



# WFLO INSTITUTE COURSE CATALOG

2021 NORTH AMERICAN INSTITUTE EDITION



**WFLO**  
INSTITUTE

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# YEAR ONE COURSES

## ACCESSING YOUR RESOURCES

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Upon completion of this course, students will:

- Identify GCCA and WFLO programs and services.
- Match GCCA member benefits such as technical guides to industry-specific use cases.
- Use the GCCA website to access the online community, inquiry service and Scientific Advisory Council.

## AMMONIA SAFETY

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Upon completion of this course, students will:

- Describe the health effects of ammonia exposure.
- List the initial first aid protocols for ammonia exposure.
- Define the physical and chemical characteristics of ammonia that affect safety and its use as a refrigerant.

## BUSINESS WRITING

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Upon completion of this course, students will:

- Analyze their writing skills to find areas that need improvement.
- Identify the benefits of professional writing style.
- Compose an employee performance review with all the necessary content.

## CUSTOMER CONFLICT RESOLUTION

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Upon completion of this course, students will:

- Identify the eleven difficult customer types.
- Describe ten ways to handle disagreements effectively.
- Create a plan to engage with customers on a regular basis.

## CUSTOMER SERVICE ESSENTIALS

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Upon completion of this course, students will:

- Explain the importance of delivering excellent customer service to the maintenance and growth of your company's customer base.
- Analyze potential solutions to customer complaints.
- Resolve customer complaints to restore customer satisfaction.

## EMERGENCY RESPONSE PLANNING

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Upon completion of this course, students will:

- Define "Emergency Action Plan" and "Emergency Response Plan."
- Identify the key components of each plan.
- Match the appropriate level of training for each warehouse employee role.
- Compare the advantages and disadvantages of using in-house or outside emergency response services.

## EMOTIONAL INTELLIGENCE

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Upon completion of this course, students will:

- Explain the impact of emotional intelligence (EQ) on effective leadership.
- Apply the four domains of EQ to their lives and their leadership.
- Create a plan to develop their EQ with regard to their role at their company and facility.

## FOOD SAFETY: HACCP AND FSMA

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Upon completion of this course, students will:

- Comprehend the implications of food regulations on their job.
- Distinguish food quality from food safety.
- Identify food safety requirements for the public refrigerated warehouse industry.

## **FORKLIFT SAFETY**

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Upon completion of this course, students will:

- Identify the minimum requirements for an effective lift truck safety training program.
- Compare options for delivering forklift training.
- Evaluate the effectiveness of the forklift safety program in their facility.

## **FUNDAMENTALS OF FOOD STORAGE AND PRESERVATION**

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Upon completion of this course, students will:

- Describe the effect of freezing and frozen storage on the quality of food products.
- Identify the factors that influence shelf-life.
- Recognize the effect of temperature on chemical reaction rates.
- Use the WFLO Commodity Storage Manual to access commodity-specific requirements.

## **JOB SAFETY ANALYSIS**

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Upon completion of this course, students will:

- Describe the role OSHA plays in third-party logistics operations.
- Explain the importance of Job Safety Analyses (JSAs).
- Describe the five-step Job Safety Analysis procedure.
- Conduct a Job Safety Analysis.

## **LEADERSHIP DEVELOPMENT**

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Upon completion of this course, students will:

- Differentiate various leadership styles.
- Use personalized strategies to drive commitment and initiative.
- Adapt their personal style to yield collaborative, interdependent, and supportive teams.

## **RISK MANAGEMENT: WAREHOUSE EXPOSURES**

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Upon completion of this course, students will:

- Identify the basic exposures of loss to a public refrigerated warehouse.
- Analyze various loss prevention techniques currently in use by warehouse operators.

## **SUPPLY CHAIN BASICS**

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Upon completion of this course, students will:

- Define the term “cold chain.”
- Explain the role that you and your company play in temperature-controlled logistics.
- Summarize the cold chain industry's role in the domestic and international food markets.

## **TRANSPORTATION AND WAREHOUSING**

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Upon completion of this course, students will:

- Identify ways public refrigerated warehouses are becoming involved in the transportation function.
- Recognize opportunities for the warehouse to assist carriers.
- Predict the effect of the latest trends on transportation companies, shippers, and receivers.

## **WAREHOUSE OPERATION ESSENTIALS**

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Upon completion of this course, students will:

- Describe the ways the public refrigerated warehouse industry is changing.
- Compare procedures in your warehouse to those used in other facilities.
- Outline the steps involved in handling controlled-temperature products.

# YEAR TWO COURSES

## BUDGETING AND FINANCIAL CONTROLS

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Upon completion of this course, students will:

- Explain the budgeting process.
- Recognize the components and interaction of a Balance Sheet and Profit and Loss Statement.
- Calculate cash flow for a given period.
- Apply a cost-benefit analysis technique for securing the approval of a project.

## BUSINESS PLANNING AND FINANCIAL DECISION-MAKING

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Upon completion of this course, students will:

- Recognize opportunities to control expenses and increase profits within their operation.
- Utilize a cost-benefit analysis.
- Create a business plan to justify capital expenditures.

## BEHAVIORAL INTERVIEWING

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Upon completion of this course, students will:

- List the steps for preparing to interview a job candidate.
- Construct a series of behavioral questions that align to a job description.
- Evaluate candidate responses to determine the best fit for a given position.

## CUSTOMER RECALL SIMULATION

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Upon completion of this course, students will:

- Describe the process of a recall.
- Identify the 3PL warehouse's responsibilities during a recall.
- Conduct an effective mock recall.



## **EFFECTIVE PRESENTATIONS**

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Upon completion of this course, students will:

- Define appropriate scenarios when a presentation is necessary.
- Identify how to structure a clear presentation.
- Use visual aids effectively.
- List tips for making a powerful first impression.

## **EMPLOYEE TRAINING FOR SAFETY**

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Upon completion of this course, students will:

- Define your role as a safety leader.
- Apply strategies for providing and reinforcing safety feedback.
- Identify techniques for value-added safety training.

## **FEEDBACK AND COACHING**

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Upon completion of this course, students will:

- Define what effective coaching looks like in a workplace/management environment.
- Differentiate the importance of positive feedback from feedback for growth.
- Apply techniques for delivering employee-specific feedback.

## **GFSI - FOOD SAFETY**

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Upon completion of this course, students will:

- Define the Global Food Safety Initiative and related schemes such as BRC and SQF.
- Identify consideration factors for GFSI implementation.

## **INTERNATIONAL BUSINESS AND THE COLD CHAIN**

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Upon completion of this course, students will:

- Explain the structure of the international cold chain.
- Define common maritime industry nomenclature.
- Analyze the impact of government agencies on international business.

## INTRODUCTION TO WAREHOUSE LAW

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Upon completion of this course, students will:

- Interpret the "reasonable care" standard.
- Differentiate between negotiable and non-negotiable warehouse receipts.
- Identify strategies to maximize the enforcement of terms and conditions.

## MANAGING AND MOTIVATING HUMAN PERFORMANCE

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Upon completion of this course, students will:

- Relate employee performance to personal and operational success.
- Identify best practices for annual goal setting.
- Summarize frameworks for measuring and evaluating employee performance.

## REFRIGERATION AND ENERGY

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Upon completion of this course, students will:

- Define energy demand.
- List the systems and employee roles that have the greatest influence on energy use in your facility.
- Describe the components of an energy management strategy.
- Analyze their warehouse facility energy management program.

## SANITATION AUDITING

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Upon completion of this course, students will:

- Defend the reasons for conducting a sanitation audit.
- Recognize critical conditions that would prevent an "excellent" audit grade.
- Analyze their warehouse's sanitation procedures for weaknesses.

# YEAR THREE COURSES

## ANALYZING REFRIGERATION SYSTEMS

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Upon completion of this course, students will:

- List the core components of a refrigeration system.
- Match system components with facility specifications for maximum efficiency.
- Use favorable electrical rates to control operating costs.
- Evaluate low-cost facility modifications that will have the greatest impact on energy use.

## BEST PRACTICES FOR FOOD TEMPERING, CHILLING AND FREEZING

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Upon completion of this course, students will:

- Match different commodities to their appropriate temperature ranges for storage.
- Define processes for changing temperature zones.
- Use the Cost and Time to Freeze Calculator to calculate the most efficient storage conditions.

## BUSINESS DEVELOPMENT

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Upon completion of this course, students will:

- Summarize an integrated approach to business development.
- Define the customer's priorities when doing business with a third-party logistics provider.
- List practical strategies for protecting and improving sales margins.
- Construct business agreements that are mutually agreeable to all parties.

## CASE STUDIES IN WAREHOUSE LAW

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Upon completion of this course, students will:

- Distinguish between specific and general lines.
- Explain the pitfalls of customer-prepared agreements.
- Given a case study, predict potential legal issues and suggest actions to reduce the liability of a warehouse.

## CHANGE MANAGEMENT

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Upon completion of this course, students will:

- Recognize the effects of change on employees, customers, and other stakeholders.
- Identify healthy responses to change.
- Describe the forces causing organizational change and the implications for the organization.

## CRISIS MANAGEMENT

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Upon completion of this course, students will:

- Identify proper protocols for responding to fires, ammonia leaks, natural disasters and other emergencies.
- Evaluate existing plans to protect employee safety.

## EMPLOYMENT PRACTICES AND LIABILITIES

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Upon completion of this course, students will:

- Identify two areas in the Employment Life Cycle that expose a company to discrimination claims.
- Distinguish behaviors that could be considered sexual harassment.
- Recommend strategies to minimize risk exposure.

## PREPARING FOR INSPECTIONS

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Upon completion of this course, students will:

- Outline the expectations of the inspector upon arrival.
- List actions that can be taken to assist the inspector.
- Prepare a facility for inspection by implementing daily protocols.

## REGULATIONS AND YOUR JOB

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Upon completion of this course, students will:

- Identify regulatory agencies that most impact cold storage companies.
- Paraphrase the process by which regulations are enacted.
- Select strategies for implementing regulatory compliance.

## **TRANSFER OF KNOWLEDGE TO THE WORKPLACE**

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Upon completion of this course, students will:

- Analyze the knowledge and skills attained throughout their Institute experience.
- Identify dynamics that prevent learners from applying new knowledge.
- Apply their Institute learning to their job accountabilities.

## **TRENDS AND TECHNOLOGIES IN WAREHOUSE MANAGEMENT**

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Upon completion of this course, students will:

- Identify current and emerging technological trends in cold storage operations.
- Compare costs and operational savings of new technologies to conventional equipment and processes.
- Given a specific use case, select cost-effective technologies that improve productivity and efficiency.

## **WAREHOUSE SECURITY**

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Upon completion of this course, students will:

- List security threats facing public refrigerated warehouses.
- Identify strategies to minimize security risks and damage.
- Devise a documentation procedure to satisfy customers and regulatory requirements.

# TRANSPORTATION TRACK COURSES

(Please note that the Transportation Track is only offered at WFLO Institute West)

## ACCESSING YOUR RESOURCES

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Upon completion of this course, students will:

- Identify GCCA and WFLO programs and services.
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## BUSINESS PLANNING AND FINANCIAL DECISION-MAKING

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Upon completion of this course, students will:

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## BUSINESS WRITING

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Upon completion of this course, students will:

- Analyze their writing skills to find areas that need improvement.
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## CARRIER RELATIONSHIPS

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Upon completion of this course, students will:

- Define the carrier's priorities when doing business with a warehouse customer/partner.
- Modify their business operations attract new carrier partnerships.
- Outline clear expectations for partnering with trucking companies.
- Resolve common conflicts with between warehouse and carrier partners.

## CUSTOMER SERVICE ESSENTIALS

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Upon completion of this course, students will:

- Explain the importance of delivering excellent customer service to the maintenance and growth of your company's customer base.
- Analyze potential solutions to customer complaints.
- Resolve customer complaints to restore customer satisfaction.

## EFFECTIVE PRESENTATIONS

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## LEADERSHIP DEVELOPMENT

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Upon completion of this course, students will:

- Differentiate various leadership styles.
- Use personalized strategies to drive commitment and initiative.
- Adapt their personal style to yield collaborative, interdependent, and supportive teams.

## RISK MANAGEMENT: TRANSPORTATION EXPOSURES

---

Upon completion of this course, students will:

- Identify the responsibilities and liabilities of the broker, carrier, and shipper.
- Describe the process for filing claims.
- Interpret the FMCSA safety ratings.
- Outline mandatory insurance requirements.

## SUPPLY CHAIN BASICS

---

Upon completion of this course, students will:

- Define the term “cold chain.”
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## TRANSPORTATION AND WAREHOUSING

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- Identify ways public refrigerated warehouses are becoming involved in the transportation function.
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- Predict the effect of the latest trends on transportation companies, shippers, and receivers.



## TRANSPORTATION BASICS I and II

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Upon completion of this course, students will:

- Understand the role of temperature control in cold chain transportation.
- Identify transportation modes.
- Learn the basics of a reefer unit.
- Understand the basics and importance of pre-cooling a trailer.
- Differentiate between primary operational and business differences of asset vs. non-asset transportation companies.

## TRANSPORTATION SAFETY

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Upon completion of this course, students will:

- Learn best safety practices for drivers (ELDs, pre-trip and post-trip inspections, weather conditions, etc.)
- Understand what driver trainings are available, and what, if any, are mandatory,
- Identify new/important safety technologies, 4. Identify resources for more safety information.



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