

DOCHROC TRAINING ANNOUNCEMENT

April 2012 Commerce Learning Center (CLC) Courses

To: OS Employees and Serviced Clients (BIS, EDA, ITA, MBDA, and NTIA)

Announcement No. 110-100: April 2012 – Commerce Learning Center (CLC) Courses

The Office of Workforce Development and Performance Management (OWD&PM) is pleased to announce CLC training opportunities that are being spotlighted for the month of April 2012. These courses are located in the Commerce Learning Center: <https://doc.learn.com/other>

The following course is targeted for managers and supervisors:

Course Title	Click Here to Access Course	Course Duration
Business Ethics for Managers	https://doc.learn.com/login.asp?lcid=178422&requestedurl=courseredirect.asp?courseid=4362	1.5 hours

The following course is targeted for aspiring supervisors/team leaders:

Course Title	Click Here to Access Course	Course Duration
Customer-driven Process Improvement: From Customer Needs to Process Requirements	https://doc.learn.com/login.asp?lcid=178422&requestedurl=courseredirect.asp?courseid=9376	1.0 hour

The following course is targeted for all employees:

Course Title	Click Here to Access Course	Course Duration
Workplace Safety	https://doc.learn.com/login.asp?lcid=178422&requestedurl=courseredirect.asp?courseid=2160	1.0 hour

If you have any questions regarding instructions to take these courses, please contact Anesia Robinson at (202) 482-1380 or via e-mail at arobinson@doc.gov. Thank you.