

2010 NISH Academy Instructor-Led Training Schedule

BY MONTH

Month	Dates	Topic	Course	Location	Region
JAN	13-14	AbilityOne and Compliance	Time Studies: Determining Commensurate Wages for Piece Rated and Hourly Related Workers	Charleston, SC	South
JAN	20-21	Customer Service / Quality	ISO 9001: 2000 A Roadmap for Successful Implementation	Vienna, VA	East
JAN	20-21	Rehabilitation / Employment	Improving People Performance & Results	Las Vegas, NV	Pacific-West
JAN	26-27	Contract / Project Management	Overview of Government Contracting for CPRs	Ft. Worth, TX	South Central
JAN	27-28	Customer Service / Quality	Attaining Customer Loyalty: The Ultimate Goal	Baltimore, MD	East
JAN	27-28	Rehabilitation / Employment	Practical Approaches to Assistive Technology	Atlanta, GA	South
FEB	1-4	AbilityOne and Compliance	MODAPTS	Las Vegas, NV	Pacific-West
FEB	9-10	Rehabilitation / Employment	Disability Awareness: Train the Trainer	Vienna, VA	East
FEB	9-11	Leadership / Management	4 Roles of Leadership	Seattle, WA	North-west
FEB	10-11	Rehabilitation / Employment	Recruitment & Retention	Miami, FL	South
FEB	17-19	Leadership / Management	Nonprofit Management Best Practices (NEW)	Los Angeles, CA	Pacific-West
FEB	23-24	Contract / Project Management	Federal Government Contract Pricing: Overview of Contract Pricing	Dallas, TX	South Central
FEB	23-25	Line of Business	The Business of Shredding Boot Camp	San Diego, CA	Pacific-West
FEB	23-25	AbilityOne and Compliance	Federal Compliance Symposium 2010	New Orleans, LA	South Central
MAR	1-2	Business Development / Marketing	Introduction to Marketing	Baltimore, MD	East
MAR	2-3	Line of Business	Contact Center Services Business Plan Preparation	Orlando, FL	South
MAR	2-4	Line of Business	Registered Building Service Manager (RBSM) Certification Training and Examination	Dallas, TX	South Central
MAR	3-4	AbilityOne and Compliance	Reinventing PR-3	Seattle, WA	North-west
MAR	3-4	Line of Business	Contact Center Services Business Development	Orlando, FL	South
MAR	9-10	Leadership / Management	Management from Focus to Execution	Las Vegas, NV	Pacific-West
MAR	9-11	AbilityOne and Compliance	AbilityOne Academy	Vienna, VA	East
MAR	10-11	Customer Service / Quality	Foundations of Quality	Chicago, IL	North Central

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MAR	16-18	Line of Business	Floor Care Technician Certification Course	Orlando, FL	South
MAR	23-25	Line of Business	Commissary Project Mgmt	San Antonio, TX	South Central
MAR	24-25	AbilityOne and Compliance	Time Studies: Determining Commensurate Wages for Piece Rated and Hourly Related Workers	Atlantic City, NJ	East
APR	6	AbilityOne and Compliance	Obtaining Security Clearances: Unlocking the Mystery (NEW)	Vienna, VA	East
APR	13-14	Customer Service / Quality	Malcolm Baldrige for Nonprofits: Using the Criteria for Organizational Effectiveness	Vienna, VA	East
APR	13-14	AbilityOne and Compliance	Occupational Safety & Health (OSHA) Training: Creating Safe Workplaces for Employees with Disabilities	Chicago, IL	North Central
APR	13-14	Line of Business	Fleet Institute	San Antonio, TX	South Central
APR	13-15	Business Development / Marketing	Consultative Selling	Savannah, GA	South
APR	21-22	Contract / Project Management	Overview of Government Contracting for CPRs	Portland, OR	North-west
APR	27-28	Contract / Project Management	Contract Closeout (NEW)	Philadelphia, PA	East
APR	27-28	Rehabilitation / Employment	Improving People Performance & Results	Atlantic City, NJ	East
APR	27-28	Line of Business	Safe Laundries 2010: A Look at OSHA Concerns for Laundry Operations (NEW)	Dallas, TX	South Central
APR	27-29	Leadership / Management	Management for Supervisors	Las Vegas, NV	Pacific-West
APR	28-29	Line of Business	Contact Center Services Best Practices Framework	Austin, TX	South Central
MAY	24-26	Special Event	NISH National Training and Achievement Conference - 2010	Anaheim, CA	Pacific-West
JUN	7-10	Special Event	Grassroots Advocacy Training Conference	Washington, DC	East
JUN	14-16	Line of Business	Certified Linen & Laundry Management National Association of Institutional...	Louisville, KY	South
JUN	15-17	Line of Business	Commissary Project Mgmt	Virginia Beach, VA	East

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JUN	15-17	Line of Business	The Business of Shredding Boot Camp	Salt Lake City, UT	Pacific-West
JUN	15-17	Contract / Project Management	Improving Negotiation Skills to Enhance Success	Ft. Worth, TX	South Central
JUN	22-23	Contract / Project Management	Federal Government Contract Pricing: Overview of Contract Pricing	Philadelphia, PA	East
JUN	22-23	Rehabilitation / Employment	Customized Employment for Anyone, Anywhere, Anytime: Creating Careers in a No-Jobs Labor Market	San Francisco, CA	Pacific-West
JUN	29-30	AbilityOne and Compliance	Federal Acquisition Regulation (FAR) Quality Management (NEW)	New York, NY	East
JUN	29	Line of Business	Best Practices for Clothing & Textiles Manufacturing: Emphasis on Contracting Cost & Pricing (NEW)	Chicago, IL	South Central
JUN	29-30	Line of Business	Contact Center Services Best Practices Framework	Lansing, MI	North Central
JUL	13-14	Rehabilitation / Employment	Customized Employment for Anyone, Anywhere, Anytime: Creating Careers in a No-Jobs Labor Market	Charlotte, NC	South
JUL	13-15	AbilityOne and Compliance	AbilityOne Academy	Vienna, VA	East
JUL	14-15	AbilityOne and Compliance	Time Studies: Determining Commensurate Wages for Piece Rated and Hourly Related Workers	St. Louis, MO	South Central
JUL	19-20	Line of Business	Clothing/Textiles Operations Improvement Initiative, Course 1: Strategic Quality Management	Chicago, IL	North Central
JUL	20-22	Leadership / Management	Leadership: Great Leaders, Great Teams, Great Results	Pensacola, FL	South
JUL	21-22	Line of Business	Clothing/Textiles Operations Improvement Initiative, Course 2: Lean Manufacturing	Chicago, IL	North Central
JUL	21-22	Customer Service / Quality	Foundations of Quality	Seattle, WA	North-west
JUL	21-23	Contract / Project Management	Improving Negotiation Skills to Enhance Success	Albany, NY	East

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JUL	27-28	Customer Service / Quality	ISO 9001: 2000 A Roadmap for Successful Implementation	Indianapolis, IN	North Central
JUL	28-29	Leadership / Management	Succession Planning	Pittsburgh, PA	East
JUL	28-29	Line of Business	Operating and Managing a Custodial Business: Learning the Art & Science of Cleaning	San Francisco, CA	Pacific-West
AUG	2-4	Business Development / Marketing	Needs Based Selling and Delivering Superior Customer Service	Seattle, WA	North-west
AUG	3-4	Customer Service / Quality	ISO 9001: 2000 A Roadmap for Successful Implementation	Albany, NY	East
AUG	3-5	Line of Business	Registered Building Service Manager (RBSM) Certification Training and Examination	Chicago, IL	North Central
AUG	10-11	Business Development / Marketing	Introduction to Marketing	San Francisco, CA	Pacific-West
AUG	10-11	AbilityOne and Compliance	Reinventing PR-3	Ft. Worth, TX	South Central
AUG	17-19	Line of Business	Systems Management for the Custodial Contractor (NEW)	Vienna, VA	East
AUG	17-19	Line of Business	Carpet Care Maintenance Technician	Minneapolis, MN	North Central
AUG	24-25	AbilityOne and Compliance	Managing an AbilityOne Contract (NEW)	Vienna, VA	East
AUG	24-26	AbilityOne and Compliance	Federal Compliance Symposium 2011	Seattle, WA	North-west
AUG	26	AbilityOne and Compliance	Obtaining Security Clearances: Unlocking the Mystery (NEW)	Charlotte, NC	South
SEP	1-2	Leadership / Management	Governance: Critical Issues for Executives and Boards	Chicago, IL	North Central
SEP	14-16	AbilityOne and Compliance	AbilityOne Academy	Vienna, VA	East
SEP	14-16	Leadership / Management	Management for Supervisors	Atlanta, GA	South
SEP	15-16	Leadership / Management	Legal Issues in the Workplace	San Francisco, CA	Pacific-West
SEP	21-22	Leadership / Management	Management from Focus to Execution	Baton Rouge, LA	South Central
SEP	22-23	AbilityOne and Compliance	Creating a Quality Work Environment (QWE) for People with Disabilities (NEW)	Vienna, VA	East

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SEP	22-23	AbilityOne and Compliance	Time Studies: Determining Commensurate Wages for Piece Rated and Hourly Related Workers	Seattle, WA	North-west
SEP	27-28	Rehabilitation / Employment	Benefits Planning for Rehabilitation Professional Working with Social Security Beneficiaries	Virginia Beach, VA	East
SEP	28-29	Line of Business	Contact Center Services Business Plan Preparation	Las Vegas, NV	Pacific-West
SEP	29-30	Line of Business	Contact Center Services Business Development	Las Vegas, NV	Pacific-West
SEP	29-30	Rehabilitation / Employment	Recruitment & Retention	San Antonio, TX	South Central
OCT	5-6	Line of Business	Operating and Managing a Custodial Business: Learning the Art & Science of Cleaning	Las Vegas, NV	Pacific-West
OCT	5-6	Customer Service / Quality	ISO 9001: 2000 A Roadmap for Successful Implementation	Dallas, TX	South Central
OCT	5-7	Business Development / Marketing	Consultative Selling	Denver, CO	South Central
OCT	12-14	Leadership / Management	Business Continuity Planning and Disaster Recovery: The Basics	Atlantic City, NJ	East
OCT	13-14	Leadership / Management	Situational Leadership	Chicago, IL	North Central
OCT	13-14	AbilityOne and Compliance	Occupational Safety & Health (OSHA) Training: Creating Safe Workplaces for Employees with Disabilities	San Francisco, CA	Pacific-West
OCT	19-21	Line of Business	Custodial University	Baltimore, MD	East
OCT	20-22	Leadership / Management	Nonprofit Management Best Practices (NEW)	Atlanta, GA	South
OCT	26-27	Rehabilitation / Employment	Practical Approaches to Assistive Technology	Portland, OR	North-west
OCT	26-27	AbilityOne and Compliance	Federal Acquisition Regulation (FAR) Quality Management (NEW)	San Antonio, TX	South Central
OCT	27-28	Bus Develop/Market	AbilityOne Business Development Seminar: Tools for Growing Your Business (NEW)	Vienna, VA	East
NOV	2-3	Leadership / Management	Succession Planning	Orlando, FL	South
NOV	2-4	Line of Business	The Business of Shredding Boot Camp	Atlanta, GA	South

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NOV	3-4	Line of Business	Fleet Institute	Oklahoma City, OK	South Central
NOV	8-10	AbilityOne and Compliance	AbilityOne Academy	Vienna, VA	East
NOV	9-10	Line of Business	Laundry: Becoming Your Hospital's Partner in Infection Prevention (NEW)	Orlando, FL	South
NOV	9-10	AbilityOne and Compliance	Managing an AbilityOne Contract (NEW)	San Antonio, TX	South Central
NOV	16-17	Business Development / Marketing	Business Development 1: The Planning Process	Baltimore, MD	East
NOV	16-18	Line of Business	Commissary Project Mgmt	San Diego, CA	Pacific-West
NOV	17-18	AbilityOne and Compliance	Time Studies: Determining Commensurate Wages for Piece Rated and Hourly Related Workers	Las Vegas, NV	Pacific-West
DEC	1-2	Customer Service / Quality	Foundations of Quality	Philadelphia, PA	East
DEC	1-2	Rehabilitation / Employment	Improving People Performance & Results	Ft. Worth, TX	South Central
DEC	7-8	Line of Business	Contact Center Services Business Plan Preparation	Vienna, VA	East
DEC	7-8	AbilityOne and Compliance	Creating a Quality Work Environment (QWE) for People with Disabilities (NEW)	San Francisco, CA	Pacific-West
DEC	8-9	Line of Business	Contact Center Services Business Development	Vienna, VA	East
DEC	8-9	Contract / Project Management	Overview of Government Contracting for CPRs	Atlanta, GA	South
DEC	8-9	Bus Develop/Market	AbilityOne Business Development Seminar: Tools for Growing Your Business (NEW)	San Antonio, TX	South Central
DEC	14-15	Rehabilitation / Employment	Disability Awareness: Train the Trainer	Tallahassee, FL	South