



# CT State In-Service Training Program Course Catalog Fall 2017

The Department of Administrative Services and Connecticut's Community College System are partners in providing a wide variety of cost-effective employee development courses to Connecticut State employees. This catalog includes courses that will help employees enhance their skills to meet and support UConn goals efficiently and with a high level of customer service. All employees at all levels are encouraged to participate!

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## UConn Information

### Registration Timeline

|   |          |
|---|----------|
| UConn Storrs, Law School and Regional Campuses On-line Registration Deadline: _____ | 08/09/17 |
| UConn HR notifies employee via email of reservation(s) beginning -----              | 08/18/17 |
| Courses begin -----   | 09/11/17 |

## Registration Information for UConn employees

### How do I apply?

- Before applying, employees must be sure to check their schedules carefully and obtain supervisor's permission to attend a course. Be sure to carefully check the dates and times of the courses for which you are applying for potential conflicts.
- Register on line at <http://hr.uconn.edu/state-of-ct-in-service-training-program/>. You will also need to enter your departmental KFS account for payment.
- Registration applications will be submitted by HR to the State of CT In-Service Training Coordinator. Upon receipt of confirmation of seat reservations, HR will notify employees.
- If you have any questions regarding timelines and procedures please contact UConn Human Resources at [HR@uconn.edu](mailto:HR@uconn.edu) or 860.486-3034.

### Reasonable Accommodations

- For information regarding disability related accommodations or to request a disability related accommodation, contact UConn Human Resources at least 2 weeks prior to attending your course ([HR@uconn.edu](mailto:HR@uconn.edu) or 860.486-3034).

## **Eligibility**

- In-Service courses are open to all employees regardless of classification or job title.
- Where departmental requirements allow, employees should be encouraged to attend classes other than those directly related to their present position, in order to foster mobility and skill enhancement.

## **Attendance & Refund Policies**

- Once seats have been reserved for all classes, withdrawals and course substitutions are not permitted. If for any reason you cannot attend, a substitute from your department may be sent to the course.
- Participants must be careful to attend the correct course section and location as assigned. Additional charges will be charged to your unit when non-registered staff attend courses.

## **Course Postponements**

- Inclement weather postponements: Check the college website or listen to radio and TV stations for individual college closings. When in doubt call the college in question. When classes are held students are expected to attend and no refunds or credits will be given for non-attendance.
- When courses must be postponed due to inclement weather or unexpected instructor illness, UConn HR will be notified **by the college offering the course** as soon as the college is aware of the situation. **NOTE: College representatives do not have student names or contact information prior to class and cannot contact students individually!**

## **Prerequisites**

- Prerequisites (if any) are included in course descriptions. For computer courses especially, these are very important! The learning of all participants is adversely affected by those who are unable to keep pace at the required skill level.

## **Textbooks**

- In most cases textbooks are not required. When they are, a note is included in the course description and books will be available *at an extra cost* at the college bookstore unless stated otherwise.

## **Certificate Requirements**

- To earn a certificate of completion, 100% participation is required for classes that meet for one day. 80% participation is required for more lengthy courses. Each college may set more stringent (100%) attendance requirements for multi-session programs when necessary.
- Certificates will be issued at the end of each course. Employees who are more than one-half hour late or leave at any point before the instructor ends the program will not be given a certificate.

## **Computer Courses**

- The CT State Colleges and Universities System abides by the Acceptable Use of State Systems Policy.

## What's NEW for Fall 2017?

### Essential Business Skills

- Bullying in the Workplace: What it is and How to Stop It
- Public Speaking (Sans Pulse Raising)
- 'S.M.A.R.T.' Talk!

### Technology Advancement (Computers)

- Access 2016: Advanced
- Access and Excel 2016: Using Visual Basic for Applications (VBA) to Enhance Office Productivity
- Excel 2016: Advanced
- Information Technology Infrastructure Library (ITIL) Certification Preparation
- Office 2016: MCC Certificate
- SCRUM Agile Project Management: Introduction
- Security+ Certification Overview
- Web Design: MCC Certificate
- Word Advanced: Working with Complex Documents

### **How do I become Microsoft Office certified?**

For your convenience, MCC has established an Office 2013 and Office 2016 applications certification testing center located on MCC's campus. 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 Tuesdays, 10/3, 10/17, 10/31, 11/14, 11/28, 12/5, 12/19 in Fall 2017.

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](mailto:bmanning@manchestercc.edu), Voice: (860) 512-2808, Fax: (860) 512-2801.

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

# College Locations

[Maps and Directions:](#)

| Abbreviation | College          | Location   |
|--------------|------------------|--|
| AS           | Asnuntuck        | 170 Elm Street<br>Enfield, CT 06082                                  |
| CA           | Capital          | 950 Main Street<br>Hartford CT 06103                                 |
| GW           | Gateway          | 20 Church Street<br>New Haven, CT 06510                              |
| MA           | Manchester       | Great Path, P.O. Box 1046<br>Manchester, CT 06040                    |
| NV           | Naugatuck Valley | 750 Chase Parkway<br>Waterbury, CT 06708                             |
| NW           | Northwestern CT  | Park Place<br>Winsted, CT 06098                                      |
| TR           | Three Rivers     | 574 New London Turnpike<br>Norwich, CT 06360                         |
| TX           | Tunxis           | <i>Bristol Campus:</i><br>430 North Main Street<br>Bristol, CT 06010 |

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## Essential Business Skills

### **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 business transactions and the preparation of financial statements. Topics presented include the steps in 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 in QuickBooks, 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

|   |
|---|
| <b>Course # , Date(s) Time</b>  |
| MA33891, 10/06/17, 9:00 AM to 4:00 PM   10/13/17, 9:00 AM to 4:00 PM   10/20/17, 9:00 AM to 4:00 PM   10/27/17, 9:00 AM to 4:00 PM   11/03/17, 9:00 AM to 4:00 PM |
| <b>College, Campus &amp; Room:</b>  |
| MA, Learning Resource Center, LRC B141  |
| <b>Instructor:</b> Heidi Higgins  |
| <b>Fee:</b> 599   |
| <b>Notes:</b> Course meets for 5 sessions: 10/06, 10/13, 10/20, 10/27, 11/03  |

### **Achieving and Maintaining Work/Life Balance**

There are simple activities that you can do to promote work/life balance in your daily routine. Developing a work/life balance action plan and following it will help you live a longer, healthier life. Learn ways to measure your progress in achieving work/life balance by implementing a simple process. Learn stretches, yoga poses, and mindfulness activities you can do at your desk and throughout your day to promote a healthy body, mind, and spirit. Dress comfortably. ?

Learning objectives: 1) Participants will explain the benefits of work life balance 2) Participants will recognize the signs of an unbalanced life 3) Participants will improve time management and goal setting 4) Participants will experience yoga movements for relaxation.

Required text: None

Prerequisite: None CEUs: 1.2

|  |
|--|
| <b>Course # , Date(s) Time</b>                                       |
| AS33858, 10/31/17, 9:00 AM to 4:00 PM   11/07/17, 9:00 AM to 4:00 PM |
| <b>College, Campus &amp; Room:</b>                                   |
| AS, ACC, 170 Elm St., Enfield, Room 128                              |
| <b>Instructor:</b> Ira Revels  |
| <b>Fee:</b> 190  |
| <b>Notes:</b> Course meets for two sessions: 10/31, 11/7             |

## All About Business Writing

Led by a professional writer, this workshop will provide you 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. Each student will have multiple one-on-one sessions with the instructor and be given areas of focus that will help take them to the next level. You will also have the opportunity to work on current projects in real time and gain feedback from the instructor.

Required text: None

Prerequisite: None CEUs: 1.8

|   |
|---|
| <b>Course # , Date(s) Time</b>  |
| AS33872, 12/01/17, 9:00 AM to 4:00 PM   12/08/17, 9:00 AM to 4:00 PM   12/15/17, 9:00 AM to 4:00 PM |
| <b>College, Campus &amp; Room:</b>  |
| AS, Asnuntuck, Room 133A  |
| <b>Instructor:</b> Margaret DeMarino  |
| <b>Fee:</b> 285   |
| <b>Notes:</b> Course meets for three sessions: 12/1, 12/8, 12/15                                    |

## All about EMAILS

The average office worker spends 2 hours writing emails a day. Before you hit “send,” do you have the confidence that your email will be concise, clear, and effective? That it will settle rather than escalate an issue? That it will promote your professional image and enhance your credibility? This workshop will help you make sure that these emails get you the result you want. You will learn techniques for writing quickly and clearly, for avoiding the 10 top email mistakes, for achieving the proper tone, for making sure your email isn't misinterpreted, and for avoiding common grammar and punctuation errors! Students are asked to provide samples of email correspondence to receive one-on-one feedback from the instructor if desired.

Required text: None

Prerequisite: None CEUs: 1.8

|   |
|---|
| <b>Course # , Date(s) Time</b>  |
| AS33866, 10/27/17, 9:00 AM to 4:00 PM   11/03/17, 9:00 AM to 4:00 PM   11/17/17, 9:00 AM to 4:00 PM |
| <b>College, Campus &amp; Room:</b>  |
| AS, Asnuntuck, Room 133A  |
| <b>Instructor:</b> Margaret DeMarino  |
| <b>Fee:</b> 285   |
| <b>Notes:</b> Course meets for three sessions: 10/27, 11/3, 11/17                                   |

## All about Grammar and Punctuation

Worried about your use of punctuation? Feel like you would benefit from a refresher in grammar? More than a mere recitation of rules, this workshop is painless and practical (maybe even a little fun!), focused on providing you with a working knowledge of grammar and punctuation. 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 new found confidence when it comes to writing and editing.

Required text: None Prerequisite: None CEUs: 1.2

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|--|
| <b>Course # , Date(s) Time</b>                                       |
| AS33862, 10/17/17, 9:00 AM to 4:00 PM   10/24/17, 9:00 AM to 4:00 PM |
| <b>College, Campus &amp; Room:</b>                                   |
| AS, Asnuntuck, Room 133A   |
| <b>Instructor:</b> Margaret DeMarino                                 |
| <b>Fee:</b> 190  |
| <b>Notes:</b> Course meets for two sessions: 10/17, 10/24            |

## 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

|   |
|---|
| <b>Course # , Date(s) Time</b>  |
| AS33854, 09/11/17, 9:00 AM to 4:00 PM   09/18/17, 9:00 AM to 4:00 PM   09/25/17, 9:00 AM to 4:00 PM |
| <b>College, Campus &amp; Room:</b>  |
| AS, Asnuntuck, Room 128   |
| <b>Instructor:</b> Margaret DeMarino  |
| <b>Fee:</b> 285   |
| <b>Notes:</b> Course meets for three sessions: 9/11, 9/18, 9/25                                     |

## **An Introduction to Grant Proposal Budgets**

Do you want to learn how to conduct simple budget estimation for grants projects? Have you been tasked with creating a budget for a grant proposal and don't know where to start? Do you have limited experience with MS Excel and need a course to jumpstart your skills? Then, this course is for you! Learn how to quickly determine budget categories and set up a spreadsheet template using MS Excel. Learn how to use a variety of grant maker spreadsheets, complete a proposal budget and a budget justification. Gain insights into the budget planning process, including determining direct costs, indirect costs and cost sharing. Participants will also learn about cost sharing and documentation, allowable costs, budgeting for participant costs and consultants, and sub contract awards. Learning Objectives: 1) Develop an organized approach to responding to funding opportunities; 2) Defining budget line item categories; 3) Estimating costs for budget line items; 4) Writing a budget justification; 5) Calculating indirect and direct costs; 6) Researching allowable and unallowable costs

Required text: None Prerequisite: None CEUs: 0.6

|   |
|---|
| <b>Course # , Date(s) Time</b>          |
| AS33857, 10/10/17, 9:00 AM to 4:00 PM   |
| <b>College, Campus &amp; Room:</b>      |
| AS, ACC, 170 Elm St., Enfield, Room 128 |
| <b>Instructor:</b> Ira Revels           |
| <b>Fee:</b> 95                          |
| <b>Notes:</b>                           |

## **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

|                                       |
|---------------------------------------|
| <b>Course # , Date(s) Time</b>        |
| CA33966, 10/06/17, 9:00 AM to 4:00 PM |
| <b>College, Campus &amp; Room:</b>    |
| CA, Capital, Room 616                 |
| <b>Instructor:</b> Yasmin Shenoy      |
| <b>Fee:</b> 90                        |
| <b>Notes:</b>                         |

## Balancing Time and Priorities: A Continuation!

If you have already been a student in the Balancing Time, Priorities and Productivity class, but feel like you would like to build on what you've learned, then this continuation class is for you. Getting good at these techniques is like going to the gym and building a strong muscle. One needs consistency, repetition and reinforcement to strengthen such skills. In this class, we will review the time management formula, expand on its application, and discuss email and calendar management to enhance productivity. We'll also look at the results of personalized action plans: Please be prepared to talk about a success story and/or technique that has been working well for you from when you attended Balancing Time, Priorities and Productivity. Be prepared to share an idea of what is still challenging to you, and some best practices that you have been implementing. This course formerly known as Balancing Time and Priorities: 201.

Required text: None

Prerequisite: Balancing Time, Priorities and Productivity or permission of the instructor.

CEUs: 0.6

|  |
|--|
| <b>Course # , Date(s) Time</b>         |
| MA33873, 11/15/17, 9:00 AM to 4:00 PM  |
| <b>College, Campus &amp; Room:</b>     |
| MA, Learning Resource Center, LRC B144 |
| <b>Instructor:</b> V. Allison Reed     |
| <b>Fee:</b> 90                         |
| <b>Notes:</b>                          |

## 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

|  |
|--|
| <b>Course # , Date(s) Time</b>         |
| MA33874, 10/25/17, 9:00 AM to 4:00 PM  |
| <b>College, Campus &amp; Room:</b>     |
| MA, Learning Resource Center, LRC B144 |
| <b>Instructor:</b> V. Allison Reed     |
| <b>Fee:</b> 90                         |
| <b>Notes:</b>                          |

## Be Your Own Coach, Cheerleader, and Change Agent

Self-help guru Tony Robbins said, "Change is inevitable. Progress is optional." 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

|   |
|---|
| <b>Course # , Date(s) Time</b>  |
| AS33860, 10/16/17, 9:00 AM to 4:00 PM   10/23/17, 9:00 AM to 4:00 PM   10/30/17, 9:00 AM to 4:00 PM |
| <b>College, Campus &amp; Room:</b>  |
| AS, Asnuntuck, Room 128   |
| <b>Instructor:</b> Margaret DeMarino  |
| <b>Fee:</b> 285   |
| <b>Notes:</b> Course meets for three sessions: 10/16, 10/23, 10/30                                  |

## Bullying in the Workplace: What It Is and How to Stop It - NEW!

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

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| <b>Course # , Date(s) Time</b>         |
| MA33875, 11/13/17, 9:00 AM to 4:00 PM  |
| <b>College, Campus &amp; Room:</b>     |
| MA, Learning Resource Center, LRC B144 |
| <b>Instructor:</b> Ralph Braithwaite   |
| <b>Fee:</b> 90                         |
| <b>Notes:</b>                          |

## **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.

Required text: None

Prerequisite: Basic Excel skills. CEUs: 0.6

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| <b>Course # , Date(s) Time</b>             |
| CA33919, 09/15/17, 9:00 AM to 4:00 PM      |
| <b>College, Campus &amp; Room:</b>         |
| CA, Capital, Room 616                      |
| <b>Instructor:</b> Cecilia Walpole-Griffin |
| <b>Fee:</b> 95                             |
| <b>Notes:</b>                              |

## **Business Analytics Using Excel 2016**

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.

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

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| <b>Course # , Date(s) Time</b>             |
| CA33920, 09/22/17, 9:00 AM to 4:00 PM      |
| <b>College, Campus &amp; Room:</b>         |
| CA, Capital, Room 616                      |
| <b>Instructor:</b> Cecilia Walpole-Griffin |
| <b>Fee:</b> 95                             |
| <b>Notes:</b>                              |

## **Business and Systems Analysis Principles and Practices**

Business/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. One of the most important functions of this role is to identify requirements and formulate solutions. This course starts with broad coverage of the principles of business/systems analysis. It then shifts to a deep focus on one of the most important aspects of this role: requirements elicitation techniques, and requirements analysis and design techniques. This course is appropriate for anyone exploring analysis as a career path, as well as for existing Analysts, regardless of formal job title, seeking to broaden and deepen their analysis skills. This course is well-balanced between lecture and hands-on activities.

Required text: None

Prerequisite: None CEUs: 0.6

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| <b>Course # , Date(s) Time</b>         |
| MA33876, 11/02/17, 9:00 AM to 4:00 PM  |
| <b>College, Campus &amp; Room:</b>     |
| MA, Learning Resource Center, LRC B144 |
| <b>Instructor:</b> William Marut       |
| <b>Fee:</b> 105                        |
| <b>Notes:</b>                          |

## **Collaborative Negotiations**

The need to negotiate successful outcomes with internal and external customers is a daily occurrence in the work environment. Collaborating to optimize the results of these outcomes is the objective of this program. Individuals will discover their negotiation styles through a self-assessment and learn the use of strategies, tactics and countermeasures. The importance of trust, relationships, power and expectations in negotiations is also discussed. Participants will have the opportunity to practice their skills in at least three negotiation exercises

Required text: None

Prerequisite: None CEUs: 1.2

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| <b>Course # , Date(s) Time</b>  |
| TX33945, 10/17/17, 9:00 AM to 4:00 PM   10/18/17, 9:00 AM to 4:00 PM      |
| <b>College, Campus &amp; Room:</b>  |
| TX, Tunxis@Bristol, Room 1  |
| <b>Instructor:</b> Larry Lindquist  |
| <b>Fee:</b> 180   |
| <b>Notes:</b> Class Location: 430 North Main St. Bristol, CT 860-314-4700 |

## 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're interacting with clients or co-workers, reporting upward, or working as part of a team. You'll 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

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| <b>Course # , Date(s) Time</b>  |
| AS33868, 11/02/17, 9:00 AM to 4:00 PM   11/09/17, 9:00 AM to 4:00 PM   11/16/17, 9:00 AM to 4:00 PM |
| <b>College, Campus &amp; Room:</b>  |
| AS, Asnuntuck, Room 128   |
| <b>Instructor:</b> Margaret DeMarino  |
| <b>Fee:</b> 285   |
| <b>Notes:</b> Course meets for three sessions: 11/2, 11/9, 11/16                                    |

## Conflicting Views – Diffusing Workplace Tension

Through a combination of reading material, role-play, and discussion, we explore how to effectively avoid and otherwise resolve conflict in the work place. These skills are essential to our financial and mental well-being. This course will focus on identifying and developing core behaviors that diffuse workplace tension and otherwise allows and encourages successful interactions. Relying upon reading materials, class discussion, and role play, we will focus on core professional behaviors on which we can rely to avoid and manage through workplace conflict as well as how to develop those skills in others.

Required text: None

Prerequisite: None      CEUs: 1.2

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| <b>Course # , Date(s) Time</b>                                       |
| AS33984, 10/12/17, 9:00 AM to 4:00 PM   10/19/17, 9:00 AM to 4:00 PM |
| <b>College, Campus &amp; Room:</b>                                   |
| AS, ACC, 170 Elm St., Enfield, Room 130                              |
| <b>Instructor:</b> Felice Gray-Kemp                                  |
| <b>Fee:</b> 190  |
| <b>Notes:</b> Course meets for two sessions: 10/12, 10/19            |

## **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

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|---------------------------------------|
| <b>Course # , Date(s) Time</b>        |
| CA33968, 12/01/17, 9:00 AM to 4:00 PM |
| <b>College, Campus &amp; Room:</b>    |
| CA, Capital, Room 307                 |
| <b>Instructor:</b> STAFF              |
| <b>Fee:</b> 90                        |
| <b>Notes:</b>                         |

## **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: Students must bring the following book to class: Critical Thinking, 2nd Edition, <http://store.logicaloperations.com/critical-thinking-second-edition.html>

Prerequisite: None CEUs: 0.6

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| <b>Course # , Date(s) Time</b>              |
| CA33969, 11/01/17, 9:00 AM to 4:00 PM       |
| <b>College, Campus &amp; Room:</b>          |
| CA, Capital, Room 307                       |
| <b>Instructor:</b> Christopher Service, Sr. |
| <b>Fee:</b> 90                              |
| <b>Notes:</b>                               |

## **Cultivating Resiliency**

Find out how resilient you are. Learn a change and transition model to better adapt to changing times. Discover how we can learn from, move on from, and become stronger after difficult times. Demonstrate an understanding of how you can re-think a situation to become unstuck and to move forward. Identify ways to re-energize and bring more joy, fulfillment and calm in your work and personal life.

Required text: None

Prerequisite: None CEUs: 0.6

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|---------------------------------------|
| <b>Course # , Date(s) Time</b>        |
| TR33996, 10/27/17, 9:00 AM to 4:00 PM |
| <b>College, Campus &amp; Room:</b>    |
| TR, Three Rivers CC, Room B118        |
| <b>Instructor:</b> Susan Greenleaf    |
| <b>Fee:</b> 90                        |
| <b>Notes:</b>                         |

## **Dealing with Change in the Workplace**

Change is something that cannot be prevented. We have to deal with change in both our professional and personal lives. Through this workshop, you will be guided through the steps that will help you understand and manage change. Learn how to motivate your team members during change. And build trust through communication. Objectives: 1) How to prepare for change 2) Learn to understand change and reactions to change 3) Overcome resistance 4) Use communication to build trust.

Required text: None

Prerequisite: None CEUs: 0.6

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| <b>Course # , Date(s) Time</b>              |
| CA33970, 12/27/17, 9:00 AM to 4:00 PM       |
| <b>College, Campus &amp; Room:</b>          |
| CA, Capital, Room 307                       |
| <b>Instructor:</b> Christopher Service, Sr. |
| <b>Fee:</b> 90                              |
| <b>Notes:</b>                               |

## Developing Emotional Intelligence

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 well as 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: 1.2

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| <b>Course # , Date(s) Time</b>                                       |
| CA33971, 09/12/17, 9:00 AM to 4:00 PM   09/19/17, 9:00 AM to 4:00 PM |
| <b>College, Campus &amp; Room:</b>                                   |
| CA, Capital, Room 318  |
| <b>Instructor:</b> Mark Petruzzi                                     |
| <b>Fee:</b> 180  |
| <b>Notes:</b>  |

## Dump the Drama! Managing Workplace Emotions

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 better understand and influence the reduction of workplace drama, this course will give you 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, as well as to coach employees through personal drama to reduce on-the-job impact. This program will also guide you to greater understanding about dealing with negative emotions, about what you can do to protect yourself in a potentially hostile workplace, as well as about how you can support your staff or co-workers in a challenging environment. 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 for the better! Required text: None Prerequisite: None CEUs: 1.8

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| <b>Course # , Date(s) Time</b>  |
| AS33865, 10/06/17, 9:00 AM to 4:00 PM   10/13/17, 9:00 AM to 4:00 PM   10/20/17, 9:00 AM to 4:00 PM |
| <b>College, Campus &amp; Room:</b>  |
| AS, Asnuntuck, Room 128   |
| <b>Instructor:</b> Margaret DeMarino  |
| <b>Fee:</b> 285   |
| <b>Notes:</b> Course meets for three sessions: 10/6, 10/13, 10/20                                   |

## 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

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| <b>Course # , Date(s) Time</b>  |
| TX33910, 09/26/17, 9:00 AM to 4:00 PM                                     |
| <b>College, Campus &amp; Room:</b>  |
| TX, Tunxis@Bristol, Room 1  |
| <b>Instructor:</b> Chris Amorosino  |
| <b>Fee:</b> 90  |
| <b>Notes:</b> Class Location: 430 North Main St. Bristol, CT 860-314-4700 |

## 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: 1) Learn different strategies to sharpen and improve your writing skills by structuring ideas logically, exercising diplomacy in letters and reports, and shaping your arguments 2) Know how to write business documents to a professional standard and conform to acceptable formats 3) 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: 1.2

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|---|
| <b>Course # , Date(s) Time</b>                                      |
| CA33972, 11/8/17, 9:00 AM to 4:00 PM   11/15/17, 9:00 AM to 4:00 PM |
| <b>College, Campus &amp; Room:</b>                                  |
| CA, Capital, Room 613   |
| <b>Instructor:</b> Yasmin Shenoy                                    |
| <b>Fee:</b> 180   |
| <b>Notes:</b> Course meets for two sessions: 11/8, 11/15            |

## 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; using words, grammar and sentence structure for maximum impact; and tailor your communications to the appropriate format and designated audience.

Required text: None

Prerequisite: None CEUs: 12

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|---------------------------------------|
| <b>Course # , Date(s) Time</b>        |
| NV34004, 10/17/17, 9:00 AM to 4:00 PM |
| <b>College, Campus &amp; Room:</b>    |
| NV, NVCC, Room T641                   |
| <b>Instructor:</b> Gradia McKinney    |
| <b>Fee:</b> 180                       |
| <b>Notes:</b>                         |

## Emotional Mastery

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

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| <b>Course # , Date(s) Time</b>        |
| CA33979, 12/12/17, 9:00 AM to 4:00 PM |
| <b>College, Campus &amp; Room:</b>    |
| CA, Capital, Room 318                 |
| <b>Instructor:</b> Mark Petruzzi      |
| <b>Fee:</b> 90                        |
| <b>Notes:</b>                         |

## **Empowerment at Work: The Art of Personal and Professional Peak Performance**

Would you love to look forward to going to work and going home happy? The key is workplace empowerment, learning how to deal with stress and workplace tension, maintain a positive attitude, take initiative and risk, and set goals to achieve and succeed. On-the-Job Empowerment may just change how you approach your work life, through examining underlying limiting beliefs and looking at ways you can eliminate ‘workplace toxicity’ and ‘achievement blocks.’ Participants will create individual professional empowerment plans, setting goals, charting progress, and creating practical follow-through activities. The workshop provides practical pointers and how-to’s based on ‘law of attraction’ and ‘The Secret’ principles, and explores messages from such motivational speakers as Steven Covey, Esther Hicks, Wayne Dyer, Don Miguel Ruiz. Required text: None Prerequisite: None CEUs: 1.8

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| <b>Course # , Date(s) Time</b>  |
| AS33867, 11/06/17, 9:00 AM to 4:00 PM   11/13/17, 9:00 AM to 4:00 PM   11/20/17, 9:00 AM to 4:00 PM |
| <b>College, Campus &amp; Room:</b>  |
| AS, Asnuntuck, Room 128   |
| <b>Instructor:</b> Margaret DeMarino  |
| <b>Fee:</b> 285   |
| <b>Notes:</b> Course meets for three sessions: 11/6, 11/13, 11/20                                   |

## **Everyday Leadership**

You don't have to be an agency director or a CEO of a billion dollar company to be a leader. Leadership can start right here, right now, in the day-to-day practices and strategies you bring to the workplace. In this lively and inspiring workshop, we will take an in-depth look of how leadership ‘translates’ into working life. You will learn to develop a toolkit of strategies and practices that you can apply in the office, everything from developing advanced listening skills to using diplomatic and encouraging language to adopting inspiring motivational practices. We will explore what makes great leaders, taking a key look at legendary business leaders, like Steve Jobs. In addition to learning cornerstone practices of motivating, mentoring, and maximizing performance, this class will teach you: 11 leadership lessons you didn't learn in school; 7 personality traits of a great leader; 6 key ‘stop, start, continue’ practices of leadership; 6 rules for leading with intention, and much more. We will explore the strengths and challenges of your individual personality as it influences leadership style. Each participant will leave inspired and knowledgeable in how to bring leadership to their everyday life, whether leading projects, encouraging co-workers, or inspiring those you supervise.

Required text: None Prerequisite: None CEUs: 1.8

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|---|
| <b>Course # , Date(s) Time</b>  |
| AS33871, 11/30/17, 9:00 AM to 4:00 PM   12/07/17, 9:00 AM to 4:00 PM   12/14/17, 9:00 AM to 4:00 PM |
| <b>College, Campus &amp; Room:</b>  |
| AS, Asnuntuck, Room 128   |
| <b>Instructor:</b> Margaret DeMarino  |
| <b>Fee:</b> 285   |
| <b>Notes:</b> Course meets for three sessions: 11/30, 12/7, 12/14                                   |

## Everything an Admin/Secretary/Executive Assistant Needs to Know

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

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| <b>Course # , Date(s) Time</b>  |
| AS33869, 11/14/17, 9:00 AM to 4:00 PM   11/21/17, 9:00 AM to 4:00 PM   11/28/17, 9:00 AM to 4:00 PM |
| <b>College, Campus &amp; Room:</b>  |
| AS, Asnuntuck, Room 128   |
| <b>Instructor:</b> Margaret DeMarino  |
| <b>Fee:</b> 285   |
| <b>Notes:</b> Course meets for three sessions: 11/14, 11/21, 11/28                                  |

## 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: 1.2

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| <b>Course # , Date(s) Time</b>                                       |
| CA33973, 10/10/17, 9:00 AM to 4:00 PM   10/17/17, 9:00 AM to 4:00 PM |
| <b>College, Campus &amp; Room:</b>                                   |
| CA, Capital, Room 318  |
| <b>Instructor:</b> Mark Petruzzi                                     |
| <b>Fee:</b> 180  |
| <b>Notes:</b>  |

## **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.

Required text: None      Prerequisite: None      CEUs: 1.2

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| <b>Course # , Date(s) Time</b>                                       |
| MA33877, 11/07/17, 9:00 AM to 4:00 PM   11/14/17, 9:00 AM to 4:00 PM |
| <b>College, Campus &amp; Room:</b>                                   |
| MA, Learning Resource Center, LRC B144                               |
| <b>Instructor:</b> Paul Howard                                       |
| <b>Fee:</b> 180  |
| <b>Notes:</b> Course meets for 2 sessions: 11/07, 11/14              |

## **Forensic Accounting: What You Don't Know Most Certainly CAN Hurt You!**

Forensic accountants are the sleuths who discover anything from poor accounting habits, to hidden assets and outright fraud. Learning the tricks of the trade has been very helpful to many state employees. Although not every scandal is as big as those associated with Enron, Worldcom, or Bernie Madoff, organizations have turned to forensic accounting to help them avoid similarly catastrophic fates. 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 abuses. Pedneault will draw upon his 26 years of experience and share accounts of actual cases so students can connect theory to practice. This course is an eye opener and can be a life saver for anyone who handles finances.

Required text: None      Prerequisite: None      CEUs: 0.6

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| <b>Course # , Date(s) Time</b>         |
| MA33878, 10/18/17, 9:00 AM to 4:00 PM  |
| <b>College, Campus &amp; Room:</b>     |
| MA, Learning Resource Center, LRC B144 |
| <b>Instructor:</b> Stephen Pedneault   |
| <b>Fee:</b> 90                         |
| <b>Notes:</b>                          |

## **Four Agreements in the Workplace Follow up - The Fifth Agreement & the Five Levels of Attachment**

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 relationships with others around us. The Five Levels of Attachment, help us gain awareness of the agreements we have been implicitly making all our lives that shape our reality and affect our future and show us how to release the attachments which no longer reflect who you really are. As we gain a foothold on our authentic selves, we are improved communicators, team players, leaders, and innovators...bottom line: increased productivity, efficiency and overall workplace satisfaction.

Required text: None

Prerequisite: None CEUs: 0.6

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| <b>Course # , Date(s) Time</b>  |
| TX33914, 10/04/17, 9:00 AM to 4:00 PM                                     |
| <b>College, Campus &amp; Room:</b>  |
| TX, Tunxis@Bristol, Room 1  |
| <b>Instructor:</b> Lisa Crofton   |
| <b>Fee:</b> 90  |
| <b>Notes:</b> Class Location: 430 North Main St. Bristol, CT 860-314-4700 |

## **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

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| <b>Course # , Date(s) Time</b>         |
| MA33879, 09/26/17, 9:00 AM to 12:00 PM |
| <b>College, Campus &amp; Room:</b>     |
| MA, Learning Resource Center, LRC B144 |
| <b>Instructor:</b> Thomas Hennick      |
| <b>Fee:</b> 55                         |
| <b>Notes:</b>                          |

## Government Accounting - Part 1

In this five-week course, students are introduced to accounting for governmental funds. Part I will cover budgetary accounting, which is required for the General Fund and special revenue funds. This course will also cover accounting for other funds, such as special revenue, capital projects and debt service. Students will learn about basic accounting functions such as recording revenue, expenditures, budgets and encumbrances. Students are also introduced to external financial reporting through the Comprehensive Annual Financial Report (CAFR). Students will be looking at a recent State of Conn CAFR. This course is suitable for accounting, auditing and financial professionals in State and municipal government.

Required text: Essentials of Accounting for Governmental and Not-for-Profit Organizations, 12th edition. This book will be provided.

Prerequisite: Accounting 1 or equivalent. This should not be your first accounting course. CEUs: 1.5

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| <b>Course # , Date(s) Time</b>   |
| TX33964, 09/20/17, 9:00 AM to 12:00 PM   09/27/17, 9:00 AM to 12:00 PM   10/04/17, 9:00 AM to 12:00 PM   10/11/17, 9:00 AM to 12:00 PM   10/18/17, 9:00 AM to 12:00 PM |
| <b>College, Campus &amp; Room:</b>   |
| TX, Tunxis@Bristol, Lab  |
| <b>Instructor:</b> Harold Colvocoresses  |
| <b>Fee:</b> 399  |
| <b>Notes:</b> Class Location: 430 North Main St. Bristol, CT 860-314-4700  |

## Government Accounting - Part 2

This five-week class is a continuation of Governmental Accounting-Part 1. In this class, students will learn about accounting for proprietary funds, fiduciary funds, fixed assets and long-term debt. Students will continue learning about preparing the government-wide financial statements (Comprehensive Annual Financial Report) in accordance with GASB 34. The last two classes may focus on accounting for not-for-profit organizations or governmental auditing.

Required text: Essentials of Accounting for Governmental and Not-for-Profit Organizations, 12th edition (provided to students who attended Part 1.)

Prerequisite: Governmental Accounting-Part 1 or equivalent CEUs: 1.5

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| <b>Course # , Date(s) Time</b>   |
| TX33965, 10/25/17, 9:00 AM to 12:00 PM   11/01/17, 9:00 AM to 12:00 PM   11/08/17, 9:00 AM to 12:00 PM   11/15/17, 9:00 AM to 12:00 PM   11/22/17, 9:00 AM to 12:00 PM |
| <b>College, Campus &amp; Room:</b>   |
| TX, Tunxis@Bristol, Lab  |
| <b>Instructor:</b> Harold Colvocoresses  |
| <b>Fee:</b> 240  |
| <b>Notes:</b> Class Location: 430 North Main St. Bristol, CT 860-314-4700  |

## Grammar and Writing Workshop using Microsoft Word

Clear business writing is 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: Basic Knowledge of MS Word CEUs: 0.6

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|---|
| <b>Course # , Date(s) Time</b>  |
| TX33911, 11/14/17, 9:00 AM to 4:00 PM                                     |
| <b>College, Campus &amp; Room:</b>  |
| TX, Tunxis@Bristol, Lab   |
| <b>Instructor:</b> Frances Trelease                                       |
| <b>Fee:</b> 95  |
| <b>Notes:</b> Class Location: 430 North Main St. Bristol, CT 860-314-4700 |

## Grant Seeking & Securing

Grant writing has become highly competitive in recent years. Learn to diversify your grant seeking and become more successful in grant writing and grant securing. This course will teach you about grant seeking for operational support and help you identify a solid road map for long term funding. Objectives: 1) Research and identify grant funding opportunities 2) Design a strategic operational support strategy.

Required text: Grant Writing Basics or equivalent experience

Prerequisite: None CEUs: 0.6

|                                       |
|---------------------------------------|
| <b>Course # , Date(s) Time</b>        |
| CA33975, 10/06/17, 9:00 AM to 4:00 PM |
| <b>College, Campus &amp; Room:</b>    |
| CA, Capital, Room 604                 |
| <b>Instructor:</b> Rebecca Tuttle     |
| <b>Fee:</b> 95                        |
| <b>Notes:</b>                         |

## Grant Writing for Beginners @Tunxis

Learn the basics of successful grant writing as well as how to interpret requests for proposals (RFPs) and writing to meet the requested proposal criteria in specific grants. Samples of successful grants will be reviewed. This workshop focuses on the basic parts of a proposal, dos and don'ts and follow-up procedures. Proper grammar will be reviewed. Critical information for essentially every grant will be reviewed and where to secure this information

Required text: None

Prerequisite: None CEUs: 0.6

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| <b>Course # , Date(s) Time</b>  |
| TX33958, 12/07/17, 9:00 AM to 4:00 PM                                     |
| <b>College, Campus &amp; Room:</b>  |
| TX, Tunxis@Bristol, Lab   |
| <b>Instructor:</b> Amy Blackwood  |
| <b>Fee:</b> 90  |
| <b>Notes:</b> Class Location: 430 North Main St. Bristol, CT 860-314-4700 |

## Grant Writing For Beginners @Capital

Learn the fundamentals of grant seeking and how to get started in grant writing. Topics include how to navigate the grant seeking process, understanding the request for proposal and how funding decisions are made. This course will teach you how to draft a well written grant proposal. \*Further your learning and join us for Grant Seeking & Securing. 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

|                                       |
|---------------------------------------|
| <b>Course # , Date(s) Time</b>        |
| CA33974, 09/15/17, 9:00 AM to 4:00 PM |
| <b>College, Campus &amp; Room:</b>    |
| CA, Capital, Room 604                 |
| <b>Instructor:</b> Rebecca Tuttle     |
| <b>Fee:</b> 90                        |
| <b>Notes:</b>                         |

## Grant Writing for Beginners @Naugatuck Valley

What do grant funders want to know or read? How do you identify and then fulfill the parts of a request for proposal (RFP). Grant Writing for Beginners will provide the basics of writing effective proposals as you learn how to get started and follow the process to completion. This course will discuss the parts of a generic proposal and the art of writing a cover letter/ Participants will review sample grant proposals. Your expert facilitator will share some tips for researching grant opportunities, cultivating contacts, meeting funders, generating reports on grant activities, and what to do if your grant proposal is rejected.

Required text: None

Prerequisite: None

CEUs: 6

|                                       |
|---------------------------------------|
| <b>Course # , Date(s) Time</b>        |
| NV34005, 10/05/17, 9:00 AM to 4:00 PM |
| <b>College, Campus &amp; Room:</b>    |
| NV, NVCC, Room T655                   |
| <b>Instructor:</b> Donna Albertario   |
| <b>Fee:</b> 90                        |
| <b>Notes:</b>                         |

## Grants: Developing Accountability Measures & Grant Proposal Evaluation

Accountability and performance evaluation are important indicators of success when reporting grant proposal outcomes. This course will teach you how to design and achieve sustainable results by helping you identify outcomes that demonstrate a lasting impact on the community and contribute to the overall performance and evaluation of your proposed project or program.

Objectives: 1) Design accountability and performance measures to support your grant objectives.  
2) Develop an effective grant evaluation strategy for your grant proposal requests.

Required text: None

Prerequisite: Prerequisites: Grant Writing Basics or equivalent experience CEUs: 0.6

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|---------------------------------------|
| <b>Course # , Date(s) Time</b>        |
| CA33976, 12/08/17, 9:00 AM to 4:00 PM |
| <b>College, Campus &amp; Room:</b>    |
| CA, Capital, Room 604                 |
| <b>Instructor:</b> Rebecca Tuttle     |
| <b>Fee:</b> 95                        |
| <b>Notes:</b>                         |

## 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: 1) Video-based course ensures consistency 2) Instructor-led, hands-on class format reinforces skills proficiency 3) 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: Included

Prerequisite: None CEUs: 0.6

|                                       |
|---------------------------------------|
| <b>Course # , Date(s) Time</b>        |
| CA33982, 12/01/17, 9:00 AM to 4:00 PM |
| <b>College, Campus &amp; Room:</b>    |
| CA, Capital, Room 303                 |
| <b>Instructor:</b> Cecile Bailey      |
| <b>Fee:</b> 190                       |
| <b>Notes:</b>                         |

## How Can I Control Stress and Anxiety in My Life

This is an experiential workshop that 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.

Required text: Required text: Please bring a yoga mat or towel to class.

Prerequisite: None CEUs: 0.6

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|---|
| <b>Course # , Date(s) Time</b>  |
| TX33909, 11/28/17, 9:00 AM to 4:00 PM                                     |
| <b>College, Campus &amp; Room:</b>  |
| TX, Tunxis@Bristol, Room 1  |
| <b>Instructor:</b> Barbara Pinti  |
| <b>Fee:</b> 90  |
| <b>Notes:</b> Class Location: 430 North Main St. Bristol, CT 860-314-4700 |

## How to (Positively) Deal with Workplace Problems!

Workplace rudeness is on the rise. A study at the University of Florida showed 98 percent of workers have experienced workplace rudeness and a recent New York Times article reported 40% of those surveyed in another study said they have "no time to be nice" at work. No wonder problems crop up. Perhaps you have a co-worker who interrupts you at least ten times a day. Or maybe a conflict between you and another employee has gotten so bad you can't even stomach to see his car in the parking lot. Or maybe it's the customers who can't even practice common courtesy that get your goat! And then there are problems caused by poor work ethics. You may find yourself getting resentful because you do twice the work of most people in your unit. Whatever the workplace problem(s), you will discover practical and positive answers in this special workshop. Take back your power in the workplace by learning tips, techniques, and strategies for dealing with toxic workplace problems and stresses.

Required text: None

Prerequisite: None CEUs: 1.8

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|---|
| <b>Course # , Date(s) Time</b>  |
| AS33870, 12/04/17, 9:00 AM to 4:00 PM   12/11/17, 9:00 AM to 4:00 PM   12/18/17, 9:00 AM to 4:00 PM |
| <b>College, Campus &amp; Room:</b>  |
| AS, Asnuntuck, Room 128   |
| <b>Instructor:</b> Margaret DeMarino  |
| <b>Fee:</b> 285   |
| <b>Notes:</b> Course meets for 3 sessions: 12/4, 12/11, 12/18                                       |

## 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.

Required text: None

Prerequisite: None CEUs: 0.6

|                                       |
|---------------------------------------|
| <b>Course # , Date(s) Time</b>        |
| CA33921, 12/08/17, 9:00 AM to 4:00 PM |
| <b>College, Campus &amp; Room:</b>    |
| CA, Capital, Room 307                 |
| <b>Instructor:</b> Juantray Easmon    |
| <b>Fee:</b> 90                        |
| <b>Notes:</b>                         |

## Interpersonal Communications

This two-day program is strongly recommended for people at all organizational levels. Interpersonal skills form the basis of effective business and personal relationships. Learning Objectives: Participants discover their own behavioral/communication style, strengths and weaknesses. They also learn how their style contributes to or detracts from achieving their business or personal goals and enables them to improve performance. In addition, they will develop skills to identify the styles of others, "bridge" to them and build positive work relationships with them. The skills acquired in this program are critical for those working in a team or group environment. The foundation of the program is LIFO (Life Orientations) Training from Stuart Atkins, Inc. which has been used for more than 35 years by thousands of companies from American Express to Xerox.

Required text: None

Prerequisite: None CEUs: 1.2

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|---|
| <b>Course # , Date(s) Time</b>  |
| TX33938, 10/11/17, 9:00 AM to 4:00 PM   10/12/17, 9:00 AM to 4:00 PM      |
| <b>College, Campus &amp; Room:</b>  |
| TX, Tunxis@Bristol, Room 1  |
| <b>Instructor:</b> Larry Lindquist  |
| <b>Fee:</b> 180   |
| <b>Notes:</b> Class Location: 430 North Main St. Bristol, CT 860-314-4700 |

## Introduction to the Four Agreements - Part 1

As seen on Oprah and written by Don Miguel Ruiz, The Four Agreements, uses an 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 your 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! Learning Objective: To create a new understanding/perspective about what we can/cannot control in life and learning to reduce mind chaos, stress, fear and worry.

Required text: None

Prerequisite: None CEUs: 0.6

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|---|
| <b>Course # , Date(s) Time</b>  |
| TX33913, 09/13/17, 9:00 AM to 4:00 PM                                     |
| <b>College, Campus &amp; Room:</b>  |
| TX, Tunxis@Bristol, Room 1  |
| <b>Instructor:</b> Lisa Crofton   |
| <b>Fee:</b> 90  |
| <b>Notes:</b> Class Location: 430 North Main St. Bristol, CT 860-314-4700 |

## Is ANYONE Listening??? - Public Speaking Self Assurance

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: Openness CEUs: 0.6

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| <b>Course # , Date(s) Time</b>  |
| TX33912, 11/28/17, 9:00 AM to 4:00 PM                                     |
| <b>College, Campus &amp; Room:</b>  |
| TX, Tunxis@Bristol, Lab   |
| <b>Instructor:</b> Frances Trelease                                       |
| <b>Fee:</b> 90  |
| <b>Notes:</b> Class Location: 430 North Main St. Bristol, CT 860-314-4700 |

## 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 do you best learn? How are you at setting objectives and actually following through and accomplishing them? How do you react to difficult and positive situations? What about stress and its impact on you? How you may relieve some stress. We'll also discuss the power of communication, direction, goals and you. This seminar will touch upon several topics about 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

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| <b>Course # , Date(s) Time</b>                                      |
| AS33861, 11/8/17, 9:00 AM to 4:00 PM   11/15/17, 9:00 AM to 4:00 PM |
| <b>College, Campus &amp; Room:</b>                                  |
| AS, ACC, 170 Elm St., Enfield, Room 128                             |
| <b>Instructor:</b> Ed Vaghini                                       |
| <b>Fee:</b> 190   |
| <b>Notes:</b> Course meets for 2 sessions: 11/8, 11/15              |

## **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

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|---|
| <b>Course # , Date(s) Time</b>          |
| CA33922, 11/08/17, 9:00 AM to 4:00 AM   |
| <b>College, Campus &amp; Room:</b>      |
| CA, Capital Community College, Room 318 |
| <b>Instructor:</b> Domenic Gugliotti    |
| <b>Fee:</b> 90                          |
| <b>Notes:</b>                           |

## **Leading with Emotional Intelligence**

Are you looking for a healthy way to improve your confidence, manage stress, stay cool under pressure, and relate better to others in your personal and professional life? We do not live or work alone. While working or living with other people, it is important to express and control our emotions. The higher your level of emotional intelligence, the more easily you will get along with people, move together with your team, and gain success throughout your life. Learn the top traits of people with high emotional intelligence and learn to adapt behavior that will help you to become a better person and a better manager/employee.

Required text: None

Prerequisite: None      CEUs: 0.6

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|---|
| <b>Course # , Date(s) Time</b>  |
| TX33960, 11/30/17, 9:00 AM to 4:00 PM                                     |
| <b>College, Campus &amp; Room:</b>  |
| TX, Tunxis@Bristol, Room 1  |
| <b>Instructor:</b> Amy Blackwood  |
| <b>Fee:</b> 90  |
| <b>Notes:</b> Class Location: 430 North Main St. Bristol, CT 860-314-4700 |

## **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

|                                       |
|---------------------------------------|
| <b>Course # , Date(s) Time</b>        |
| CA33977, 10/20/17, 9:00 AM to 4:00 PM |
| <b>College, Campus &amp; Room:</b>    |
| CA, Capital, Room 318                 |
| <b>Instructor:</b> Mark Petruzzi      |
| <b>Fee:</b> 90                        |
| <b>Notes:</b>                         |

## **Managing Disagreement, Conflict & 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

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| <b>Course # , Date(s) Time</b>  |
| TX33916, 10/13/17, 9:00 AM to 4:00 PM                                     |
| <b>College, Campus &amp; Room:</b>  |
| TX, Tunxis@Bristol, Room 1  |
| <b>Instructor:</b> Larry Lindquist  |
| <b>Fee:</b> 90  |
| <b>Notes:</b> Class Location: 430 North Main St. Bristol, CT 860-314-4700 |

## Mindfulness Over Madness

Are the stressors of your daily life wearing you down? Does your mind chatter incessantly and usually with messages you really don't want to hear? Then this training is for you. Learn mindfulness practices that can be transformative. We will practice self-hypnosis, proper breathing, and meditation, as well as how to change the way you respond to stressful events by simply changing the way you think. Yes. You can do it! We will utilize effective cognitive behavioral therapy strategies to control overwhelming feelings and replace them with more realistic, positive, and peaceful thoughts, which will result in far more emotional regulation. Dress comfortably and bring your favorite blanket.

Required text: None

Prerequisite: None CEUs: 0.6

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|---------------------------------------|
| <b>Course # , Date(s) Time</b>        |
| TR33989, 10/13/17, 9:00 AM to 4:00 PM |
| <b>College, Campus &amp; Room:</b>    |
| TR, Three Rivers CC, Room B118        |
| <b>Instructor:</b> Rhonda Spaziani    |
| <b>Fee:</b> 90                        |
| <b>Notes:</b> Dress comfortably       |

## Models of Critical Thinking: Overviews of RED and 6 Thinking Hats

Employers consider critical thinking skills to be increasingly necessary important in the workplace and 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. This workshop will introduce you to two of the more recognized models of critical thinking: Pearson's RED model and DeBono's 6 Thinking Hats. Objectives: 1) Become more aware of one's critical thinking skills 2) Understand the elements of critical thinking 3) Learn and practice techniques to improve one's own critical thinking skills 4) Understand the importance of critical thinking to success in the workplace

Required text: None Prerequisite: None CEUs: 0.6

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| <b>Course # , Date(s) Time</b>              |
| CA33980, 12/06/17, 9:00 AM to 4:00 PM       |
| <b>College, Campus &amp; Room:</b>          |
| CA, Capital, Room 307                       |
| <b>Instructor:</b> Christopher Service, Sr. |
| <b>Fee:</b> 90                              |
| <b>Notes:</b>                               |

## Multi-Generational Differences in the Workplace

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

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|---------------------------------------|
| <b>Course # , Date(s) Time</b>        |
| CA34008, 10/20/17, 9:00 AM to 4:00 PM |
| <b>College, Campus &amp; Room:</b>    |
| CA, Capital, Room 307                 |
| <b>Instructor:</b> Juantray Easmon    |
| <b>Fee:</b> 90                        |
| <b>Notes:</b>                         |

## Positive Assertiveness

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.

Required text: None Prerequisite: None CEUs: 0.6

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| <b>Course # , Date(s) Time</b>  |
| TX33959, 10/12/17, 9:00 AM to 4:00 PM                                     |
| <b>College, Campus &amp; Room:</b>  |
| TX , Tunxis@Bristol , Lab   |
| <b>Instructor:</b> Amy Blackwood  |
| <b>Fee:</b> 90  |
| <b>Notes:</b> Class Location: 430 North Main St. Bristol, CT 860-314-4700 |

## **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

|                                       |
|---------------------------------------|
| <b>Course # , Date(s) Time</b>        |
| CA33981, 09/11/17, 9:00 AM to 4:00 PM |
| <b>College, Campus &amp; Room:</b>    |
| CA, Capital, Room 307                 |
| <b>Instructor:</b> Juantray Easmon    |
| <b>Fee:</b> 90                        |
| <b>Notes:</b>                         |

## **Practical Application of the Four Agreements**

Understanding The Four Agreements is the first step to integrating them into your everyday life. Applying them is not as easy as understanding them however, as many individuals find out as they work on practicing them. This course explores each agreement and the many possible applications in everyday work situations. Implications for shifts in perspective and successful outcomes will be discussed

Required text: None

Prerequisite: Introduction to the Four Agreements    CEUs: 0.6

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|---|
| <b>Course # , Date(s) Time</b>  |
| TX33915, 09/20/17, 9:00 AM to 4:00 PM                                     |
| <b>College, Campus &amp; Room:</b>  |
| TX, Tunxis@Bristol, Room 1  |
| <b>Instructor:</b> Lisa Crofton   |
| <b>Fee:</b> 90  |
| <b>Notes:</b> Class Location: 430 North Main St. Bristol, CT 860-314-4700 |

## Public Speaking (Sans Pulse Raising) - NEW

The fear of public speaking holds many of us back in our lives and our careers. Utilizing various preparation and best practice techniques, we can overcome (or at least work through) the fear so that we can unlock our career potential. We will learn, share and practice these techniques in ways that will reduce our anxiety and help us turn our words into individual and work team success. We will focus on preparation, delivery, and adapting (in the moment) so that we feel the necessary control not to be afraid or distracted but to excel.

Required text: None

Prerequisite: None      CEUs: 1.2

|  |
|--|
| <b>Course # , Date(s) Time</b>                                       |
| AS33986, 12/07/17, 9:00 AM to 4:00 PM   12/14/17, 9:00 AM to 4:00 PM |
| <b>College, Campus &amp; Room:</b>                                   |
| AS, ACC, 170 Elm St., Enfield, Room 130                              |
| <b>Instructor:</b> Felice Gray-Kemp                                  |
| <b>Fee:</b> 190  |
| <b>Notes:</b> Course meets for 2 sessions: 12/7, 12/14               |

## Retirement: Ready or Not? @Manchester

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

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| <b>Course # , Date(s) Time</b>         |
| MA33882, 10/16/17, 9:00 AM to 4:00 PM  |
| <b>College, Campus &amp; Room:</b>     |
| MA, Learning Resource Center, LRC B144 |
| <b>Instructor:</b> Ralph Braithwaite   |
| <b>Fee:</b> 90                         |
| <b>Notes:</b>                          |

## Retirement: Ready or Not? @Tunxis

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, you've got some unique and specific factors to consider before making this important choice. 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. 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. The workshop will also offer you important information about the proximate steps to take before retirement. You'll receive handouts that will help you know where and to whom you can turn for more specific questions about retirement from State employment. 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 include individual counseling regarding retirement.

Required text: None      Prerequisite: None      CEUs: 0.6

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|---|
| <b>Course # , Date(s) Time</b>  |
| TX33962, 11/01/17, 9:00 AM to 4:00 PM                                     |
| <b>College, Campus &amp; Room:</b>  |
| TX, Tunxis@Bristol, Room 1  |
| <b>Instructor:</b> Ralph Braithwaite                                      |
| <b>Fee:</b> 90  |
| <b>Notes:</b> Class Location: 430 North Main St. Bristol, CT 860-314-4700 |

## 'S.M.A.R.T.' Talk! - NEW

Sometimes the same words mean different things to different people. Words trigger thoughts and emotions that may lead to unintended negative consequences. The proper use of words (and non-verbal communications) can lead to harmonious work places, successful business outcomes, and create an environment of overall success. In this course, we will explore ways to communicate in the S.M.A.R.T. (Specific, Measurable, Achievable, Relevant, Time bound) fashion. This simple way of communicating verbally, in email and other writing minimizes the ambiguity that leads to misunderstanding. We will take the time to review and develop- examples of communication improvements that bridge intent (that is often unclear) to clear statements that ensure effective, efficient business communications. Required text: None      Prerequisite: None      CEUs: 1.2

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| <b>Course # , Date(s) Time</b>                                       |
| AS33985, 11/02/17, 9:00 AM to 4:00 PM   11/09/17, 9:00 AM to 4:00 PM |
| <b>College, Campus &amp; Room:</b>                                   |
| AS, ACC, 170 Elm St., Enfield, Room 130                              |
| <b>Instructor:</b> Felice Gray-Kemp                                  |
| <b>Fee:</b> 190  |
| <b>Notes:</b> Course meets for 2 sessions: 11/02, 11/09              |

## **The Admin's Toolkit: Tools, Techniques and Strategies for Office Management -NEW**

Whether you are an executive assistant, a secretary or a member of the clerical staff, this workshop will help you elevate your job skills and workplace contributions. Participants will be encouraged to share best practices in this dynamic, lively workshop. You will learn how to develop and show your full potential to managerial staff in preparing for a possible promotion. We will explore key skill areas that allow indispensable admins to shine! You will learn how to better and manage your work and time, incorporating critical time management tools. You will discover key telephone communication strategies--everything from a how to calmly manage multiple lines to how to take complete messages to how to handle difficult people. We will also take a look at records management techniques, including electronic files organization. You will also discover optimal ways for interacting with office visitors, from scheduling appointments, to answering questions to managing early arrivals and much more. Students will also learn the ABCs of meeting management, including setting agendas, planning meetings and conferences, running a meeting, interrupting a meeting, making travel arrangements, and much more. Finally, students will be guided in the art of effective presentations, whether they are introducing a guest speaker or presenting a concept to a group. This workshop will provide you with a virtual toolkit of new skills and strategies to enhance your job performance. Prerequisite: None CEUs: 1.8

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| <b>Course # , Date(s) Time</b>  |
| AS33855, 09/12/17, 9:00 AM to 4:00 PM   09/19/17, 9:00 AM to 4:00 PM   09/26/17, 9:00 AM to 4:00 PM |
| <b>College, Campus &amp; Room:</b>  |
| AS, Asnuntuck, Room 128   |
| <b>Instructor:</b> Margaret DeMarino  |
| <b>Fee:</b> 285   |
| <b>Notes:</b> Course meets for 3 sessions: 9/12, 9/19, 9/26   |

## **Time Out: Powerful 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

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| <b>Course # , Date(s) Time</b>  |
| TX33917, 10/16/17, 9:00 AM to 4:00 PM                                     |
| <b>College, Campus &amp; Room:</b>  |
| TX, Tunxis@Bristol, Room 1  |
| <b>Instructor:</b> Larry Lindquist  |
| <b>Fee:</b> 90  |
| <b>Notes:</b> Class Location: 430 North Main St. Bristol, CT 860-314-4700 |

## **Today's Customer Service Essentials**

What external factors make today's customer service 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? This workshop will help improve the service experience for the customer and for you. There's enough information for frontline staff and supervisors. Learning Objectives: 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 2) identify ways to improve customer service at the office and make a personal action plan.

Required text: None      Prerequisite: None      CEUs: 0.6

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|---------------------------------------|
| <b>Course # , Date(s) Time</b>        |
| TX33918, 11/15/17, 9:00 AM to 4:00 PM |
| <b>College, Campus &amp; Room:</b>    |
| TX, Tunxis@Bristol, Room 1            |
| <b>Instructor:</b> Waldemar Kostrzewa |
| <b>Fee:</b> 90                        |
| <b>Notes:</b>                         |

## Understanding Grant Guidelines & Responding to Requests for Proposals (RFPs)

Careful review and response to grant guidelines are critical elements to winning a grant award. This course provides greater detail about the grant proposal submission process. It covers the basics such as: organizing grant documents, determining whether and how to respond to a grant request for proposal, reading and reviewing grant guidelines, forming organizational talking points, delegating grant writing tasks to a team and more. The course covers weighted review criteria popular with grant makers today and how to address exactly the points presented. Participants will walk away with a criteria checklist and process that can be applied to any guidelines or RFP process. Learning Objectives: 1) Participants will develop an organized approach to responding to funding opportunities; 2) Participants will organize grant writing projects and teams; 3) Participants will set up a grants management process; 4) Participants will collect supporting documentation; 5) Participants will determine organizational competencies; Participants will estimate project costs and schedule.

Required text: None Prerequisite: None CEUs: 0.6

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| <b>Course # , Date(s) Time</b>          |
| AS33856, 10/04/17, 9:00 AM to 4:00 PM   |
| <b>College, Campus &amp; Room:</b>      |
| AS, ACC, 170 Elm St., Enfield, Room 128 |
| <b>Instructor:</b> Ira Revels           |
| <b>Fee:</b> 95                          |
| <b>Notes:</b>                           |

## Developing Leadership Skills

### Boot Camp for Leaders, Managers, and Supervisors

Exercise your workplace skills (don't worry, no push-ups or planks required) in this three-session 'boot camp' designed to help leaders pump up their people management skills. You will learn tips, scripts, and strategies that will help you meet and exceed key leadership criteria such as the ability to get along with everyone, to practice self-control under pressure, to communicate diplomatically, to motivate and energize your staff, to foster a positive working environment, to delegate effectively, and to encourage a strong work ethic among employees. The emphasis is on the practical, with students responsible for developing a Boot Camp 'Routine' and reporting back both during the class, as well as after the class ends, via email with the instructor and other classmates. Required text: None Prerequisite: None CEUs: 1.8

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| <b>Course # , Date(s) Time</b>  |
| AS33864, 10/05/17, 9:00 AM to 4:00 PM   10/12/17, 9:00 AM to 4:00 PM   10/19/17, 9:00 AM to 4:00 PM |
| <b>College, Campus &amp; Room:</b>  |
| AS, Asnuntuck, Room 128   |
| <b>Instructor:</b> Margaret DeMarino  |
| <b>Fee:</b> 285   |
| <b>Notes:</b> Course meets for 3 sessions: 10/5, 10/12, 10/19                                       |

## **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'. '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

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|---------------------------------------|
| <b>Course # , Date(s) Time</b>        |
| CA33967, 11/14/17, 9:00 AM to 4:00 PM |
| <b>College, Campus &amp; Room:</b>    |
| CA, Capital, Room 307                 |
| <b>Instructor:</b> Juantray Easmon    |
| <b>Fee:</b> 90                        |
| <b>Notes:</b>                         |

## **Effective Leadership Techniques 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

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| <b>Course # , Date(s) Time</b>  |
| TX33956, 12/14/17, 9:00 AM to 4:00 PM                                     |
| <b>College, Campus &amp; Room:</b>  |
| TX, Tunxis@Bristol, Room 1  |
| <b>Instructor:</b> Amy Blackwood  |
| <b>Fee:</b> 90  |
| <b>Notes:</b> Class Location: 430 North Main St. Bristol, CT 860-314-4700 |

## First Time Supervisor - Management Training

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. 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. At the end of the session you will: 1) Understand how to build morale and a stronger team 2) Manage perceptions and conflicts 3) Gain strategies for time-management and improve your problem-solving skills 4) Smoothly make the transition from co-worker/friend to supervisor 5) Coach employees to excellence and recognize when to coach and when to discipline.

Required text: None

Prerequisite: None CEUs: 1.2

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| <b>Course # , Date(s) Time</b>                                       |
| GW33999, 09/21/17, 9:00 AM to 4:00 PM   09/22/17, 9:00 AM to 4:00 PM |
| <b>College, Campus &amp; Room:</b>                                   |
| GW, Gateway CC, Room N102  |
| <b>Instructor:</b> Frank Dixon                                       |
| <b>Fee:</b> 300  |
| <b>Notes:</b> Course meets for 2 sessions: 9/21, 9/22                |

## Leadership for Everyone Workshop

This leadership workshop is geared to bring out those inner qualities that produce outstanding leaders. Increase your interpersonal awareness, sharpen your leadership skills, and gain a greater understanding of the complex issues facing today's leaders. Build your toolbox with the following topics: 1) The value of relationships versus productivity 2) When should I use my authority and how 3) Developing your managerial style to become transparent inducing a culture of accountability 4) The art of providing constructive criticism 5) Build your toolbox 6) How to have difficult conversations 7) When and how to say (no).

Required text: None

Prerequisite: None CEUs: 1.2

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|---|
| <b>Course # , Date(s) Time</b>                                      |
| GW34007, 9/29/17, 9:00 AM to 4:00 PM   10/27/17, 9:00 AM to 4:00 PM |
| <b>College, Campus &amp; Room:</b>                                  |
| GW, Gateway CC, Room N102   |
| <b>Instructor:</b> Ethel Harris                                     |
| <b>Fee:</b> 190   |
| <b>Notes:</b> Course meets for 2 sessions: 9/29, 10/27              |

## Managing with Positive Discipline

Discipline = punishment. It's been like that for ages. But that old formula wastes time and money. The focus for leaders needs to be on solving the problem behavior, not necessarily punishing it. This workshop focuses on how to work with the staff member with respect, creating a dialogue and platform for the employee to take personal responsibility for solving the issue.

Objectives: 1) Learn how to help employees meet workplace expectations 2) Learn the strategies and tools necessary to help your employees improve their performance 3) Explore strategies for when the employee has difficulty committing to improving.

Required text: None

Prerequisite: None CEUs: 0.6

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| <b>Course # , Date(s) Time</b>              |
| CA33978, 10/11/17, 9:00 AM to 4:00 PM       |
| <b>College, Campus &amp; Room:</b>          |
| CA, Capital, Room 307                       |
| <b>Instructor:</b> Christopher Service, Sr. |
| <b>Fee:</b> 90                              |
| <b>Notes:</b>                               |

## 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 a while, 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 managers' 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

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| <b>Course # , Date(s) Time</b>  |
| MA33880, 10/06/17, 9:00 AM to 4:00 PM   10/13/17, 9:00 AM to 4:00 PM   10/20/17, 9:00 AM to 4:00 PM   10/27/17, 9:00 AM to 4:00 PM   11/03/17, 9:00 AM to 4:00 PM |
| <b>College, Campus &amp; Room:</b>  |
| MA, Learning Resource Center, LRC B144  |
| <b>Instructor:</b> Ralph Braithwaite  |
| <b>Fee:</b> 399   |
| <b>Notes:</b> Course meets for 5 sessions: 10/06, 10/13, 10/20, 10/27, 11/03  |

### **Planning for Expected and Unexpected Employee Departure**

Don't be left out in the cold. Knowledge is an organization's most valuable resource. As individuals leave the workforce and opt for retirement or other life changes, key knowledge and experience is lost. This workshop will cover how to identify critical documented and undocumented knowledge that needs to be retained, who processes the knowledge, and techniques to transfer and retain the knowledge. There will be a discussion of succession planning to aid organizations in preparations to fill vacancies and remain competitive in the market. Students will leave this course with a template to create their own knowledge management action plan.

Required text: None

Prerequisite: None CEUs: 0.6

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| <b>Course # , Date(s) Time</b>              |
| CA33944, 12/13/17, 9:00 AM to 4:00 PM       |
| <b>College, Campus &amp; Room:</b>          |
| CA, Capital, Room 307                       |
| <b>Instructor:</b> Christopher Service, Sr. |
| <b>Fee:</b> 90                              |
| <b>Notes:</b>                               |

## Project Management Essentials

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 result. Project Management Essentials follows the development and management of a project from start to finish. The 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 workshop requires registrants to attend both sessions: Part 1 and Part 2

Required text: None

Prerequisite: None CEUs: 1.2

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| <b>Course # , Date(s) Time</b>  |
| TX33949, 10/18/17, 9:00 AM to 4:00 PM   10/25/17, 9:00 AM to 4:00 PM      |
| <b>College, Campus &amp; Room:</b>  |
| TX, Tunxis@Bristol, Room 1  |
| <b>Instructor:</b> Waldemar Kostrzewa                                     |
| <b>Fee:</b> 90  |
| <b>Notes:</b> Class Location: 430 North Main St. Bristol, CT 860-314-4700 |

## Project Management Techniques

Too many companies have smart people and good intentions, but don't deliver. This one-day program will cover common sense approaches a team can use to dramatically improve their probability of success. The goal of the workshop is to connect you with simple straight forward concepts that can be applied to an existing situation. You will learn to drive better results, practical fundamentals of delivery and execution, and creatively rethink way you can approach initiatives and targets.

Required text: None

Prerequisite: None CEUs: 0.6

|                                       |
|---------------------------------------|
| <b>Course # , Date(s) Time</b>        |
| CA33946, 12/06/17, 9:00 AM to 4:00 PM |
| <b>College, Campus &amp; Room:</b>    |
| CA, Capital, Room 301                 |
| <b>Instructor:</b> Domenic Gugliotti  |
| <b>Fee:</b> 90                        |
| <b>Notes:</b>                         |

## **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.

Required text: None

Prerequisite: None CEUs: 1.2

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| <b>Course # , Date(s) Time</b>  |
| MA33881, 09/12/17, 9:00 AM to 4:00 PM   09/18/17, 9:00 AM to 4:00 PM  |
| <b>College, Campus &amp; Room:</b>  |
| MA, Learning Resource Center, LRC B144  |
| <b>Instructor:</b> John Lombardo  |
| <b>Fee:</b> 180   |
| <b>Notes:</b> Course meets for 2 sessions: 9/12, 9/18. Recommended follow-up course for Project Management: All the Essentials is MA33884 Project 2016: Introduction. |

## 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 and obtain approval for an Action Plan prior to class start. (A Manager-Employee Training form will be provided to registered students for this purpose and must be signed by the participant's manager by the first meeting). 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

| <b>Course # , Date(s) Time</b>  |
|---|
| GW34006, 09/22/17, 9:00 AM to 4:00 PM   09/29/17, 9:00 AM to 4:00 PM   10/20/17, 9:00 AM to 4:00 PM |
| <b>College, Campus &amp; Room:</b>  |
| GW, Gateway CC, Room N102   |
| <b>Instructor:</b>  |
| Frank Dixon   |
| <b>Fee:</b>   |
| 300   |
| <b>Notes:</b>   |
| Course meets 9/22, 9/29, 9:00-4:00 PM. Follow-up session: 10/20, 9:00 – 4:00 PM                     |

OR

| <b>Course # , Date(s) Time</b>  |
|---|
| MA33883, 10/30/17, 9:00 AM to 4:00 PM   11/06/17, 9:00 AM to 4:00 PM   12/11/17, 9:00 AM to 4:00 PM |
| <b>College, Campus &amp; Room:</b>  |
| MA, Learning Resource Center, LRC B144  |
| <b>Instructor:</b>  |
| Ralph Braithwaite   |
| <b>Fee:</b>   |
| 300   |
| <b>Notes:</b>   |
| Course meets 10/30, 11/06, 9:00-4:00 PM. Follow-up session: 12/11, 9:00 - 4:00 PM                   |

## 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

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|---|
| <b>Course # , Date(s) Time</b>          |
| AS33863, 10/27/17, 9:00 AM to 4:00 PM   |
| <b>College, Campus &amp; Room:</b>      |
| AS, ACC, 170 Elm St., Enfield, Room 128 |
| <b>Instructor:</b> Ed Vaghini           |
| <b>Fee:</b> 190                         |
| <b>Notes:</b>                           |

## 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 7 key steps to get respect, discover the top 15 best practices of supervisors, adopt stellar supervisory strategies from corporations such as Disney, use 4 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

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|---|
| <b>Course # , Date(s) Time</b>  |
| AS33859, 09/15/17, 9:00 AM to 4:00 PM   09/22/17, 9:00 AM to 4:00 PM   09/29/17, 9:00 AM to 4:00 PM |
| <b>College, Campus &amp; Room:</b>  |
| AS, Asnuntuck, Room 128   |
| <b>Instructor:</b> Margaret DeMarino  |
| <b>Fee:</b> 285   |
| <b>Notes:</b> Course meets for 3 sessions: 9/15, 9/22, 9/29   |

## Training the Manager to Train

A manager is as good as his/her team. Employees cannot be expected to perform well in their jobs if they do not know what is expected of them and how to do it. When training new team members managers must know two things: 1) how to establish goals and expectations with the teammate and how to clearly communicate these; and 2) how to provide timely coaching and constructive feedback in order to ensure staff competence and team success.

Required text: None

Prerequisite: None CEUs: 0.6

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|---|
| <b>Course # , Date(s) Time</b>          |
| CA33948, 12/19/17, 9:00 AM to 4:00 PM   |
| <b>College, Campus &amp; Room:</b>      |
| CA, Capital Community College, Room 307 |
| <b>Instructor:</b> Juantray Easmon      |
| <b>Fee:</b> 90                          |
| <b>Notes:</b>                           |

## Technology Advancement

### Access 2013: Intermediate

Using Application Parts as well as fields, create a multi-table database containing a relationship and learn the significance of relationships in databases. Create select queries, data entry forms, navigation forms and discover how form layout is similar to report layout. Utilize built-in tools to split databases, find and replace data, attach and detach documents, import data, and more. Understand the differences between the templates and Web templates. Although this course uses Access 2013 software, version 2010 is very similar. Questions regarding earlier versions will be addressed as time allows. Students also have the option of taking the internationally recognized Microsoft Office Specialist (MOS) 2013 exams at our approved MCC testing center for an additional fee. 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

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| <b>Course # , Date(s) Time</b>                                       |
| MA33885, 09/22/17, 9:00 AM to 4:00 PM   09/29/17, 9:00 AM to 4:00 PM |
| <b>College, Campus &amp; Room:</b>                                   |
| MA , Learning Resource Center , LRC B142                             |
| <b>Instructor:</b> George Pillar                                     |
| <b>Fee:</b> 190  |
| <b>Notes:</b> Course meets for 2 sessions: 9/22, 9/29                |

### **Access 2013: Introduction - Tunxis**

This beginner Access course will cover: Why Use Access? What's New in the 2013 version, How Access 2013 works and how you work with it, navigating your way around Database basics, Data management, querying your data, Report basics. This class will review the basics of Access and teach you how to create your own databases. It is a beginners session designed to get you started using the program and the new features of Access 2013. It is not a high level programming course and is not designed to create databases for you as the participant. It will give you building blocks to move on to higher level usage. Learning Objective: 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 2013, practice using Access 2013, create your own database, review data management, practice querying data, create forms and reports, discuss reporting basics.

Required text: None

Prerequisite: None CEUs: 0.6

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|---|
| <b>Course # , Date(s) Time</b>  |
| TX33957, 11/16/17, 9:00 AM to 4:00 PM                                     |
| <b>College, Campus &amp; Room:</b>  |
| TX, Tunxis@Bristol, Lab   |
| <b>Instructor:</b> Amy Blackwood  |
| <b>Fee:</b> 95  |
| <b>Notes:</b> Class Location: 430 North Main St. Bristol, CT 860-314-4700 |

### **Access 2013: Introduction @Manchester**

Learn the features of Access 2013 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. Learn how to customize the Access interface to best suit your needs. Although this course uses Access 2013 software, version 2010 is very similar. Questions regarding earlier versions will be addressed as time allows. Students are eligible to receive free Access 2013 software.

Required text: None

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

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| <b>Course # , Date(s) Time</b>         |
| MA33886, 09/15/17, 9:00 AM to 4:00 PM  |
| <b>College, Campus &amp; Room:</b>     |
| MA, Learning Resource Center, LRC B142 |
| <b>Instructor:</b> George Pillar       |
| <b>Fee:</b> 95                         |
| <b>Notes:</b>                          |

### **Access 2016: Advanced - NEW!**

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. Although this course uses Access 2016 software, version 2013 is very similar. Questions regarding earlier versions will be addressed as time allows. Students also have the option of taking the internationally recognized Microsoft Office Specialist (MOS) 2016 exams 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

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| <b>Course # , Date(s) Time</b>         |
| MA33887, 11/17/17, 9:00 AM to 4:00 PM  |
| <b>College, Campus &amp; Room:</b>     |
| MA, Learning Resource Center, LRC B141 |
| <b>Instructor:</b> George Pillar       |
| <b>Fee:</b> 95                         |
| <b>Notes:</b>                          |

### **Access 2016: Intermediate**

Using Application Parts as well as fields, 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 differences between the templates and Web templates. Although this course uses Access 2016 software, version 2013 is very similar. Questions regarding earlier versions will be addressed as time allows. Students also have the option of taking the internationally recognized Microsoft Office Specialist (MOS) 2016 exams at our approved MCC testing center for an additional fee. See exam information on page 3.

Required text: None

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

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| <b>Course # , Date(s) Time</b>                                       |
| MA33888, 10/11/17, 9:00 AM to 4:00 PM   10/18/17, 9:00 AM to 4:00 PM |
| <b>College, Campus &amp; Room:</b>                                   |
| MA, Learning Resource Center, LRC B141                               |
| <b>Instructor:</b> George Pillar                                     |
| <b>Fee:</b> 190  |
| <b>Notes:</b> Course meets for 2 sessions: 10/11, 10/18              |

### **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. Although this course uses Access 2016 software, version 2013 is very similar. Questions regarding earlier versions will be addressed as time allows. Students are eligible to receive free Access 2016 software.

Required text: None

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

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| <b>Course # , Date(s) Time</b>         |
| MA33889, 10/04/17, 9:00 AM to 4:00 PM  |
| <b>College, Campus &amp; Room:</b>     |
| MA, Learning Resource Center, LRC B141 |
| <b>Instructor:</b> George Pillar       |
| <b>Fee:</b> 95                         |
| <b>Notes:</b>                          |

### **Access and Excel 2016: Using Visual Basic for Applications (VBA) to Enhance Office Productivity - NEW!**

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 beginning to intermediate Excel and Access users who would like to learn how to leverage VBA to automate and add versatility to their spreadsheets. Coverage includes an introduction to the essentials of VBA syntax. Students learn recording, writing, and running macros in Office 2016; creating code from scratch with the Visual Basic Editor.

Required text: Included in course fee.

Prerequisite: Access or Excel Introduction required, Access or Excel Intermediate course recommended. Experienced users who have not taken these courses and would like to attend the course should check with the Computer Program Coordinator, Bruce Manning, [bmannig@manchestercc.edu](mailto:bmannig@manchestercc.edu), 860-512-2808. CEUs: 1.2

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| <b>Course # , Date(s) Time</b>                                       |
| MA33890, 11/20/17, 9:00 AM to 4:00 PM   11/27/17, 9:00 AM to 4:00 PM |
| <b>College, Campus &amp; Room:</b>                                   |
| MA, Learning Resource Center, LRC B141                               |
| <b>Instructor:</b> George Pillar                                     |
| <b>Fee:</b> 235  |
| <b>Notes:</b> Course meets for 2 sessions: 11/20, 11/27              |

## **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, emails 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

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| <b>Course # , Date(s) Time</b>                                       |
| MA33892, 12/01/17, 9:00 AM to 4:00 PM   12/08/17, 9:00 AM to 4:00 PM |
| <b>College, Campus &amp; Room:</b>                                   |
| MA, Learning Resource Center, LRC B142                               |
| <b>Instructor:</b> Robert Thornton                                   |
| <b>Fee:</b> 250  |
| <b>Notes:</b> Course meets for 2 sessions: 12/01, 12/8               |

## **Adobe Acrobat Pro DC Introduction**

This course will cover the basics of Adobe Acrobat Pro DC. Topics covered are: the Portable Document Format (PDF), the difference between Adobe Reader and Adobe Acrobat, navigating the menus and panels of the program, working with pages, combining PDFs, creating PDFs from other programs, scanning documents to PDF, printing to PDF, exporting data, and creating hyperlinks.

Required text: None

Prerequisite: Students need to have basic computer skills, which include opening and closing programs, creating, saving and opening documents, and using a mouse. CEUs: 0.6

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|---------------------------------------|
| <b>Course # , Date(s) Time</b>        |
| CA33950, 12/08/17, 9:00 AM to 4:00 PM |
| <b>College, Campus &amp; Room:</b>    |
| CA, Capital, Room 617                 |
| <b>Instructor:</b> Michael Montgomery |
| <b>Fee:</b> 95                        |
| <b>Notes:</b>                         |

## 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

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| <b>Course # , Date(s) Time</b>                                       |
| MA33893, 12/01/17, 9:00 AM to 4:00 PM   12/08/17, 9:00 AM to 4:00 PM |
| <b>College, Campus &amp; Room:</b>                                   |
| MA, Learning Resource Center, LRC B141                               |
| <b>Instructor:</b> Kathleen Smits                                    |
| <b>Fee:</b> 250  |
| <b>Notes:</b> Course meets for 2 sessions: 12/01, 12/8               |

## 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

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| <b>Course # , Date(s) Time</b>                                       |
| MA33894, 09/15/17, 9:00 AM to 4:00 PM   09/22/17, 9:00 AM to 4:00 PM |
| <b>College, Campus &amp; Room:</b>                                   |
| MA, Learning Resource Center, LRC B220                               |
| <b>Instructor:</b> Kathleen Smits                                    |
| <b>Fee:</b> 250  |
| <b>Notes:</b> Course meets for 2 sessions: 9/15, 9/22                |

## **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

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|---|
| <b>Course # , Date(s) Time</b>  |
| MA33895, 10/20/17, 9:00 AM to 4:00 PM   10/27/17, 9:00 AM to 4:00 PM   11/03/17, 9:00 AM to 4:00 PM |
| <b>College, Campus &amp; Room:</b>  |
| MA, Learning Resource Center, LRC B220  |
| <b>Instructor:</b> Kathleen Smits   |
| <b>Fee:</b> 320   |
| <b>Notes:</b> Course meets for 3 sessions: 10/20, 10/27, 11/03                                      |

## **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.

Required text: None

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

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|---------------------------------------|
| <b>Course # , Date(s) Time</b>        |
| CA33951, 10/13/17, 9:00 AM to 4:00 PM |
| <b>College, Campus &amp; Room:</b>    |
| CA, Capital, Room 616                 |
| <b>Instructor:</b> Michael Montgomery |
| <b>Fee:</b> 95                        |
| <b>Notes:</b>                         |

## Creating Forms/Templates with Adobe Acrobat Pro

Adobe Acrobat Pro can help you turn your paper forms into electronic ones. This time saving feature from Adobe allows you to email/upload your form and users can save and submit it electronically. Learn to design a new form from scratch, convert a MS Word form to a pdf file, or scan a paper form and create a new electronic form from it. Utilize a new template of download one that you can then edit to meet your needs. Add content controls, check boxes, date pickers and drop-down menus.

Required text: None

Prerequisite: Basic Computer Skills CEUs: 6

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|---------------------------------------|
| <b>Course # , Date(s) Time</b>        |
| NV33998, 10/06/17, 9:00 AM to 4:00 PM |
| <b>College, Campus &amp; Room:</b>    |
| NV, NVCC, Room T511                   |
| <b>Instructor:</b> Teresa Smith       |
| <b>Fee:</b> 95                        |
| <b>Notes:</b>                         |

## Excel 2013: Data and Functions @ Tunxis

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 CEUs: 0.6

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|---|
| <b>Course # , Date(s) Time</b>  |
| TX33929, 10/19/17, 9:00 AM to 4:00 PM                                     |
| <b>College, Campus &amp; Room:</b>  |
| TX, Tunxis@Bristol, Lab   |
| <b>Instructor:</b> Laura Higgins  |
| <b>Fee:</b> 95  |
| <b>Notes:</b> Class Location: 430 North Main St. Bristol, CT 860-314-4700 |

### Excel 2013: Intermediate

Using Microsoft's leading spreadsheet software, this accelerated course builds upon the fundamentals presented in the Excel 2013 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. Although this course uses Excel 2013 software, version 2010 is very similar. Questions regarding earlier versions will be addressed as time allows. Students also have the option of taking the internationally recognized Microsoft Office Specialist (MOS) 2013 exams 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

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| <b>Course # , Date(s) Time</b>                                       |
| MA33896, 10/13/17, 9:00 AM to 4:00 PM   10/20/17, 9:00 AM to 4:00 PM |
| <b>College, Campus &amp; Room:</b>                                   |
| MA, Learning Resource Center, LRC B142                               |
| <b>Instructor:</b> Gayle Pignone                                     |
| <b>Fee:</b> 190  |
| <b>Notes:</b> Course meets for 2 sessions: 10/13, 10/20              |

### Excel 2013: Introduction

Excel Introduction is designed for people new to spreadsheets and for self-taught users who wish to expand their knowledge. Using Microsoft's Excel 2013 version of their renown 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. Although this course uses Excel 2013 software, version 2010 is very similar. Questions regarding earlier versions will be addressed as time allows.

Required text: None

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

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| <b>Course # , Date(s) Time</b>         |
| MA33897, 10/06/17, 9:00 AM to 4:00 PM  |
| <b>College, Campus &amp; Room:</b>     |
| MA, Learning Resource Center, LRC B142 |
| <b>Instructor:</b> Gayle Pignone       |
| <b>Fee:</b> 95                         |
| <b>Notes:</b>                          |

## Excel 2016: Advanced - NEW!

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. Although this course uses Excel 2016 software, version 2013 is very similar. Questions regarding earlier versions will be addressed as time allows. Students also have the option of taking the internationally recognized Microsoft Office Specialist (MOS) 2016 exams 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

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| <b>Course # , Date(s) Time</b>         |
| MA33898, 11/17/17, 9:00 AM to 4:00 PM  |
| <b>College, Campus &amp; Room:</b>     |
| MA, Learning Resource Center, LRC B142 |
| <b>Instructor:</b> Gayle Pignone       |
| <b>Fee:</b> 95                         |
| <b>Notes:</b>                          |

## Excel 2016: Data and Functions (2 Day Course) @Manchester

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. Although this course uses Excel 2016 software, version 2013 is very similar. Questions regarding earlier versions will be addressed as time allows. Required text: None

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

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| <b>Course # , Date(s) Time</b>                                       |
| MA33901, 10/11/17, 9:00 AM to 4:00 PM   10/18/17, 9:00 AM to 4:00 PM |
| <b>College, Campus &amp; Room:</b>                                   |
| MA, Learning Resource Center, LRC B142                               |
| <b>Instructor:</b> Gayle Pignone                                     |
| <b>Fee:</b> 190  |
| <b>Notes:</b> Course meets for 2 sessions: 10/11, 10/18              |

## 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. Although this course uses Excel 2016 software, version 2013 is very similar. Questions regarding earlier versions will be addressed as time allows. Students also have the option of taking the internationally recognized Microsoft Office Specialist (MOS) 2016 exams 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

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| <b>Course # , Date(s) Time</b>                                      |
| MA33899, 11/02/17, 9:00 AM to 4:00 PM   11/9/17, 9:00 AM to 4:00 PM |
| <b>College, Campus &amp; Room:</b>                                  |
| MA, Learning Resource Center, LRC B141                              |
| <b>Instructor:</b> Gayle Pignone                                    |
| <b>Fee:</b> 190   |
| <b>Notes:</b> Course meets for 2 sessions: 11/2, 11/9               |

## 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 renown 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. Although this course uses Excel 2016 software, version 2013 is very similar. Questions regarding earlier versions will be addressed as time allows.

Required text: None

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

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| <b>Course # , Date(s) Time</b>         |
| MA33900, 10/23/17, 9:00 AM to 4:00 PM  |
| <b>College, Campus &amp; Room:</b>     |
| MA, Learning Resource Center, LRC B141 |
| <b>Instructor:</b> Gayle Pignone       |
| <b>Fee:</b> 95                         |
| <b>Notes:</b>                          |

## **Excel: Pivot Tables, Dashboards and Reports**

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: Included in course fee.

Prerequisite: Excel Introduction course required or equivalent knowledge. CEUs: 0.6

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| <b>Course # , Date(s) Time</b>         |
| MA33902, 11/14/17, 9:00 AM to 4:00 PM  |
| <b>College, Campus &amp; Room:</b>     |
| MA, Learning Resource Center, LRC B142 |
| <b>Instructor:</b> Gayle Pignone       |
| <b>Fee:</b> 135                        |
| <b>Notes:</b>                          |

## **Excel 2013: Basic Skills @ Tunxis**

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:

Required text: None

Prerequisite: Competence in Windows, and File and Folder management CEUs: 0.6

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| <b>Course # , Date(s) Time</b>  |
| TX33928, 09/28/17, 9:00 AM to 4:00 PM                                     |
| <b>College, Campus &amp; Room:</b>  |
| TX, Tunxis@Bristol, Lab   |
| <b>Instructor:</b> Laura Higgins  |
| <b>Fee:</b> 95  |
| <b>Notes:</b> Class Location: 430 North Main St. Bristol, CT 860-314-4700 |

## **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.

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

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| <b>Course # , Date(s) Time</b>        |
| CA33954, 11/17/17, 9:00 AM to 4:00 PM |
| <b>College, Campus &amp; Room:</b>    |
| CA, Capital, Room 616                 |
| <b>Instructor:</b> Michael Montgomery |
| <b>Fee:</b> 95                        |
| <b>Notes:</b>                         |

## **In the Cloud - Getting Started with Cloud Computing**

Cloud Com-put-ing: Noun - The practice of using a network of remote servers hosted on the Internet to store, manage, and process data, rather than a local server or a personal computer. If a dictionary definition doesn't cut it for you, this class will! Get up and running on your own clouds: Google Drive, Dropbox, iCloud, OneDrive and more. This class will explain what cloud computing is and how it works and will even get you started with your own accounts! Use online apps (which are free) to create and store documents, spreadsheets and presentations without having to buy expensive software for your computer. Then access them from other computers, tablets, pads and phones that have Internet connections. We'll even look at collaborating and sharing files and answering your questions.

Required text: None

Prerequisite: Students must have basic computer skills, which include opening and closing programs, creating, saving and opening documents, and using a mouse. CEUs: 0.6

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| <b>Course # , Date(s) Time</b>        |
| CA33953, 09/18/17, 9:00 AM to 4:00 PM |
| <b>College, Campus &amp; Room:</b>    |
| CA, Capital, Room 616                 |
| <b>Instructor:</b> Michael Montgomery |
| <b>Fee:</b> 95                        |
| <b>Notes:</b>                         |

## Information Technology Infrastructure Library (ITIL) Certification Preparation - NEW!

Information Technology Infrastructure Library (ITIL) is a public framework that describes Best Practice in IT service management. It provides a framework for the governance of IT, the 'service wrap', and focuses on the continual measurement and improvement of the quality of IT service delivered. Some of these benefits include, increased user and customer satisfaction with IT services and improved service availability, directly leading to increased business profits and revenue, improved time to market for new products and services, improved decision making and optimized risk. The Foundation level is the entry-level qualification which focuses on knowledge and comprehension of the key elements, concepts and terminology used in the ITIL service lifecycle, including the links between lifecycle stages, the processes used, and their contribution to service management practices. Complete review of the five lifecycle phases and methodologies, including deeper discussions of all lifecycles; processes and functions; and best practices surrounding ITSM concepts and theory will also be covered. Examples and discussion of real world applications will be included. Students will have access to hundreds of Foundation Certification exam questions, including study tips, exam key words and hints.

Required text: None

Prerequisite: Basic Windows, keyboard, and mouse skills. Familiarity with helpdesk or service desk functions. CEUs: 1.8

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| <b>Course # , Date(s) Time</b>   |
| MA33987, 12/01/17, 9:00 AM to 4:00 PM   12/8/17, 9:00 AM to 4:00 PM   12/15/17, 9:00 AM to 4:00 PM |
| <b>College, Campus &amp; Room:</b>   |
| MA, Learning Resource Center, LRC B222   |
| <b>Instructor:</b> Joseph Cutuli   |
| <b>Fee:</b> 399  |
| <b>Notes:</b> Course meets for 3 sessions: 12/1, 12/8, and 12/15                                   |

## MS Excel 2013 Introduction

MS Excel is an electronic spreadsheet used to store, organize, calculate and manipulate data. This course will improve your competency to create worksheets, use basic formulas and functions, and create and modify charts. These skills are an asset in any job today; where the budget and the collection and tracking of data is essential to business success.

Required text: None

Prerequisite: None CEUs: 12

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| <b>Course # , Date(s) Time</b>        |
| NV34002, 10/13/17, 9:00 AM to 4:00 PM |
| <b>College, Campus &amp; Room:</b>    |
| NV, NVCC, Room T511                   |
| <b>Instructor:</b> Cathy Poehler      |
| <b>Fee:</b> 190                       |
| <b>Notes:</b>                         |

## Office 2016: MCC Certificate - NEW!

Increase your employability. MS Office certification helps you stand out! This hands-on workshop will include in-depth training on Word, Excel, Access, PowerPoint, and Outlook - all skills employers are looking for today. Students will have the option to take each 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: Included in course fee.

Prerequisite: Basic Windows, keyboard and mouse skills required. CEUs: 3.6

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| <b>Course # , Date(s) Time</b>   |
| MA33903, 09/28/17, 9:00 AM to 4:00 PM   10/05/17, 9:00 AM to 4:00 PM   10/12/17, 9:00 AM to 4:00 PM   10/19/17, 9:00 AM to 4:00 PM   10/26/17, 9:00 AM to 4:00 PM   11/02/17, 9:00 AM to 4:00 PM |
| <b>College, Campus &amp; Room:</b>   |
| MA, Learning Resource Center, LRC B142   |
| <b>Instructor:</b> Robert Thornton   |
| <b>Fee:</b> 599  |
| <b>Notes:</b> Course meets for 6 sessions: 9/28, 10/05, 10/12, 10/19, 10/26, 11/02   |

## Outlook 2016: Introduction

From basic email features to advanced calendaring options, the skills taught in this all-encompassing course are: managing messaging (emails, signatures, automation, attachments, importance, security and delivery); managing scheduling (appointments, meetings, recurring events, requests, responses, custom calendar settings, sharing calendars); managing tasks (create, modify, mark, assign, update, respond); managing contacts (personal, electronic business cards, distribution lists, address books); and organizing information (categories, data files, folders, search, rules and customizing). Although this course uses Outlook 2016 software, version 2013 is very similar. Questions regarding earlier versions will be addressed as time allows.

Required text: None

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

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| <b>Course # , Date(s) Time</b>         |
| MA33904, 09/22/17, 9:00 AM to 4:00 PM  |
| <b>College, Campus &amp; Room:</b>     |
| MA, Learning Resource Center, LRC B141 |
| <b>Instructor:</b> Gayle Pignone       |
| <b>Fee:</b> 95                         |
| <b>Notes:</b>                          |

## PC Repair and Maintenance

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. Viruses, spyware, surge protectors and backups will also be discussed. This course is for the beginner through intermediate PC user. Students are eligible to receive free Windows software. This course formerly known as PC Maintenance.

Required text: None

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

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| <b>Course # , Date(s) Time</b>                                       |
| MA33905, 10/05/17, 9:00 AM to 4:00 PM   10/12/17, 9:00 AM to 4:00 PM |
| <b>College, Campus &amp; Room:</b>                                   |
| MA, Learning Resource Center, LRC B141                               |
| <b>Instructor:</b> Bruce Manning                                     |
| <b>Fee:</b> 190  |
| <b>Notes:</b> Course meets for 2 sessions: 10/5, 10/12               |

## PowerPoint: Presenting the Presentation, More Than Just Pictures

Free your audiences from the boredom and fatigue known as Death by PowerPoint! Creating a winning presentation doesn't need to be a time consuming task. Today you'll learn to plan effective slides using design principals and use sophisticated techniques to make your presentation look and feel like it came straight from a design studio. You'll also see how to connect with your audience using sound, video and animation. Get ready to learn lots of fun tips and tricks to make you presentations pop! Course objectives: 1) Planning Effective Slides Using Design Principals: The Rule of 3; 2) PowerPoint Efficiency 3) Sophisticated Tools and Techniques That Make Your Job Easier 4) Customizing Your Presentation 5) Media Objects

Required text: None

Prerequisite: Basic skills in preparing PowerPoint slides CEUs: 0.6

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| <b>Course # , Date(s) Time</b>  |
| TX33932, 11/09/17, 9:00 AM to 4:00 PM                                     |
| <b>College, Campus &amp; Room:</b>  |
| TX, Tunxis@Bristol, Lab   |
| <b>Instructor:</b> Laura Higgins  |
| <b>Fee:</b> 95  |
| <b>Notes:</b> Class Location: 430 North Main St. Bristol, CT 860-314-4700 |

## 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.

Required text: Included in course fee.

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

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| <b>Course # , Date(s) Time</b>  |
| MA33884, 10/03/17, 9:00 AM to 4:00 PM   10/10/17, 9:00 AM to 4:00 PM  |
| <b>College, Campus &amp; Room:</b>  |
| MA, Learning Resource Center, LRC B141  |
| <b>Instructor:</b> Gayle Pignone  |
| <b>Fee:</b> 230   |
| <b>Notes:</b> Course meets for 2 sessions: 10/03, 10/10. Recommended related training for Project 2016: Introduction is MA33881 Project Management: All the Essentials. |

## Project Management

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 project for the company or agency. 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 successful completion.

Required text: None

Prerequisite: Basic Computer Skills CEUs: 12

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| <b>Course # , Date(s) Time</b>        |
| NV33997, 10/27/17, 9:00 AM to 4:00 PM |
| <b>College, Campus &amp; Room:</b>    |
| NV, NVCC, Room T655                   |
| <b>Instructor:</b> Juan De La Rosa    |
| <b>Fee:</b> 180                       |
| <b>Notes:</b>                         |

## 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 getting started; 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

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| <b>Course # , Date(s) Time</b>   |
| MA33935, 10/16/17, 9:00 AM to 12:00 PM   10/23/17, 9:00 AM to 12:00 PM   10/30/17, 9:00 AM to 12:00 PM   11/06/17, 9:00 AM to 12:00 PM |
| <b>College, Campus &amp; Room:</b>   |
| MA, Learning Resource Center, LRC B142   |
| <b>Instructor:</b> Michael Rotondo   |
| <b>Fee:</b> 230  |
| <b>Notes:</b> Course meets for 4 sessions: 10/16, 10/23, 10/30, 11/06, 9 AM-12 PM  |

## SCRUM Agile Project Management: Introduction - NEW!

Scrum (Agile) project management framework is a way for teams to work together to develop a product. Scrum supports our need to be human at work: to belong, to learn, to do, to create and be creative, to grow, to improve, and to interact with other people. In other words, Scrum leverages the innate traits and characteristics in people to allow them to do great things together. This course is tailored to help anyone interested in knowing more about Scrum; learning about key concepts in Scrum as defined in the SBOK Guide; and arriving at a basic understanding of how Scrum framework works in delivering successful projects. Participants will learn to run and audit Scrum projects. The course will also cover a simulated Scrum project. This course is recommended for anyone supervising projects.

Required text: Curriculum included in course fee.

Prerequisite: None CEUs: 0.6

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| <b>Course # , Date(s) Time</b>         |
| MA33933, 09/27/17, 9:00 AM to 4:00 PM  |
| <b>College, Campus &amp; Room:</b>     |
| MA, Learning Resource Center, LRC B141 |
| <b>Instructor:</b> Jayson Ferron       |
| <b>Fee:</b> 135                        |
| <b>Notes:</b>                          |

### **Security+ Certification Overview - NEW!**

CompTIA Security+ (Exam SY0-401) is the primary course you will need to take if your job responsibilities include securing network services, devices, and traffic in your organization. Students receive a great overview of the Security+ requirements and topics in this one-day, information packed course taught by our own security expert/instructor. This course will prepare students for the CompTIA Security+ certification examination. In this course, you will build on your knowledge of and professional experience with training in security fundamentals, networks, and organizational security.

Required text: Curriculum included in course fee.

Prerequisite: Solid knowledge of hardware and operating systems required. A+ and Network+ certification strongly recommended. CEUs: 0.6

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| <b>Course # , Date(s) Time</b>         |
| MA33931, 09/25/17, 9:00 AM to 4:00 PM  |
| <b>College, Campus &amp; Room:</b>     |
| MA, Learning Resource Center, LRC B142 |
| <b>Instructor:</b> Jayson Ferron       |
| <b>Fee:</b> 190                        |
| <b>Notes:</b>                          |

### **SharePoint Information Worker: Introduction**

This one-day course teaches students how to use Microsoft SharePoint 2016 from the ground up. Topics start from navigating the new Ribbon interface, using lists and libraries, managing work flows, and build up to site creation. Learn to use collaborative sites to share documents and ideas.

Required text: Curriculum included in course fee.

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

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| <b>Course # , Date(s) Time</b>         |
| MA33934, 09/28/17, 9:00 AM to 4:00 PM  |
| <b>College, Campus &amp; Room:</b>     |
| MA, Learning Resource Center, LRC B141 |
| <b>Instructor:</b> Jayson Ferron       |
| <b>Fee:</b> 190                        |
| <b>Notes:</b>                          |

## SQL Server 2016 Queries: Introduction

This two-day course will cover querying MS SQL Server 2016. We will work with SQL Server Management Studio. Students will learn to create and organize T-SQL scripts that include sets and predicates; T-SQL querying; querying multiple tables with joins, sorting and filtering data, identifying different data types in MS SQL Server 2016; using DML to modify data, built-in functions, grouping and aggregating data, using sub-queries, set operators, table expressions and the union operator. Students are eligible to receive free Microsoft SQL Server 2016 software.

Required text: None

Prerequisite: Database Introduction course, or familiarity with databases. CEUs: 1.2

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| <b>Course # , Date(s) Time</b>                                       |
| MA33907, 11/08/17, 9:00 AM to 4:00 PM   11/15/17, 9:00 AM to 4:00 PM |
| <b>College, Campus &amp; Room:</b>                                   |
| MA, Learning Resource Center, LRC B142                               |
| <b>Instructor:</b> George Pillar                                     |
| <b>Fee:</b> 190  |
| <b>Notes:</b> Course meets for 2 sessions: 11/08, 11/15              |

## SQL Server 2016: Introduction

This in-depth training will provide you with the knowledge and skills you need to understand the concepts behind relational database systems, data structure design, the SQL query language, and basic SQL Server Database Management. You will gain a firm understanding of how relational database systems work, proper database design, database optimization, the SQL query language, and basic SQL Server Database Administration. The SQL Server Administration skills include installation and configuration of a working SQL Server database, creating table spaces and files, managing security and user access, updating the database structure and data, and writing SQL queries. Students are eligible to receive free Microsoft SQL Server 2016 software.

Required text: None

Prerequisite: Database Introduction course, or familiarity with databases. CEUs: 1.2

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| <b>Course # , Date(s) Time</b>                                       |
| MA33906, 10/25/17, 9:00 AM to 4:00 PM   11/01/17, 9:00 AM to 4:00 PM |
| <b>College, Campus &amp; Room:</b>                                   |
| MA, Learning Resource Center, LRC B142                               |
| <b>Instructor:</b> George Pillar                                     |
| <b>Fee:</b> 190  |
| <b>Notes:</b> Course meets for 2 sessions: 10/25, 11/01              |

## Tips and Tricks for Presenting Data Using Excel and PowerPoint

Data informs but it's the stories that convey message. This workshop is designed for individuals who would like to enhance their presentation skills using PowerPoint and Excel. It is critical to be able to distill your data into meaningful information that is easily digestible and captures your audience's attention. Participants will learn how to format tables, highlight data using conditional formatting, create different kinds of charts and Pivot Tables, and use SmartArt diagrams, charts, and animation. If you're interested in learning how to create a compelling data-driven presentation, this workshop is for you.

Required text: None

Prerequisite: Working familiarity with Excel and PowerPoint CEUs: 0.6

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| <b>Course # , Date(s) Time</b>        |
| CA33955, 11/03/17, 9:00 AM to 4:00 PM |
| <b>College, Campus &amp; Room:</b>    |
| CA, Capital, Room 613                 |
| <b>Instructor:</b> Laura Higgins      |
| <b>Fee:</b> 95                        |
| <b>Notes:</b>                         |

## 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

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| <b>Course # , Date(s) Time</b>         |
| MA33908, 11/01/17, 9:00 AM to 4:00 PM  |
| <b>College, Campus &amp; Room:</b>     |
| MA, Learning Resource Center, LRC B141 |
| <b>Instructor:</b> Bruce Manning       |
| <b>Fee:</b> 135                        |
| <b>Notes:</b>                          |

## Web Design: MCC Certificate - NEW!

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 courses are included in the Web Design MCC Certificate program: Web Design: HTML5/CSS3 Introduction; Web Design: Adobe Dreamweaver and Muse Introduction; and Web Design: WordPress Introduction.

Required text: None

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

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| <b>Course # , Date(s) Time</b>  |
| MA33937, 09/26/17, 9:00 AM to 4:00 PM   10/03/17, 9:00 AM to 4:00 PM   10/10/17, 9:00 AM to 4:00 PM   10/17/17, 9:00 AM to 4:00 PM   10/24/17, 9:00 AM to 4:00 PM |
| <b>College, Campus &amp; Room:</b>  |
| MA, Learning Resource Center, LRC B142  |
| <b>Instructor:</b> Robert Thornton  |
| <b>Fee:</b> 545   |
| <b>Notes:</b> Course meets for 5 sessions: 9/26, 10/03, 10/10, 10/17, 10/24   |

## Windows 10: Introduction

Learn the new features of this powerful operating and file-management system from Microsoft's latest operating system, Windows 10. Topics include - the new desktop in Windows 10, new start menu, set up and configuring, personalization and settings, saving and syncing content, apps and store, Cortana assistant and Windows Hello identification app. Students are eligible to receive free Windows 10 software.

Required text: Curriculum included in course fee.

Prerequisite: Keyboarding and mouse skills CEUs: 0.6

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| <b>Course # , Date(s) Time</b>         |
| MA33924, 09/29/17, 9:00 AM to 4:00 PM  |
| <b>College, Campus &amp; Room:</b>     |
| MA, Learning Resource Center, LRC B141 |
| <b>Instructor:</b> Jayson Ferron       |
| <b>Fee:</b> 135                        |
| <b>Notes:</b>                          |

## Windows PowerShell: Introduction

This course is intended for Windows and/or network administrators and professionals. PowerShell is an automation platform and scripting language for Windows and Windows Server that allows you to simplify the management of your systems. Unlike other text-based shells, PowerShell harnesses the power of the .NET Framework, providing rich objects and a massive set of built-in functionality to take control of your Windows environments. Students are eligible to receive free Windows Server 2016 software.

Required text: Curriculum included in course fee.

Prerequisite: It is highly recommended that students have certifications in either Network+ or Microsoft MCSA or equivalent experience. Experienced Network or Windows professionals who are not certified and would like to attend the course should first e-mail MCC Computer Program Coordinator, Bruce Manning at [bmanning@manchestercc.edu](mailto:bmanning@manchestercc.edu) or call 860-512-2808, regarding your experience. CEUs: 0.6

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| <b>Course # , Date(s) Time</b>         |
| MA33925, 09/26/17, 9:00 AM to 4:00 PM  |
| <b>College, Campus &amp; Room:</b>     |
| MA, Learning Resource Center, LRC B141 |
| <b>Instructor:</b> Jayson Ferron       |
| <b>Fee:</b> 190                        |
| <b>Notes:</b>                          |

## Word 2013: Tips and Tricks, the Basics and Beyond @ Tunxis

This hands-on course covers beyond those basic skills and concepts needed to use Microsoft Word productively and efficiently. After an introduction review to Word window components, students will learn how to create, navigate, and save documents. They will edit, copy and paste, and find and replace text. They will also learn how to enhance the appearance of a document by using various fonts, formatting and paragraph options, themes and templates. In addition, they will create tables, adjust page setup, work with graphics, and proof and print documents.

Through put the class Tips and Tricks will be introduced to enhance and speed up use of Word.

Required text: None

Prerequisite: Familiarity in using Word CEUs: 0.6

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| <b>Course # , Date(s) Time</b>  |
| TX33930, 10/26/17, 9:00 AM to 4:00 PM                                     |
| <b>College, Campus &amp; Room:</b>  |
| TX, Tunxis@Bristol, Lab   |
| <b>Instructor:</b> Laura Higgins  |
| <b>Fee:</b> 95  |
| <b>Notes:</b> Class Location: 430 North Main St. Bristol, CT 860-314-4700 |

## **Word Advanced: Working with Complex Documents - NEW!**

This class is for people interested in learning more about managing large documents such as manuals, catalogs, or books. Some of the skills covered are modifying, creating and organizing Styles; creating and organizing Quick Parts; advanced find features; working with Footnotes and Endnotes; working with Bookmarks and Cross References; automating with simple macros; creating Tables of Contents using automatic and manual methods; creating an Index; working with Master Documents; and using Citations and Table of Authorities. This class is geared for the user who has had experience working in Microsoft Word. Although this course uses Word 2016 software, version 2013 is very similar. Questions regarding earlier versions will be addressed as time allows.

Required text: None

Prerequisite: Word Intermediate level skills, equivalent experience or permission of the computer coordinator. CEUs: 0.6

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| <b>Course # , Date(s) Time</b>         |
| MA33926, 09/25/17, 9:00 AM to 4:00 PM  |
| <b>College, Campus &amp; Room:</b>     |
| MA, Learning Resource Center, LRC B141 |
| <b>Instructor:</b> Gayle Pignone       |
| <b>Fee:</b> 95                         |
| <b>Notes:</b>                          |

## **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. Course extended to 12 hours, due to student demand.

Required text: None

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

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| <b>Course # , Date(s) Time</b>                                       |
| MA33927, 10/31/17, 9:00 AM to 4:00 PM   11/07/17, 9:00 AM to 4:00 PM |
| <b>College, Campus &amp; Room:</b>                                   |
| MA, Learning Resource Center, LRC B141                               |
| <b>Instructor:</b> Robert Thornton                                   |
| <b>Fee:</b> 190  |
| <b>Notes:</b> Course meets for 2 sessions: 10/31, 11/07              |