



# JOB TRAINING: OITP GRANT

## OHIO INVESTMENT IN TRAINING PROGRAM

### **GLOSSARY OF TRAINING CATEGORIES / COURSE TYPES:**

**Basic Skills:** Development or remedial training fundamental to the workplace; courses such as literacy, reading comprehension, writing, math, English as a second language; and learning. OITP does not reimburse for ABLE eligible activities.

**Quality:** Training in Total Quality Management, business process re-engineering, change management, benchmarking, resource planning, and business fundamentals.

**Communication Skills:** Training in communication and cooperation among individuals and groups, including conflict resolution, problem solving, teamwork and group dynamics.

**Customer Service:** Training on how to improve customer relations and provide customer service. Includes client-relations training for customer service/telephone/call center operators.

**Employee Orientation:** Training to provide new employees with uniform introductory information about the company, its organization, mission, functions and policies, compensation, benefits, services, work requirements, standards, rules, safe work habits, and desirable employee-management relations.

**Product Knowledge:** Training about the products and services of the company.

**Maintenance/Skilled Trades:** Training in a specialized body of knowledge or expertise such as manufacturing systems, mechanics, electronics, engineering, accounting, chemistry, financial services, legal, materials science, hydraulics, etc. Such training is discipline or industry specific.

**Managerial/Supervisory Skills:** Training to improve the ability and effectiveness of employees to lead, manage, and supervise projects and teams or groups. Topics include project management and process management.

**Information Technology:** Training in the use of the company's information technology and systems, including off-the-shelf and company-specific software such as word processing, spreadsheets, databases, graphics, and communications. Also includes training for information technology professionals on the programming, support, maintenance, and administration of internal systems.

**Technical Process:** Training that focuses on the company's processes and procedures to create and maintain its products and deliver its services. Includes training provided to employees who operate, maintain, and use machinery, except information technology.

