

# TABLE OF CONTENTS

- YEAR ONE COURSES..... 1**
- SERVANT LEADERSHIP.....1
- AMMONIA SAFETY ..... 1
- BUSINESS COMMUNICATION ..... 1
- CARRIER RELATIONSHIPS..... 1
- CUSTOMER CONFLICT RESOLUTION ..... 1
- CUSTOMER SERVICE ESSENTIALS ..... 2
- EMERGENCY RESPONSE PLANNING ..... 2
- FINANCE 101 ..... 2
- FOOD SAFETY: HACCP, STF, GFSI ..... 2
- FUNDAMENTALS OF FOOD STORAGE AND PRESERVATION ..... 2
- JOB SAFETY ANALYSIS..... 3
- LEADERSHIP DEVELOPMENT..... 3
- RISK MANAGEMENT: WAREHOUSE EXPOSURES..... 3
- WAREHOUSE OPERATION ESSENTIALS ..... 3
- YEAR TWO COURSES ..... 3**
- BEHAVIORAL INTERVIEWING..... 3
- BUDGETING AND FINANCIAL CONTROLS ..... 4
- CASE STUDIES IN WAREHOUSE LAW ..... 4
- CUSTOMER RECALL SIMULATION..... 4
- CYBER SECURITY ..... 4
- DATA FLOW AND FREIGHT DOCUMENTATION..... 4
- EFFECTIVE PRESENTATIONS ..... 5
- EMPLOYEE TRAINING FOR SAFETY ..... 5
- FEEDBACK AND COACHING ..... 5
- FOOD SAFETY IN THE MODERN WAREHOUSE ..... 5
- INTERNATIONAL BUSINESS AND THE COLD CHAIN ..... 5
- MANAGING AND MOTIVATING HUMAN PERFORMANCE..... 6
- REFRIGERATION AND ENERGY ..... 6
- SANITARY TRANSPORTATION OF FOOD ..... 6

<b>YEAR THREE COURSES .....</b>	<b>6</b>
ANALYZING REFRIGERATION SYSTEMS .....	6
BEST PRACTICES FOR FOOD TEMPERING, CHILLING AND FREEZING.....	6
BUSINESS DEVELOPMENT .....	7
BUSINESS PLANNING AND FINANCIAL DECISION-MAKING .....	7
CHANGE MANAGEMENT .....	7
CRISIS MANAGEMENT.....	7
EMPLOYMENT PRACTICES AND LIABILITIES.....	7
MANAGING LABOR RELATIONS.....	8
PREPARING FOR OSHA INSPECTIONS.....	8
PUBLIC SPEAKING.....	8
REGULATIONS AND YOUR JOB .....	8
STRENGTHS BASED LEADERSHIP.....	8
TRENDS AND TECHNOLOGY IN WAREHOUSE MANAGEMENT .....	9
WAREHOUSE/TRANSPORTATION SECURITY .....	9

# YEAR ONE COURSES

## SERVANT LEADERSHIP

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Upon completion of this course, students will:

- Understand the core principles of servant leadership and how it differs from traditional management.
- Recognize how servant leadership drives safety, performance, and retention in a cold chain environment.
- Identify practical daily actions to serve, grow, and empower their teams.
- Develop a personal action plan to apply one servant leadership behavior in the next 30 days.

## 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 COMMUNICATION

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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.

## 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 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.

## **FINANCE 101**

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Upon completion of this course, students will:

- Define the difference between finance and accounting.
- Review accounting terms and apply them to daily life.
- Explain how day-to-day operations can have a direct impact on your business profitability.

## **FOOD SAFETY: HACCP, STF, GFSI**

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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.

## **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 GCCF 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.

## **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**

## **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.

## **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.

## **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.

## **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.

## **CYBER SECURITY**

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Upon completion of this course, students will:

- Identify current technology and information systems used in the Cold Storage industry.
- Recognize threats and vulnerabilities to commonly used systems.
- Develop strategies to identify and prevent cyber-attacks.

## **DATA FLOW AND FREIGHT DOCUMENTATION**

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Upon completion of this course, students will:

- Understand different types of Electronic Data Interchange (EDI).
- Identify different standardized EDI formats.
- Learn the benefits and drawbacks of EDI.

## **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.

## **FOOD SAFETY IN THE MODERN WAREHOUSE**

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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.

## **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.

## 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.

## SANITARY TRANSPORTATION OF FOOD

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Upon completion of this course, students will:

- Understand the STF rule and why it is important.
- Describe the benefits of being Cold Carrier Certified.
- Learn the sanitary best practices of refrigerated transportation.

# 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.

## **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.

## **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.

## MANAGING LABOR RELATIONS

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Upon completion of this course, students will:

- Understand the essential regulations and principles of labor relations in cold storage supply chains.
- Master strategies for effective labor management in cold storage, including conflict resolution and workforce engagement.

## PREPARING FOR OSHA 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.

## PUBLIC SPEAKING

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Upon completion of this course, students will:

- Manage nervousness and anxiety to speak confidently.
- Structure clear, engaging speeches for any audience.
- Use body language and voice effectively to enhance delivery.

## 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.

## STRENGTHS BASED LEADERSHIP

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Upon completion of this course, students will:

- Develop appreciation of the value of knowing/using one's Strengths,
- Understand of your Top 5 Strengths themes.
- Develop some strategies for using Strengths at work.

## TRENDS AND TECHNOLOGY 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/TRANSPORTATION 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.