

State In-Service Training Program Course Catalog

Spring 2019

Agency Registration Deadline: February 8, 2019



**Staff Development Courses offered by
The Connecticut State Colleges and Universities
and Board of Regents for Higher Education
in partnership with
Department of Administrative Services
<https://bor.ct.edu/in-service/>**

Dear Colleagues,

The Department of Administrative Services and Connecticut's Community College System are partners in providing a wide variety of cost-effective training opportunities to Connecticut State employees. This catalog includes courses that will help your staff enhance their skills to meet and support agency goals efficiently and with a high level of customer service. All agencies and employees at all levels are encouraged to participate! Whether you are familiar with the In-Service Training Program or looking at a catalog for the first time, we welcome your participation and feedback.

What's NEW this term?

We continue to work on enhancing the State In-Service Training Program. Links are provided in the catalog to access the website which contains additional information about the program and the registration form on-line.

Essential Business Skills

- Huddle Up! Bringing Our Heads Together for Maximum Results
- I'm Retiring...now what do I do with my money?
- Train the Brain to Decrease Work Anxiety and Increase Productivity

Technology Advancement (Computers)

- A+ Certification 220-1001 Exam Preparation
- A+ Certification 220-1002 Exam Preparation
- Excel 2016: Dashboards
- Excel 2016: Pivot Tables
- Java Programming: Certification Preparation
- Programming Basics: Foundation for C++, Java, and Python
- Python: Certification Preparation
- SQL Server 2016: Administering a SQL Database Infrastructure
- SQL Server 2016: Querying Data with Transact-SQL

Other

- All Aboard! Fast Tracking Success for New Team Members

How do I register?

All registrations are coordinated and submitted by agency Training Approval Officers (TAOs) using the online registration system. See your agency's TAO for details about deadlines and the approval process within your agency. Don't know who your TAO is? Please check our website <https://bor.ct.edu/in-service/> or call 860-723-0602.

How do I pay for courses?

Please ask your Training Approval Officer regarding payment options for courses. You may be eligible to apply for union workshop funds for reimbursement as defined by your collective bargaining agreements or professional development funds. Some individuals self-pay directly to our System Office (CT State Colleges & Universities).

How do I become Microsoft Office certified?

For your convenience, MCC has established Office 2016 applications certification testing center located on MCC's campus. That would include testing for Word, Excel, PowerPoint, Access and Outlook.

Each exam covers one Microsoft Office application. Exam cost is \$125. The price includes a **retest** if the student does not pass on the first attempt. Each exam lasts fifty minutes.

Registration for the Microsoft Office Specialist (MOS) certification exam is required and exams will be held on 5/8, 5/15, 5/22, and 5/29 in spring 2019.

All testing will be held at MCC, in the Learning Resource Center (LRC) Building, Room B142. Testing time starts at 4:00 p.m. Please arrive early so all students can start the exam on time.

Our comprehensive Microsoft Office courses map directly to the skills needed for (MOS) Microsoft Office Specialist certification. These internationally recognized certifications can help you succeed in today's competitive market.

Questions regarding MOS certification, seating availability, and payment options should be directed to MCC Computer Program Coordinator, Bruce Manning, bmanning@manchestercc.edu, Voice: (860) 512-2808, Fax: (860) 512-2801.

Visit our web-site: <https://bor.ct.edu/in-service/> or, to visit the Community College System page or any college's individual page, check out: <https://www.ct.edu/cscu>

Customized training is also available: A course developed specifically for your staff to be delivered at your location or on campus.

Visit our web-site: <https://bor.ct.edu/in-service/> or, to visit the Community College System page or any college's individual page, check out: <https://www.ct.edu/cscu>

Sharpen your skills and your mind with a cost-effective State In-Service Training class!

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Registration Timeline

Agency Registration Deadline	02/08/19
Late Registration	02/19 - 02/22/19
Course confirmations / seat reservations available online throughout registration	
Training Approval Officers notify staff of seat reservations and provide maps & directions to each college beginning	2/15/19
Courses begin	03/11/19

Please refer to the following links for additional program information and application.

In-Service Training website: <https://bor.ct.edu/inservice/>

Individual Application form: [https://bor.ct.edu/inservice/docs/application for State In-Service.docx](https://bor.ct.edu/inservice/docs/application%20for%20State%20In-Service.docx)

Agency submission form (for TAOs): [https://bor.ct.edu/inservice/docs/agency submission form.pdf](https://bor.ct.edu/inservice/docs/agency%20submission%20form.pdf)

Maps and Directions: [https://bor.ct.edu/inservice/docs/Maps and Directions.docx](https://bor.ct.edu/inservice/docs/Maps%20and%20Directions.docx)

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Essential Business Skills

A Lost Art, Communication Skills for Today NEW APPROACH

Communication in the workplace is essential for the productivity of the Team along with the growth of the individuals. The stress and tensions of today's world has challenged people to expand their opportunity. Verbal, written, electronic, and interpersonal communications can develop either a negative or a positive image, which is heard and seen by others. Learn how to keep your communications in a positive direction and how to redirect communications to a more positive opportunity. This course goes beyond the basic communication skills and gets right to the essence of communication, exploring the human side of connecting and responding. You can be in control.

Required text: None

Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
TX14506, 04/03/19, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, TXCC, Tunxis @Bristol, Lab
Instructor: Frances Trelease
Fee: 90
Notes: Location Tunxis@Bristol 430 North Main Street, Bristol, CT

Accounting I: A Practical Focus to Financial Accounting

In this hands-on course, you will be introduced to the accounting cycle of a service company, emphasizing basic accounting concepts focusing on the recording of transactions and the preparation of financial statements. Topics include the steps of the accounting cycle; transaction analysis; journal entries; statement creation; specific accounting concepts relating to current assets, long-term assets, current liabilities; and payroll. Students will build a company's accounting system, download and manipulate their data into an Excel spreadsheet. Students are requested to bring a 4 GB flash drive to class.

Required text: Included in course fee.

Prerequisite: Basic Windows, keyboard and mouse skills; familiarity with Excel. CEUs: 3

Course # , Date(s) Time
MA14419, 03/15/19, 9:00 AM to 4:00 PM 03/22/19, 9:00 AM to 4:00 PM 03/29/19, 9:00 AM to 4:00 PM 04/05/19, 9:00 AM to 4:00 PM 04/12/19, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B141
Instructor: Heidi Higgins
Fee: 599
Notes: Course meets for 5 sessions: 3/15, 3/22, 3/29, 4/5, 4/12

Accounting II: Managerial Cost Accounting

This course will provide students with a basic understanding of the role of accounting information in managerial decision making. Topics include cost analysis, cost behaviors, break-even point and the role of activity based costing. The preparation of master and flexible budgets will be covered, as well as variance analysis. Students are requested to bring a 4 GB flash drive to class.

Required text: Included in course fee.

Prerequisite: Basic Excel and a prior knowledge of Financial Accounting terminology is helpful. Accounting I recommended, but not required. CEUs: 1.8

Course # , Date(s) Time
MA14451, 05/24/19, 9:00 AM to 4:00 PM 05/31/19, 9:00 AM to 4:00 PM 06/07/19, 9:00 AM to 4:00 PM
College, Campus & Room:
MA , Learning Resource Center , LRC B141
Instructor: Heidi Higgins
Fee: 325
Notes: Course meets for 3 sessions: 5/24, 5/31, 6/7

All Aboard! Fast Tracking Success for New Team Members

New employees are pressed to prove themselves when first starting a job. The faster a new employee can integrate him/herself into the company's culture and learn their job, the faster they will be able to contribute to the company's goals. Knowledge management is an important tool when onboarding new employees. Properly collecting, recording and conveying information about key tasks for specific roles, can allow a new employee to hit the ground running. It will also save time and money, by freeing other employees who are involved in their training.

Objectives: 1) Definition of knowledge management. 2) Gathering data for recording of key tasks. 3) Recording and preparing the data for new employees. 4) Preparing tools and information needed for new hires. 5) Preparing a coaching/mentoring plan for new employees.

Required text: None

Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
CA14426, 06/19/19, 9:00 AM to 4:00 PM
College, Campus & Room:
CA , Capital , 307
Instructor: Juantray Easmon
Fee: 90
Notes:

All About Business Writing

Want a professional opinion and guidance about what you need to do to improve your writing? In this highly interactive workshop, each student will have multiple one-on-one sessions with a professional writer/instructor, who will provide areas of focus for improvement. You will also have the opportunity to work on current projects in real time. You will learn the tricks of the trade, including tips and techniques that will help ‘unblock’ the writer within. You will discover how to ‘rethink’ the way you write, by using new tools that will allow you to write more naturally and effectively. You will learn how to use ‘whole brain’ techniques, targeted free writing, clustering, post-it-note outlining, and many other approaches that will allow you to increase your writing prowess and produce emails, reports, proposals, and other documents with ease. Bonus: Students will also be guided in a grammar and punctuation review.

Required text: None

Prerequisite: None CEUs: 1.8

Course # , Date(s) Time
AS14399, 04/29/19, 9:00 AM to 4:00 PM 05/06/19, 9:00 AM to 4:00 PM 05/13/19, 9:00 AM to 4:00 PM
College, Campus & Room:
AS , Asnuntuck , 150
Instructor: Margaret DeMarino
Fee: 285
Notes: Class meets April 29, May 6, 13, 2019

All About Emotional Intelligence!

There is a wide range of emotions at play in the workplace - from boo hoo to bah humbug to happy-as-a-camper. Managing emotions effectively is a critical skill that will produce positive outcomes. ‘Runaway’ emotions, on the other hand, can influence our behavior, reputation, and even our career path. By developing a higher level of Emotional Intelligence Quotient, commonly referred to as EQ, you will gain the ability to recognize your own patterns, including behaviors, moods, and impulses, and manage them in a productive way. Understanding EQ will help you stop the pattern of over-reacting and over-compensating when things don't go as planned. Instead, you will learn how to plan your reaction and approach for optimum results. This dynamic workshop will allow you to foster your self-awareness and improve your ability to interact with co-workers, direct reports, and management in a thoughtful, effective way that is truly satisfying.

Required text: None

Prerequisite: None CEUs: 1.8

Course # , Date(s) Time
AS14396, 04/02/19, 9:00 AM to 4:00 PM 04/09/19, 9:00 AM to 4:00 PM 04/16/19, 9:00 AM to 4:00 PM
College, Campus & Room:
AS , Asnuntuck , 128
Instructor: Margaret DeMarino
Fee: 285
Notes: Class meets April 2, 9, 16, 2019

All About Grammar and Punctuation

Are you semicolon savvy? Comma confident? A grammatical genius? If not, this workshop can help you gain a working knowledge of grammar and punctuation that will increase your writing skills. More than a mere recitation of rules, this workshop is painless and practical and maybe even a little fun! It is focused on providing you with the grammar and punctuation tools you need. You will learn the 20 percent of the rules writers use 80 percent of the time. Led by a professional writer, the workshop will also help reveal your recurring errors and show you how to eliminate them forever! You will leave with a mastery of everyday grammar and punctuation rules, a list of resources to help you at work, and a newfound confidence when it comes to writing and editing.

Required text: None

Prerequisite: None

CEUs: 1.2

Course # , Date(s) Time
AS14391, 03/15/19, 9:00 AM to 4:00 PM 03/22/19, 9:00 AM to 4:00 PM
College, Campus & Room:
AS, Asnuntuck, Room 150
Instructor: Margaret DeMarino
Fee: 190
Notes: Class meets March 15, 22, 2019

Always Know What to Say When Handling Workplace Communication

Ever think of the right thing to say when it's too late? Or perhaps you say nothing at all, because you're worried it will come out wrong. This workshop will put the words on the tip of your tongue, showing you how to strategize and script solutions to the toughest workplace communication problems. Loosely based on the book 'Lifescrpts' by Stephen M. Pollen and Mark Levine, this workshop will provide plenty of insight on how to effectively communicate while dealing with difficult workplace situations--from asking for a deadline extension to attending to matters of hygiene with someone you supervise to interacting effectively with an angry client. You will learn key phrases, statements, and questions that will help open the doors to communication, as well as learn strategies to adopt and statements to avoid. This workshop will provide plenty of practice sessions so that 'knowing what to say and how to say it' will become an acquired skill you can rely on. You will learn: The ten magical phrases, four sure-fire strategies to gain cooperation, the four basic communication/personality/behavioral styles and how to adapt to each, proven techniques for handling conflict, and much more.

Required text: None

Prerequisite: None CEUs: 1.8

Course # , Date(s) Time
AS14401, 05/16/19, 9:00 AM to 4:00 PM 05/23/19, 9:00 AM to 4:00 PM 05/30/19, 9:00 AM to 4:00 PM
College, Campus & Room:
AS , Asnuntuck , 128
Instructor: Margaret DeMarino
Fee: 285
Notes: Class meets May 16, 23, 30, 2019

Art of Tact & Diplomacy

Learn how to choose and use the most appropriate words and emotional tone for positive results. Practice techniques for receiving and transferring information, ideas, thoughts, feelings, and needs. Participants will understand how to navigate difficult situations, build consensus, and manage change with diplomacy and tact. Objectives: 1) Understand how to navigate difficult situations, build consensus, and manage change with diplomacy and tact 2) Be familiar with techniques to effectively receive and transfer information, ideas, thoughts, feelings and needs

Required text: None

Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
CA14434, 05/21/19, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital, Room 307
Instructor: Yasmin Shenoy
Fee: 90
Notes:

Balancing Time, Priorities and Productivity

In today's 24/7 world, we may find ourselves constantly running and trying to accomplish more in less time. This workshop will help you develop skills to increase both personal and workplace efficiency and productivity. You will learn tips to set goals and priorities, manage e-mail overload, minimize stress, and discover strategies to stay focused. Also covered are personal time management, goal setting, and prioritization tools. This course will help you learn to save time and foster an environment that encourages working smarter, not harder. Other key topics include: concepts of productivity; how to better manage reactivity and interruptions; time management formula; effective e-mail management; prioritization of tasks; the importance of daily planning; and how to design a personalized action plan for increased efficiency and organization.

Required text: None

Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
MA14386, 03/21/19, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B144
Instructor: V. Allison Reed
Fee: 90
Notes:

Be Your Own Coach, Cheerleader, and Career Change Agent

This workshop will show you how to coach yourself toward progress and success by delivering powerful insights and techniques to make self-coaching a way of life. You will learn how to employ "power questions" and the process of inquiry to clarify thinking and help in your decision making process. You will also learn to better understand emotional intelligence in your journey toward improving both professional and personal relationships. This class will provide you with techniques for initiating and managing change, and help you develop a mindset that guarantees the progress you're looking for. Coach yourself to your next breakthrough. By the end of this course, you will: 1) Learn how to actively coach yourself through change and challenge 2) Understand how to develop a more powerful, realistic approach to life and business success through life alignment vs. life balance 3) Learn how to make better choices about work, self-improvement, and overall well-being 4) Understand how to align your goals and objectives with who you really are 5) Learn how to use self-coaching techniques to manage through chaos and persevere through uncertainty.

Required text: None

Prerequisite: None CEUs: 1.8

Course # , Date(s) Time
AS14397, 04/25/19, 9:00 AM to 4:00 PM 05/02/19, 9:00 AM to 4:00 PM 05/09/19, 9:00 AM to 4:00 PM
College, Campus & Room:
AS, Asnuntuck, Room 128
Instructor: Margaret DeMarino
Fee: 285
Notes: Class meets April 25, May 2, 9, 2019

Bringing More Positivity into Your Workplace

As a student you will be given the opportunity to imagine the work life you want and be given the tools to being to manifest the dream. The Law of Attraction is at work all the time. Like gravity you cannot do it wrong and it cannot be turned on or off. It is not fate or fancy. What you do have now in your life is on some level what you are attracting - good bad. the abundance or lack of it. You will learn about deep seated collection of beliefs exerting a powerful magnetic force in your life - perhaps exerting a force contrary to what you really desire. There are a number of common ways people sabotage their work environment. We will discuss them and you will be given alternative ways to operate. You will learn to hone in on all negative thoughts holding you back and help you to co-create your life in the most beneficial way for you

Required text: None

Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
TX14519, 05/16/19, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, TXCC, Tunxis@Bristol, CR 1
Instructor: Barbara Pinti
Fee: 90
Notes: Location: Tunxis@Bristol, 430 North Main Street, Bristol CT

Building Rapport & Influencing Others

Dale Carnegie knew this well: Being able to connect with people and build rapport, no matter the industry, can help you attain your goals. Conflict is more easily resolved, and it can provide for stronger relationships, both in the workplace and your personal life. Rapport helps us work towards 'Yes' to company mission. 'Yes' to shared goals and objectives. 'Yes' to esprit de corps. When you have rapport with people, they are more interested in what you have to say and how they can help you. It can be easier for you to influence the decisions the person is making because of the rapport that you have mutually created. Objectives: 1) Defining and recognizing rapport 2) Understand the importance of building rapport 3) Understand the relationship between building rapport and influencing others 4) Skills and strategies for building rapport

Required text: None

Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
CA14435, 04/16/19, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, 04/16/2019, Room 301
Instructor: Juantray Easmon
Fee: 90
Notes:

Bullying in the Workplace: What It Is and How to Stop It

Does bullying end when we leave the school yard? Is it a problem that ends when adulthood begins? Unfortunately, the answer is "No." In this 6-hour course you will learn how bullying occurs in the workplace and what it consists of. You'll discover how bullying can connect to civil rights laws and how to respond if you or someone you know is being bullied at work. The format of the course is lecture, question and answer sessions and class discussion.

Required text: None

Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
MA14387, 03/20/19, 9:00 AM to 4:00 PM
College, Campus & Room:
MA , Learning Resource Center , LRC B144
Instructor: Ralph Braithwaite
Fee: 90
Notes:

Business and Systems Analysis Principles and Practices

Business and Systems Analysts are key players in an organization. If you are one of these professionals, or aspire to be one, you will serve as an intermediary between IT and other departments. This course focuses on four areas related to analysis. First, it starts at a high level and focuses on the knowledge areas an Analyst must master, as well as the underlying competencies that an Analyst must possess. Second, one of the most important functions of the Analyst is to identify requirements, so the course comes down to a more detailed level and focuses on requirements elicitation, analysis, and design techniques. Third, it covers some areas of specialization that an Analyst might encounter, such as selecting and implementing packaged solutions. Fourth, it covers two emerging areas that are steadily becoming more important, and that Analysts must get out in front of in order to remain viable, Agile and Digital. This course is appropriate for many different roles, for example, existing Analysts, anyone performing analysis, those who work with Analysts, or those who are considering becoming Analysts. This course incorporates both lecture and hands-on activities. (Course has been expanded to two days, with additional content added.) Required text: None Prerequisite: None CEUs: 1.2

Course # , Date(s) Time
MA14390, 04/23/19, 9:00 AM to 4:00 PM 04/30/19, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B144
Instructor: William Marut
Fee: 210
Notes: Course meets for 2 sessions: 4/23, 4/30

Communication Skills a Must!

Ever think of the perfect thing to say, when it's too late? Or perhaps you're becoming frustrated with the amount of explaining it takes for others just to get the job done. This certificate program will help you build essential and effective communication skills whether you are interacting with clients or co-workers, reporting upward, or working as part of a team. You will learn to manage emotional responses, develop intuition (internal wisdom), create 'default language', and enhance your critical thinking skills under stress to position yourself as a true professional. You will learn: 1) The five keys to creating effective communications 2) Strategies for identifying and overcoming listening blocks. 3) Ways to 'read' a person through observing body language 'clusters' including gestures 4) The Four Basic Communication Personality/Behavioral Styles and how to adapt to each 5) Eight critical assertive communication practices 6) Ways to identify and shift ten major 'hidden agendas' of others 7) Methods to adjust to how group dynamics and group roles influence behavior 8) Proven techniques for handling conflict 9) Techniques for dealing with workplace stress.

Required text: None Prerequisite: None CEUs: 1.8

Course # , Date(s) Time
AS14394, 04/01/19, 9:00 AM to 4:00 PM 04/08/19, 9:00 AM to 4:00 PM 04/22/19, 9:00 AM to 4:00 PM
College, Campus & Room:
AS, Asnuntuck, Room 128
Instructor: Margaret DeMarino
Fee: 285
Notes: Class meets April 1, 8, 22, 2019 (No class April 15)

Customer Service with a Focus on the Taxpayer

What external factors make today's customer service, especially with the taxpayer, so critical and challenging? Some say customers are more demanding. Others argue that technology tools have changed the service landscape. Experts believe internal factors are as important. Do you have customer service standards and are they connected to your service goals? Do you understand that your customer is also a taxpayer? Have you ever heard, "I am paying your salary," and did not know how to comfortably respond and diffuse the situation? This workshop will help improve the service experience for the customer and for you. Participants will 1) cover the latest findings about customer service essentials--body language, attitude, image, tone of voice, phones and emails, listening, dealing with difficult people, persuasion, stress management, and teamwork; and identify ways to improve customer service in our offices and with our customer, the taxpayer.

Required text: None

Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
TX14512, 04/10/19, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, TXCC, Tunxis @Bristol, CR1
Instructor: Waldemar Kostrzewa
Fee: 90
Notes: Location Tunxis@Bristol 430 North Main Street, Bristol, CT

Developing Emotional Intelligence @Capital

Everything you need to know to take your team from ordinary to extraordinary. Emotional Intelligence (EI) is cutting edge knowledge that sets the savvy business professional apart from the rest. Learn the five aspects of EI and how to integrate this knowledge into your leadership style for goal setting, supervising, coaching, motivating and leading your team towards organizational goals. Learn to read your own emotions, as wells those around you, and use this information to manage your behavior and responses around others. This is a 2-day class.

Objectives: 1) Understand the importance of emotions and emotional intelligence to effective leadership and achieving career goals 2) Learn techniques to increase your level of emotional intelligence through emotional self-awareness, self-regulation, self-motivation, and social awareness

Required text: None

Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
CA14437, 05/14/19, 9:00 AM to 4:00 PM 05/21/19, 9:00 AM to 4:00 PM
College, Campus & Room:
CA , Capital , 307
Instructor: Mark Petruzzi
Fee: 180
Notes:

Developing Emotional Intelligence @Naugatuck Valley

This course is designed to provide you with information regarding your own Emotional Intelligence level. How to improve your social skills, emotional control, flexibility, optimism and overall ability to deal with conflicts between people. Acquiring or improving on Emotional Intelligence will make you a better communicator, manager, and aid in business and social settings and with family and friends. Learn how to assess your own emotional intelligence level. Review thinking smart strategies, and practice optimistic thinking, emotional control and self-awareness.

Required text: None

Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
NV14495, 05/03/19, 9:00 AM to 4:00 PM
College, Campus & Room:
NV, Naugatuck Valley, Room E529
Instructor: Amy Blackwood
Fee: 90
Notes: Enter the Waterbury Campus at the East Entrance and park in the lot between Founders and Tech Hall or underneath the building at Ekstrom Hall. If you enter through Tech Hall, you pass through the enclosed glass walkway to enter Ekstrom Hall and the classroom hallways will be to your left.

Diversity, Divides and Bridges - Bringing Your Workforce Together

Successful organizations understand the advantages of a diverse team. As your workplace diversifies, team members must learn to bridge their differences and work together effectively for the good of the team and success of the business. In your professional and personal life, you will encounter people from different backgrounds, beliefs, lifestyles, genders and cultures. Learning to work together will benefit you and your organization. Objectives: 1) Learn about the generations and key points about each one. 2) Learn to reduce misunderstandings by understanding more about other races, cultures, genders, beliefs, traditions and preferences. 3) Learn about cultural awareness. 4) Increase your understanding of cultural differences. 5) Enhance your overall sensitivity. 6) Improve your conflict resolution skills.

Required text: None

Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
CA14438, 05/30/19, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital, Room 307
Instructor: Juantray Easmon
Fee: 90
Notes:

Don't Debate, Persuade! Constructing the Velvet Argument

Never doubt this - persuasion is powerful. It's the plaything of lawyers, salespeople, contract negotiations, and agents to name a few talent higher profile professions. But, it is also used daily in the workplace by our leaders and colleagues alike. Persuasion is the fine art of influence and in this course you will learn not only how to persuade, but to recognize when you are being persuaded. Objectives: 1) How reciprocity works. 2) Why it's hard to take back 'yes'. 3) Leveraging social proof. 4) Keys to 'likeability'. 5) Using authority. 6) Scarcity and limited time offers

Required text: None

Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
CA14493, 06/20/19, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital, Room 307
Instructor: Domenic Gugliotti
Fee: 90
Notes:

Dump the Drama! Managing Workplace Emotions and Office Politics

Drama is great for reality shows, but workers with a flair for the dramatic can take up mental bandwidth that impacts productivity and employee morale. Whether you're a supervisor or just someone who wants to reduce workplace drama, this course will give your insight and practical pointers. You'll better understand the five major types of 'dramatic roles': whiners, 'primos,' complexers, chargers, and energy vampires. You'll discover how to create healthy boundaries for you and your staff/co-workers. You'll understand how not to get trapped in the Karpman Drama Triangle, as well as how you can deal with negativity to protect yourself in a potentially hostile workplace. You'll gain tools to increase your emotional intelligence, learn your 'anger system' and discover concrete tools and strategies for transforming anger and other strong emotions into productive 'fuel'. You'll also learn mediation tools for everyday work life, including the three key strategies for strategic management of conflict, the two cardinal rules of conflict resolution (no 'walk aways' or 'power plays'), and five essential 're-framing practices.' This program is designed to help you maintain or recover a positive, energetic attitude that can foster change!

Required text: None

Prerequisite: None CEUs: 1.8

Course # , Date(s) Time
AS14404, 06/06/19, 9:00 AM to 4:00 PM 06/13/19, 9:00 AM to 4:00 PM 06/20/19, 9:00 AM to 4:00 PM
College, Campus & Room:
AS, Asnuntuck, Room 128
Instructor: Margaret DeMarino
Fee: 285
Notes: Class meets June 6, 13, 20, 2019

Effective Business Writing

In this course, participants will learn the 35 key principles that make business writing effective. The principles cover wording, composition, organization, tone, persuasion, and format. Participants will learn a concept; read an example; and put the concept into immediate practice. Learning Objectives: Demonstrate the ability to create business e-mails, letters and other communications that deliver a clear message. Increase writing efficiency by knowing and applying proven business writing principles. Increase the response rate to communications through professional presentation.

Required text: None

Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
TX14501, 03/19/19, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, TXCC, Tunxis@Bristol, CR 1
Instructor: Chris Amorosino
Fee: 90
Notes: Tunxis@Bristol 430 North Main Street, Bristol CT

Effective Business Writing in Plain English

Do you struggle with writing emails and business correspondence? Would you like to learn better ways to streamline your writing, get to the point, but still maintain appropriate professionalism and courtesy? Do you worry if you have grammar and punctuation mistakes? Then this two-day class is for you! In this class, you will learn the importance of effective business writing, how to identify your audience and customize your messaging, and how to create business documents that say what you mean and achieve the results you want. This course not only covers the basics of how to improve your professional writing skills, but also how to achieve the right results from your written correspondence. Participants should be prepared to engage in hands-on, collaborative writing practice. Objectives: ? Learn different strategies to sharpen and improve your writing skills by structuring ideas logically, exercising diplomacy in letters and reports, and shaping your arguments ? Know how to write business documents to a professional standard and conform to acceptable formats ? Understand how to use a business-like style and vocabulary, while displaying sensitivity to different levels of reader expertise

Required text: None

Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
CA14439, 04/04/19, 9:00 AM to 4:00 PM 04/11/19, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital, Room 616
Instructor: Yasmin Shenoy
Fee: 180
Notes: Class meet 4/4 and 4/11

Effective Writing on the Job

Writing effectively can be learned and developed! This course will help you master the essential craft of written communication in a manner that is efficient and empowering. You will learn the general principles of excellence in business and technical writing and understand the procedures for specific types of writing. Learn how to organize and plan your documents for clarity and easy reading; use words, grammar and sentence structure for maximum impact; and tailor your communications to the appropriate format and designated audience.

Required text: Text and materials will be distributed in class.

Prerequisite: None. CEUs: 1.2

Course # , Date(s) Time
NV14486, 04/02/19, 9:00 AM to 4:00 PM 04/09/19, 9:00 AM to 4:00 PM
College, Campus & Room:
NV, Naugatuck Valley, Room T641
Instructor: Gradia McKinney
Fee: 180
Notes: Participants need to attend both session dates to receive a completion certificate. Class will be held in Technology Hall Room 641. Enter the Waterbury Campus through the East Entrance and park in the lot between Founders and Technology Hall.

Everything an Admin/Secretary/Executive Assistant Needs to Know: Taking Minutes and More

Great admins are the ‘glue’ of the office. This course takes a look at key responsibilities of admins, that will help you ‘climb the ladder’ to success. Taking minutes. Check. Editing for clarity, grammar, and punctuation. Check. Streamlining office procedures. Check. Writing effective emails. Check. This course will give you practical tips and pointers for everything from organizing meetings to providing excellent customer service to developing great team skills. You'll learn the five keys to becoming a great listener, ten tips for learning names quickly, a five-step process for handling difficult people, and dozens of ‘shortcuts for secretaries’ that will help you manage the flow of an office.

Required text: None

Prerequisite: None CEUs: 1.8

Course # , Date(s) Time
AS14398, 04/26/19, 9:00 AM to 4:00 PM 05/03/19, 9:00 AM to 4:00 PM 05/10/19, 9:00 AM to 4:00 PM
College, Campus & Room:
AS, Asnuntuck, Room 128
Instructor: Margaret DeMarino
Fee: 285
Notes: Class meets April 26, May 3, 10, 2019

Fear-Free and Fabulous Presentations

Forget fear! This powerful workshop will show you how to own the limelight! Whether you're a 'shaking in your boots' speaker or a seasoned pro, you will benefit from the secrets of an experienced pro who has given thousands of presentations for nonprofits, Fortune 500s, banks, and many other organizations. Fear-Free presentations works from the 'inside out,' helping to increase your confidence and your ability to think on your feet. You will learn a dozen mindful practices to prepare yourself and control your nervousness; techniques for developing 'talking points' and structuring, research, and writing a presentation; tips on developing PowerPoint presentations, including incorporating video clips; a system for incorporating anecdotes and humor; and valuable delivery techniques, such as having a 'home base.' You'll also learn how to answer questions and even deal with hostile audience members. Whether you have to 'say a few words,' present at a conference, weigh-in at staff meetings or produce PowerPoints, this course will take you from fearful to fabulous!

Required text: None

Prerequisite: None CEUs: 1.8

Course # , Date(s) Time
AS14402, 05/17/19, 9:00 AM to 4:00 PM 05/24/19, 9:00 AM to 4:00 PM 05/31/19, 9:00 AM to 4:00 PM
College, Campus & Room:
AS, Asnuntuck, Room 128
Instructor: Margaret DeMarino
Fee: 285
Notes: Class meets May 17, 24, 31, 2019

Feeling Great at Work

Learn to navigate through tough situations, such as disagreements with co-workers, uncertainty about position, and anxiety in approaching leadership. Attitude can make or break a career, and it's a fact that 85% of the workforce is unhappy in their current job. Events that cause stress and lead to poor job performance can be easily controlled. With the correct attitude, the path to greater success and job satisfaction are within reach. This is a 2-day class.

Required text: None

Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
CA14440, 04/23/19, 9:00 AM to 4:00 PM 04/30/19, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital, Room 307
Instructor: Mark Petruzzi
Fee: 180
Notes:

Financial Literacy: A Deeper Look

When it comes to your finances, do you feel like you just know the basics? Would you like to learn more about investing, mutual funds, taxes, and insurance choices? With all the individual options available and scenarios to consider, having a better understanding of the existing products and rules could be the key to success. In this course, we will advance participants knowledge in: Investing - stocks and bonds; How to pick a mutual fund; Personal taxes and how it impacts decisions; Personal Insurance products. This workshop will dive deeper into financial decisions that matter to you.

Required text: None

Prerequisite: Financial Literacy: Knowledge That Pays For Itself CEUs: 0.6

Course # , Date(s) Time
MA14392, 05/21/19, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B144
Instructor: Paul Howard
Fee: 90
Notes:

Financial Literacy: Knowledge that Pays for Itself

How do you feel about your financial future? Better yet, are you comfortable making financial decisions that may impact your future? There are a lot of individual choices and scenarios to consider when making decisions about your financial goals or your retirement. Understanding loans, investments and interest rates is essential to success as well as goal setting. In this course, we will cover the question: "How can I make better decisions with my money?" Whether you're just starting your career or nearing retirement in the next few months, this course can help you prepare. We will cover how to make smarter investment decisions as well as smarter "expense" decisions. These skills apply in everyday life. This workshop will help you make better spending choices, develop a financial plan, understand where many others make mistakes, and get more comfortable with the many investment options you have with your savings. Specific topics to be covered include understanding stocks, bonds, interest rates, credit cards, and reflecting on your own "self-control" as it concerns your individual spending habits. Note: This course does not replace "Retirement: Ready or Not." We view it as additional information for financial life skills at all stages in one's working career. Recommended follow-up course is MA14392 Financial Literacy: A Deeper Look.

Required text: None

Prerequisite: None CEUs: 1.2

Course # , Date(s) Time
MA14393, 05/02/19, 9:00 AM to 4:00 PM 05/09/19, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B144
Instructor: Paul Howard
Fee: 180
Notes: Course meets for 2 sessions: 5/2, 5/9

Forensic Accounting Demystified: The CSI of Accounting

Forensic accountants are the financial sleuths who discover issues ranging from poor accounting habits to hidden assets and outright fraud. Learning techniques used in this field has been very helpful to many past attendees. Although not every scandal is as big as those associated with Equifax, Volkswagen, Wells Fargo and Madoff, more and more organizations have turned to forensic accounting to help them avoid similarly catastrophic fates as well as assist them after being victimized. Local author, educator and forensic accounting expert, Stephen Pedneault, will introduce students to this ever more important field and share some of the methods used to prevent or uncover financial fraud and abuse. Pedneault will draw upon his nearly 30 years of experience, and share accounts of actual cases so students can connect theory to practice. This course is an eye opener and can provide invaluable information for anyone who handles finances. (This course formerly known as Forensic Accounting: What You Don't Know Most Certainly CAN Hurt You!).

Required text: None

Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
MA14395, 05/15/19, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Cente, LRC B144
Instructor: Stephen Pedneault
Fee: 90
Notes:

Freedom of Information Act: What You Need to Know for Compliance and Protection

Are you aware that nearly every state-generated document, including your e-mail, is potentially viewable by the public? Citizens can request access to state documents via The Freedom of Information Act, which guarantees the right to see public records and documents. Learn the process for filing under FOI as well as your obligations. Among the topics we will discuss: the definitions of public records and meetings; how to manage requests for public records; rules governing executive sessions; how much access the public actually has; the status of e-mails and other electronic documents. This class offers a great opportunity to get all your questions answered.

Required text: None

Prerequisite: None CEUs: 0.3

Course # , Date(s) Time
MA14405, 05/14/19, 9:00 AM to 12:00 PM
College, Campus & Room:
MA , Learning Resource Center , LRC B144
Instructor: Thomas Hennick
Fee: 55
Notes:

Grammar and Writing Workshop using MS Word

Clear business writing is an important aspect of your success in your work place environment. Review the fundamentals of grammar, punctuation, sentence structure in writing while using those tools provided to you in Microsoft Word. Combine the best of 2 worlds and improve your quality and effectiveness of written communications.

Required text: None

Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
TX14505, 03/27/19, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, TXCC, Tunxis @Bristol , Lab
Instructor: Frances Trelease
Fee: 95
Notes: Location Tunxis@Bristol 430 North Main Street, Bristol, CT

Grant Writing - Advanced Steps to WIN!

After the First Steps then what? Have you won any Grants? Why not? Advanced Steps in the next phase in successful Grant Writing. You will learn how to create a fundraising plan. You will also explore websites for finding and reviewing government, foundation and corporate grant funding opportunities and unique grant application requirements. Students will develop a sense of what funding sources are really looking for how to may your proposal standout.

Required text: None

Prerequisite: General Computer Knowledge CEUs: 0.6

Course # , Date(s) Time
TX14526, 05/17/19, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, TXCC, Tunxis@Bristol , Lab
Instructor: Amy Blackwood
Fee: 95
Notes: Location: Tunxis@Bristol, 430 North Main Street, Bristol CT

Grant Writing - the First Steps -

A NEW modern approach Learn the basics of successful grant writing as well as how to interpret requests for proposals (RFPs) and writing to meet those specific requested proposal criteria as found in pointed grants. The narrow scope of writing effectively will be presented. Samples of successful grants will be reviewed. The workshop focuses on the basic parts of a proposal, dos and don'ts, and follow-up procedures. Proper grammar and appropriate up-to-date terms and concepts will be reviewed. Critical essentials for every grant will be discussed, analyzed, while developing a Grant Writing Attack Strategy. Where is all this 'free' information on the internet will be shown and discussed.

Required text: None

Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
TX14516, 04/23/19, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, TXCC, Tunxis @Bristol, CR1
Instructor: Amy Blackwood
Fee: 90
Notes: Location Tunxis@Bristol 430 North Main Street, Bristol, CT

Grant Writing for Beginners

New to grant writing, or in need of a refresher? This course will teach you everything you need to get started as a grant writer. Develop unique persuasive proposal techniques that will give your proposals that extra boost funders are looking for when considering your grant proposal. Learn the skills you need to become a successful grant writer and turn your ideas into funding opportunities. *Further your learning and join us for Grant Writing: Prospecting & Sustainability. Objectives: 1) Learn how to get started in grant writing 2) Practice techniques for drafting a well written grant proposal.

Required text: None

Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
CA14441, 03/22/19, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital, Room 613
Instructor: Rebecca Tuttle
Fee: 90
Notes:

Heartsaver® - First Aid CPR AED

This course is a classroom, video-based, instructor-led course that teaches students critical skills needed to respond to and manage a first aid, choking or sudden cardiac arrest emergency in the first few minutes until emergency medical services (EMS) arrives. Students learn skills such as how to treat bleeding, sprains, broken bones, shock and other first aid emergencies. This course also teaches adult CPR and AED use. Features: - Video-based course ensures consistency - Instructor-led, hands-on class format reinforces skills proficiency - Student manual comes with a new Heartsaver® First Aid Quick Reference Guide that summarizes first aid actions for many injuries and illnesses - Course is updated with the new science

Required text: None

Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
CA14448, 06/14/19, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital, Room 307
Instructor: Kevin Ferrarotti
Fee: 190
Notes:

How Can I Control Stress in My Life?

This experiential workshop will enable participants to learn a variety of techniques that will help them in managing their stress and anxiety both at home and at work. As we know now, stress is the cause of most illness and disease; thereby creating much distress on the body. Come join me to learn visualization, affirmations, minute meditation, body scanning, breathing techniques and an understanding of energy that will give you an edge in realizing your life filled with more positive and enjoyable moments. Learning Objective: Students will learn techniques to help them manage stress both at work and at home. Please bring a yoga mat or towel to class.

Required text: None

Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
TX14504, 04/26/19, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, TXCC, Tunxis@Bristol, Lab
Instructor: Barbara Pinti
Fee: 90
Notes: Tunxis@Bristol 430 North Main Street, Bristol CT

How To Take Better Photos With Your iPhone

This workshop will teach you how to take better photos with your iPhone and/or iPad. You will learn tips on photo composition and how to gain control over your shutter speed, aperture, and ISO settings. You will also discover how to get the best photos of people and objects using natural light or flash. Then you will be introduced to the best apps for editing your images. Learn tools to fine-tune your photos, including ways to adjust contrast, white balance, details, and sharpness, etc. You are required to have an iPhone 5/5S or later &/or iPad with the option to purchase photo apps for a few dollars (average \$2-4) for your devices.

Required text: The class is only for those who use an iPhone or an iPad. There is no text.

Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
TX14525, 01/15/19, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, TXCC, Tunxis@Bristol, CR 1
Instructor: Andrea Mars
Fee: 90
Notes: Location: Tunxis@Bristol, 430 North Main Street, Bristol CT

Huddle Up! Bringing Our Heads Together for Maximum Results

Learning to work together is a must for a successful team. A collaborative team allows the organization to move their goals forward. But collaboration takes time and effort. This course provides the learner with tools for a successful collaboration process. Students learn conflict resolution skills, how to listen effectively, motivational factors, and emotional intelligence. This course also looks at effective meeting management techniques, like setting ground rules and time management techniques within a meeting Objectives: 1) Practice effective collaborative skills in group projects. 2) Run a successful meeting as a group project .3) Design a process map. 4) Learn conflict resolutions skills. 5) Learn about emotional intelligence and its role in collaboration and conflict resolution. 6) Learn to listen effectively. 7) Study emotional factors in team collaboration.

Required text: None

Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
CA14442, 06/18/19, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital, Room 307
Instructor: STAFF
Fee: 90
Notes:

I'm Retiring...now what do I do with my money?

If the thought of your upcoming retirement leaves you asking yourself many personal financial questions - this course is designed for you. Our discussion will include - What does a conservative investment portfolio look like? How will Social Security play a part with my retirement plan? What are the distribution rules for my 457 / 401k plan? What are some ways to get the most out of my limited income by becoming a smarter consumer? Where are the best places to retire? These and other retirement specific questions will be addressed.

Required text: None

Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
MA14406, 06/04/19, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B144
Instructor: Paul Howard
Fee: 90
Notes:

Introduction to Fundamentals of Good Business Writing

Effective documentation of ideas and decisions remains a necessity for business practice conducted with due diligence. This course is a 6-hour program that presents key elements of writing business documents that are purposeful, persuasive, to the point, and that are focused on the needs of the recipient. It demonstrates with published documents samples of good and poor writing, provides opportunities to identify points of revision and why they must be made. With one chosen document that is job-related, participants will discover areas that need further study in their style of writing business documents, including grammar and syntax.

Required text: None

Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
NK14424, 04/12/19, 9:00 AM to 4:00 PM
College, Campus & Room:
NK, Norwalk Community College, TBD
Instructor: Celia Batan B.A., C.P.C.
Fee: 90
Notes:

Introduction to the Four Agreements

As seen on Oprah and written by Don Miguel Ruiz, The Four Agreements used in ancient Toltec wisdom to apply simple agreement in one's life. 1. Be impeccable with your word. 2. Don't take anything personally. 3. Don't make assumptions. 4. Always do your best. These Agreements while on the surface seem simple, once practiced and applied change lives and behaviors that affect us personally, and by extension, professionally. By overcoming limiting beliefs, improving the way you use language, improving relationship skills, understanding others, decreasing misunderstandings and disagreements, increasing clarity and always doing your best, you improve both your personal and professional lives!!! Our objective is to create a new understanding/perspective about what we can and cannot control in life and learning to reduce mind chaos, stress, fear and worry.

Required text: None

Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
TX14508, 03/25/19, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, TXCC, Tunxis@Bristol, CR 1
Instructor: Lisa Crofton
Fee: 90
Notes: Location: Tunxis@Bristol, 430 North Main Street, Bristol CT

Is ANYONE Listening??? - Public Speaking

Learn to master the fear of speaking before others and to do it with self-confidence while making a truly positive impression, this is what you will learn. You will be presented the ideas of analyzing your audience, designing presentation, outlining your program, use words that emote the concept and not just words that are empty. Techniques for overcoming nervousness will be presented. Finally, you will learn to leave your audience remembering you and your message.

Required text: None

Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
TX14520, 05/17/19, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, TXCC, Tunxis@Bristol, Lab
Instructor: Frances Trelease
Fee: 90
Notes: Location: Tunxis@Bristol, 430 North Main Street, Bristol CT

"Know Thyself"

Spend some time adding to your knowledge of yourself! How can you make your strengths work to your advantage at home, at work, actually anywhere! How can you identify your limitations? How are you at setting objectives and actually following through and accomplishing them? How do you react to difficult situations? What about stress and its impact on you? How you may be able, relieve some stress. Bottom-line this seminar we will touch upon several topics and you! The focus will be to offer some new perspectives, expand your understanding, share ideas, and offer some solutions and takeaways to apply in your everyday lives.

Required text: None

Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
AS14524, 05/22/19, 9:00 AM to 4:00 PM
College, Campus & Room:
AS, Asnuntuck, Room 128
Instructor: Ed Vaghini
Fee: 95
Notes:

Managing Disagreements, Conflicts & Confrontation

This program takes a positive and effective approach to disagreement, conflict, confrontation, difficult people and other sources of negativity in the workplace. Participants will explore the causes of opposition, its emotional and behavioral manifestations and how to prevent or minimize it. This program is also an ideal introductory program for those who need to develop negotiating skills. Learning Objectives: Define conflict and identify those elements present in every conflict. Identify the sources and stages of conflict and disagreement. Describe how your self-expectations directly influence the conflict in your life. Describe the role of relationships in conflict resolution. Employ confrontation as a productive technique in resolving conflicts, while minimizing your risk. List five conflict management styles, identify your own style and know when to use each style. Use collaboration and problem solving to achieve gain/gain outcomes to conflicts. Recognize ways you can build on your conflict management strengths to become more effective in managing conflicts. Accept conflict as inevitable and benefit from it.

Required text: None

Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
TX14513, 04/29/19, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, TXCC, Tunxis @Bristol, CR2
Instructor: Larry Lindquist
Fee: 90
Notes: Location Tunxis@Bristol 430 North Main Street, Bristol, CT

Mastering Emotional Intelligence

Emotional Mastery goes beyond traditional emotional intelligence seminars - inviting participants to consider a lasting change of perspective that will make a real difference in how they read their emotions, and harness them towards making better choices, and communicating with more authenticity and effectiveness. More than the standard set of self-help dot-points and to-dos, the workshop inspires making new and better choices from the inside, out. Everything changes when we do. We change, when our perspective changes. Emotional Mastery builds on the learnings of Developing Emotional Intelligence; adding additional depth for advanced students of Ei. It is helpful, but not necessary, to take Developing Emotional Intelligence before taking Emotional Mastery. The workshop is crafted so that attendees experience many 'ah ha' moments, in interactive blend of lecture and fun exercises that allow them to view themselves and their emotional natures in a new, expanded way.

Required text: None

Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
CA14443, 06/04/19, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital, Room 307
Instructor: Mark Petruzzi
Fee: 90
Notes:

Past, Present and Future: Kicking Your Career and Life into Overdrive

This humorous, hard-hitting, motivational. and content-rich workshop will provide you with the boost, methods and tools you need to maximize your potential, turn your plans into realities, and create the life and career you want to have. If you want to be happier, more successful, and more fulfilled personally and professionally it's up to you to take charge of your life and your career. This interactive program will show you the way to live and work with purpose and passion. Come prepared to take a close, hard look at who you really are and get ready to let go of the past, be present in the present, and face the future with enthusiasm.

Required text: None

Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
TX14522, 05/07/19, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, TXCC, Tunxis@Bristol, CR 2
Instructor: Edward Hendricks
Fee: 90
Notes: Location: Tunxis@Bristol, 430 North Main Street, Bristol CT

Professionalism, Etiquette and Conflict Management

What is professionalism? How do you demonstrate respect for others? How do you earn respect from others? How do you resolve conflicts between you and your co-workers? What role does etiquette play in relationships, workplace conduct, and communication - including email? The answers to all these questions will be covered in this workshop. You will learn about key steps to take and develop skills to be more effective. The program is available to people at all levels in the organization.

Required text: None

Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
MA14409, 05/10/19, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B144
Instructor: Ralph Braithwaite
Fee: 90
Notes:

Project Management Essentials

This course will give you the basics on the project management process and the tools needed to manage both small- and medium-sized projects. Designed for people who may not be formally employed as project managers but may occasionally be called upon to lead a small- to medium-sized project for the company. In this course, you will strategically plan a project so that you can achieve the desired results on time and on budget. You will identify its requirements and the resources you have to work with, monitor the project's progress, and mitigate the related obstacles so that you can lead a team in bringing the project to a successful completion.

Required text: None

Prerequisite: None CEUs: 1.2

Course # , Date(s) Time
NV14487, 05/03/19, 9:00 AM to 4:00 PM 05/17/19, 9:00 AM to 4:00 PM
College, Campus & Room:
NV, Naugatuck Valley, Room T655
Instructor: Juan De La Rosa
Fee: 180
Notes: Participants must have basic computer skills and attend both class sessions to receive a completion certificate. Enter the Waterbury Campus East Entrance and park in the lot in front of Technology Hall. Enter the building and you are on the 5th floor. Take the stairs up one flight to the 6th floor. Second session will be held on 05/17/19.

Retirement: Ready or Not? @ Manchester CC

Whether you're considering retirement in the next few months or the next few years, this course can help you prepare. As a state employee, perhaps you've set aside the money you need, and you're comfortable with your financial future. But financial concerns are not the only consideration. While this course does include a presentation on finances by a representative from Prudential (who will also be available for individual counseling), this course is not primarily a lesson in financial planning for retirement. Instead it covers the pressing issue: What are you going to do with the rest of your life? Maybe you still have plenty of energy, but you're just not interested in a full work week. So, what will you DO in retirement? What will be your goals and plans? This workshop will help you figure out a direction for your post-retirement years. Topics to be covered also include the history of retirement, the "retirement generation," issues facing us as we get older, an exploration of skills and interests, and the development of an action plan.

NOTE: This course does not replace the State Retirement Division sponsored sessions.

Recommended follow-up course is MA14406 I'm Retiring...now what do I do with my money?

Required text: None Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
MA14411, 04/10/19, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B144
Instructor: Ralph Braithwaite
Fee: 90
Notes:

Retirement: Ready or Not? @Tunxis CC

Whether you're considering retirement in the next few months or the next few years, this course can help you prepare. As a state employee, perhaps you've set aside the money you need, and you're comfortable with your financial future. But financial concerns are not the only consideration. While this course does include a presentation on finances by a representative from Prudential (who will also be available for individual counseling), this course is not primarily a lesson in financial planning for retirement. Instead it covers the pressing issue: What are you going to do with the rest of your life? Maybe you still have plenty of energy, but you're just not interested in a full work week. So, what will you DO in retirement? What will be your goals and plans? This workshop will help you figure out a direction for your post-retirement years. Topics to be covered also include the history of retirement, the "retirement generation," issues facing us as we get older, an exploration of skills and interests, and the development of an action plan.

NOTE: This course does not replace the State Retirement Division sponsored sessions.

Required text: None Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
TX14511, 05/17/19, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, TXCC, Tunxis@Bristol, CR 2
Instructor: Ralph Braithwaite
Fee: 90
Notes: Location: Tunxis@Bristol, 430 North Main Street, Bristol CT

Spanish Essentials for the Workplace

The object of this course is to introduce participants to basic phrases used to communicate with Spanish speaking employees, clients and co-workers. Personalized questions, basic Spanish grammar exercises, role-playing, and reality-based activities will provide opportunities to practice basic Spanish. Topics to be covered: introduction to Spanish sounds and the alphabet; greetings and farewells; asking for information and other polite requests; numbers, dates, days of the week and months of the year; time; useful verbs and key phrases in the present tense; ir + a + an infinitive to express the idea of future action; acabar + de + an infinitive to express completed action and cross-cultural communication. This class will be taught in the state of the art Language Lab so that participants can learn to use computer translators effectively. Participants will also have opportunities to practice with a native speaker during the class.

Required text: None

Prerequisite: None CEUs: 1.2

Course # , Date(s) Time
MA14412, 05/10/19, 9:00 AM to 4:00 PM 05/17/19, 9:00 AM to 4:00 PM
College, Campus & Room:
MA , Learning Resource Center , LRC B210
Instructor: Linda Burk, Ph.D.
Fee: 180
Notes: Course meets for 2 sessions: 5/10, 5/17 (LRC B210 Language Lab)

Spinning Your Yarn - A Nonprofit's Guide to Storytelling

Storytelling is a very effective tool for the success of any Nonprofit. Well-presented stories can attract donors, win support and raise money; as well as provide a positive image of the organization in the public's eye. Stories can make a cause tangible and relatable for those involved. Objectives: 1) Choosing effective stories. 2) Explore elements that will make the greatest impact in your story. 3) Using emotion and urgency to motivate your audience. 4) Basic elements of a compelling story. 5) Learn about infographics, photos and graphics and how they fit into your story. 6) Learn about different communication platforms to share your story.

Required text: None

Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
CA14446, 04/26/19, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital, Room 604
Instructor: Rebecca Tuttle
Fee: 90
Notes:

Success Insights® and DISC

We could all benefit from learning how to work more effectively with others while simultaneously communicating the methods that work best for ourselves. Many organizations look for different ways to evaluate and determine an individual's skills or approaches, in hopes that they can predict their likely behavior from the results. There are no assessments that will build a complete picture of a person's style and approach, but the Success Insights® provides a great beginning. The Success Insights® assessment is a computer-based tool that takes less than 15 minutes to complete and creates a 24-page narrative report that is unique to the individual. The assessment has been used by millions of people and tends to be 85-97% accurate. This one-day workshop will provide each participant with a report that is valued at \$100, and based on the report and guided classroom discussions, participants will gain insight on how to more effectively communicate and have productive working relationships. This workshop could be indispensable to anyone who has to prioritize and interact with multiple projects and personalities. Required text: Assessment test included in course fee.

Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
MA14414, 05/06/19, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B141
Instructor: Ralph Braithwaite
Fee: 140

Support Your Boss and Management: Creating Effective Workplace Relationships

Ever wonder how to best support your boss's objectives, or how to present information to him or her in the most effective way? Or how to foster better teamwork among your colleagues? This workshop will provide practical pointers and proven communication techniques and work practices to help you improve your interpersonal professional skills while building a better relationship with your boss (es) and boosting your effectiveness as an employee. It will also explore the often-intricate relationship between boss and employee and will show you how to resolve everyday 'boss-blocks' from hidden agendas to blaming. You will learn how to identify six major boss styles and ways to adjust communication and work practices accordingly. You will also learn how to: make sure you're in tune with your boss's goals, build networking and mentoring relationships, better handle criticism and provide feedback, and much more. This course will have the added benefit of discovering new ways to also develop more effective working relationships with others on the work team.

Required text: None Prerequisite: None CEUs: 1.8

Course # , Date(s) Time
AS14403, 06/03/19, 9:00 AM to 4:00 PM 06/10/19, 9:00 AM to 4:00 PM 06/17/19, 9:00 AM to 4:00 PM
College, Campus & Room:
AS, Asnuntuck, Room 128
Instructor: Margaret DeMarino
Fee: 285
Notes: Class meets June 3, 10, 17, 2019

The Four Agreements in the Workplace - a follow up- the 5th Agreement

The Fifth Agreement, Be Skeptical and Learn to Listen, learn to use the power of doubt to question everything you hear. Is it really the truth? If we begin to listen to the intent behind the words we begin to really understand the message. This assists us in making better decisions in both life and the workplace, improving our communication and listening skills, becoming better aware of the truth around us, improving our relationships with others. The Fifth level of attachment helps us to gain awareness of the agreements we have been implicitly making all our lives that shape our reality and affect our future and shows us how to release the attachments which no longer reflect who we really are. As we improve our authentic selves, we improve communicators, team play, leaders, and innovators... Bottom Line, increase productivity, efficiency, and overall workplace satisfaction.

Required text: None

Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
TX14502, 03/25/19, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, TXCC, Tunxis@Bristol, CR 1
Instructor: Lisa Crofton
Fee: 90
Notes: Tunxis@Bristol 430 North Main Street, Bristol CT

Time Out - Power Time Management

Many people have difficulty achieving peak performance because there never seems to be enough time to get everything done. They need to take a 'Time Out' and get control of their time and their lives. This program is based on the expertise of time management guru, Alan Lakein. Participants will learn how to plan, organize, prioritize and manage their time for greater productivity and less stress. They will analyze how they currently spend their time, determine what their time wasters are and develop a new approach for efficient use of their time. This program eliminates the need to purchase a costly "time management & planning system" that requires you to carry a planning calendar with you everywhere you go. At the conclusion of this program you will be able to: Measure how effective you are at using your time, currently. Identify the Myths of Time that limit your effectiveness. Analyze your present use of time. Identify your personal time thieves and techniques to catch them. Employ six easy ideas for overcoming your poor time habits. Set short and long-term time objectives. Develop a plan with strategies to improve your use of time on a continuing basis.

Required text: None

Prerequisite: None

CEUs: 0.6

Course # , Date(s) Time
TX14514, 04/30/19, 9:00 AM to 4:00 PM
College, Campus & Room:
TX , TXCC, Tunxis @Bristol , CR2
Instructor: Larry Lindquist
Fee: 90
Notes: Location Tunxis@Bristol 430 North Main Street, Bristol, CT

Train the Brain to Decrease Work Anxiety and Increase Productivity

Neuroplasticity is the concept that the brain is plastic and changeable. Your brain is designed to learn, grow, and rewire itself throughout life. The key: using your brain's neuroplasticity to create new habits that will enhance the quality of your professional and personal life. You can activate your brain's 'delete button' to change your unwanted behavior, thinking, and emotions. In this highly interactive workshop, you will learn the ten fundamentals of neuroplasticity as you 'lay down new wiring' for the brain that will help you throughout your career and into retirement. You will learn about 'The Seven Minute Solution' and how to develop micro-habits, discover how to stop 'picking fights' with your mind, and practice ways to use tools such as mindfulness and focus to decrease worry and anxiety. Participants will develop a Neuroplasticity Plan with action and 'non-action' steps in order to create a more meaningful and productive life.

Required text: None

Prerequisite: None

CEUs: 1.8

Course # , Date(s) Time
AS14423, 06/07/19, 9:00 AM to 4:00 PM 06/14/19, 9:00 AM to 4:00 PM 06/21/19, 9:00 AM to 4:00 PM
College, Campus & Room:
AS, Asnuntuck, Room 128
Instructor: Margaret DeMarino
Fee: 285
Notes: Class meets June 7, 14, 21, 2019

Two Cans and a String - Building Communication Across Cultures in the Workplace

In today's highly diverse work environment, being culturally sensitive is a must. Recognizing and placing value on cultural and ethnic differences will allow you to make informed decisions, control conscious and unconscious bias, reduce misunderstandings, and work together more cohesively. Cultural competence entails learning about other cultures, its customs and values; but it also involves opening yourself to cultural differences. Self-reflection and the desire to learn about other cultures play a very important role in bridging cultural differences. Objectives: 1) Explore cultural traditions and values from other countries. 2) Examine barriers to a to successful intercultural communication. 3) Learn about nonverbal communication as it applies to other cultures. 4) Explore conflict resolution skills. 5) Learn about emotional intelligence and its role in cultural cross-communication.

Required text: None

Prerequisite: None

CEUs: 0.6

Course # , Date(s) Time
CA14447, 06/12/19, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital, Room 307
Instructor: Christopher Service, Sr.
Fee: 90
Notes:

Using Humor to Reduce Stress in the Workplace, at Home, and Everywhere Else!!!!

An alternative title for this workshop is, "If you Really Want to be Happy at Work use Your Head - And Get Off Your Butts." It is no joke, humor reduces stress. In fact, when it comes to relieving stress more giggles and laughs is what the doctor ordered according to a recent study conducted by the Mayo Clinic, Psychology Today, and leading mental health experts. Don't fool yourself, YOU are stressed in today's work environment. More with less and eventually the impossible with nothing. Happiness is not an absence or worries, happiness stems from the ability to see and turn worries and stressors into opportunities rather than obstacles. Would more laughter hurt your life or your workplace? Join us on the journey. Try something different!

Required text: None

Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
TX14521, 05/15/19, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, TXCC, Tunxis@Bristol, CR 1
Instructor: Edward Hendricks
Fee: 90
Notes: Location: Tunxis@Bristol, 430 North Main Street, Bristol CT

Working Across Generations

Today's workplace is a mixed batch of generations. Five generations are currently working together: iGen, Millennials, Generation X, Baby Boomers, and Traditionalists. Each of these generations have different expectations and needs. Learning the differences between each generation, will allow you to understand how to work with your teammates. Objectives: 1) Learn to recognize your own generational paradigms and how they impact perceptions of and interactions with the other generations 2) Learn what the needs and expectations are for each generation 3) Learn techniques to help you work with each generation.

Required text: None

Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
CA14429, 05/16/19, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital, Room 307
Instructor: Juantray Easmon
Fee: 90
Notes:

Working Towards a Stress-Free Life: Exploring Exciting Ways of Balancing Life and Work

In today's fast-paced environment, we experience an increasing demand on our time and resources. Positively managing stress can make a tremendous difference in our lives. Explore how stressors inhibit our productivity and affect our health and state of mind. During this interactive workshop we will: identify the common stressors we face in everyday life; learn how stress affects us physically and emotionally; explore positive coping strategies and better time management skills; discover exciting alternatives to stress management; and design a personalized action plan to help live a more balanced lifestyle.

Required text: None

Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
MA14415, 04/25/19, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B144
Instructor: V. Allison Reed
Fee: 90
Notes:

Developing Leadership Skills

A Positive Approach to Work: A Leader's Manual for Creating a Supportive Work Environment

This workshop is for supervisors, managers, and anyone who hears the call to leadership (whether they have the title or not) who want to influence their work environment for the positive. We will take a holistic look at your work environment and come up with a game plan filled with practice pointers, action items, and strategies in order to help you transform your work environment. You will learn ways to deal with Negative Nellies and Neds, shut down the office rumor mill, create exciting meetings to encourage dialogue, and foster team building. This workshop addresses issue specific to working for state government, such as how to lead through challenging times and periods of change. You will leave with a toolkit of strategies and best practices that really work. Email support will be provided after the class from the instructor to help students implement action plans.

Required text: None

Prerequisite: None CEUs: 1.8

Course # , Date(s) Time
AS14389, 03/13/19, 9:00 AM to 4:00 PM 03/20/19, 9:00 AM to 4:00 PM 03/27/19, 9:00 AM to 4:00 PM
College, Campus & Room:
AS, Asnuntuck, Room 128
Instructor: Margaret DeMarino
Fee: 285
Notes: Class meets March 13, 20, 27, 2019

Building Effective Teams in the Workplace

It takes a strong team leader to build group cooperation and teamwork with so many unique individuals, and it takes an understanding of what the team needs from each other and from their leader. This session focuses on your role as a team leader. You'll learn what it takes to provide your team with the leadership, motivation, and guidance it needs to succeed. At the end of this session participants will be able to: assess your teams performance, develop and share ideas for promoting feelings of achievement and belonging in your team members, examine Maslow's theory, and understand the four stages in team development. Lastly, participants will evaluate their leadership skills and create a personal action plan for change.

Required text: None

Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
NV14497, 04/26/19, 9:00 AM to 4:00 PM
College, Campus & Room:
NV, Naugatuck Valley, Room E529
Instructor: Amy Blackwood
Fee: 90
Notes: Enter the Waterbury Campus from the East Entrance and park in the lot in between Founders and Technology Hall. You will enter Tech Hall and be on the 5th floor and walk through the glass walkway into Ekstrom Hall. Take the left hallway to the classroom. There is also limited parking underneath Ekstrom Hall.

Critical Thinking: Understanding Critical Vs. Non-Critical Thinking

Critical thinking skills are increasingly becoming a necessity for employees. The U.S. Department of Labor has identified critical thinking as the raw material essential for problem solving, decision making, organizational planning and risk management. But what is critical thinking exactly? How can you differentiate between critical thinking and non-critical thinking? Objectives: 1) Understand critical thinking 2) Recognize deceptive reasoning 3) Detect emotional manipulation 4) Differentiate between the styles of critical vs non-critical thinking 5) Recognize and evaluate arguments 6) Develop and evaluate explanations.

Required text: None

Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
CA14436, 03/27/19, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital, Room 307
Instructor: Christopher Service, Sr.
Fee: 90
Notes:

Effective Leadership Skills for Women

This session is designed to help women assess their current leadership skills and improve those that they see as needing the most improvement. It stresses confidence, power and the natural skills that women bring to leadership. The session also helps women become more successful dealing with conflicts, interactions that make them feel powerless and with difficult people. Techniques for ways to manage conflicting priorities are also discussed. Learning Objective: At the end of this session participants will be able to: Gain respect through the effective use of power; become authoritative, self-possessed and in control; become more assertive in your use of decision-making and problem solving; discuss the benefits and skills that women bring to leadership; practice effective techniques for dealing with difficult people and conflicts; become better at managing conflicting priorities; use practice activities to make yourself more powerful.

Required text: None

Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
TX14507, 05/10/19, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, TXCC, Tunxis @Bristol, CR2
Instructor: Amy Blackwood
Fee: 90
Notes: Location Tunxis@Bristol 430 North Main Street, Bristol, CT

First Time Supervisor/Management I

Making the transition from top performing employee to top performing supervisor is often difficult. Don't get caught making the same mistakes over and over, nip them in the bud! Your management style defines your success as a supervisor as well as the success of your team and your department. At the end of the session you will: - Understand how to build morale and a stronger team - Manage perceptions and conflicts - Gain strategies for time-management and improve your problem-solving skills - Smoothly make the transition from co-worker/ friend to supervisor - Coach employees to excellence and recognize when to coach and when to discipline. This two-day training will provide you with solid management skills and supervisory "how-to's" that you need to be successful in your new management role.

Required text: None

Prerequisite: None CEUs: 1.2

Course # , Date(s) Time
GW14527, 03/14/19, 9:00 AM to 4:00 PM 03/15/19, 9:00 AM to 4:00 PM
College, Campus & Room:
GW, New Haven, N004
Instructor: Frank Dixon
Fee: 300
Notes: Class meets 3/14 and 3/15 Easy access to downtown New Haven with FREE Parking

First Time Supervisor/Management II

In this course you will build upon the skills learned in First Time Supervisor I. Learn how to develop and refine the skills you need to manage people and processes more efficiently and effectively.

Required text: None

Prerequisite: None CEUs: 1.2

Course # , Date(s) Time
GW14528, 04/25/19, 9:00 AM to 4:00 PM 04/26/19, 9:00 AM to 4:00 PM
College, Campus & Room:
GW, New Haven, Room N004
Instructor: Frank Dixon
Fee: 300
Notes: Class meeting 4/25 and 4/26

Human Resources Training and Development

Students learn the essentials of Human Resources, how to facilitate the growth of an organization through recruitment, training and development, and how to enforce an organization's policies and regulations. Legal issues, performance assessment, training, compensation, and labor relations will also be covered. Objectives: 1) Know the essentials of Human Resources in various organizational settings, including how to facilitate the growth of an organization through recruitment, training and development, and how to enforce an organization's policies and regulations 2) Understand legal issues, performance assessment, training, compensation, and labor relations in various organizational settings 3) Be familiar with HR practices through the lens of various organizational settings .

Required text: None

Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
CA14494, 06/05/19, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital, Room 307
Instructor: Juantray Easmon
Fee: 90
Notes:

Innovative and Successful Supervisor

Do you have some experience as a manager, and still find yourself looking for ideas on how to be more successful in guiding and coaching your employees toward a higher level of performance? Please join us for an interactive and exciting workshop where we will discuss key tools for communication, motivation, and team development. During this seminar we will: reflect on work styles and how to best interact with others in our work environment; explore efficiency in communication among various styles; debate how to motivate our employees; explore the art of delegation; and consider the right types of training, coaching, and mentoring needed for your employees to be successful.

Required text: None

Prerequisite: Some supervisory experience. CEUs: 0.6

Course # , Date(s) Time
MA14407, 04/04/19, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B144
Instructor: V. Allison Reed
Fee: 90
Notes:

Leadership Techniques for Women

This session is designed to help women assess their current leadership skills and enhance those identified needing the most improvement. The session stresses confidence, power and the natural skills that women bring to leadership. Instruction will help women achieve greater success managing conflicts, dealing with difficult people, and interactions that make them feel powerless. The session will also address ways to manage and balance conflicting priorities.

Required text: None

Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
NV14496, 04/12/19, 9:00 AM to 4:00 PM
College, Campus & Room:
NV, Naugatuck Valley, Room E529
Instructor: Amy Blackwood
Fee: 90
Notes: Enter the East Entrance at the Waterbury Campus and park in between Founders and Technology Hall. You enter Technology Hall and are on the 5th Floor and walk through the covered glass walkway into Ekstrom Hall. Turn left and the classroom will be on a wing to the left. There is also limited parking beneath Ekstrom Hall if preferred.

Leading Through Change: How to Keep Your Team Engaged

Most managers are faced with the challenges and demands of a job that requires multi-tasking within an accelerated pace of change. Despite this workplace reality and its related challenges, leaders at all levels need to ensure a consistently high level of employee engagement. This class focuses on strategies to keep your team engaged during times of change. Fundamentals of leadership, interpersonal and intercultural communication skills, conflict management, and managing organizational change will also be discussed

Required text: None

Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
CA14428, 05/09/19, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital, Room 307
Instructor: Domenic Gugliotti
Fee: 90
Notes:

Leading with Emotional Intelligence

Most managers are faced with the challenges and demands of a job that requires multi-tasking within an accelerated pace of change. Despite this workplace reality and its related challenges, leaders at all levels need to ensure a consistently high level of employee engagement. This class focuses on strategies to keep your team engaged during times of change. Fundamentals of leadership, interpersonal and intercultural communication skills, conflict management, and managing organizational change will be discussed.

Required text: None

Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
TX14515, 06/04/19, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, TXCC, Tunxis @Bristol, CR2
Instructor: Amy Blackwood
Fee: 90
Notes: Location Tunxis@Bristol 430 North Main Street, Bristol, CT

Leading, Motivating, Teaching, Inspiring Today's Workforce, Generation X/Y/Z and Beyond

How can you inspire your staff? How do you lead a multigenerational workforce? What keys are necessary to motivate people who wear ear buds? Our workshop will address these questions and more such as: examining the leadership opportunities Gen X creates, understanding what leadership style works best and effectively with each group, how do YOU manage people from generations older, or younger than you are, what are the long and short-term goals of each generation? Our focus is to improve job satisfaction, employee engagement, staff collaboration and creativity, and embracing our generation differences and diversity.

Required text: None

Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
TX14510, 05/08/19, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, TXCC, Tunxis@Bristol, CR 1
Instructor: Waldemar Kostrzewa
Fee: 90
Notes: Location: Tunxis@Bristol, 430 North Main Street, Bristol CT

Middle Management Skills Certificate

This program is aimed at individuals who are experienced managers, people who are managing the work of people in supervisory roles, or who have an interest in moving up to a higher level managerial position. I've been supervising for awhile, so I don't need to learn more. Is this what you think? Just because you have some experience doesn't mean you are the best that you can be. This program will help you develop some skills that will make you an even better manager. Participants completing at least four of the five modules will receive a Middle Management Skills Program certificate. **MODULE 1: COMMUNICATING EFFECTIVELY and MAKING EFFECTIVE PRESENTATIONS.** (Communicating Effectively) - Communication may be the most important skill that anyone in a management or supervisory role can develop. Becoming a better communicator will usually result in more effective results. This portion of the module will cover a model of communication, listening skills, non-verbal communication, feedback, and handling criticism. By the end of this session you will: Identify a communication model; Describe the difference between active and passive listening; Define the components of effective feedback; Describe the positive and negative aspects of non-verbal behavior; Discuss the appropriate ways of handling criticism. (Making Effective Presentations) - At some point in time, in virtually every manager's career, a presentation is required. In this segment of the module the focus will be on the skills needed to get up in front of a group and make an effective presentation. In addition, there will be materials on how to use presentation tools such as PowerPoint more effectively. By the end of this session you will: Understand the parts of an effective presentation; Learn about gestures, eye contact, and other skills needed to be effective; Know what makes up a good presentation slide. You will also have an opportunity to develop an action plan and a follow-up system. **MODULE 2: LEADERSHIP and COACHING.** (Leadership) - Leadership is often the missing ingredient in a more effective work group or team.

Leadership skills can be learned. This section of the module will focus on the various aspects of leadership, characteristics of effective leaders, and identifying leadership potential. By the end of this session you will: Assess your leadership potential; Learn about leadership styles; Define situation leadership components; Identify some leadership traits. (Coaching) - Are you getting the most from each of your employees? If not, then coaching may be an answer. Coaching can be defined as a technique or skill used by managers and supervisors to provide guidance and direction to employees. Virtually everyone has had a coach at some point in his or her life. Coaching is not an innate skill that we possess but rather a learned skill that can be developed. It is a process that requires continuous involvement and action by the manager or supervisor. This section of the module will focus on the skills you need to be an effective coach and the steps necessary to have a productive coaching session. By the end of this session you will: Define what is meant by the term coaching; Examine the various aspects of coaching function; Understand the value and importance of coaching; Practice a coaching session and receive feedback on your skills. You will also have an opportunity to develop an action plan and a follow-up system. MODULE 3: MOTIVATION and ETHICS. (Motivation) - Can you motivate others? How do you get people to do what you need done? These questions and more will be addressed in this segment of Module 3. There will be a brief overview of some motivation theories, ways to improve morale, and methods for increasing performance levels. By the end of this session you will: Define motivation; Discuss some of the key motivation theories; Understand the difference between high morale and high motivation; Identify ways to improve staff morale. (Ethics in Management) - In this day and age when Sarbanes-Oxley is everywhere, when budgets are so thin, when challenges are so great, your ethical compass may need to be examined. Most people want to do what is right and ethical, but it is not always easy. Ethical issues exist in every work environment, so this module will be of great assistance in knowing how to handle them. The focus of this module is on ethical issues that managers and employees face on a daily basis. You will learn some practical applications of ethical concepts, explore numerous ethical quandaries, find answers to a variety of ethical questions, and develop tools to assist you in dealing with those not-so-easy choices. By the end of this session you will: Define business ethics; Understand the similarities between legal and ethical issues; Be able to explain the differences between ethical and moral when it pertains to dilemmas; Examine several ethical issues and cases; Learn how to be a more ethical leader and instill a sense of ethical behavior in your employees. At the end of this module you will also have an opportunity to develop an action plan and a follow-up system. MODULE 4: TEAM BUILDING. In virtually every organization, teams are used to accomplish a wide variety of tasks and projects. Teams are here today and will continue to be a main part of the way an organization does business tomorrow. How effective a team is depends on a variety of factors including the team composition and the team leaders. In this module you will have an opportunity to learn about the characteristics of effective teams, examine the strengths and shortcomings of your own team, learn about the various roles and functions that team members play in the organization, and gain some insights in methods for making your team perform at higher levels. By the end of this session you will: Identify the characteristics of effective teams; Determine the types of qualities that a good team member possesses; Examine the strengths and shortcomings of your own work team; Explore the various roles and functions team members play; Identify methods for improving team performance. At the end of this module you will also have an opportunity to develop an action plan and a follow-up system. MODULE 5: MANAGING A DIVERSE WORKFORCE and DEALING WITH DIFFICULT PEOPLE. (Managing a Diverse Workforce) - Today's workforce

is changing. Not only are the traditional topics of diversity an issue, but the generational differences also play a major role in the performance of organizations. This section of the module explores the diverse nature of the workforce including gender, race, age, and sexual orientation. By the end of this session you will: Define what is meant by the term diversity; Understand the similarities and differences that people have; Explore various cultural differences that exist; Learn how to more effectively manage the different generations in the workforce. (Dealing with Difficult People) - Are you one of the fortunate managers or supervisors who have a team of nothing but shining stars? If you are, then that's terrific, but if you are like most, you have some employees and/or customers who are somewhat difficult. Do you want to learn methods for helping you work with these people? If the answer is yes, then this program is for you. We will define the types of difficult people and learn a model to create a better working environment for all of your employees, improve working relationships, minimize conflicts, and build bridges between management, staff and customers. You will have an opportunity to develop an action plan and a follow-up system. By the end of this session you will: Identify the degrees of difficult employees; Implement an intervention model; Understand the discipline process; Learn how to manage difficult people. At the end of this module you will also have an opportunity to develop an action plan and a follow-up system.

Required text: None

Prerequisite: None CEUs: 3

Course # , Date(s) Time
MA14408, 03/29/19, 9:00 AM to 4:00 PM 04/05/19, 9:00 AM to 4:00 PM 04/12/19, 9:00 AM to 4:00 PM 04/26/19, 9:00 AM to 4:00 PM 05/03/19, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B144
Instructor: Ralph Braithwaite
Fee: 399
Notes: Course meets for 5 sessions: 3/29, 4/5, 4/12, 4/26, 5/3. Does not meet 4/19

Practical Project Management for Life and Work

This one-day program will cover common sense approaches a person can use to dramatically improve their probability of success in completing initiatives or projects. The goal of the workshop is to connect you with simple straight forward concepts that can be applied to both home and work situations. You will learn to drive better results, practice fundamentals of delivery and execution, and creatively rethink the way you can approach initiatives and targets. Objectives: 1) Using clarity of purpose to engage your team 2) Why naming everything can be the difference between success and failure 3) Defining "done" 4) The importance of run rates 5) How events can motivate 6) Understanding the degrees of freeze needed to implement change 7) Evaluating your ability to execute 8) How to plan in learning cycles 9) Applying these concepts to your situation.

Required text: None

Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
CA14431, 06/19/19, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital, Room 301
Instructor: Domenic Gugliotti
Fee: 90
Notes:

Project Management All the Essentials @Manchester

Project management is a widely recognized discipline. It has become a key ingredient to ensuring successful, on-time and on-budget projects. You should attend this course if you have led a project or will lead one in the future. The course is also recommended for anyone who will be actively participating in a project. You will learn how to determine the scope, characteristics and success of a well-defined project; how to gather and document requirements; leadership essentials; what a work breakdown session is all about; and how to schedule, estimate and handle project closure. Recommended related course is MA14463 Project 2016: Introduction.

Required text: None

Prerequisite: None CEUs: 1.2

Course # , Date(s) Time
MA14410, 05/22/19, 9:00 AM to 4:00 PM 05/29/19, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B144
Instructor: John Lombardo
Fee: 180
Notes: Course meets for 2 sessions: 5/22, 5/29

Project Management Essentials, the REAL Facts!

We heard your concerns and we brought back our two (2) day class to meet your needs and objectives!!!! Whether small or large, projects share a number of essential elements. They are temporary and often unique, but all require focus to create a product, service or other successful results. Project Management Essentials follows the development and management of a project from start to finish. The 2-day workshop details the essentials and covers leadership in project management. Participants are encouraged to bring their project ideas or active projects to the workshop. This 12 hour program requires students to attend both sessions.

Required text: None

Prerequisite: None CEUs: 1.2

Course # , Date(s) Time
TX14509, 05/22/19, 9:00 AM to 4:00 PM 05/29/19, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, TXCC, Tunxis@Bristol, CR 1
Instructor: Waldemar Kostrzewa
Fee: 180
Notes: This is a 2 day class, 5/22 and 5/29, 2019. You must attend both sessions. Location: Tunxis@Bristol 430 North Main street, Bristol, CT

State Supervisory Skills Training

Through a collaborative effort of state agencies, an approved state supervisor program has been designed to provide the fundamental skill set that every State of CT government supervisor should have. This course will provide training to new and current supervisors looking to refresh their knowledge and hone their skills. The goals of this program are to provide valuable strategies, insights, and tools in these essential topics: transition to supervision; communication; leadership; motivation; and team building. The course includes segments on ethical behavior, conflict resolution, and best practices of performance management. Successful participants will be able to describe differences between a supervisor and a manager; list the major roles and functions of a supervisor; identify ethical behaviors for state supervisors; identify their individual leadership style and its strengths and weaknesses; describe how to effectively use situational leadership; identify at least three ways of working more effectively with their respective managers; create an action plan for implementing learned concepts. Specific challenges and concerns will be addressed in an open, supportive environment. This training is designed for those state agencies that do not have their own supervisory training or as a complement. Agencies are still expected to provide training on their own programs and policies. As a part of this program and to facilitate application of new skills, participants must complete the Manager-Employee Training Agreement. This will be provided to all registered participants and must be signed by the participant and their manager, by the first meeting. It works to open communication about skills being developed. Participants will also be required to attend a one-day follow-up session approximately 4-6 weeks after the initial workshop to reinforce and discuss lessons learned. Instructor will provide handouts.

Required text: None

Prerequisite: None CEUs: 1.8

Course # , Date(s) Time
MA14413, 05/13/19, 9:00 AM to 4:00 PM 05/20/19, 9:00 AM to 4:00 PM 06/10/19, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B144
Instructor: Ralph Braithwaite
Fee: 300
Notes: Course meets for 3 sessions: 5/13, 5/20. Follow-up session 6/10

The "Science of Leadership"

Yes Science! In this, case the study of observable behavior. We have heard the term 'leadership' all of our lives growing up, at work, in sports, in the media etc. In this workshop, explore some myths, pitfalls, and successes that you can apply at work and in your everyday lives. This fast paced and informative session will provide some insights, common sense and commonly overlooked basics of leadership. Although we only scratch the surface, you will leave with some valuable tools, techniques, and a more personal understanding of leadership.

Required text: None

Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
AS14523, 03/15/19, 9:00 AM to 4:00 PM
College, Campus & Room:
AS, Asnuntuck, Room 128
Instructor: Ed Vaghini
Fee: 95
Notes:

The Leadership Quest Certificate Program

In this invigorating, uber-interactive certificate program, you will learn how to nurture and enhance your leadership skills, thus increasing the effectiveness of interpersonal workplace relationships and professional productivity. You will gain a better understanding of the strengths and weaknesses of your leadership style, as well as acquire an abundance of 'take-aways' that you can immediately put into practice via a customized professional development plan. The program will focus on a variety of instructional formats including assessment tools, small group exercises, and case studies. There will be five points of emphasis: self-growth; workplace ethics; communication with your manager, coworkers, and staff; team building; and change management. You will learn how to develop five key habits of successful leaders: challenge the existing process, create a collective vision, motivate others toward action, become a role model, and encourage the energy flow. This program will empower you to become a leader who can inspire yourself, acquire solid leadership skills, and fire up your staff!

Required text: None

Prerequisite: None CEUs: 1.8

Course # , Date(s) Time
AS14400, 05/14/19, 9:00 AM to 4:00 PM 05/21/19, 9:00 AM to 4:00 PM 05/28/19, 9:00 AM to 4:00 PM
College, Campus & Room:
AS, Asnuntuck, Room 128
Instructor: Margaret DeMarino
Fee: 285
Notes: Class meets May 14, 21, 28, 2019

The Upward Mobility & Supervisory Skills Toolkit

Whether you're a supervisor, want to become one, or just want to move ahead in your career, this workshop will position you as a valued team player in your department. You will develop expertise that will be critical to your career success tips, techniques, and practices that you can immediately bring back to the workplace! You'll leave with a toolkit of insights, tips and practices, including key communication practices for getting along with co-workers, bosses, and those you supervise. Attendees will learn how to avoid the 30 top supervisory missteps, adopt seven key steps to get respect, discover the top 15 best practices of supervisors adopt stellar supervisory strategies from corporations such as Disney, use four key practices when providing feedback to employees, deal with stress, frustration, and burnout in the workplace, and deal with real-life tricky supervisory situations.

Required text: None

Prerequisite: None CEUs: 1.8

Course # , Date(s) Time
AS14388, 03/11/19, 9:00 AM to 4:00 PM 03/18/19, 9:00 AM to 4:00 PM 03/25/19, 9:00 AM to 4:00 PM
College, Campus & Room:
AS, Asnuntuck, Room 128
Instructor: Margaret DeMarino
Fee: 285
Notes: Class meets March 11, 18, 25, 2019

Win-Win Negotiation Skills

Negotiation skills are important when selling a product, providing customer service, or obtaining resources for projects. Individuals with effective negotiation skills work more productively with customers, colleagues, partners, vendors, and others. Successful negotiators possess the knowledge and skills that will leave everyone in a win-win situation. In this workshop, individuals will learn the tactics used by successful negotiators, develop their personal negotiating style, and understand strategies to bargain successfully and ethically. The material will be delivered through lectures, group exercises, and individual feedback. Objectives: 1) Have a better understanding of negotiation outcomes and the steps of a negotiation process 2) Be familiar with different behavioral styles and how to adapt as necessary 3) Know how to apply strategies to bargain successfully and ethically.

Required text: None

Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
CA14492, 06/06/19, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital, Room 307
Instructor: Domenic Gugliotti
Fee: 90
Notes:

Technology Advancement

A+ Certification 220-1001 Exam Preparation - NEW!

CompTIA A+ Certification validates the latest skills needed by today's computer support professionals. It is an international, vendor-neutral certification recognized by major hardware and software vendors, distributors, and resellers. The first required A+ exam, CompTIA A+ 220-1001, measures necessary competencies for an entry-level IT professional. This course will prepare you for the CompTIA A+ 220-1001 certification exam. Get the skills and knowledge necessary to install, build, maintain, and configure personal computers, laptop computers, and printers. You will also learn the principles of physical and TCP/IP networks and operational and professional procedures. Required program material is included in course fee. The cost also includes the electronic texts, hands-on labs and practice exams for both the 1001 and 1002 exams. The A+ 220-1001 or A+ 220-1002 exams are not included in the cost of the course. Students must schedule these exams at a certified test center for an additional fee of \$205 per exam and pass both the 220-1001 and 220-1002 exams to be certified. The course instructor will inform students about the exam application process. A+ test centers can be found at www.prometric.com. Registered students are eligible to receive free Windows software.

Required text: Included in course fee.

Prerequisite: Basic knowledge of hardware and operating systems recommended. CEUs: 3.6

Course # , Date(s) Time
MA14449, 03/19/19, 9:00 AM to 4:00 PM 03/26/19, 9:00 AM to 4:00 PM 04/02/19, 9:00 AM to 4:00 PM 04/09/19, 9:00 AM to 4:00 PM 04/16/19, 9:00 AM to 4:00 PM 04/23/19, 9:00 AM to 4:00 PM
College, Campus & Room:
MA , Learning Resource Center , LRC B141
Instructor: Peter Rinsland
Fee: 900
Notes: Course meets for 6 sessions: 3/19, 3/26, 4/2, 4/9, 4/16, 4/23

A+ Certification 220-1002 Exam Preparation - NEW!

This course will prepare you for the second required CompTIA A+ 220-1002 certification exam. CompTIA A+ 220-1002, covers installing and configuring operating systems including Windows, iOS, Android, Apple OS X and Linux. It also addresses security, the fundamentals of cloud computing, operational procedures and the basics of networking and security/forensics. In this course, students will learn the skills and knowledge necessary to install, configure and maintain devices, PCs, and software for end users, while properly and safely diagnosing, resolving, and documenting common hardware and software issues. Students will also learn the principles of physical and TCP/IP networks and operational and professional procedures and understand the basics of virtualization, desktop imaging, and deployment. Lastly, students will learn to assemble components based on customer requirements, apply troubleshooting skills, and how to provide appropriate customer support. Required program material is included in course fee. The cost also includes the electronic texts, hands-on labs and practice exams for both the 1001 and 1002 exams. The A+ 220-1001 or A+ 220-1002 exams are not included in the cost of the course. Students must schedule these exams at a certified test center for an additional fee of \$205 per exam and pass both the 220-1001 and 220-1002 exams to be certified. The course instructor will inform students about the exam application process. A+ test centers can be found at www.prometric.com. Registered students are eligible to receive free Windows software. Required text: Included in course fee.

Prerequisite: A+ 220-1001 Certification Prep, equivalent training, or contact Bruce Manning at bmanning@manchestercc.edu. CEUs: 3.6

Course # , Date(s) Time
MA14450, 04/30/19, 9:00 AM to 4:00 PM 05/07/19, 9:00 AM to 4:00 PM 05/14/19, 9:00 AM to 4:00 PM 05/21/19, 9:00 AM to 4:00 PM 05/28/19, 9:00 AM to 4:00 PM 06/04/19, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B141
Instructor: Peter Rinsland
Fee: 900
Notes: Course meets for 6 sessions: 4/30, 5/7, 5/14, 5/21, 5/28, 6/4

Access 2016 - Beginners

This interactive beginning session uses hands-on instruction to teach the participant how to begin to use Microsoft Access. The session will teach the participant how to create a database, tables, queries, forms and reports. By the end of the session the participants will be able to review the benefits and purpose of Access databases, discuss what's new with Access, practice using Access, create your own database, review data management, practice querying data, create forms and reports, discuss reporting basics.

Required text: NA

Prerequisite: NA CEUs: 1.2

Course # , Date(s) Time
NV14485, 03/15/19, 9:00 AM to 4:00 PM 03/22/19, 9:00 AM to 4:00 PM
College, Campus & Room:
NV, Naugatuck Valley, Room F125
Instructor: Amy Blackwood
Fee: 195
Notes: Participants must be familiar with Microsoft Office 2016 products and attend both session dates to receive a completion certificate. Second class meets on 03/22/19. Enter the East Entrance at the NVCC Waterbury Campus and Founders Hall will be to your right.

Access 2016: Advanced

Explore multi-criteria Parameter queries as well as the many types of Action queries. Build AutoKey and AutoExec macros. Import and export data, explore XML and CSV file formats, and save an object to an XPS file. Students will learn object dependencies, using the Linked Table manager, linking to Excel; procedures to ensure proper database management, such as analyzing, splitting, converting, protecting and backing up databases; and use Access with Outlook. Students also have the option of taking the internationally recognized Microsoft Office Specialist (MOS) 2016 exam at our approved MCC testing center for an additional fee. See exam information and schedule on page 3.

Required text: None

Prerequisite: Access Intermediate course, or permission of the instructor or computer coordinator. CEUs: 0.6

Course # , Date(s) Time
MA14416, 05/24/19, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B142
Instructor: George Pillar
Fee: 95
Notes:

Access 2016: Intermediate

Using Application Objects, create a multi-table database containing a relationship and learn the significance of relationships in databases. Create select queries, data entry forms, navigation forms, sub-forms and discover how form layout is similar to report layout. Utilize built-in tools to find and replace data, import data, and more. Understand the use of templates. Students also have the option of taking the internationally recognized Microsoft Office Specialist (MOS) 2016 exam at our approved MCC testing center for an additional fee, but you may require additional training. See exam information and schedule on page 3.

Required text: None

Prerequisite: Access Introduction course, or permission of instructor or computer coordinator. CEUs: 1.2

Course # , Date(s) Time
MA14417, 05/03/19, 9:00 AM to 4:00 PM 05/10/19, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B222
Instructor: Robert Thornton
Fee: 190
Notes: Course meets for 2 sessions: 5/3, 5/10

Access 2016: Introduction

Learn the new features of Access 2016 and enjoy how much faster you can build databases in this program. Start with learning how to create tables, the laws of field definitions, create a simple data entry form, filter records with queries and print the data to a report. Students are eligible to receive free Access 2016 software.

Required text: None

Prerequisite: Basic Windows, keyboard and mouse skills. CEUs: 0.6

Course # , Date(s) Time
MA14418, 04/26/19, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B222
Instructor: Robert Thornton
Fee: 95
Notes:

Adobe Acrobat DC: PDF Files, Formats and Forms

Explore the Acrobat DC interface and learn the many ways to customize it to suit your needs. Create Adobe PDF files from Word, Excel, e-mails or web pages while maintaining formatting and fonts. Use a variety of tools to edit, combine pages, place graphics, import and export content and assign security. Create electronic forms for easy, secure distribution, collaboration, and data collection. Create interactive text fields, check boxes, drop-down menus and more! Students are requested to bring a 4 GB flash drive to class.

Required text: Included in course fee.

Prerequisite: Basic Windows, keyboard and mouse skills; word processing experience recommended. CEUs: 1.2

Course # , Date(s) Time
MA14452, 03/15/19, 9:00 AM to 4:00 PM 03/22/19, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B220
Instructor: Michael Lavoie
Fee: 250
Notes: Course meets for 2 sessions: 3/15, 3/22

Adobe InDesign CC: Introduction

Learn to create newsletters, web pages and other publications in Adobe InDesign. Topics covered include the details of layout design, combining images, text and vector graphics. Use InDesign's smart guides for perfect alignment and frames for perfect cropping and placement of images. Create multiple page documents with page navigation, full screen presentation pdf's, animations, and forms. Students are requested to bring a 4 GB flash drive to class.

Required text: Included in course fee.

Prerequisite: Basic Windows, keyboard and mouse skills. CEUs: 1.2

Course # , Date(s) Time
MA14453, 05/15/19, 9:00 AM to 4:00 PM 05/22/19, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B141
Instructor: Kathleen Smits
Fee: 250
Notes: Course meets for 2 sessions: 5/15, 5/22

Adobe Photoshop CC: Introduction

Learn how to use the most powerful image editing software available, Adobe Photoshop. Improve your photographs using Photoshop's non-destructive color adjustments and retouching capabilities inside Photoshop and Camera Raw. Topics include: layers; selections; using color and transparency in blend modes; adjusting images to improve quality/suitability for intended publication; advanced image editing; design; web and print skills with compositing; color management and type controls. Through demonstration and hands-on exercises taught by a media arts professional, you will create exciting and amazing images using some of this program's limitless capabilities. Students are requested to bring a 4 GB flash drive to class. Required text: Included in course fee.

Prerequisite: Basic Windows, keyboard and mouse skills. CEUs: 1.2

Course # , Date(s) Time
MA14454, 03/29/19, 9:00 AM to 4:00 PM 04/05/19, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B220
Instructor: Kathleen Smits
Fee: 250
Notes: Course meets for 2 sessions: 3/29, 4/5

Adobe: Creating Marketing Materials

Using InDesign and Photoshop, this course will cover the basics of creating business collateral such as flyers, brochures, post cards, business cards and letterhead in InDesign along with image enhancement and management in Photoshop. Basic graphic design principles will be covered for design of layouts for print and web and how to arrange text, graphics, logos and images. Students are requested to bring a 4 GB flash drive to class.

Required text: Included in course fee.

Prerequisite: Basic Windows, keyboard and mouse skills. CEUs: 1.8

Course # , Date(s) Time
MA14455, 05/23/19, 9:00 AM to 4:00 PM 05/30/19, 9:00 AM to 4:00 PM 06/06/19, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B141
Instructor: Kathleen Smits
Fee: 320
Notes: Course meets for 3 sessions: 5/23, 5/30, 6/6

Bringing PowerPoint to Life

Microsoft PowerPoint has become a staple in the workplace. Knowing how to use it effectively for meetings, sales calls, and training sessions or to pitch the next big idea is what makes all the difference. Many people know how to set up a basic PowerPoint presentation, but basic presentations come off flat and uninteresting. This session will walk you through how to bring your presentation to life by adding animations, audio, video clips, transitions, drawings, action buttons and links to your presentations that not only impress the audience, but are used to drive your point home. You will gain tips and tricks for transitions, learn how to draw on your slides for affect, understand how to use action buttons and the proper use of hyperlink. Most importantly, connecting strong content with strong visuals.

Required text: None

Prerequisite: Familiarity with Microsoft Office products and PowerPoint 2016 CEUs: 1.2

Course # , Date(s) Time
NV14491, 04/05/19, 8:30 AM to 4:00 PM 04/12/19, 8:30 AM to 4:00 PM
College, Campus & Room:
NV, Naugatuck Valley, Room T641
Instructor: Cathy Poehler
Fee: 210
Notes: Participants must be familiar with Microsoft Office 2016 and especially PowerPoint. Attendance at both class sessions is required to receive completion certificate. Enter the Waterbury Campus from the East Entrance and park in the lot in between Technology Hall and Founders Hall. The classroom is up one flight on the 6th floor of Tech Hall just off the main lobby.

Business Analytics Introduction

Organizations are relying on business analytics for the use of data, statistical and quantitative analysis, exploratory and predictive models, and fact-based management to make decisions and develop action plans. This course will cover the foundation and business uses as well as a working model of capacity planning. You will learn the terms, techniques, and how business decisions are made with business analytics. Objectives: 1) Understand the basic concepts and terminology of business analytics and how it can be a competitive advantage to a business 2) Have a better understanding of different analytics domains for accounting and finance professionals 3) Be familiar with how to use data, statistical analysis, exploratory and predictive models, and fact-based management to make decisions and develop action plans.

Required text: None

Prerequisite: Basic Excel skills CEUs: 0.6

Course # , Date(s) Time
CA14488, 03/15/19, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital, Room 616
Instructor: Cecilia Walpole-Griffin
Fee: 95
Notes:

Business Analytics Using Excel

In today's business world, understanding business analytics can give your organization a competitive advantage. This course uses MS Excel, the foundational data analysis tool, to cover advanced Excel formulas, concepts, and applications using larger and more professional worksheets, and focuses on the data modeling approach using Excel vs. the calculator approach. Topics include if-then modeling, built-in functions, charting, transferring data across applications, PivotTables, Spark Lines, Slicers, and Power Pivots. Objectives: 1) Have a better understanding of business analytics using MS Excel as a data analysis tool. 2) Be comfortable using more advanced Excel formulae, concepts and applications like transferring data across applications, using built-in functions, and charting. 3) Be able to use more advanced Excel tools like if-then modeling, pivot tables, Sparklines, slicers, and PowerPivots.

Required text: None

Prerequisite: Students must have Excel intermediate level skills, and need to know how to use formulas and functions in Excel CEUs: 0.6

Course # , Date(s) Time
CA14427, 04/05/19, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital, Room 616
Instructor: Cecilia Walpole-Griffin
Fee: 95
Notes:

Capturing Knowledge Before it is Lost

Employees are an organization's most valuable resource. The knowledge and experience employees possess is what enables operations to complete and grow. It is important that organizations recognize the importance of Knowledge Management, especially as the workforce changes due to retirements, job changes and other events. In this practical hands-on course you will learn to develop a knowledge management plan by identifying critical business or technical knowledge, who possess the knowledge, and techniques to capture and transfer the knowledge. Don't let valuable knowledge walk out the door.

Required text: None

Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
CA14430, 05/08/19, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital, Room 307
Instructor: Christopher Service, Sr.
Fee: 90
Notes:

Creating Electronic Forms with MS Word 2016 and Google Drive Forms

In this digital era, electronic forms are a must. There are many programs available that you can use for this purpose. In this workshop you will learn about two of these programs: Google Drive and Microsoft Word. Google Drive Forms is a free form creation/data collection tool. You can create registrations, prepare polls, collect contact information, and more. With a wide array of themes and the possibility of using your own pictures or logos, you can customize your forms any way you want. Let others help you, by adding collaborators. Add random questions, question skipping, and YouTube videos. Invite an unlimited number of respondents by sharing the URL or emailing an embedded form. Analyze the responses that are collected automatically from your forms with Google Sheets and charts. For the second part of the workshop, you will learn how to create forms from scratch in Microsoft Word 2016. Create user-friendly forms that can be completed electronically and saved by the end-user. You will learn about Templates, which are premade documents that you can customize. Objectives: 1) Learn what is Google Drive 2) Create a Google Drive account 3) Create forms and collect information from Google Drive 4) Learn to create a new electronic form in MS Word.

Required text: None

Prerequisite: Basic computer skills. Knowledge of MS Word. CEUs: 0.6

Course # , Date(s) Time
CA14499, 03/29/19, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital, Room 613
Instructor: Michael Montgomery
Fee: 95

Creating Forms/Templates With Adobe Acrobat Pro & MS Word

Adobe Acrobat Pro can help you turn your paper forms into electronic ones that can be saved after the form is been completed, and emailed back to the sender. This time saving feature from Adobe, allows you to email/upload your form, and users can save it and submitted electronically. You can design a new form from scratch, convert a MS Word form to PDF, or scan a paper form and create a new electronic form from it. MS Word allows you to create electronic forms that the end-user can fill out on their computer, save it and return it electronically. You can create a form by starting with a new template, or download one, and adding content controls, including check boxes, text boxes, date pickers, and drop-down lists.

Required text: None

Prerequisite: Basic computer skills and knowledge of MS Word. CEUs: 0.6

Course # , Date(s) Time
NV14489, 05/10/19, 9:00 AM to 4:00 PM
College, Campus & Room:
NV, Naugatuck Valley, Room T641
Instructor: Teresa Smith
Fee: 95
Notes: Participants must have basic computer skills and familiarity with Microsoft Word 2016. Technology Hall is accessible from the Waterbury Campus East Entrance and parking is available in front of the building. The class meets in the computer room off the lobby on the 6th floor.

Creativity and Problem Solving

Every organization, regardless of size, leadership, or competence, will face challenges. These challenges can prevent staff members from working together and keep projects from moving forward which, in turn, can affect productivity and hamper mission-effectiveness. Creativity and problem solving are directly related. When presented with a problem or challenge, we tend to think inside the box, which can prevent us from exploring novel and creative solutions. Developing creativity in the workplace provides your organization with a new set of tools to find solutions and improve productivity. Develop your creativity and learn to think outside the box. Objectives: 1) Learn techniques to think more creatively. 2) Learn the difference between divergent and convergent thinking strategies. 3) Learn the 7 Step To Problem Solving. 4) Review communication strategies for problem solving.

Required text: None

Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
CA14490, 05/23/19, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital, Room 307
Instructor: Domenic Gugliotti
Fee: 90
Notes:

Cybersecurity: What You Don't Know Can Hurt You

Your personal and business information is at risk every single day: phishing emails, viruses, Trojan horses, adware, malware, spyware and more. All looking to steal, reveal, and sometimes repeal your information. Cybersecurity attacks are on the rise. Every day we see news stories from companies that have suffered a cyberattack, and how thousands of records have been exposed. Hackers are nimble and innovative. There is no end to their creativity when it comes to cracking your computer's security. Employees can, unknowingly be an integral part of a cyber-attack. From stolen laptops and hacked smartphones, to emails with viruses, there are many ways a company can become a victim. You need to know what to be on the look-out for and how to respond. This eye-opening workshop will give you the tools to take proven preventative measures, how to train employees to recognize these attacks, and what to do after they have identified it. We will explore many of the ways attackers can access your computer, and what you can do to prevent this. We will explore previous cyber-attack cases, their consequences and steps taken by the companies affected.

Required text: None Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
CA14432, 05/24/19, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital, Room 613
Instructor: STAFF
Fee: 95
Notes:

Database Fundamentals: Microsoft Technology Associate (MTA) Certification Preparation

This three-day Microsoft Technology Associate training course helps you prepare for Microsoft Technology Associate Exam 98-364, and build an understanding of these topics: Core Database Concepts, Creating Database Objects, Manipulating Data, Data Storage, and Administering a Database. This course leverages the same content as found in the Microsoft Official Academic Course (MOAC) for this exam. The Microsoft Technology Associate (MTA) is Microsoft's newest suite of technology certification exams that validate fundamental knowledge needed to begin building a career using Microsoft technologies. This program provides an appropriate entry point to a future career in technology and assumes some hands-on experience or training but does not assume on-the-job experience.

Required text: Included in course fee.

Prerequisite: Database Introduction course, or familiarity with databases. CEUs: 1.8

Course # , Date(s) Time
MA14475, 03/11/19, 9:00 AM to 4:00 PM 03/18/19, 9:00 AM to 4:00 PM 03/25/19, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B142
Instructor: Nadeem Shahid
Fee: 430
Notes: Course meets for 3 sessions: 3/11, 3/18, 3/25

Defending your Network Certification Preparation

This course will immerse students through an interactive environment to be shown how to scan, test, hack and secure their own systems. This lab intensive approach will provide each student with in-depth knowledge and practical experience using the current essential security systems. Students will begin by learning how perimeter defenses work and then be led into scanning and attacking their own networks (no real network is harmed during the process). Students will then learn how intruders escalate privileges and what steps can be taken to secure a system. Students will also learn about Intrusion Detection, Policy Creation, Social Engineering, DDoS Attacks, Buffer Overflows and Virus Creation. Students will leave this intensive 5-day class with hands-on understanding and experience in Ethical Hacking. This course will prepare students for the EC-Council ANSI accredited Certified Ethical Hacker exam 312-50. The Certified Ethical Hacker exam is not included in the cost of the course. Students must apply for eligibility to take the exam, schedule the exam at an additional cost of \$950 and pass the exam to be certified. The course instructor will inform students about the exam application process. Required electronic text is included in course fee. (Formerly known as Certified Ethical Hacker Exam Certification Preparation).

Required text: Included in course fee.

Prerequisite: Solid knowledge of hardware and operating systems required. A+ and Network+ certification strongly recommended. CEUs: 3

Course # , Date(s) Time
MA14470, 05/13/19, 9:00 AM to 4:00 PM 05/14/19, 9:00 AM to 4:00 PM 05/15/19, 9:00 AM to 4:00 PM 05/16/19, 9:00 AM to 4:00 PM 05/17/19, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B141
Instructor: Jayson Ferron
Fee: 1500
Notes: Course meets for 5 sessions: 5/13 (LRC B141), 5/14 & 5/15 (LRC B142), 5/16 & 5/17 (LRC B141)

Effective Use of Google Drive

Using Google's Applied Digital Skills, this digital literacy course will instruct participants how to use Google cloud-based tools to collaborate with others to create and share documents, spreadsheets, presentations, and files using Google Drive, Docs, Sheets, and Slides. Participants will learn how to manage and personalize settings in Gmail, make budgets in Sheets, and develop resumes in Docs. If possible students should have a Gmail account, if not, one can be set up the first session.

Required text: None Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
NK14425, 04/04/19, 9:00 AM to 4:00 PM
College, Campus & Room:
NK, Norwalk Community College, TBD
Instructor: Mary George
Fee: 95
Notes:

Excel - Data and Functions

This instructor led, six-hour course will teach students how to work with large worksheets in Microsoft Excel, and use multiple worksheets and workbooks efficiently. Formatting techniques such as applying special number formats, merging cells, changing text orientation and transposing data will be covered, in addition to applying cell names, and using conditional formatting. The frequently used functions If, Payment and Lookup will also be covered, and along the way there will be many tips and tricks to make using Excel easier. Course objectives: Freeze panes; split worksheet; multiple windows; hide, unhide data; print titles; insert page breaks; create headers; manage multiple worksheets, name cells and ranges; link worksheets, link workbooks; apply conditional formatting; apply special and custom number formats; control zero value display; apply themes, merge and split cells and change text orientation; Use functions: SUM function, AutoSum, AVERAGE, MIN, MAX, COUNT, and COUNTA; IF, AND, OR, NOT, IFERROR functions; PMT function; VLOOKUP

Required text: None

Prerequisite: Microsoft Excel Basic Skills or equivalent, familiarity with Excel CEUs: 0.6

Course # , Date(s) Time
TX14518, 05/31/19, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, TXCC, Tunxis @Bristol, Lab
Instructor: Laura Higgins
Fee: 95
Notes: Location Tunxis@Bristol 430 North Main Street, Bristol, CT

Excel - In the Beginning

This instructor led, six-hour course will familiarize students with spreadsheet terminology and the fundamental concepts of Microsoft Excel, including identifying Excel window components, navigating worksheets, and downloading templates. In addition, students will learn the basics of entering and editing text, values, and formulas, and modify page setup. They will learn how to move and copy data and formulas, how to determine absolute and relative references, and how to work with ranges, rows, and columns. Students will also learn how to use simple functions, and how to easily apply formatting techniques to worksheet data. Finally, they will review workbooks for spelling errors, modify page setup, and print worksheets. Course objectives: Recognize spreadsheet terminology; create and navigate a workbook; open a downloaded template; enter and edit text values and formulas; save and update a workbook; move and copy data and formulas; work with relative and absolute references; insert and delete ranges, rows, and columns; use basic functions to perform calculations in a worksheet; format text, cells, rows, and columns; format numbers; review workbooks for spelling errors, modify page setup and print worksheets. Required text: None Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
TX14517, 05/03/19, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, TXCC, Tunxis @Bristol, Lab
Instructor: Laura Higgins
Fee: 95
Notes: Location Tunxis@Bristol 430 North Main Street, Bristol, CT

Excel 2016: Advanced

This hands-on one-day intensive course integrates the features of Excel in real-world scenarios and provides a detailed overview of a wide range of Excel topics. Trendlines; What-if Analysis; Goal Seek; Scenarios and Summary Report; Solver; Inserting, Editing and Deleting Comments; Track Changes and setting options; Formula Auditing; MegaFormula Functions; pivot tables in-depth (with additional info about Slicers); pivot charts; simple macros; running a macro when a workbook is open; running a macro when a button is clicked; creating a custom macro button on the Quick Access Toolbar; Custom Functions (UDFs); and other helpful skills. Students also have the option of taking the internationally recognized Microsoft Office Specialist (MOS) 2016 exam at our approved MCC testing center for an additional fee. See exam information and schedule on page 3.

Required text: None

Prerequisite: Excel Intermediate course, or permission of the instructor or computer coordinator. CEUs: 0.6

Course # , Date(s) Time
MA14420, 05/30/19, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B142
Instructor: Diane Martin
Fee: 95
Notes:

Excel 2016: Dashboards - NEW!

Excel dashboards help you get the right information to the right people at the right time. They provide an organized way to view and report large amounts of changing data in real time. This course will cover constructing dashboards, including importing data, functions that select and aggregate, charts, pivot tables, recording Macros and interactive filters.

Required text: None

Prerequisite: Excel Introduction required or equivalent knowledge. Knowledge of writing simple formulas and functions, basic charts, basic sorting and filtering. CEUs: 0.3

Course # , Date(s) Time
MA14471, 06/06/19, 1:00 PM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B142
Instructor: Diane Martin
Fee: 50
Notes:

Excel 2016: Data and Functions (2 Day Course)

This comprehensive course on data handling will ensure that you are tapping the full power of Excel. Features to be examined include: data sorting and filtering; everyday shortcuts; setting iterative calculation options; intentional circular references, recursion, solving simultaneous equations; enabling or disabling automatic workbook calculation; 3D formulas, SERIES formula, animating a chart using iteration, what-if analysis, using Logical, Lookup, Custom, Statistical, Date and Time, Financial, Text, Cube, and Megaformula functions; import/export of tables, and analyzing statistics. Managing information in tables and using pivot table reports, conditional formatting, data validation, formula auditing and simple macro creation will also be addressed to provide what no frequent user should go without.

Required text: None

Prerequisite: Excel Introduction course, or permission of instructor or computer coordinator. CEUs: 1.2

Course # , Date(s) Time
MA14456, 05/16/19, 9:00 AM to 4:00 PM 05/23/19, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B142
Instructor: Diane Martin
Fee: 190
Notes: Course meets for 2 sessions: 5/16, 5/23

Excel 2016: Intermediate

Using Microsoft's latest release of their leading spreadsheet software, this accelerated course builds upon the fundamentals presented in Excel 2016 Introduction. Concepts include applying hyperlinks and cell formats; hide and unhide rows and columns; manipulate page setup options for worksheets; manipulate window and workbook views; create and use named ranges in formulas; apply Sparklines, use Quick Analysis; filter and sort data; SumIf and SumIfs family of functions as well as utilizing Concatenate, Right, Left, Mid, Trim and other functions; apply conditional formatting; creating a basic Pivot Table; understanding error values; as well as other helpful skills. Students also have the option of taking the internationally recognized Microsoft Office Specialist (MOS) 2016 exam at our approved MCC testing center for an additional fee. See exam information and schedule on page 3.

Required text: None

Prerequisite: Excel Introduction course, or permission of instructor or computer coordinator. CEUs: 1.2

Course # , Date(s) Time
MA14421, 03/21/19, 9:00 AM to 4:00 PM 03/28/19, 9:00 AM to 4:00 PM
College, Campus & Room:
MA , Learning Resource Center , LRC B142
Instructor: Diane Martin
Fee: 190
Notes: Course meets for 2 sessions: 3/21, 3/28

Excel 2016: Introduction

Excel 2016 Introduction is designed for people new to spreadsheets and for self-taught users who wish to expand their knowledge. Using Microsoft's Excel 2016 version of their renowned spreadsheet software, students will learn to recognize the main areas of the Excel worksheet and workbook; enter, edit and delete data; create basic formulae and functions, including SUM, AVERAGE, MAX and MIN; enhance the presentation of workbook data; create, display and manipulate simple charts; work with multiple worksheets; freeze titles and add comments.

Required text: None

Prerequisite: Basic Windows, keyboard and mouse skills. CEUs: 0.6

Course # , Date(s) Time
MA14422, 03/14/19, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B142
Instructor: Diane Martin
Fee: 95
Notes:

Excel 2016: Pivot Tables - NEW!

Students will learn how to use a PivotTable to analyze numerical data in detail, query in many user-friendly ways; subtotaling and aggregate numeric data, summarize data by categories and subcategories, and create custom calculations and formulas; expand and collapse levels of data to focus your results, filter, sort, group, and conditionally format the most useful and interesting subset of data enabling you to focus on just the information you want. Learn how to present concise, attractive, and annotated online or printed reports.

Required text: None

Prerequisite: Excel Introduction required or equivalent knowledge. Knowledge of writing simple formulas and functions, basic charts, basic sorting and filtering. CEUs: 0.3

Course # , Date(s) Time
MA14472, 06/06/19, 9:00 AM to 12:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B142
Instructor: Diane Martin
Fee: 50
Notes:

Excel 2016: Pivot Tables, Power Pivots & Pivot Charts

Pivot Tables allow you to analyze raw data for business analysis purposes, but they are limited. Due to Excel's own limitations of 1048576 Rows, you cannot analyze more than 1048576 rows of data, and there may even be limitations in analyzing data from two or more spreadsheets. The PowerPivot Add-In allows to import, merge and analyze data from several data sources at once, with barely any limitations. Turn your raw data into a Pivot Table to help you gather business analytics. Create a Pivot Chart from your Pivot Table. Explore these amazing tools in Excel, and make the most of your data. Objectives 1) Learn the difference between Pivot Tables and PowerPivot 2) Learn how to use a Pivot Table 3) Learn how to use a Pivot Chart 4) Learn how to use the PowerPivot tool

Required text: None

Prerequisite: Students must have Excel intermediate level skills, and need to know how to use formulas and functions in Excel. CEUs: 0.6

Course # , Date(s) Time
CA14500, 04/12/19, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital, Room 613
Instructor: Michael Montgomery
Fee: 95
Notes:

Internet of Things (IoT): What is IoT and How It Affects Privacy and Security

The Internet of Things (IoT) is the concept of connecting any device to the Internet and, thus, to each other. Cellphones, refrigerators, tablets, house lighting, coffee makers, cars, watches, are all part of this trend and can now 'speak' to each other. This allows for a more convenient and productive lifestyle. Think about Alexa and the wired house, or cellphone apps that tell you about traffic delays or severe weather alerts. These are all examples of the Internet of Things. It's wonderful! But this new connectivity also comes with hazards. We must understand what IoT is, how it works, how these devices are connected together, and how this affects privacy and security within the workplace. This course will focus in the potential security risks and how to mitigate them

Required text: : None

Prerequisite: : None CEUs: 0.6

Course # , Date(s) Time
CA14433, 06/21/19, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital, Room 613
Instructor: STAFF
Fee: 95
Notes:

Java Programming: Certification Preparation - NEW!

This course prepares you for the Java SE 8 Programmer I exam. The course will start with the basics of the Java programming languages, starting with creating variables with the different data types and slowly progress towards more advanced object-oriented programming topics. This course will cover using decision structures (if and switch), using loops (while, do/while and for), using Arrays and ArrayLists, writing methods, creating classes and objects, and working with inheritance. The course will also cover handling exceptions, writing simple lambda expressions, and working with selected classes from the Java API such as StringBuilder, Data and Time. Required text: Included in course fee.

Prerequisite: Previous programming experience in any programming language (not necessarily Java) is highly recommended. CEUs: 3.6

Course # , Date(s) Time
MA14473, 05/22/19, 9:00 AM to 4:00 PM 05/29/19, 9:00 AM to 4:00 PM 06/03/19, 9:00 AM to 4:00 PM 06/10/19, 9:00 AM to 4:00 PM 06/12/19, 9:00 AM to 4:00 PM 06/19/19, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B142
Instructor: Ibtsam Mahfouz
Fee: 699
Notes: Course meets for 6 sessions: 5/22, 5/29, 6/3, 6/10, 6/12, 6/19

Java Programming: Intermediate

This is a second level course in Java Programming. It emphasizes object-oriented techniques including using and creating classes and objects, inheritance, polymorphism, static variables and Java interfaces. Other topics include file input and output, exception handling and elementary searching and sorting techniques. Other topics include: classes, overriding methods, aggregation, inheritance, polymorphism, interfaces, including comparable and comparator and simple Lambda expressions, debugging code using NetBeans.

Required text: None

Prerequisite: Introduction to Java or knowledge of the Java basics is required, or permission of instructor or computer coordinator. CEUs: 1.2

Course # , Date(s) Time
MA14457, 04/09/19, 9:00 AM to 4:00 PM 04/12/19, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B142
Instructor: Ibtsam Mahfouz
Fee: 190
Notes: Course meets for 2 sessions: 4/9, 4/12

Java Programming: Introduction

Java is one of the most popular programming languages used by software developers today. It is the core language used in developing Android apps, and is also commonly used in back-end web development. If you're new to programming or just interested in Java then this course is a great place to get started. In this introductory course, you'll learn and practice essential computer science concepts using the Java programming language. You'll learn about Object Oriented Programming. You'll put your new Java programming skills to the test by solving real-world problems faced by software engineers. Java programming is a great option for first-time coders due to its popularity and ease of use. This course will provide you with a solid foundation in Java Programming and Object Oriented Programming concepts. Topics include: The Java Programming Environment; Introduction to Classes and Objects; Graphics; Fundamental Data Types; Decisions; Iterations; Arrays, ArrayLists and Simple Array Algorithms; Methods (Parameter Passing, Instance vs. Static Methods); and Inheritance.

Required text: None

Prerequisite: Basic Windows, keyboard and mouse skills. No prior programming experience and knowledge is assumed or needed. Beginners welcome! CEUs: 1.2

Course # , Date(s) Time
MA14458, 03/11/19, 9:00 AM to 4:00 PM 03/13/19, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B141
Instructor: Ibtsam Mahfouz
Fee: 190
Notes: Course meets for 2 sessions: 3/11 (LRC B141), 3/13 (LRC B142)

Managing Chaos: Setting Priorities & Making Decisions Under Pressure

This workshop will equip you with fast, effective tools including the right mindset to rise to the challenge of the day and adjust to shifting priorities and demands with less stress and greater clarity to transform unproductive disorder into controllable efficiency. Participants will leave knowing how to apply the appropriate techniques to manage, clarify, and diminish chaos.

Objectives: 1) Learn to identify what you can and cannot control 2) Develop strategies for positive outcomes with negative co-workers, anxious workplace situations, and communicating with supervisors and staff 3) Identify best practices to change the office atmosphere 4) When to take additional action.

Required text: None

Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
CA14498, 03/19/19, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital, Room 307
Instructor: Mark Petruzzi
Fee: 90
Notes:

Network+ Certification Preparation

CompTIA Network+ is a vendor neutral networking certification that is trusted around the world. It validates the essential knowledge and skills needed to confidently design, configure, manage and troubleshoot any wired and wireless networks. CompTIA Network+ certified individuals are in-demand worldwide. Students will gain the necessary skills to prepare them for the Network+ certification exam, including establishing basic network design and connectivity, understanding and maintaining network documentation, identifying network limitations and weaknesses and implementing network security, standards and protocols. The successful candidate will have a basic understanding of emerging network technologies including unified communications, mobile, cloud and virtualization technologies. The cost of the course includes a practice exam. However the CompTIA Network+ certification exam is not included in the cost of the course. Students must schedule the exam at a certified test center for an additional fee of \$294 and pass the exam to be certified. The course instructor will inform students about the exam application process. Network+ testing centers can be found at www.pearsonvue.com/comptia/. Students are eligible to receive free Windows Server 2016 software.

Required text: Included in course fee.

Prerequisite: CompTIA A+ Certified, or equivalent experience and minimum of 9 months experience in network support or administration; or academic training equivalency. CEUs: 4.2

Course # , Date(s) Time
MA14461, 03/14/19, 9:00 AM to 4:00 PM 03/21/19, 9:00 AM to 4:00 PM 03/28/19, 9:00 AM to 4:00 PM 04/05/19, 9:00 AM to 4:00 PM 04/11/19, 9:00 AM to 4:00 PM 04/25/19, 9:00 AM to 4:00 PM 05/03/19, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B141
Instructor: Randall Backus
Fee: 1500
Notes: Course meets for 7 sessions: 3/14, 3/21, 3/28, 4/5, 4/11, 4/25, 5/3. LRC B222 on 4/5 only

Office 2016: MCC Certificate

Increase your employability with this intensive 36-hour course and receive a Microsoft Office 2016 MCC Certificate on completion. This hands-on workshop will include practice time on Word, Excel, Access, PowerPoint and Outlook. Students will learn the basics of all Office programs, including merges, tables, graphics and sharing documents in Word; formulas, data management, formatting and printing in Excel; database creation, criteria in queries, report and form design, grouping data, and establishing relationships in Access; creating slide shows, importing from Word, adding tables/graphics, animation, and advanced formatting in PowerPoint; and e-mail management, creating folders, adding signatures/attachments, scheduling appointments with others, organizing contact lists, and creating/updating tasks in Outlook.

Required text: None

Prerequisite: Basic Windows, keyboarding and mouse skills. CEUs: 3.6

Course # , Date(s) Time
MA14459, 04/04/19, 9:00 AM to 4:00 PM 04/11/19, 9:00 AM to 4:00 PM 04/18/19, 9:00 AM to 4:00 PM 04/25/19, 9:00 AM to 4:00 PM 05/02/19, 9:00 AM to 4:00 PM 05/09/19, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B142
Instructor: Diane Martin
Fee: 599
Notes: Course meets for 6 sessions: 4/4, 4/11, 4/18, 4/25, 5/2, 5/9

Office 2016: Visual Basic for Applications (VBA) to Enhance Office Productivity

Take control of Office 2016 with Microsoft's Visual Basic for Applications (VBA) and this hands-on course. Learn how to use Office 2016's built-in Macro Recorder, the Visual Basic Editor, VBA syntax, loops and functions, the Office 2016 Ribbon, and much more. Target audience is for those Microsoft Office 2016 users who would like to learn how to leverage VBA to automate and add versatility to their applications. Coverage includes an introduction to the essentials of VBA syntax. Students learn recording, writing, and running macros in Office 2016; and creating code from scratch with the Visual Basic Editor. Students are eligible to receive free Visual Studio software.

Required text: Included in course fee.

Prerequisite: Fluency with Microsoft Office 2016 required. CEUs: 1.2

Course # , Date(s) Time
MA14460, 05/01/19, 9:00 AM to 4:00 PM 05/08/19, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B141
Instructor: Robert Thornton
Fee: 235
Notes: Course meets for 2 sessions: 5/1, 5/8

PC Maintenance and Repair

Why pay for expensive upgrades when you can learn how to do them yourself? Practice RAM, expansion cards and peripheral device installations in a hands-on workshop with real parts. Learn how to configure drivers and troubleshoot your Windows operating system. You will learn how to reformat a hard drive, partition it and load Windows. Discover how to add new peripherals including printers and scanners. Learn how to download and install driver updates from the manufacturer's website. Additional topics include troubleshooting basics, researching errors online, hardware trends, buying a new PC (pre-built vs. custom) and standards for monitors, hard drive sizes, ports, and optical drives. Additionally, viruses, spyware, surge protectors and backups will also be discussed. For the beginner through intermediate PC user. Students are eligible to receive free Windows software.

Required text: None

Prerequisite: Basic Windows, keyboard and mouse skills. CEUs: 1.2

Course # , Date(s) Time
MA14462, 03/04/19, 9:00 AM to 4:00 PM 03/06/19, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B141
Instructor: George Pillar
Fee: 190
Notes: Course meets for 2 sessions: 3/4, 3/6

Positive Assertiveness - Learn to Positively Achieve your Goals and Influence People

Identify the differences between 'passive', 'assertive', and 'aggressive' behaviors in the office and in life. In this class, participants will learn appropriate communication approaches to achieve goals and help others. Understand the personality type drivers behind win/lose and lose/win approaches to going after wants. Learn to achieve professional goals and influence others through role plays to bolster skills and promise greater workplace effectiveness for future success. Objectives: 1) Understand what cloud computing is, how it works, and how to use it effectively 2) Know how to use online applications to create and store documents, spreadsheets, and presentations as well as how to access files from other devices, collaborate with others and file share.

Required text: None

Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
CA14444, 04/08/19, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital, Room 307
Instructor: Juantray Easmon
Fee: 90
Notes:

Programming Basics: Foundation for C++, Java, and Python - NEW!

This course is a structured approach to program logic and design using fundamental programming concepts. A thorough understanding of logic theory, programming structures, and algorithm design techniques is necessary for efficient programming. C++, Java and Python are used to demonstrate these common programming concepts.

Required text: Included in course fee.

Prerequisite: Basic Windows, keyboard and mouse skills. No prior programming experience and knowledge is assumed or needed. Beginners welcome! CEUs: 1.2

Course # , Date(s) Time
MA14476, 03/12/19, 9:00 AM to 4:00 PM 03/15/19, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B142
Instructor: George Pillar
Fee: 200
Notes: Course meets for 2 sessions: 3/12 (Tuesday) & 3/15 (Friday)

Project 2016: Introduction

Learn the major features of Microsoft Project 2016, the world's most popular project management tool. Students will learn how to develop project plans and define tasks and resources. Students will detail, track and report the progress of projects. Skills learned in the course include creating task lists, durations, phases; linking tasks, documenting tasks and project plans; setting up resources, capacity, cost pay rates, documenting; assigning resources to tasks, scheduling, applying cost resources to tasks; sharing your plan, Gantt Charts, Timeline views, reporting; tracking progress on tasks, project baselines, task completion percentage; troubleshooting time, schedule, cost, resource, and scope of work problems. Students are eligible to receive free Microsoft Project 2016 software. Recommended related course is MA14410 Project Management: All the Essentials.

Required text: None

Prerequisite: Basic Windows, keyboard and mouse skills, with some exposure to Microsoft Office helpful. CEUs: 1.2

Course # , Date(s) Time
MA14463, 04/23/19, 9:00 AM to 4:00 PM 04/30/19, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B142
Instructor: Kyle Corneau
Fee: 190
Notes: Course meets for 2 sessions: 4/23, 4/30

Python: Certification Preparation - NEW!

Python is a general-purpose, high-level programming language whose design combines remarkable power with very clear syntax. Its standard library is large and comprehensive. Python is easy, fun, educational and powerful. Python allows you to create complex applications easier than most programming languages. The PCAP Certification or the Certified Associate in Python Programming is a professional credential that measures your ability to accomplish coding tasks related to the basics of programming in the Python language and the fundamental notions and techniques used in object-oriented programming. Students will learn the following skills in this certification preparation course: Week 1: language elements, syntax and semantics; literals: Boolean, integer, floating-point numbers, scientific notation, strings; numeric, bitwise, string, Boolean, relational operators; basic input and output: formatting; simple lists; indexing and slicing, the len() function; conditional statements; building loops; iterating through sequences expanding loops; nesting loops and conditional statements. Week 2: strings in detail; lists in detail; lists in lists; tuples: indexing, slicing, building; tuples vs. lists; dictionaries. Week 3: functions and generators; return, None and yield keywords, recursion; parameters, default parameter, positional keyword; name scopes, name hiding (shadowing), the global keyword; lambda functions, defining and using; map(), filter(), reduce(), reversed(), sorted() functions and the sort() method; import directives, qualifying entities with module names, initializing modules; writing and using module. Week 4: defining your own classes, superclasses, subclasses, inheritance; class variables and instance variables; inheritance and overriding; invoking methods, passing and using the self argument/parameter; writing and using constructors; using predefined exceptions and defining your own ones; the try-except-else-finally block, the raise statement, the except-as variant; opening files with the open() function, stream objects, binary vs. text files; newline character translation, reading and writing files, bytearray objects; read(), readinto(), readline(), write(), close() methods.

Required text: Included in course fee.

Prerequisite: Basic Windows, keyboard and mouse skills. Some programming experience recommended. CEUs: 2.4

Course # , Date(s) Time
MA14474, 04/08/19, 9:00 AM to 4:00 PM 04/15/19, 9:00 AM to 4:00 PM 04/22/19, 9:00 AM to 4:00 PM 04/29/19, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B141
Instructor: Lazar Pevac
Fee: 450
Notes: Course meets for 4 sessions: 4/8, 4/15, 4/22, 4/29

QuickBooks: Introduction

Discover the most effective methods for accomplishing essential business tasks and customizing QuickBooks. We will explore best practices for tracking finances; managing payroll; processing invoices; controlling inventory; managing sales and expenses; and maximizing the software's other features. Topics include: how to properly set up your accounts, customers, jobs, and invoice items quickly; following the money; how to track everything from billable time and expenses to income and profit; keeping your company financially fit with methods to examine budgets and actual spending, income, inventory, assets, and liabilities; spending less time on bookkeeping and learning how to use QuickBooks to create and reuse bills, invoices, sales receipts, and timesheets; finding key info fast using QuickBooks' search and find functions, as well as the vendor, customer, inventory, and employee centers; and moving data between QuickBooks, Microsoft Office, and other programs.

Required text: Included in course fee.

Prerequisite: Basic Windows, keyboard and mouse skills. CEUs: 1.2

Course # , Date(s) Time
MA14464, 04/26/19, 9:00 AM to 4:00 PM 05/03/19, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B220
Instructor: Michael Rotondo
Fee: 230
Notes: Course meets for 2 sessions: 4/26, 5/3

SQL Server 2016: Administering a SQL Database Infrastructure - NEW!

This course prepares students for the Microsoft Certified Solution Associate (MCSA) certification Exam 70-764, Administering a SQL Database Infrastructure. The primary audience for this course is individuals who administer and maintain SQL Server databases. These individuals perform database administration and maintenance as their primary area of responsibility, or work in environments where databases play a key role in their primary job. The secondary audiences for this course are individuals who develop applications that deliver content from SQL Server databases. After completing this course, students will be able to: Authenticate and authorize users; Assign server and database roles; Authorize users to access resources; Protect data with encryption and auditing; Describe recovery models and backup strategies; Backup SQL Server databases; Restore SQL Server databases; Automate database management; Configure security for the SQL Server agent; Manage alerts and notifications; Managing SQL Server using PowerShell; Trace access to SQL Server; Monitor a SQL Server infrastructure; Troubleshoot a SQL Server infrastructure; Import and export data.

Required text: Included in course fee.

Prerequisite: Database Fundamentals course or familiarity with managing databases. CEUs: 3

Course # , Date(s) Time
MA14478, 05/06/19, 9:00 AM to 4:00 PM 05/13/19, 9:00 AM to 4:00 PM 05/20/19, 9:00 AM to 4:00 PM 06/03/19, 9:00 AM to 4:00 PM 06/10/19, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B142
Instructor: Nadeem Shahid
Fee: 599
Notes: Course meets for 5 sessions: 5/6, 5/13, 5/20 (LRC B142) & 6/3, 6/10 (LRC B141)

SQL Server 2016: Querying Data with Transact-SQL - NEW!

This course prepares students for the Microsoft Certified Solution Associate (MCSA) certification, exam 70-761 Querying Data with Transact-SQL. The main purpose of the course is to give students a good understanding of the Transact-SQL language which is used by all SQL Server-related disciplines; namely, Database Administration, Database Development and Business Intelligence. As such, the primary target audience for this course is: Database Administrators, Database Developers and BI professionals. After completing this course, students will be able to: Describe key capabilities and components of SQL Server; Describe T-SQL, sets, and predicate logic; Write a single table SELECT statement; Write a multi-table SELECT statement; Write SELECT statements with filtering and sorting; Describe how SQL Server uses data types; Write DML statements; Write queries that use built-in functions; Write queries that aggregate data; Write subqueries; Create and implement views and table-valued functions; Use set operators to combine query results; Write queries that use window ranking, offset, and aggregate functions; Transform data by implementing pivot, unpivot, rollup and cube; Create and implement stored procedures; Add programming constructs such as variables, conditions, and loops to T-SQL code.

Required text: Included in course fee.

Prerequisite: Database Administration Fundamentals course or familiarity with managing databases. CEUs: 3

Course # , Date(s) Time
MA14477, 04/01/19, 9:00 AM to 4:00 PM 04/08/19, 9:00 AM to 4:00 PM 04/15/19, 9:00 AM to 4:00 PM 04/22/19, 9:00 AM to 4:00 PM 04/29/19, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B142
Instructor: Nadeem Shahid
Fee: 599
Notes: Course meets for 5 sessions: 4/1, 4/8, 4/15, 4/22, 4/29

SQL Server Analysis Services (SSAS): Overview

Introduction to SSAS Tabular is an intensive course that is designed to get you up to speed using Analysis Services Tabular quickly and efficiently. The course covers creating and deploying Tabular data models using SQL Server Data Tools. Tabular data models can be used by data analysts, decision makers, and information workers for ad-hoc reporting and data exploration. This course will show, how to create tabular models by combining tables from SQL Server, Access, Excel and other data sources and how to extract data from these models using clients such as Excel pivot tables. The SQL Server Analysis Services (SSAS) overview also includes technology from the Microsoft Business Intelligence stack, which is used to develop Online Analytical Processing (OLAP) solutions. SSAS is applied to create cubes using data from data marts/data warehouse for deeper and faster data analysis. In this course, Microsoft SQL Server Analysis Services (SSAS) are applied to design and implement Multidimensional OLAP cubes to support Business Intelligence (BI) solutions. Participants will learn about the Microsoft SQL Server Visual Studio development environment (SQL Server 2016 Data Tools).

Required text: None

Prerequisite: This course does not require any prior experience with Analysis Services. It is assumed that participants have working experience with SQL Server and basic relational database concepts such as tables, queries, and indexing. CEUs: 1.2

Course # , Date(s) Time
MA14465, 06/17/19, 9:00 AM to 4:00 PM 06/24/19, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B142
Instructor: Nadeem Shahid
Fee: 250
Notes: Course meets for 2 sessions: 6/17, 6/24

Visio 2016: Introduction

This course teaches the basic functions and features of Visio Professional 2016. Students will learn how to use stencils, scale and resize objects, draw basic shapes, manipulate compound lines, and distribute and group objects. Students will also learn how to create diagrams, work with text, format shapes and lines, and apply a background page. Students are eligible to receive free Visio 2016 software.

Required text: Included in course fee.

Prerequisite: Basic Windows, keyboard and mouse skills; working knowledge of Word, Excel, Access, PowerPoint and Outlook. CEUs: 0.6

Course # , Date(s) Time
MA14466, 04/26/19, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B142
Instructor: George Pillar
Fee: 135
Notes:

Web Design: MCC Certificate

Build new skills to start or advance your career as a web developer in our Web Communication and Design program. Courses in this program start with the core areas of HTML and CSS and move on to the use of Adobe desktop tools for web design - ending with exposure to Web Content Management Systems. Your Web design portfolio at the end of the Professional certificate program will include published Web sites that showcase your front-end designs and your cross-platform experience with multiple toolsets. Students who successfully complete this program will be awarded the Web Communication and Design MCC Certificate. Instructor will provide handouts and a USB drive with the complete course installed on it. Please note the following web design applications are included in the Web Design: MCC Certificate program: HTML5/CSS3 Introduction; Adobe Dreamweaver Introduction; Muse Introduction; WordPress Introduction.

Required text: None

Prerequisite: Basic Windows, keyboard, mouse and web browser skills. CEUs: 3

Course # , Date(s) Time
MA14467, 03/13/19, 9:00 AM to 4:00 PM 03/20/19, 9:00 AM to 4:00 PM 03/27/19, 9:00 AM to 4:00 PM 04/03/19, 9:00 AM to 4:00 PM 04/10/19, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B141
Instructor: Robert Thornton
Fee: 545
Notes: Course meets for 5 sessions: 3/13, 3/20, 3/27, 4/3, 4/10

Windows 10: Introduction

Learn the new features of Microsoft's latest operating system, Windows 10. Topics include: exploring the new desktop in Windows 10, using the new start menu, setting up and configuring Windows, personalizing your work space, saving and syncing content, using Windows 10 included apps and store, using the Cortana voice assistant and the Windows Hello identification application. Students are eligible to receive free Windows 10 software.

Required text: None

Prerequisite: Keyboard and mouse skills required. CEUs: 0.6

Course # , Date(s) Time
MA14468, 03/18/19, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B141
Instructor: George Pillar
Fee: 135
Notes:

WordPress Web Design: Introduction

WordPress is an easy-to-learn, easy-to-use, Content Management System (CMS) for creating and managing websites. Originally designed for blogs, its capabilities have expanded to creating complete websites. By the end of this course you will be able to create a template-based website, apply certain customizations, add page elements such as links, images, and videos, enhance a flexible built-in search tool for your site, and empower yourself and your colleagues to add ongoing updates. Students are requested to bring a 4GB flash drive to class.

Required text: None

Prerequisite: Basic Windows, keyboard and mouse skills, with some exposure to Microsoft Office helpful. CEUs: 1.2

Course # , Date(s) Time
MA14469, 04/17/19, 9:00 AM to 4:00 PM 04/24/19, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B141
Instructor: Robert Thornton
Fee: 190
Notes: Course meets for 2 sessions: 4/17, 4/24