exhibit disruptive behaviors that interfere with the development and constructive group process.

**Prerequisites:** Successfully completed the Are You Listening? Course and be recommended by local leadership

**Instructor:** The Bowen Group & HQ Staff

**Target Audience:** Nominated Candidates

**Course Length:** 5 Days

## 7 HABITS OF HIGHLY EFFECTIVE PEOPLE

### Learning Objectives:

- Become more efficient and effective in personal and professional life
- Apply principles in order to improve teamwork
- Get more done and manage your time better
- Communicate better with co-workers, family and friends

### Course Description:

Based on the book by Stephen Covey, this class is designed to introduce participants to the seven habits that will help lead to a more productive, fulfilling life at work and home. The seven habits discussed are: Be Proactive; Begin with the End in Mind; Put First Things First; Think Win-Win; Seek First to Understand, Then to be Understood; Synergize; and Sharpen the Saw. This class is delivered through video clips of Dr. Covey along with facilitator examples and group exercises.

**Prerequisites:** None

**Instructor:** Local Certified Facilitator

**Target Audience:** All

**Course Length:** 3 Days

**Additional Info:** 2.2 CEUs

## 7 HABITS OF HIGHLY EFFECTIVE PEOPLE: INTRODUCTORY WORKSHOP FOR ASSOCIATES

### Learning Objectives:

- Plan and prioritize the important and urgent things
- Communicate with others to improve teamwork and build relationships

### Course Description:

This workshop introduces individuals to the "7 Habits": Be Proactive; Begin with the End in Mind; Put First Things First, Think Win-Win; Seek First to Understand, Then to Be Understood; Synergize and Sharpen the Saw. Designed with the front line associate in mind, scenarios and examples are discussed that will assist the individual in becoming more effective in interactions with people and tap into the best they have to give.

**Prerequisites:** None

**Instructor:** Local Certified Facilitator

**Target Audience:** All employees, especially front-line

**Course Length:** 1 Day

**Additional Info:** .6 CEUs

## 7 HABITS OF HIGHLY EFFECTIVE MILITARY FAMILIES

### Course Description:

Participants will learn to: take initiative; react less, take responsibility for their actions, and make better choices based on their values; choose to stay within their Circle of Control; Set family standards together; create a family motto that gives the family direction; establish a family mission statement; identify their family priorities; honor the commitments they have made to their family members; use an idea-filled “family calendar” to plan and schedule fun, family-engaging activities; think in terms of mutual benefit, think interdependently and develop Win-Win Agreements; seek first to listen with the intent to understand the thoughts and feelings of others; seek to effectively communicate their thoughts and feelings; appreciate and celebrate the differences in family members; creatively cooperate with each other; and build traditions that nurture the family physically, socially, mentally, and spiritually.

**Prerequisites:** None  
**Instructor:** Local Certified MCFTB Facilitator  
**Target Audience:** Military Personnel and their Families  
**Course Length:** 3 Days  
**Additional Info:** TBD

## INCLUDING CUSTOMERS WITH DISABILITIES IN RECREATION AND SERVICES: UNIQUE CHALLENGES ... UNIQUE SOLUTIONS



### Course Description:

This course is designed to introduce participants to concepts and practical methods for including injured/ill patrons in existing MCCS programs and services. More specifically, the course will enable participants to understand appropriate terminology and etiquette when working with and marketing to individuals who are ill or injured; understand the importance and incentives for providing inclusive services; understand practical approaches to universal program design; and develop a working understanding of various injuries/illnesses to include social/emotional, physical, cognitive and sensory impairments. Participants will also conduct an inclusion recreation assessment of their program/service and develop an Inclusive Recreation Action Plan to implement upon training completion.

**Prerequisites:** None  
**Instructor:** Penn State University  
**Target Audience:** Semper Fit and Commercial Recreation program staff, EFMP staff, CYTP employees, and MCCS Marketing Division personnel (e.g., Fitness Managers; Health Promotion Directors; Children, Youth and Teen leadership; EFMP; Information Tickets & Tours; Bowling Centers; Marinas; Golf; Outdoor Recreation; Single Marine Program; Auto Skills Center personnel; Aquatics; and Special Events etc.)  
**Course Length:** 2 Days

## MARINE CORPS ACCULTURATION PROGRAM (MCAP)

### Course Description:

Increase or update your knowledge of the Marine Corps history, culture, customs, courtesies, military ranks, jargon, and organizational structure. Learn about all the civilian training, leadership and career development opportunities available to you. Enhance your overall understanding of the Marine Corps, your value as a Civilian Marine, and where you fit in.

**Prerequisites:** None  
**Instructor:** Local Certified Facilitator  
**Target Audience:** All MCCS Employees  
**Course Length:** 1 ½ Days

## WORLD CLASS CUSTOMER SERVICE COURSE (WCCS)

### Learn How To:

- Identify internal and external customers
- Listen effectively to customer needs
- Identify four basic behaviors of customer service
- Deal with challenging customers
- Provide service above and beyond customer expectations

### Course Description:

The MCCS-wide customer service training program, World Class Customer Service, is designed for all MCCS employees. The emphasis of the program is to provide participants with skills to improve the service delivery process in all MCCS programs. Specific communications skills will be introduced to assist in building people skills that will distinguish MCCS staff in being proficient in handling customer situations.

**Prerequisites:** None  
**Instructor:** Local Certified Facilitator  
**Target Audience:** All employees  
**Course Length:** 1 Day

# HUMAN RESOURCES & TRAINING



# HUMAN RESOURCES & TRAINING COURSES

## COMP TIME / OVERTIME PAY ADMINISTRATION (HQ STAFF)

### Course Description:

This mandatory brief is provided on a quarterly basis to all Headquarters MR/MF Division staff. This brief provides information regarding Headquarters Comp Time and Overtime policies.

**Prerequisites:** None  
**Instructor:** Headquarters Human Resources Representative  
**Target Audience:** All Headquarters MR and MF Division Staff must attend at least once  
**Course Length:** 1 Hour

## COURSE MANAGERS' COURSE (MCCS MANAGERS' & LSFM)

### Learning Objectives:

- Demonstrate facilitator techniques
- Setup and facilitate subject courses
- Ensure student compliance with learning standards

### Course Description:

The Course Managers' Course certifies participants as field course managers for the MCCS Managers' Course and Leadership Skills for Managers (LSFM) Courses. The certification process is a four step process: 1) Attend and complete the MCCS Managers' or LSFM Course; 2) Be recommended by the course manager; 3) Complete the Course Managers' Course and 4) Complete an apprenticeship with the master course manager. For the candidate to remain qualified after completion of the entire certification process, at least two courses must be conducted per year.

**Prerequisites:** Headquarters Training selects participants who have successfully completed the subject course(s) and been recommended by the course manager and command MCCS leadership  
**Instructor:** Headquarters Master Course Managers  
**Target Audience:** Nominated Candidates  
**Course Length:** 5 Days



## CREATIVE TRAINING TECHNIQUES I

### Learn How To:

- Open a session
- Close a session
- Introduce classmates in different ways
- Reinforce training objectives

### Course Description:

This course is a Bob Pike train-the-trainer course designed to provide a creative, practical and dynamic skill-building program. The course objectives are to enhance trainers' confidence through ownership, motivation, and upgrade their presentation skills.

**Prerequisites:** None  
**Instructor:** Bob Pike Group  
**Target Audience:** Employee Development Specialists or Trainers  
**Course Length:** 2 Days



## CREATIVE TRAINING TECHNIQUES II

### Learn How To:

- Further increase trainer skill, confidence, and effectiveness
- Create a fresh sense of renewal to help avoid burnout
- Present even more tools for relevant student involvement
- Provide exciting new networking and sharing opportunities

### Course Description:

Trainers who participate in this insightful program will have many ways to expand and fine-tune the skills they have already learned, answer each others' questions, share what works and what does not, and see their trainer model new facilitation activities and transitions.

**Prerequisites:** None  
**Instructor:** Bob Pike Group  
**Target Audience:** Employee Development Specialists or Trainers  
**Course Length:** 2 Days

## EMPLOYMENT LAW FOR MANAGERS

### Learning Objectives:

Learn how to demonstrate knowledge in a MCCS environment related to: discrimination, sexual harassment, interviewing & hiring, disciplining & terminating, family & medical leave requests, EEOC investigations, basics of hour and wage laws, worker compensation, and overview of specific employment laws.

### Course Description:

This college level, 16-hour course is made up of the nine learning modules listed above. Each learning module is made up of the same basic format – participants will read the study notes, watch a short video(s), and then take a test. Participants must earn a score of 80 or better to pass the test (if a passing score is not achieved, the participants must wait 24 hours before retaking the test). The participants are required to complete a final essay question at the end of the course and e-mail it to the university. The essay will be graded by a professor/attorney, and a response will be provided to the participant within 48 hours.

**Prerequisites:** Access to the Internet and Real Player or Windows Media  
**Instructor:** University of Arkansas  
**Target Audience:** MCCS Managers, Supervisors, and HR Staff  
**Course Length:** Self-paced. Estimated time is 16 hours. Must be completed within 8 weeks.  
**Additional Info:** 1.6 CEUs

## HR BENEFITS TRAINING

### Learning Objectives:

- Demonstrate knowledge of various employee benefits programs
- Understand portability issues and military service credit requirements
- Calculate retirement estimates

### Course Description:

Human Resource Managers, Specialists, and Employee Benefits Specialists will receive in-depth training on all aspects of the employee benefits program. Training will also include portability issues and military service credit requirements in addition to daily benefits functions. A section on retirement estimate calculations will provide guidance on how to calculate retirement estimates locally for their specific commands.

**Prerequisites:** None  
**Instructor:** Headquarters HR Benefits Staff  
**Target Audience:** HR Benefits Employees  
**Course Length:** Varies on individual command need

## STAFFING 101

**Course Description:**

Headquarters Supervisors and Managers will receive in-depth training on all aspects of the NAF and GS Employee Recruitment process. Training will include topics relating towards opening a job vacancy, advertising a position, reviewing resumes, and coordinating selection and rating/ranking panels. This course is mandatory for all employees who hire positions.

**Prerequisites:** None

**Instructor:** Headquarters Human Resources Representative

**Target Audience:** All employees who are responsible for opening and filling a job vacancy

**Course Length:** 1 hour

## WORKERS' COMP 101

**Learning Objectives:**

- Apply the basics of workers' compensation
- Understand what benefits injured workers are entitled to under the Longshore Act
- Know what steps to take when an employee is injured
- Take care of our employees and still protect the employers' interest
- Recognize and apply the obligations the employer has in the return to work process.

**Course Description:**

This class is geared towards the managers and supervisors of NAF employees. It covers background information on our workers; compensation system (Longshore Act), benefits of the system, employer and employee responsibilities, reporting requirements, and what happens after an employee is released to return to work. It emphasizes the importance role the managers and supervisors play in the claims process and in getting their employees back to work. It outlines the life of a claim. The class can also be tailored to any additional specific issues or problems the command may be experiencing.

**Prerequisites:** Managers/Supervisors of NAF employees

**Instructor:** Headquarters Workers' Compensation staff

**Target Audience:** HR employees who process Workers Comp claim

**Course Length:** 2-4 hours

# HUMAN RESOURCE MANAGEMENT SYSTEM



# HRMS COURSES

## 9.1 WAYS TO HRMS EXCELLENCE

**Course Description:**

This course covers training for all HRMS functional areas within PeopleSoft. The training is designed to be broken up into individual special needs areas or taught as a whole, depending on the needs of the command. The following areas are included in this training:

- Home Page Portal options and set-up
- Human Resources
- Profile Management
- Payroll
- Time and Labor
- Benefits
- Training Administration
- HRMS Best Practices
- Available HRMS Resources

**Prerequisites:** Position as HRMS Functional User

**Instructor:** Headquarters HRMS Staff

**Target Audience:** The training is intended for commands experiencing high turnover and who have multiple users with minimum experience and/or is also available for commands that need additional training in particular areas of focus.

**Course Length:** Varies based on need, customizable.

## MANAGER SELF-SERVICE ONLINE TUTORIALS

**Course Description:**

Manager Self Service tutorials are available on the MCCS HRMS Intranet site. These tutorials are convenient and provide managers learning on demand. The online tutorials provide an overview on the manager self service functions to include the following:

- Approving Payable Time
- Assign Work Schedules
- Exceptions
- Exempt / Nonexempt Timesheet
- Update Manager Security
- View Employee Training Summaries
- View Payable Time

**Prerequisites:** Manager or Supervisor Access to PeopleSoft

**Instructor:** Self-driven, online tutorials

**Target Audience:** Seasoned and new managers/timekeepers

**Course Length:** Self-driven, online tutorials

**ADDITIONAL TRAINING, MODULES, QUICK REFERENCE GUIDES AND IMPORTANT GUIDANCE CAN BE FOUND ONLINE AT THE LINK BELOW:**

[HTTP://CROSSROADS/MRG/PAGES/HRMS.ASPX](http://crossroads/mrg/pages/hrms.aspx)

# MEETINGS, EVENTS & MARKETING



# MEETINGS, EVENTS & MARKETING COURSES

## COMMUNICATION STRATEGIES THAT GET RESULTS

### Learning Objectives:

- Develop an effective marketing communication plan in five simple steps
- Prove the value and benefits of your program
- Overcome common objectives
- Write a five-minute marketing plan for any project

### Course Description:

On and off military bases, effective benefits-based communication is the key to everyone's success and is an integral part of your job. Using a nationally acclaimed BAM! Curriculum (Benefits Activated Marketing), the author/instructor Jodi Rudick, will help you develop a plan to bring new respect, credibility, awareness and customers to your programs, facilities, events and activities. You'll learn unique and fun ways to apply basic marketing communication skills to everything you do, from staff motivation and customer care, to improve staff morale and community support. Whether you need to "sell" a program, project, service, or idea, this workshop will give you ready-to-apply creative tools and insights in a high-energy format.

**Prerequisites:** None

**Instructor:** Jodi Rudick / Advisors Marketing Group

**Target Audience:** Those responsible for marketing a program, activity, event, etc.

**Course Length:** 3 ½ Days

## LEARNING RESOURCES NETWORK: CERTIFIED PROGRAM PLANNER

### Course Description:

This comprehensive course is designed to learn the integrated approach to delivering programs and accomplish key results in the following areas: increasing customer-driven programming, more effective use of facilities, non-facility based programming, integrated programming, active pursuit of outsourcing opportunities, development strategies, improved support services, and establishment of program and operations teams. Course content areas include: needs assessment; market potential/share, and research; surveys, program development; finances and budgeting; pricing; marketing, brochures, and promotion; and benchmarks and 12 priority steps. Participants are required to take a closed-book comprehensive test at the end of the class and achieve a minimum passing score of 80%.

**Prerequisites:** None

**Instructor:** Learning Resources Network (LERN)

**Target Audience:** Program Managers

**Course Length:** 3 ½ Days



## MAKING MEETINGS WORK

### Learning Objectives:

- Plan, execute, and facilitate any type of meeting
- Improve productivity of meetings and reduce time wasted
- Improve results of meetings

### Course Description:

This 3 day interactive training program will deliver the foundation tools and methods managers need to reduce time wasted in unproductive meetings, and improve the productivity and results of meetings. The emphasis on this course will be on providing immediately applicable tools and techniques for planning, executing, and facilitating any type of meeting. This class will include two sets of skills practices – an opportunity for each participant to do up to a 12-minute meeting presentation that will be videotaped and critiqued.

**Prerequisites:** None  
**Instructor:** The Bob Pike Group  
**Target Audience:** Those responsible for planning and conducting meetings  
**Course Length:** 3 Days

## PROGRAMMING & SPECIAL EVENTS

### Course Description:

This course is designed for managers of any MCCA program, from Semper Fit to Family Readiness to Food and Hospitality. It will provide students with the skills and knowledge to successfully plan and deliver a variety of activities, programs, and special events. The course includes instruction on conducting needs assessments, program design, creative/out-of-the-box Wow! programming, building a program team, budgeting for programs and events, promotion, partnering for success, and other areas critical to program success. Added this year are in depth planning for Commander's Cups, Festivals, and Concerts as well as the Tom Peter's WOW Projects! Presentation.

**Prerequisites:** None  
**Instructor:** Army FMWR Academy  
**Target Audience:** Program Managers  
**Course Length:** 2 Weeks

# HEADQUARTERS PROFESSIONAL DEVELOPMENT SERIES



# PROFESSIONAL DEVELOPMENT SERIES

## LOCAL HQ MR / MF

These courses are given locally for Headquarters employees. Installation Training Coordinators may request information and materials to conduct these courses through MRG Training.

### INTERVIEWING SKILLS FOR SUPERVISORS

**Course Description:**

Participants of this course will learn key tools to create effective interview questions, become an expert in recognizing legal and policy obligations in interviews, customize your own interview strategy for optimum effectiveness, prevent discrimination in your interviews, be more versatile with different types and styles of interviewing, and make every interview a success.

**Prerequisites:** None

**Instructor:** Local Training Facilitator

**Target Audience:** MCCS Supervisors, Managers and Human Resource Personnel who conduct interviews

**Course Length:** ½ Day

### CONDUCTING EFFECTIVE PERFORMANCE APPRAISALS

**Course Description:**

Participants of this course will be able to: identify the importance and benefits of performance appraisals; assess and prepare necessary documentation; set motivational performance goals; plan effective appraisal interviews; conduct fair and beneficial appraisals; avoid discrimination charges; and understand the NAF performance appraisal process.

**Prerequisites:** None

**Instructor:** Local Training Facilitator

**Target Audience:** Those responsible for conducting performance appraisals

**Course Length:** ½ Day

# RETAIL & BUSINESS OPERATIONS





## I CAN DO THAT! - TACTICAL TRAINING

### Course Description:

The I can do that program adjust existing local and Headquarters MCX policies to be more flexible and customer centric, empowering the frontline sales associate to resolve problems at the first point of recognition. The core concepts of the program include:

1. Associates will be empowered to offer customers an MCX gift card in the amount of \$10 for immediate service recovery when a customer experiences a service failure, resulting in a problem, loss or overall bad experience.
2. The price match guarantee program limitations have been lifted and sales associated will have the empowerment to match prices immediately, depending on the amount.
3. Frontline sales associates will be authorized to perform returns at their register without having to call a Leader or Supervisor.

**Prerequisites:** None  
**Instructor:** Headquarters / Local Certified "I can DO that!" Trainer  
**Target Audience:** Front-line MCX Sales Associates  
**Course Length:** 6 hours ( 2 sessions: ASI/CSI/Branding/Problem Resolution)  
**Additional Info:** TBD



## RETAIL EXCELLENCE

### Learning Objectives:

- Understand retail industry and trends
- Successfully identify strategic direction and competition
- Lead in a retail environment
- Coach and develop retail employees
- Manage a customer focused store and techniques of visual merchandising
- Increase customer satisfaction and measure success
- Understand the changing retail environment

### Course Description:

This course, developed by Penn State University, is designed to assist MCX management in learning how to run the stores in the most effective, successful way. Learning how to best serve customers through strategy, sale promotion and visual merchandising are just a couple of areas that this course will cover. The importance of leading and developing employees and customer satisfaction are essential to successful store operations and will be covered in this course as well.

**Prerequisites:** Recommended, one of the following: WCCS, Leadership Skills for Managers, MCCS Managers' Course  
**Instructor:** Penn State University  
**Target Audience:** MCCS MCX Heads of Retail, Store Managers, Division Sales Managers, Area Sales Managers  
**Course Length:** 5 Days  
**Additional Info:** Pre course work



## STRATEGIC RETAIL MANAGEMENT

### Learning Objectives:

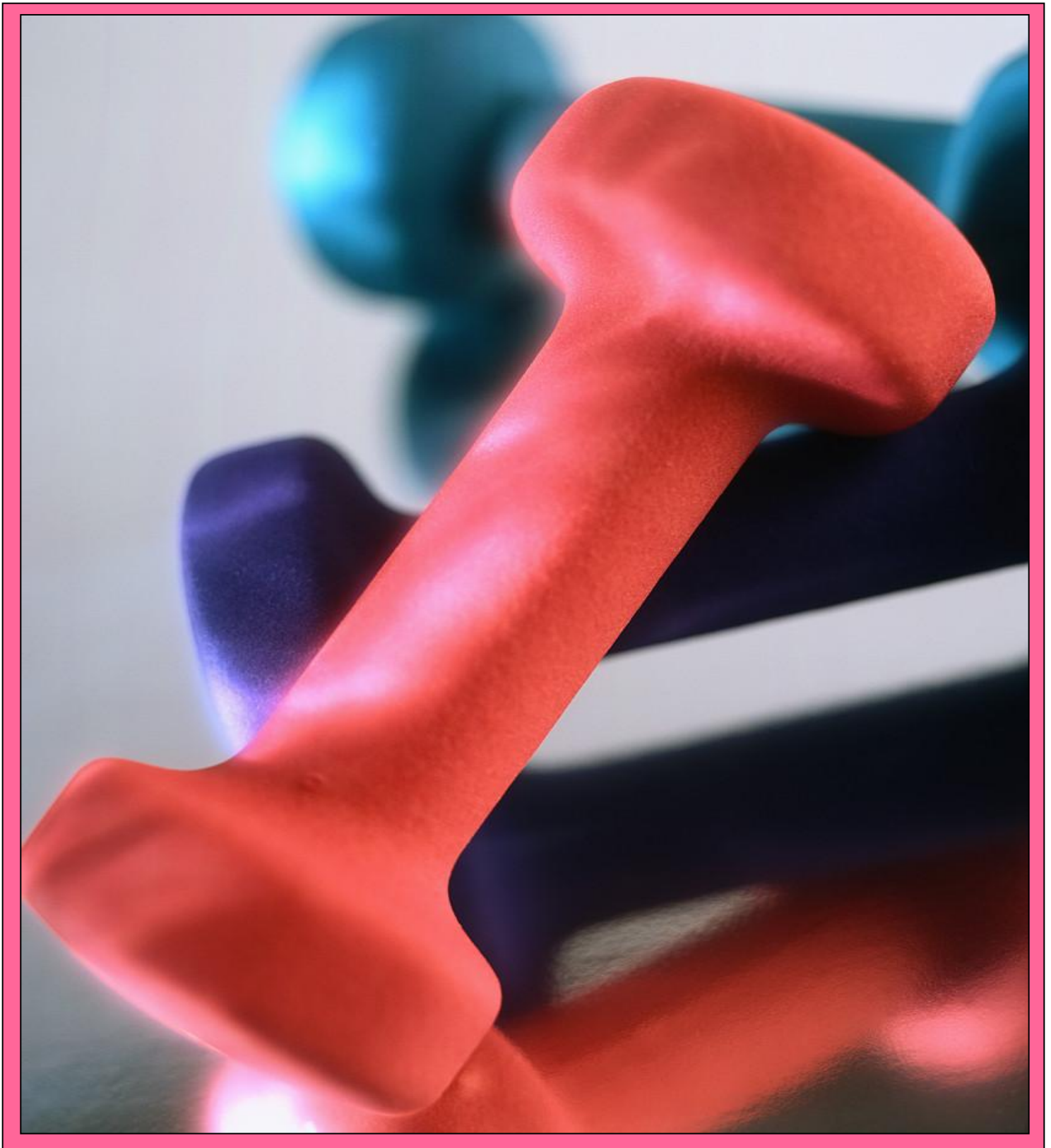
- Review a national chain store case study
- Review various strategic profit and resource models
- Apply information to an actual MCCS facility

### Course Description:

This course provides a review of the Pentagon & Triangle models, Master Matrix case using MCCS facility level data, & assortment planning/category scorecard exercise for selected category. Participants will: use a hardlines & a softlines category for assortment planning; complete an exercise on improving store merchandising, operations & performance; analyze current operations & merchandising of an existing exchange with a plan to improve performance, including merchandising, staffing, operations, & financial performance; identify project & evaluate performance using multiple data sources (financials, ASI/CSI, PVA, etc.) & develop a comprehensive retail program & strategy.

**Prerequisites:** None.  
**Instructor:** Center for Corporate Education, College of William & Mary  
**Target Audience:** NF 4/5, select NF3 and equivalent working in a retail or business operations environment  
**Course Length:** 5 Days

# SEMPER FIT & RECREATION



# SEMPER FIT COURSES: COMMERCIAL RECREATION

## AQUATIC FACILITY OPERATOR CERTIFICATION

**Course Description:**

The AFO course is held in conjunction with the National Aquatics Conference & Management School. The AFO Certification Course is the latest training for those who are responsible for operating clean, safe and efficient public and semi-public, municipal aquatic facilities. Course includes in-depth instructions on filtration, disinfection, water testing & treatment, design considerations, facility management, risk management, facility troubleshooting & much, much more. This course offers a unique discussion of risk management, not usually directed towards operations personnel. The course is designed to provide information & training for both supervisory & operations personnel. Upon successful completion of the AFO course & 50-question exam, participants will be officially certified by the National Recreation & Park Association. All certified individuals receive a certificate & registry in the National AFO Certification Database. Certification is valid for three years and is renewable.

**Prerequisites:** None  
**Instructor:** National Recreation & Park Association (NRPA) – Aquatics Section  
**Target Audience:** Aquatics Managers  
**Course Length:** 2 Days

## BOWLING COACHING CLINIC

**Learning Objectives:**

- Conduct professional instruction on coaching techniques for United States Bowling Congress (USBC) Level 1 and Bronze Certification
- Organize and establish bowling lesson classes
- Enhance the bowlers experience and enjoyment through teaching better bowling techniques

**Course Description:**

This 3-day workshop is designed to provide the participants with the complete use of the techniques and training methods to assist and improve their bowlers' scoring and skills. The course will provide both teaching the technical aspects of the game and the hands on techniques of coaching.

**Prerequisites:** None  
**Instructor:** USBC  
**Target Audience:** Bowling Managers  
**Course Length:** 3 Days  
**Additional Info:** Required for Basic Level Bowling Managers Certifications

## BOWLING FACILITY MANAGEMENT

### Learning Objectives:

- Maintain or supervise maintenance of bowling center operations
- Proper conditioning of lanes to enhance the bowlers experience and enjoyment

### Course Description:

This 4-day workshop is packed full of techniques for management of the overall bowling facility, both front and back of the house. Housekeeping, safety, HVAC systems, energy management, lane evaluation and maintenance, bowling equipment (both AMF and Brunswick), and management of mechanical staff will be covered. Whether you do the maintenance/mechanical work in the bowling center or supervise the mechanical staff, this class is for you.

**Prerequisites:** None  
**Instructor:** Brunswick Bowling & Billiards  
**Target Audience:** Bowling Managers  
**Course Length:** 4 Days  
**Additional Info:** Required for Basic Level Bowling Managers Certifications

## CLIA CRUISE ACADEMY

### Learning Objectives:

- Determine what motivates people to take a cruise vacation
- Explain which destinations are the most popular for cruises
- Identify and analyze the five kinds of cruise itineraries
- Match customers to cruise and ships that ensure the highest satisfaction

### Course Description:

This week-long course is designed to provide ITT managers and staff with skills necessary to competently sell cruises to MCCC customers and provides the educational requirements for becoming a Cruise Line Industry Accredited Cruise Counselor. This course also provides the experience requirement of a seven-day cruise. Students spend a week aboard a cruise line taking 39 hours of classes.

**Prerequisites:** None  
**Instructor:** Cruise Line Industry Association (CLIA)  
**Target Audience:** ITT  
**Course Length:** 7 Days  
**Additional Info:** Required for Basic Level Bowling Managers Certifications

## GOLF COURSE SUPERINTENDENT'S COURSE

**Course Description:**

Golf Superintendents must have a working knowledge of turf science, pest management, environmental issues and resource management. This two (2) week course integrates lecture material with extensive hands-on case studies and practical exercises to maximize student learning. Students will develop a functional course maintenance plan that includes resource inventory and environmental plan, analyze the physical/chemical properties of soil and turf grass responses to environmental changes, describe benefits in the use of high technology in turn irrigation systems, and develop a business plan that includes acquisition and resource management.

<b>Prerequisites:</b>	Students must have a general knowledge of golf course maintenance.
<b>Instructor:</b>	Army FMWR Academy / Texas A&M University
<b>Target Audience:</b>	Golf Course Superintendents or personnel performing similar duties at NF3-5 grade levels.
<b>Course Length:</b>	2 Weeks
<b>Additional Info:</b>	Dates TBD.

# SEMPER FIT COURSES: HEALTH PROMOTIONS & FITNESS

## ADVANCED HEALTH & FITNESS SPECIALIST

### Learning Objectives:

- Master the facts, concepts, principles and skills of screening and assessment
- Design and implement programs for clients with unique medical concerns
- Manage fitness programs

### Course Description:

This is a review course that prepares participants for the Advanced Health & Fitness Specialist Exam. This course includes lectures, hands-on workshop and practical application methods of teaching and is designed for the fitness professional that is a certified personal trainer and/or has a degree in a related field. Advanced Health & Fitness Specialists demonstrate the ability to provide in-depth preventative and post-rehabilitative fitness programming that addresses common diseases and disorders seen on a daily basis. The course concludes with the 3-hour national certification exam. Participants are expected to complete 10 weeks of homework, and to completely read the college-level text book **BEFORE** the first day of class.

**Prerequisites:** Current CPR and ACE PT certification (or bachelor's degree in related field)

**Instructor:** L&T Inc.

**Target Audience:** Experienced fitness and health promotions employees

**Course Length:** 5 Days

## BASIC FITNESS / PERSONAL TRAINER

### Learning Objectives:

- Master the basic facts, concepts, principles, and skills related to client assessment
- Design individual fitness programs
- Implement programs

### Course Description:

The Personal Trainer (Basic Fitness) course is an accredited program that provides training and certification by a nationally known organization. The course covers the following: theoretical and practical knowledge of anatomy, exercise physiology, kinesiology, nutrition, and weight control. It teaches the principles of establishing realistic and measurable goals, integrates goals and thoroughly understands the legal and professional responsibilities inherent to the industry to include: informed consent, waivers, client safety, emergency procedures, equipment and facility safety, client confidentiality, and ongoing education. The course includes a ½ day of practical hands-on coaching. The course concludes with a 3-hour national certification exam. Participants are expected to complete 10 weeks of homework, and to completely read the college-level text book **BEFORE** the first day of class.

**Prerequisites:** Current CPR Certification

**Instructor:** L&T Inc.

**Target Audience:** Fitness employees

**Course Length:** 5 Days

## CERTIFIED HEALTH FITNESS SPECIALIST: EXAMINATION PREPARATORY COURSE

### Course Description:

Participants of this course will be able to: conduct risk stratification; conduct physical fitness assessments and interpret results; construct appropriate exercise prescriptions for healthy adults and individuals with controlled conditions released for independent physical activity; motivate apparently healthy individuals with medically controlled diseases to adopt and maintain healthy lifestyle behaviors; and motivate individuals to begin and continue with their healthy behaviors.

**Prerequisites:** Bachelor's degree in Kinesiology, Exercise Science or other exercise-based degree. Current Adult CPR certification with a practical skills component (such as the American Heart Association or American Red Cross)

**Instructor:** American College of Sports Medicine

**Target Audience:** Experienced Fitness Professionals

**Course Length:** 2 Days

**Additional Info:** TBD

## CERTIFIED STRENGTH AND CONDITIONING SPECIALIST: EXAMINATION PREPARATORY COURSE

### Course Description:

This course prepares individuals to apply scientific knowledge to train athletes with the primary goal of improving athletic performance. Those attending will learn how to conduct sport-specific testing sessions, design and implement safe and effective strength training and conditioning programs, and provide guidance regarding nutrition and injury prevention. The credentialing program encourages a higher level of competence among practitioners and raises the quality of strength training and conditioning programs by those who are certified.

**Prerequisites:** Bachelor's degree from an institution that is accredited by one of the six regionally accrediting associations. Current CPR and AED certification from either the American Heart Association, American Red Cross, or National Safety Council.

**Instructor:** National Strength & Conditioning Association (NSCA)

**Target Audience:** Experienced Fitness Professionals

**Course Length:** 2 Days

**Additional Info:** TBD

## HEALTH PROMOTION DIRECTORS' COURSE

### Course Description:

The Health Promotion Director's Course is designed for Health Promotion Coordinators responsible for establishing a worksite health promotion program for their commands. This course will guide participants through a process of hands-on experiences and practical information which will lead you to custom-design the most effective health promotion program for Marine Corps Community Services. In this course, the participant will learn how to: plan & develop programs, use budgeting techniques, change behaviors, perform a needs assessment and use evaluation strategies.

**Prerequisites:** None  
**Instructor:** The Cooper Institute for Aerobics Research  
**Target Audience:** Health Promotions employees  
**Course Length:** 5 Days

## LEVEL 1 SPORTS PERFORMANCE COACH

### Course Description:

The purpose of this course is to take all participants through complete technical progressions of the Snatch, Clean & Jerk, and all associated movements including Power Snatch, Power Clean, Power Jerk, Squat variations, and pulling progressions. Participants will gain base line knowledge about the programming of training and technical rules. The course includes theoretical classroom, and practical hands-on portions. Course duration is over one weekend and lasts approximately 13-14 hours with up to 9 hours being practical and 4-5 hours lecture based. It is suitable for Strength & Conditioning /Sports Performance, Health & Fitness and beginning level competitive Weightlifting Coaches alike.

**Prerequisites:** None  
**Instructor:** USA Weightlifting  
**Target Audience:** All employees responsible for unit physical fitness  
**Course Length:** 2 Days  
**Additional Info:** TBD

## LIFESTYLE & WEIGHT MANAGEMENT

### Course Description:

This is a review course that prepares participants for the American Council on Exercise Lifestyle & Weight Management Consultation Exam. This course includes lecture, hands-on workshop and practical application methods of teaching and is designed for the fitness professional that is a certified personal trainer and/or has a degree in a related field. Course materials encompass counseling, communication and group dynamics, health behavior psychology, the psychology of weight management and obesity, body composition assessment, physiology of obesity, screening, assessment and referral, applied exercise science, basic nutrition, program planning and implementation, special populations, and legal, professional and ethical responsibilities. All participants receive a textbook, sample ACE exam, and study binder prior to the start of class. The course concludes with a 3 hour national certification exam. Participants are expected to complete 10 weeks of homework, and to completely read the college-level text book **BEFORE** the first day of class.

**Prerequisites:** Current CPR and ACE PT Certification (or bachelor's degree in related field)  
**Instructor:** L&T Inc.  
**Target Audience:** Experienced fitness and health promotions employees  
**Course Length:** 5 Days

## TACTICAL STRENGTH & CONDITIONING

### Course Description:

This course is a Tactical Strength and Conditioning (TSAC) course designed to provide cutting edge information to strength and conditioning professionals who work directly with military personnel. The tactical athlete is any operator who engages in combat. These operators require high levels of strength, speed, power, and agility. Tactical athletes not only need to be aerobically fit, but also anaerobically fit to handle the rigors of combat. Course topics include: Introduction to the Tactical Athlete, Basic Exercise Physiology, Metabolic Conditioning, Principles of Resistance Training, Training for Power, Tactical Nutrition and Supplementation, Periodization Program Design, Circuit Training, Suspension Training, Implementation Training, and Training on Deployment. At the end of this course the attendees should be able to design, implement, and properly instruct Marine personnel in weight training and metabolic conditioning as it relates to operational fitness.

**Prerequisites:** None

**Instructor:** NSCA

**Target Audience:** Employees responsible for unit physical fitness

**Course Length:** 2 Days

# Headquarters, MRG

Employee Development & Training  
3044 Catlin Avenue  
Quantico, VA 22134

