



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

The Department of Administrative Services and Connecticut's Community College System are partners in providing a wide variety of cost-effective training opportunities to Connecticut State employees. This catalog includes courses that will help 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! Whether you are familiar with the In-Service Training Program or looking at a catalog for the first time, we welcome your participation.

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### UConn Information Registration Timeline

**UConn Storrs, Law School and Regional Campuses On-line Registration Deadline: ---- 02/01/17**  
UConn HR notifies employee via email of reservation(s) beginning ----- 02/11/17  
Courses begin ----- 03/13/17

## 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 any potential conflicts.
- Register on line at <http://hr.uconn.edu/state-in-service-program-registration-request-form/>. 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.

## **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.

## College Locations

Maps and Directions: <https://bor.ct.edu/inservice/docs/Maps and Directions.docx>

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

### What's NEW this term?

We have been working on many enhancements to the State In-Service Training Program including the automation of more of our services, which will allow us to build capacity to fill the training needs of State agencies efficiently as well as possibly offering new and different training opportunities.

### Communication and Interpersonal Skills

- Critical Thinking: Understanding Critical vs. Non-Critical Thinking

### Essential Business Skills

- Be Your Own Coach, Cheerleader, and Change Agent
- Boot Camp for Leaders, Managers, and Supervisors
- Business Process Improvement
- Change Management for Managers and Supervisors
- Delivery and Execution Workshop
- Diversity Bootcamp
- Financial Literacy: Knowledge that Pays for Itself
- How to (Positively) Deal with Workplace Problems!
- Knowledge Management (KM) & Succession Planning
- Leading Through Change: How to Keep Your Team Engaged
- Managing Chaos: Setting Priorities & Making Decisions Under Pressure

- Managing for High Performance
- Managing Risk in Project Management
- Supervising the Multi-Generational Workforce

### Technology Advancement (Computers)

- Access 2016: Introduction
- Access 2016: Intermediate
- Adobe Acrobat DC: PDF Files, Formats and Forms
- Adobe: Creating Marketing Materials
- Adobe: Video Marketing using Premiere and AfterEffects
- Adobe: Web Production Introduction
- Excel 2016: Introduction
- Excel 2016: Intermediate
- Project 2016: Introduction
- SQL Server 2016: Introduction
- SQL Server 2016 Queries: Introduction
- Tips and Tricks for Presenting Data Using Excel and PowerPoint
- Visio 2016: Introduction

### **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 **Wednesdays, 4/12, 4/26, 5/17, 5/31** in **Spring** 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@mcc.commnet.edu](mailto:bmanning@mcc.commnet.edu), Voice: (860) 512-2808, Fax: (860) 512-2801.

## Contents

Registration Information for UConn employees.....	1
College Locations .....	3
Maps and Directions: <a href="https://bor.ct.edu/in-service/docs/Maps%20and%20Directions.docx">https://bor.ct.edu/in-service/docs/Maps and Directions.docx</a> .....	3
<b>Essential Business Skills</b> .....	8
10 Ways to Bring Humanity Back to the Workplace .....	8
Accounting I: A Practical Focus to Financial Accounting .....	8
All About Business Writing NEW .....	9
All About EMAILS - NEW .....	9
All About Grammar and Punctuation - NEW.....	10
Always Know What to Say When Handling Workplace Communication .....	10
An Introduction to Grant Proposal Budgets.....	11
Art of Tact & Diplomacy .....	11
Balancing Time, Priorities and Productivity.....	12
Be Your Own Coach, Cheerleader, and Change Agent? - NEW .....	12
Bringing More Positivity to the Workplace.....	13
Budget Basics.....	13
Business Analytics Using Excel 2016 .....	14
Business and Systems Analysis Principles and Practices .....	14
Business Process Improvement Basics .....	15
Change Management for Managers and Supervisors .....	15
Communication Skills a Must! .....	16
Creative Phonegraphic, Using Your Cell Phone for Excellent Pictures .....	16
Critical Thinking: Understanding Critical Vs. Non-Critical Thinking .....	17
Delivery and Execution Workshop.....	17
Developing Accountability Measures & Grant Proposal Evaluation .....	18
Developing Emotional Intelligence .....	18
Dump the Drama! Managing Workplace Emotions .....	19
Effective Business Writing .....	19
Effective Business Writing in Plain English.....	20
Effective Team Building.....	20
Effective Writing on the Job .....	21
Empowerment at Work: The Art of Personal and Professional Peak Performance.....	21
Everyday Application of the Four Agreements - Part II.....	22
Everything an Admin/Secretary/Executive Assistant Needs to Know .....	22
Financial Literacy: Knowledge that Pays for Itself - NEW .....	23
Forensic Accounting: What You Don't Know Most Certainly CAN Hurt You!.....	23
Freedom of Information Act: What You Need to Know for Compliance and Protection ....	24
Grammar and Writing Workshop using Microsoft Word - New .....	24
Grant Seeking & Securing .....	25
Grant Writing for Beginners .....	25
Grant Writing for Beginners @ Naugatuck Valley.....	26
Grant Writing for Beginners @Capital.....	26
Heartsaver: First Aid CPR AED .....	27

How Can I Control Stress and Anxiety in My Life .....	27
How to (Positively) Deal with Workplace Problems! - NEW .....	28
Human Resources Training and Development .....	28
Interpersonal Communications .....	29
Introduction to the Four Agreements - Part I.....	29
Know Thyself.....	30
Knowledge Management (KM) & Succession Planning .....	30
Leading Through Change: How to Keep Your Team Engaged.....	31
Learning to be a Great Public Speaker, If You Like it or Not!.....	31
Managing Chaos: Setting Priorities & Making Decisions Under Pressure .....	32
Managing Disagreement, Conflict & Confrontation .....	32
Managing for High Performance .....	33
Managing Risk in Project Management.....	33
Managing with Positive Discipline.....	34
Models of Critical Thinking: Overviews of RED and 6 Thinking Hats .....	34
Positive Assertiveness.....	35
Project Management Essentials .....	35
Retirement: Ready or Not? @Manchester .....	36
Retirement: Ready or Not? @Tunxis.....	36
Spanish Essentials for the Workplace.....	37
Speech Communication Made Simple and Effective! .....	37
Supervising the Multi-Generational Workforce .....	38
TEAM Success - A Contact Sport - NEW.....	38
The ABCs of a Happy, Positive, and Productive Workplace .....	39
Time Out: Powerful Time Management .....	39
Today's Customer Service Essentials.....	40
Training Evaluation for Trainers - NEW .....	40
Understanding Grant Guidelines & Responding to Requests for Proposals (RFPs) .....	41
Win-Win Negotiation Skills.....	41
<b>Developing Leadership Skills</b> .....	42
Boot Camp for Leaders, Managers, and Supervisors - NEW .....	42
Collaborative Negotiations .....	42
Conflict Dynamics in the Workplace, and Methods of Neutralization.....	43
Diversity Boot Camp .....	43
Effective Leadership Techniques for Women .....	44
Everyday Leadership.....	44
Leadership for Everyone.....	45
Middle Management Skills Certificate .....	46
Project Management Essentials .....	48
Project Management: All the Essentials .....	48
Rewarding Employees When Budgets Are Tight.....	49
State Supervisory Skills Training .....	50
The Making of an Excellent Supervisor .....	51
The Science of Leadership.....	51
The Upward Mobility & Supervisory Skills Toolkit .....	52
<b>Technology Advancement</b> .....	52

Access 2013: Advanced .....	52
Access 2013: Intermediate - Manchester .....	53
Access 2013: Introduction - Tunxis .....	53
Access 2013: Introduction - Manchester .....	54
Access 2016: Intermediate - NEW .....	54
Access 2016: Introduction - NEW .....	55
Adobe Acrobat DC: PDF Files, Formats and Forms - NEW .....	55
Adobe Acrobat Pro - Creating Forms/Templates .....	56
Adobe Acrobat Pro Advanced .....	56
Adobe Acrobat Pro Introduction.....	57
Adobe Photoshop CC: Introduction.....	57
Adobe Web Production: Introduction using Dreamweaver and Muse - NEW.....	58
Adobe: Creating Marketing Materials - NEW .....	58
Adobe: Video Marketing using Adobe Premiere and AfterEffects - NEW .....	59
Certified Ethical Hacking Exam Certification Preparation.....	59
Certified Information Systems Security Professional (CISSP) Exam Preparation.....	60
Cloud Com.put.ing.....	61
Excel 2013: Advanced .....	61
Excel 2013: Basic .....	62
Excel 2013: Basic Skills @ Tunxis.....	62
Excel 2013: Data and Functions (2 Day Course).....	63
Excel 2013: Data and Functions: Tunxis .....	63
Excel 2013: Intermediate .....	64
Excel 2013: Introduction @Manchester .....	64
Excel 2013: Pivot Tables, Dashboards and Reports .....	65
Excel 2013: Using Visual Basic for Applications (VBA) to Enhance Excel Productivity... 65	
Excel 2016: Intermediate - NEW .....	66
Excel 2016: Introduction - NEW .....	66
Excel 2016: Pivot Tables, Power Pivots & Pivot Charts .....	67
Introduction to Business Analytics .....	67
Office 2013: MCC Certificate .....	68
PHP & MySQL Introduction: How to Create Web Forms and Capture Information .....	68
PowerPoint: Presenting the Presentation, More Than Just Pictures - NEW .....	69
Project 2016: Introduction - NEW .....	69
QuickBooks: Introduction.....	70
SharePoint: Introduction .....	70
SQL Server 2016 Queries: Introduction - NEW .....	71
SQL Server 2016: Introduction - NEW .....	71
Tips and Tricks for Presenting Data Using Excel and PowerPoint .....	72
Visio 2016: Introduction - NEW.....	72

## Essential Business Skills

### 10 Ways to Bring Humanity Back to the Workplace

Structure, policy and fear based beliefs can sometimes make us feel like we are one person during the work day and another when we leave the office. It doesn't have to be that way. This can leave us feeling stressed, disappointed in ourselves and others and disillusioned. It is within our control to create kinder, gentler more humane work environments so we can maintain our humanity all day through. With a little focus in the direction of mindfulness and shared intentions we can work together to bring about positive change and productive work centers. This workshop will guide students through the Ten Most Productive Ways to Bring Humanity Back to the Workplace.

Required text: None

Prerequisite: None CEUs: 0.6

<b>Course # , Date(s) Time</b>
TX13750, 04/26/17, 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

### 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>
MA13736, 04/21/17, 9:00 AM to 4:00 PM   04/28/17, 9:00 AM to 4:00 PM   05/05/17, 9:00 AM to 4:00 PM   05/12/17, 9:00 AM to 4:00 PM   05/19/17, 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: 4/21, 4/28, 5/5, 5/12, 5/19



## All About Business Writing NEW

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. Note: This course will be given in a computer classroom.

Required text: None

Prerequisite: None CEUs: 1.8

<b>Course # , Date(s) Time</b>
AS13740, 03/17/17, 9:00 AM to 4:00 PM   03/24/17, 9:00 AM to 4:00 PM   03/31/17, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
AS, Asnuntuck
<b>Instructor:</b> Margaret DeMarino
<b>Fee:</b> 285
<b>Notes:</b> Class meets 3/17, 24, 31

## All About EMAILS - NEW

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? The average office worker spends two and-a-half hours writing emails each day. 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. Note: This course will be given in a computer classroom.

Required text: None

Prerequisite: None CEUs: 1.8

<b>Course # , Date(s) Time</b>
AS13744, 05/05/17, 9:00 AM to 4:00 PM   05/12/17, 9:00 AM to 4:00 PM   05/19/17, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
AS, Asnuntuck
<b>Instructor:</b> Margaret DeMarino
<b>Fee:</b> 285
<b>Notes:</b> Class meets 5/5, 5/12, 5/19

## All About Grammar and Punctuation - NEW

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. Note: This course will be given in a computer classroom.

Required text: None                      Prerequisite: None                      CEUs: 1.2

<b>Course # , Date(s) Time</b>
AS13742, 04/21/17, 9:00 AM to 4:00 PM   04/28/17, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
AS, Asnuntuck
<b>Instructor:</b> Margaret DeMarino
<b>Fee:</b> 190
<b>Notes:</b> Class meets 4/21, 4/28

## 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>
AS13748, 05/16/17, 9:00 AM to 4:00 PM   05/23/17, 9:00 AM to 4:00 PM   05/30/17, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
AS, Asnuntuck, Room128
<b>Instructor:</b> Margaret DeMarino
<b>Fee:</b> 285
<b>Notes:</b> Class meets 5/16, 5/23, 5/30

## **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>
AS13771, 03/16/17, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
AS, Asnuntuck, Room 128
<b>Instructor:</b> Ira Revels
<b>Fee:</b> 95
<b>Notes:</b> Class meets 3/16

## **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>
CA13844, 04/28/17, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
CA, Capital, Room 301
<b>Instructor:</b> Yasmin Shenoy
<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>
MA13714, 04/04/17, 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? - NEW

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>
AS13754, 04/04/17, 9:00 AM to 4:00 PM   04/11/16, 9:00 AM to 4:00 PM   04/18/16, 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> Class meets 4/4, 4/11, and 4/18

## Bringing More Positivity to the Workplace

Participants will be given the opportunity to imagine the work life they want and then given tools to begin to manifest it. The Law of Attraction is at work all the time. Like gravity, you cannot do it wrong and it doesn't turn off and on. It is not subject to fate or fancy. What you have now in your life is on some level what you are attracting: the good, the bad, the abundance and the lack of it. People will learn about the deep-seated collection of beliefs exerting a powerful magnetic force in your life, perhaps exerting a force contrary to what you really want to manifest. We will learn to hone in on all of those thoughts in order to co-create your work life the way you want it to be.

Required text: None

Prerequisite: None CEUs: 0.6

<b>Course # , Date(s) Time</b>
TX13752, 03/14/17, 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

## Budget Basics

Understanding the budget process and the details of the annual budget are even more significant as the "budget" seems to enter every workplace at every level. This course is designed for the nonfinancial employee to help you improve your knowledge of financial terms, reports, and processes; helping you to communicate more accurately and effectively with other departments and colleagues.

Required text: Course materials will be distributed in class.

Prerequisite: None. CEUs: 0.6

<b>Course # , Date(s) Time</b>
NV13807, 03/14/17, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
NV, NVCC, Room E625
<b>Instructor:</b> Tonia Walker
<b>Fee:</b> 90
<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 formulae, concepts, and applications using larger and more professional worksheets, and focuses on the data modeling approach using Excel vs. the calculator approach. Topics include if-then modeling, built-in functions, charting, transferring data across applications, PivotTables, Spark Lines, Slicers, and Power Pivots. Objectives: 1) Have a better understanding of business analytics using MS Excel 2013 as a data analysis tool 2) Be comfortable using more advanced Excel formulae, concepts and applications like transferring data across applications, using built-in functions, and charting 3) Be able to use more advanced Excel tools like if-then modeling, pivot tables, Sparklines, slicers, and PowerPivots

Required text: None

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

CEUs: 0.6

<b>Course # , Date(s) Time</b>
CA13825, 03/17/17, 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> 90
<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

<b>Course # , Date(s) Time</b>
MA13715, 04/25/17, 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>

## **Business Process Improvement Basics**

A process is a series of steps taking place to yield a specific product or result. Business process improvement changes processes into an organized system to produce better results. Topics include: Define the process to be improved; understand what the process purpose and objectives are; create a common language to define steps taken in the process; identify improvement options; develop and implement process improvements.

Required text: None

Prerequisite: None CEUs: 0.6

<b>Course # , Date(s) Time</b>
CA13828, 06/21/17, 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>

## **Change Management for Managers and Supervisors**

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 your staff during change. Learn to motivate others in the face of uncertainty, build trust and use communication for maximum productivity. Objectives: 1) How to prepare for change 2) Learn to understand change and reactions to change 3) Overcome resistance 4) Use communication and trust to improve productivity through the change process.

Required text: None

Prerequisite: None CEUs: 0.6

<b>Course # , Date(s) Time</b>
CA13826, 05/17/17, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
CA, Capital, Room 301
<b>Instructor:</b> Christopher Service, Sr.
<b>Fee:</b> 90
<b>Notes:</b>

## 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

<b>Course # , Date(s) Time</b>
AS13756, 03/13/17, 9:00 AM to 4:00 PM   03/20/17, 9:00 AM to 4:00 PM   03/27/17, 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> Class meets 3/13, 3/20 and 3/27

## Creative Phonegraphic, Using Your Cell Phone for Excellent Pictures

Do you use your cell phone to take pictures or to document in your job? Are you involved with Public Relations or Marketing within your Agency? Do you need photo documentation in your position because of environmental hazards, abuse situations, or investigative work you are involved in? Learn how to maximize your cell phone camera as a tool just like professional digital cameras. You will learn how to capture stunning images, environmental portraits, panoramas, as well as archiving skills and storytelling techniques. This class was created to help you take better photos with your cell phone by teaching you composition skills and how to edit with phone applications that many cannot achieve without a digital camera.

Required text: None - **Cell Phone must be brought to class**

Prerequisite: None CEUs: 0.6

<b>Course # , Date(s) Time</b>
TX13757, 05/01/17, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
TX, Tunxis@Bristol, Lab.
<b>Instructor:</b> Kristen Hines-Baker
<b>Fee:</b> 95
<b>Notes:</b> Class Location: 430 North Main St. Bristol, CT 860-314-4700



## 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: Critical Thinking, 2nd Edition, <http://store.logicaloperations.com/critical-thinking-second-edition.html>**

Prerequisite: None CEUs: 0.6

<b>Course # , Date(s) Time</b>
CA13845, 05/03/17, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
CA, Capital, Room 301
<b>Instructor:</b> Christopher Service, Sr.
<b>Fee:</b> 90
<b>Notes:</b>

## Delivery and Execution Workshop

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 ways you can approach initiatives and targets. This program is for professionals of any industry, tasked with delivering and/or providing oversight to highly visible company initiatives. Objectives 1) Using clarity of purpose to engage your team 2) Why naming everything can be the difference between success and failure 3) Defining "done" 4) The importance of run rates 5) How events can motivate 6) Understanding the degrees of freeze needed to implement change 7) Evaluating your ability to execute 8) How to plan in learning cycles 9) Applying these concepts to your situation.

Required text: None

Prerequisite: None CEUs: 0.6

<b>Course # , Date(s) Time</b>
CA13827, 03/27/17, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
CA, Capital, Room 307
<b>Instructor:</b> Domenic Gugliotti
<b>Fee:</b> 90
<b>Notes:</b>

## 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: Basic grant writing skills CEUs: 0.6

<b>Course # , Date(s) Time</b>
CA13853, 05/17/17, 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>

## 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 wells those around you, and use this information to manage your behavior and responses around others. This is a 2-day class.

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

Required text: None

Prerequisite: None CEUs: 1.2

<b>Course # , Date(s) Time</b>
CA13846, 03/14/17, 9:00 AM to 4:00 PM   03/21/17, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
CA, Capital, Room301
<b>Instructor:</b> Mark Petruzzi
<b>Fee:</b> 180
<b>Notes:</b> Class meets 3/14 and 3/21

## Dump the Drama! Managing Workplace Emotions

6. 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 away" 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

<b>Course # , Date(s) Time</b>
AS13758, 04/24/17, 9:00 AM to 4:00 PM   05/01/17, 9:00 AM to 4:00 PM   05/08/17, 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> Class meets 4/24, 5/1, and 5/8

## 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

<b>Course # , Date(s) Time</b>
TX13804, 03/21/16, 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

<b>Course # , Date(s) Time</b>
CA13847, 03/31/17, 9:00 AM to 4:00 PM   04/07/17, 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> Class meeting 3/31 and 4/7

## Effective Team Building

It takes a strong team leader to build group cooperation and teamwork with so many unique individuals, and it takes an understanding of what the team needs from each other and from their leader. This session focuses on your role as a team leader. You'll learn what it takes to provide your team with the leadership, motivation, and guidance it needs to succeed. Learning objective: At the end of this session participants will be able to: 1) Assess your team's performance, develop and share ideas for promoting feelings of achievement and belonging in your team members 2) examine Maslow's Hierarchy of Needs and developing a list of practical motivators that you can use with your employees based on Maslow's theory 3) develop and share ideas for what you can do as a team leader to maximize performance as your team moves through the four stages in team development 4) evaluate your leadership skills and creating a personal action plan for change.

Required text: None      Prerequisite: None      CEUs: 0.6

<b>Course # , Date(s) Time</b>
TX13730, 04/28/17, 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> Campus Location: 430 North Main St., Bristol CT 860-314-4700

## Effective Writing on the Job

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

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

Prerequisite: None. CEUs: 1.2

<b>Course # , Date(s) Time</b>
NV13808, 04/11/17, 9:00 AM to 4:00 PM   04/18/17, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
NV, NVCC, Room F125
<b>Instructor:</b> STAFF
<b>Fee:</b> 180
<b>Notes:</b> Class meets 4/11 and 4/18

## 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-tos 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

<b>Course # , Date(s) Time</b>
AS13761, 06/09/17, 9:00 AM to 4:00 PM   06/16/17, 9:00 AM to 4:00 PM   06/23/17, 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> Class meets 6/9, 6/16 and 6/23

## Everyday Application of the Four Agreements - Part II

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. Learning Objective: To create a deeper understanding on how the Four Agreements work in everyday living to create personal emotional freedom.

Required text: None

Prerequisite: Introduction to the Four Agreements Part I      CEUs: 0.6

<b>Course # , Date(s) Time</b>
TX13743, 03/24/17, 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

## 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

<b>Course # , Date(s) Time</b>
AS13764, 03/14/17, 9:00 AM to 4:00 PM   03/21/17, 9:00 AM to 4:00 PM   03/28/17, 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> Class meets 3/14, 3/21 and 3/28

## **Financial Literacy: Knowledge that Pays for Itself - NEW**

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

<b>Course # , Date(s) Time</b>
MA13815, 03/21/17, 9:00 AM to 4:00 PM   03/28/17, 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: 3/21, 3/28

## **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

<b>Course # , Date(s) Time</b>
MA13716, 05/18/17, 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>

## **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

<b>Course # , Date(s) Time</b>
MA13719, 05/16/17, 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>

## **Grammar and Writing Workshop using Microsoft Word - New**

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

<b>Course # , Date(s) Time</b>
TX13753, 05/08/17, 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: None

Prerequisite: Grant Writing for Beginners or similar skills. CEUs: 0.6

<b>Course # , Date(s) Time</b>
CA13852, 05/05/17, 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

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

<b>Course # , Date(s) Time</b>
TX13732, 05/12/16, 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 @ Naugatuck Valley

What do the funders of grants want to know or read? How do you identify and then fulfill the parts of a request for proposal? 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 have a chance to review sample grant proposals from community and federal foundations. 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: Course materials will be provided in class.

Prerequisite: None      CEUs: 0.6

<b>Course # , Date(s) Time</b>
NV13806, 03/20/17, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
NV, NVCC, Room F125
<b>Instructor:</b> Donna Albertario
<b>Fee:</b> 90
<b>Notes:</b>

## 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>
CA13851, 04/07/17, 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>

## 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 4) Course is updated with the new science.

Required text: None

Prerequisite: None      CEUs: 0.6

<b>Course # , Date(s) Time</b>
CA13850, 06/02/17, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
CA, Capital, Room 301
<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: Please bring a yoga mat or towel to class.**

Prerequisite: None      CEUs: 0.6

<b>Course # , Date(s) Time</b>
TX13737, 04/18/17, 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! - NEW

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

<b>Course # , Date(s) Time</b>
AS13765, 06/05/17, 9:00 AM to 4:00 PM   06/12/17, 9:00 AM to 4:00 PM   06/19/17, 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> Class meets 6/5, 6/12 and 6/ 19

## Human Resources Training and Development

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

Required text: None

Prerequisite: None CEUs: 0.6

<b>Course # , Date(s) Time</b>
CA13829, 06/16/17, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
CA, Capital, Room 301
<b>Instructor:</b> Amy Blackwood
<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

<b>Course # , Date(s) Time</b>
TX13794, 03/30/17, 9:00 AM to 4:00 PM   03/31/17, 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> 210
<b>Notes:</b> Class Location: 430 North Main St. Bristol, CT 860-314-4700

## Introduction to the Four Agreements - Part I

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

<b>Course # , Date(s) Time</b>
TX13741, 03/20/17, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
TX, Tunxis@Bristol, Room 2
<b>Instructor:</b> Lisa Crofton
<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. Well also discuss the power of communication, direction, goals and you. This seminar we will touch upon several topics about you! The focus will be to offer some new perspective, 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

<b>Course # , Date(s) Time</b>
AS13769, 04/05/17, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
AS, Asnuntuck, Room 128
<b>Instructor:</b> Ed Vaghini
<b>Fee:</b> 95
<b>Notes:</b> Class meets 4/5

## Knowledge Management (KM) & Succession Planning

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 preparation 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

<b>Course # , Date(s) Time</b>
CA13831, 06/23/17, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
CA, Capital, Room 301
<b>Instructor:</b> Christopher Service, Sr.
<b>Fee:</b> 90
<b>Notes:</b>

## 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

<b>Course # , Date(s) Time</b>
CA13832, 05/05/17, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
CA, Capital, Room 301
<b>Instructor:</b> Amy Blackwood
<b>Fee:</b> 90
<b>Notes:</b>

## Learning to be a Great Public Speaker, If You Like it or Not!

Public speaking is a professional necessity...whether you are reporting to a small group in a board meeting or a large group of constituents. Sharpening public speaking skills can help to morph you into a good public speaker, but understanding the mechanics of a great speech, gaining an understanding of what your audience is expecting from you and what truly makes a speaker someone people want to hear is even more important. This course is not your average Public Speaking class; come learn to make public speaking comfortable for you, what elements turn a presentation from good to amazing and which public speaking skills actually make a difference! Learning Objective: Putting the fun in public speaking...we are all story tellers...we just need to find our story!

Required text: None

Prerequisite: None CEUs: 0.6

<b>Course # , Date(s) Time</b>
TX13746, 04/10/17, 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

## **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>
CA13830, 06/23/17, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
CA, Capital, Room 301
<b>Instructor:</b> STAFF
<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

<b>Course # , Date(s) Time</b>
TX13734, 03/28/17, 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



## Managing for High Performance

Students learn the basic functions of management, Emotional Intelligence (EI), leadership skills, goal setting, techniques to motivate and increase morale, and enhance productivity, building and leading effective teams, shared values, and other factors to support organizational goals.

Objectives: 1) Understand the basic functions of management, essential leadership skills, and Emotional Intelligence (EI). 2) Be familiar with the skills to motivate staff, increase morale, and enhance productivity. 3) Know some techniques to build and lead effective teams based on goal setting and shared values.

Required text: None

Prerequisite: None      CEUs: 0.6

<b>Course # , Date(s) Time</b>
CA13833, 06/09/17, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
CA, Capital, Room 301
<b>Instructor:</b> Amy Blackwood
<b>Fee:</b> 90
<b>Notes:</b>

## Managing Risk in Project Management

The Merriam-Webster dictionary defines risk as: “the possibility that something bad or unpleasant (such as an injury or a loss) will happen: someone or something that may cause something bad or unpleasant to happen: a person or thing that someone judges to be a good or bad choice for insurance, a loan, etc.” In this course, participants will learn how to identify, analyze and manage risk that may affect their project. Risk management needs to be a continuous process, which will allow for the project to be brought to its completion. Learn about the categories of risk, including financial and non-financial risks, controllable and non-controllable risks, and internal and external risks. Objectives: 1) Defining project risks. 2) Assessing possible risks. 3) Controlling risks. 4) Mitigating the risks

Required text: None

Prerequisite: None      CEUs: 0.6

<b>Course # , Date(s) Time</b>
CA13834, 05/10/17, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
CA, Capital, Room 301
<b>Instructor:</b> Christopher Service, Sr.
<b>Fee:</b> 90
<b>Notes:</b>

## 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

<b>Course # , Date(s) Time</b>
CA13848, 04/05/17, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
CA, Capital, Room 301
<b>Instructor:</b> Christopher Service, Sr.
<b>Fee:</b> 90
<b>Notes:</b>

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

Employers consider critical thinking skills to be increasingly necessarily 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

<b>Course # , Date(s) Time</b>
CA13849, 04/12/17, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
CA, Capital, Room 301
<b>Instructor:</b> Christopher Service, Sr.
<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

<b>Course # , Date(s) Time</b>
TX13733, 06/02/17, 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

## Project Management Essentials

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

Required text: None

Prerequisite: None      CEUs: 1.2

<b>Course # , Date(s) Time</b>
NV13811, 05/05/17, 9:00 AM to 4:00 PM   05/19/17, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
NV, NVCC, Room F125
<b>Instructor:</b> Juan De La Rosa
<b>Fee:</b> 180
<b>Notes:</b> Course meets 5/5 and 5/19

## 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

<b>Course # , Date(s) Time</b>
MA13722, 05/19/17, 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

<b>Course # , Date(s) Time</b>
TX13713, 04/24/17, 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>

## Spanish Essentials for the Workplace

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

Required text: None

Prerequisite: None                      CEUs: 1.2

<b>Course # , Date(s) Time</b>
MA13724, 05/05/17, 9:00 AM to 4:00 PM   05/12/17, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
MA, Learning Resource Center, LRC B210
<b>Instructor:</b> Linda Burk, Ph.D.
<b>Fee:</b> 180
<b>Notes:</b> Course meets for 2 sessions: 5/5, 5/12 and will be held in LRC B210 (Language Lab).

## Speech Communication Made Simple and Effective!

There's a good chance that you've observed people from different employment and educational backgrounds who possess impressive speaking skills. They handle a variety of public speaking and interpersonal communication situations with ease. You may have wondered whether there is a way for you to join the "confident speakers' club." This class may be an important step toward that goal. This program is built to gently but effectively build upon the verbal and nonverbal strengths that you already have. Our time in class will be spent taking a look at how to transition from fearful and even dreadful presentations to effective speaking. You will learn about use of voice (volume, inflection, and other behaviors), examining appropriate body language, and exploring the artful simplicity of effective communication and presentations. We will employ some enjoyable in-classroom exercises to help build your verbal and nonverbal know-how and confidence. We will also spend some time discussing strategies designed to help you connect better with your audience no matter the size.

Required text: None

Prerequisite: None

CEUs: 0.6

<b>Course # , Date(s) Time</b>
MA13725, 06/16/17, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
MA, Learning Resource Center, LRC B144
<b>Instructor:</b> Kenneth Adamson
<b>Fee:</b> 90
<b>Notes:</b>

## Supervising the Multi-Generational Workforce

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. Managers need to understand these differences in order to make the most impact on their teams. This course is for workforce supervisors looking to bridge the gap between a multi-generational workforce and build a cohesive unit for increased productivity. 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 manage each generation. 4) Learn tips for providing feedback and motivation for each generation. 5) Learn techniques to help employees work with each other.

Required text: None

Prerequisite: None CEUs: 0.6

<b>Course # , Date(s) Time</b>
CA13835, 05/31/17, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
CA, Capital, Room 301
<b>Instructor:</b> Amy Blackwood
<b>Fee:</b> 90
<b>Notes:</b>

## TEAM Success - A Contact Sport - NEW

Team success is a contact sport bringing together our collaborative skills, abilities and emotional competencies and it's hard work! How do we communicate and collaborate under pressure? How do we listen effectively? What types of environment encourages creativity? What teams tend to do the best, worst and why? And finally, how do we build strong relationships and social capital with competing agendas? In this interactive, and frequently fun training, you will experience the five stages of team development. You will also gain experiential tools to apply to your work situations including generous listening, creativity, interactive style differences and assertive communication to provide you the best opportunity to be heard and understood.

Required text: None

Prerequisite: None CEUs: 0.6

<b>Course # , Date(s) Time</b>
NW13814, 06/09/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
NW, Northwestern, Room GW306
<b>Instructor:</b> Deene Morris
<b>Fee:</b> 90
<b>Notes:</b> Greenwoods Hall (119 North Main Street, Winsted, CT)

## The ABCs of a Happy, Positive, and Productive Workplace

Did you know that Harvard's most popular course was on happiness? Or that you can earn a college degree (even a PhD.) in positive psychology? Positivity and Happiness are being viewed more and more as something you can work on and work toward rather than something that randomly happens. In this exciting, new workshop, we will take a look at how you can increase your happiness quotient, as well as influence your workplace (direct reports, coworkers, and clients) in a positive way. We will look at the work of groundbreaking experts like Harvard's Dr. Tal Ben-Shahar and others to find practical tools and strategies that you can bring back to the workplace. Everything including how to “frame” language positively, how to apply the “three breaths” per rule, how to approach productivity in a more mindful way, how to better connect with co-workers, how to deal with difficult people without depleting your energy, how to handle your own stress, and much more!

Required text: None      Prerequisite: None      CEUs: 1.8

<b>Course # , Date(s) Time</b>
AS13747, 05/18/17, 9:00 AM to 4:00 PM   05/25/17, 9:00 AM to 4:00 PM   06/01/17, 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>
Class meets 5/18, 5/25, 6/1

## 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

<b>Course # , Date(s) Time</b>
TX13735, 03/29/17, 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

<b>Course # , Date(s) Time</b>
TX13739, 06/07/17, 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

## Training Evaluation for Trainers - NEW

Ever wonder if your training programs are working? Do you need to show that they are cost effective? Are you designing a new training program and want to be sure it works? Do you need more information than what the end of course "Smile Sheets" tell you? If you answered yes to any of these questions, then this one-day course is for you! Learn how to design courses that work and build evaluations that prove it. In a series of hands-on activities based on Kirkpatrick's Four Levels of Training Evaluation model, you'll develop evaluations for all four levels, learn when to use them and when not to use them.

Required text: None

Prerequisite: None      CEUs: 0.6

<b>Course # , Date(s) Time</b>
NW13805, 06/02/17, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
NW, Northwestern, Room GW306
<b>Instructor:</b> Robert McGarry
<b>Fee:</b> 90
<b>Notes:</b> Greenwoods Hall (119 North Main Street, Winsted, CT)



## 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; 6) Participants will estimate project costs and schedule.

Required text: None                      Prerequisite: None                      CEUs: 0.6

<b>Course # , Date(s) Time</b>
AS13772, 03/09/17, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
AS, Asnuntuck, Room 128
<b>Instructor:</b> Ira Revels
<b>Fee:</b> 95
<b>Notes:</b> Class meets 3/9

## Win-Win Negotiation Skills

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

Required text: None                      Prerequisite: None                      CEUs: 0.6

<b>Course # , Date(s) Time</b>
CA13836, 05/31/17, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
CA, Capital, Room 301
<b>Instructor:</b> STAFF
<b>Fee:</b> 90
<b>Notes:</b>

## Developing Leadership Skills

### **Boot Camp for Leaders, Managers, and Supervisors - NEW**

Exercise your workplace skills (don't worry, no pushups 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

<b>Course # , Date(s) Time</b>
AS13755, 06/06/17, 9:00 AM to 4:00 PM   06/13/17, 9:00 AM to 4:00 PM   06/20/17, 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> Class meets 6/6, 6/13 and 6/20

### **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

<b>Course # , Date(s) Time</b>
TX13795, 04/03/17, 9:00 AM to 4:00 PM   04/04/17, 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> 240
<b>Notes:</b> Class Location: 430 North Main St. Bristol, CT 860-314-4700

## **Conflict Dynamics in the Workplace, and Methods of Neutralization**

Conflict is inevitable and can be healthy in the work environment. When we understand the dynamics of conflict and ways to reduce or utilize conflict it becomes manageable or eliminated altogether. Conflict arises between individuals, teams, management and staff and in our own minds. This class will offer unique perspectives on the origins of conflict and techniques for reducing internal and external conflict within mindsets, relationship, situations and hierarchies.

Required text: None

Prerequisite: None CEUs: 0.6

<b>Course # , Date(s) Time</b>
TX13749, 04/24/17, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
TX, Tunxis@Bristol, Room 2
<b>Instructor:</b> Lisa Crofton
<b>Fee:</b> 90
<b>Notes:</b> Class Location: 430 North Main St. Bristol, CT 860-314-4700

## **Diversity Boot Camp**

Strengthen your department and personal awareness by exploring diversity and how to maximize the diverse talents of your team. Gain helpful tips and measurements tools to promote diversity in the office and implement positive changes to ensure success.

Required text: None

Prerequisite: None CEUs: 1.2

<b>Course # , Date(s) Time</b>
GW13817, 04/10/17, 9:00 AM to 4:00 PM   05/10/17, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
GW, Gateway, New Haven, Room N102
<b>Instructor:</b> Ethel Harris
<b>Fee:</b> 190
<b>Notes:</b> Enjoy our new campus with FREE parking in Temple Garage and easy access from highway.

## 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

<b>Course # , Date(s) Time</b>
TX13729, 03/24/17, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
TX, Tunxis@Bristol, Room 2
<b>Instructor:</b> Amy Blackwood
<b>Fee:</b> 90
<b>Notes:</b> Course Location: 430 North Main St., Bristol, CT 860-314-4700

## 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

<b>Course # , Date(s) Time</b>
AS13763, 04/3/17, 9:00 AM to 4:00 PM   04/10/17, 9:00 AM to 4:00 PM   04/17/17, 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> Class meets 4/3, 4/10, 4/17

## Introduction to Strategic Planning

If you're brand new to strategic planning or it's been a while since you developed a strategic plan, this basic workshop will help. It's both an intro and refresher to craft a plan that works for you. You'll see why strategic planning is an effective management tool, how it differs from other planning processes, what a strategic plan contains, and who should lead it. Learning Objectives: Participants will explore strategic planning from its initial framework to its commitment to accountability; (2) shape their own approaches to coordination, SWOT analysis, goals, outcomes, evaluation, distribution, follow up, and plan sustainability; and (3) see sample plans and use templates to assemble tailored pieces for their own strategic plan.

Required text: None

Prerequisite: None      CEUs: 0.6

<b>Course # , Date(s) Time</b>
TX13738, 04/19/17, 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

## Leadership for Everyone

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: - The value of relationships verses productivity - When should I use my authority and how - Developing your managerial style to become transparent - Inducing a culture of accountability - The art of providing constructive criticism - Build your toolbox - How to have difficult conversations - When and how to say 'no'.

Required text: None

Prerequisite: None      CEUs: 1.2

<b>Course # , Date(s) Time</b>
GW13819, 02/27/17, 9:00 AM to 4:00 PM   03/22/17, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
GW, Gateway, New Haven, Room N101
<b>Instructor:</b> Ethel Harris
<b>Fee:</b> 190
<b>Notes:</b> FREE Parking in Temple Garage and easy on/off highway access. Beautiful state of the art campus in the heart of downtown New Haven.

## **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

<b>Course # , Date(s) Time</b>
MA13720, 03/24/17, 9:00 AM to 4:00 PM   03/31/17, 9:00 AM to 4:00 PM   04/07/17, 9:00 AM to 4:00 PM   04/21/17, 9:00 AM to 4:00 PM   04/28/17, 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: 3/24, 3/31, 4/7, 4/21, 4/28. Does not meet 4/14.

## 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

<b>Course # , Date(s) Time</b>
TX13796, 05/10/17, 9:00 AM to 4:00 PM   05/17/17, 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> 180
<b>Notes:</b> Class Location: 430 North Main St. Bristol, CT 860-314-4700

## Project Management: All the Essentials

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

<b>Course # , Date(s) Time</b>
MA13721, 05/08/17, 9:00 AM to 4:00 PM   05/15/17, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
MA, Student Services Center, SSC L240
<b>Instructor:</b> John Lombardo
<b>Fee:</b> 180
<b>Notes:</b> Course meets for 2 sessions: 5/8, 5/15. Recommended follow-up course for Project Management: All the Essentials is MA13786 Project 2016: Introduction.



## Rewarding Employees When Budgets Are Tight

How do you foster an environment where employees want to come to work and achieve their potential even when there is no budget for overtime or raises? Arguably more money is great (it's hard to imagine employees saying no to a raise!), but you can reward and incent people in meaningful ways that don't involve financial compensation. In this session participants will: learn about employee recognition as a way to strengthen their organization; discuss how and why companies offer non-financial compensation; and will explore some successful examples of no-cost rewards.

Required text: None

Prerequisite: None CEUs: 0.6

<b>Course # , Date(s) Time</b>
MA13723, 05/02/17, 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>

## 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 also attend two additional half-day follow-up sessions at six week intervals.

Required text: None      Prerequisite: None      CEUs: 1.8

<b>Course # , Date(s) Time</b>
MA13726, 05/05/17, 9:00 AM to 4:00 PM   05/12/17, 9:00 AM to 4:00 PM   06/09/17, 9:00 AM to 12:00 PM   06/30/17, 9:00 AM to 12:00 PM
<b>College, Campus &amp; Room:</b>
<b>MA, Learning Resource Center, LRC B144</b>
<b>Instructor:</b>
Ralph Braithwaite
<b>Fee:</b>
300
<b>Notes:</b>
Course meets 5/5 and 5/12, 9:00-4:00. Follow-up sessions: 6/9 and 6/30, 9:00-12:00

<b>Course # , Date(s) Time</b>
NV13810, 03/10/17, 9:00 AM to 4:00 PM   03/24/17, 9:00 AM to 4:00 PM   04/28/17, 9:00 AM to 12:00 PM   05/12/17, 9:00 AM to 12:00 PM
<b>College, Campus &amp; Room:</b>
<b>NV, NVCC, Room E625</b>
<b>Instructor:</b>
Angela Chapman
<b>Fee:</b>
300
<b>Notes:</b>
Course meets 3/10 and 3/24, 9:00-4:00. Follow-up sessions 4/28 and 5/12, 9:00-12:00

<b>Course # , Date(s) Time</b>
TX13793, 03/20/17, 9:00 AM to 4:00 PM   03/27/17, 9:00 AM to 4:00 PM   05/15/17, 9:00 AM to 12:00 PM   06/12/17, 9:00 AM to 12:00 PM
<b>College, Campus &amp; Room:</b>
<b>TX, Tunxis@Bristol, Room 1</b> <b>Class Location:</b> 430 North Main St., Bristol, CT
<b>Instructor:</b>
Ralph Braithwaite
<b>Fee:</b>
300
<b>Notes:</b>
Course meets 3/20 and 3/27, 9:00-4:00. Follow-up sessions 5/15 and 6/12, 9:00-12:00

## The Making of an Excellent Supervisor

In this workshop, supervisors will explore the many ways in which we communicate. Attendees will discuss the communication process, the different types of communication, and methods that we use. The group will also examine in detail the positive or negative impact of communication. By learning how to convey clear and positive verbal and non-verbal messages, supervisors are able to motivate and encourage employees to achieve workplace goals. Superior employee performance is a direct result of a combination of factors resulting from strong leadership including: clearly stated goals and expectations; performance feedback; information sharing; help in achieving goals; removal of barriers to success, and great mentors as role models. By learning to supply all of the factors that influence effective performance and avoid common performance feedback errors, attendees will learn to provide more accurate, objective, and helpful appraisals and create employee/employer relationships that produce. Learning Objective: Supervisors are not born, they are made...this course takes the burden from supervising by offering a look at supervising as a position of guidance, mentorship and leadership and teaches the tools to back it up.

Required text: None

Prerequisite: None CEUs: 0.6

<b>Course # , Date(s) Time</b>
TX13745, 04/03/17, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
TX, Tunxis@Bristol, Room 2
<b>Instructor:</b> Lisa Crofton
<b>Fee:</b> 90
<b>Notes:</b> Class Location: 430 North Main St. Bristol, CT 860-314-4700

## 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

<b>Course # , Date(s) Time</b>
AS13770, 04/19/17, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
AS, Asnuntuck, Room 128
<b>Instructor:</b> Ed Vaghini
<b>Fee:</b> 95
<b>Notes:</b> Class meets 4/19

## 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

<b>Course # , Date(s) Time</b>
AS13766, 04/25/17, 9:00 AM to 4:00 PM   05/02/17, 9:00 AM to 4:00 PM   05/09/17, 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> Class meets 4/25, 5/2 and 5/9

## Technology Advancement

### Access 2013: Advanced

Explore multi-criteria Parameter queries as well as the many types of Action queries. Build AutoKey and AutoExec macros. Import and export data, explore XML and CSV file formats, and save an object to an XPS file. Students will learn object dependencies, using the Linked Table manager, linking to Excel; procedures to ensure proper database management, such as analyzing, splitting, converting, protecting and backing up databases; and use Access with Outlook. Although this course uses Access 2013 software, 2007 and 2010 are very similar. Questions regarding 2007 and 2010 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 2007, 2010 or 2013 Intermediate, or permission of instructor or computer coordinator. CEUs: 0.6

<b>Course # , Date(s) Time</b>
MA13767, 04/18/17, 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 2013: Intermediate - Manchester**

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, 2007 and 2010 are very similar. Questions regarding 2007 and 2010 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 2007, 2010 or 2013 Introduction, or permission of instructor or computer coordinator. CEUs: 1.2

<b>Course # , Date(s) Time</b>
MA13768, 04/04/17, 9:00 AM to 4:00 PM   04/11/17, 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: 4/4, 4/11

### **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

<b>Course # , Date(s) Time</b>
TX13731, 05/04/17, 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, 2007 and 2010 are very similar. Questions regarding 2007 and 2010 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

<b>Course # , Date(s) Time</b>
MA13773, 03/24/17, 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 - NEW**

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 2016 software, 2010 and 2013 are very similar. Questions regarding 2010 and 2013 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 2010, 2013 or 2016 Introduction course, or permission of instructor or computer coordinator.

CEUs: 1.2

<b>Course # , Date(s) Time</b>
MA13789, 03/21/17, 9:00 AM to 4:00 PM   03/28/17, 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: 3/21, 3/28

### **Access 2016: Introduction - NEW**

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. Learn how to customize the Access interface to best suit your needs. Although this course uses Access 2016 software, 2010 and 2013 are very similar. Questions regarding 2010 and 2013 will be addressed as time allows. Registered students are eligible for free Access 2016 software.

Required text: None

Prerequisite: Basic Windows, keyboard and mouse skills.

CEUs: 0.6

<b>Course # , Date(s) Time</b>
MA13790, 03/14/17, 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>

### **Adobe Acrobat DC: PDF Files, Formats and Forms - NEW**

This class will explore Adobe Acrobat DC and its professional tools for editing, combining, extracting and a variety of other embedded capabilities of the PDF document. Students will create files in Microsoft Word, PowerPoint and Excel as well as Adobe Illustrator and Photoshop and convert them into static and interactive PDF file formats, including interactive forms, in this class. In addition, this class will explore how to combine a variety of different file types (i.e. Text files, Image files, dynamic media, interactive elements) into multi page PDF documents with various levels of embedded security options. This class will cover how to construct and deconstruct PDF documents through a variety of avenues available. Students are encouraged to bring files of a variety of types as listed above to class for use in creating and using PDF files.

Required text: None

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

<b>Course # , Date(s) Time</b>
MA13774, 03/31/17, 9:00 AM to 4:00 PM   04/07/17, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
MA, Learning Resource Center, LRC B141
<b>Instructor:</b> Jennifer Gutterman
<b>Fee:</b> 190
<b>Notes:</b> Course meets for 2 sessions: 3/31, 4/7

## Adobe Acrobat Pro - Creating Forms/Templates

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

Required text: None

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

<b>Course # , Date(s) Time</b>
NV13813, 03/17/17, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
NV, NVCC, Room F125
<b>Instructor:</b> Teresa Smith
<b>Fee:</b> 95
<b>Notes:</b>

## Adobe Acrobat Pro Advanced

In this follow up course, students will explore the more advanced features of Adobe Acrobat Pro. Topics include: making documents accessible and flexible, creating PDFs from Word, combining PDFs, creating portfolios, editing text from scanned PDFs; adding interactivity, annotations, bookmarks, hyperlinks, digital signature, and security settings. We will also explore using calculations and Javascript calculations in forms, submitting forms to a web server, shared folder and by email; streamline collaborative workflow, using barcodes, and extend reader features. Objectives: 1) Learn how to use the accessible features in Adobe Acrobat Pro 2) Learn how to create PDFs from Word 3) Learn how to add annotations, bookmarks, hyperlinks, digital signature and security settings to your document 4) Learn how to apply calculations to forms.

Required text: None

Prerequisite: Adobe Acrobat Pro Basic or equivalent experience is required. CEUs: 0.6

<b>Course # , Date(s) Time</b>
CA13840, 04/28/17, 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 Acrobat Pro Introduction

This course will cover the basics of Adobe Acrobat Pro. 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 and bookmarks. Also learn about headers, footers, page numbers, dates, comments, sticky notes, PDF portfolios, protecting documents, creating forms, emailing forms, embedding multimedia objects, creating watermarks, and optimizing file size. Objectives: 1) Understand what a PDF is 2) Learn how to use the menus and tools of the program 3) Learn how to create portfolios, and add/remove pages 4) Create PDFs from Word, PowerPoint and Excel 5) Learn how to print to PDF 6) Learn how to export data to other programs 7) Learn how to create passwords to protect your documents.

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

<b>Course # , Date(s) Time</b>
CA13839, 04/21/17, 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 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: None

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

<b>Course # , Date(s) Time</b>
MA13775, 05/26/17, 9:00 AM to 4:00 PM   06/02/17, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
MA, Learning Resource Center, LRC B142
<b>Instructor:</b> Jennifer Gutterman
<b>Fee:</b> 190
<b>Notes:</b> Course meets for 2 sessions: 5/26, 6/2

## **Adobe Web Production: Introduction using Dreamweaver and Muse - NEW**

Learn basic web page and web site development and maintenance using professional software by Adobe. This class will focus on using Adobe Dreamweaver for HTML and CSS editing and web page development and maintenance and Adobe Muse for intuitive web page design. This class will cover basic file formats for use on the internet. At the end of the class, students will be familiar with setting up a basic web page, linking, using images and CSS for design. Students are requested to bring a USB flash drive (4GB minimum free space) with some digital photos to use as part of this class.

Required text: None

Prerequisite: Basic Windows, keyboard, mouse and Internet skills. While some experience with HTML and CSS is helpful, it is not required. CEUs: 1.2

<b>Course # , Date(s) Time</b>
MA13797, 04/21/17, 9:00 AM to 4:00 PM   04/28/17, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
MA, Learning Resource Center, LRC B142
<b>Instructor:</b> Jennifer Gutterman
<b>Fee:</b> 190
<b>Notes:</b> Course meets for 2 sessions: 4/21, 4/28

## **Adobe: Creating Marketing Materials - NEW**

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

<b>Course # , Date(s) Time</b>
MA13816, 03/24/17, 9:00 AM to 4:00 PM   03/31/17, 9:00 AM to 4:00 PM   04/07/17, 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: 3/24, 3/31, 4/7

## **Adobe: Video Marketing using Adobe Premiere and AfterEffects - NEW**

Learn how to edit and deploy video and time based media for output to a variety of mediums, including web and TV ready technology. This class will look at file formats, resolution, encoding, time-based media, editing video and basic motion graphics using industry standard software, Adobe Premiere for non-linear video editing and Adobe AfterEffects for motion graphics. This class will cover basic file formats for video necessary for playback in a variety of media and platforms. Students are requested to bring a USB flash drive (4GB minimum free space) with video files of their choosing to use as part of class.

Required text: None

Prerequisite: Basic Windows, keyboard, mouse and Internet skills. Some experience with Adobe Premiere and video files is helpful but not required. CEUs: 1.8

<b>Course # , Date(s) Time</b>
MA13802, 05/05/16, 9:00 AM to 4:00 PM   05/12/17, 9:00 AM to 4:00 PM   05/19/17, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
MA, Learning Resource Center, LRC B220
<b>Instructor:</b> Jennifer Gutterman
<b>Fee:</b> 285
<b>Notes:</b> Course meets for 3 sessions: 5/5, 5/12, 5/19

## **Certified Ethical Hacking Exam Certification Preparation**

This course will immerse students through an interactive environment to be shown how to scan, test, hack and secure their own systems. This lab intensive approach will provide each student with in-depth knowledge and practical experience using the current essential security systems. Students will begin by learning how perimeter defenses work and then be led into scanning and attacking their own networks (no real network is harmed during the process). Students will then learn how intruders escalate privileges and what steps can be taken to secure a system. Students will also learn about Intrusion Detection, Policy Creation, Social Engineering, DDoS Attacks, Buffer Overflows and Virus Creation. Students will leave this intensive 5-day class with hands-on understanding and experience in Ethical Hacking. This course will prepare students for the EC-Council ANSI accredited Certified Ethical Hacker exam 312-50.

Required text: Included in course fee.

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

<b>Course # , Date(s) Time</b>
MA13776, 04/17/17, 9:00 AM to 4:00 PM   04/18/17, 9:00 AM to 4:00 PM   04/19/17, 9:00 AM to 4:00 PM   04/20/17, 9:00 AM to 4:00 PM   04/21/17, 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> 1500
<b>Notes:</b> Course meets for 5 sessions: 4/17, 4/18, 4/19, 4/20 (LRC B141), & 4/21 (SSC L102)

## **Certified Information Systems Security Professional (CISSP) Exam Preparation**

This course is intended for experienced IT security-related practitioners, auditors, consultants, investigators, or instructors, including network or security analysts and engineers, network administrators, information security specialists, and risk management professionals. Analyze the ten domains required to pass the CISSP exam: information systems access control; security architecture and design; network security systems and telecommunications; information security management goals; information security classification and program development; risk management criteria and ethical codes of conduct; software development security; cryptography characteristics and elements; physical security; and operations security. Apply Business Continuity and Disaster Recovery Plans and identify legal issues, regulations, compliance standards, and investigation practices relating to information systems security.

Required text: Included in course fee.

Prerequisite: It is highly recommended that students have certifications in Network+ or Security+, or possess equivalent professional experience upon entering CISSP training. It will be beneficial if students have one or more of the following security-related or technology-related certifications or equivalent industry experience: MCSE, MCTS, MCITP, SCNP, CCNP, RHCE, LCE, CNE, SSCP, GIAC, CISA, or CISM. CEUs: 3

<b>Course # , Date(s) Time</b>
MA13777, 05/08/17, 9:00 AM to 4:00 PM   05/09/17, 9:00 AM to 4:00 PM   05/10/17, 9:00 AM to 4:00 PM   05/11/17, 9:00 AM to 4:00 PM   05/12/17, 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> 899
<b>Notes:</b> Course meets for 5 sessions: 5/8, 5/9, 5/10, 5/11 (LRC B141), & 5/12 (SSC L102)

## 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.

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

<b>Course # , Date(s) Time</b>
CA13841, 05/05/17, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
CA, Capital, Room 613
<b>Instructor:</b> Michael Montgomery
<b>Fee:</b> 95
<b>Notes:</b>

## Excel 2013: Advanced

This hands-on two-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 2013 software, 2007 and 2010 are very similar. Questions regarding 2007 and 2010 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 2007, 2010 or 2013 Intermediate, or permission of instructor or computer coordinator. CEUs: 1.2

<b>Course # , Date(s) Time</b>
MA13778, 04/21/17, 9:00 AM to 4:00 PM   04/28/17, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
MA, Learning Resource Center, LRC B222
<b>Instructor:</b> Gayle Pignone
<b>Fee:</b> 190
<b>Notes:</b> Course meets for 2 sessions: 4/21, 4/28

### **Excel 2013: Basic**

MS Excel is an electronic spreadsheet used to store, organize, calculate and manipulate data. This course will improve your competency in creating worksheets using basic formulas and functions, as well as creating and modifying charts-- an asset in any job in today's industry where the budget along with the collection and tracking of data is essential to business success.

Required text: None

Prerequisite: Students need to be familiar with basic computer navigation; using the mouse, opening and closing windows. CEUs: 1.2

<b>Course # , Date(s) Time</b>
NV13812, 03/31/17, 9:00 AM to 4:00 PM   04/7/17, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
NV, NVCC, Room F125
<b>Instructor:</b> Cathy Poehler
<b>Fee:</b> 190
<b>Notes:</b> Class meets for two sessions: 3/31 and 4/7

### **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: None

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

<b>Course # , Date(s) Time</b>
TX13751, 04/28/17, 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 2013: Data and Functions (2 Day Course)

This comprehensive course on data handling will ensure that you are tapping the full power of Excel. Features to be examined include: data sorting and filtering; everyday shortcuts; setting iterative calculation options; intentional circular references, recursion, solving simultaneous equations; enabling or disabling automatic workbook calculation; 3D formulas, SERIES formula, animating a chart using iteration, what-if analysis, using Logical, Lookup, Custom, Statistical, Date and Time, Financial, Text, Cube, and Megaformula functions; import/export of tables, and analyzing statistics. Managing information in tables and using pivot table reports, conditional formatting, data validation, formula auditing and simple macro creation will also be addressed to provide what no frequent user should go without. Although this course uses Excel 2013 software, 2007 and 2010 are very similar. Questions regarding 2007 and 2010 will be addressed as time allows.

Required text: None

Prerequisite: Excel 2007, 2010 or 2013 Introduction, or permission of instructor or computer coordinator. CEUs: 1.2

<b>Course # , Date(s) Time</b>
MA13779, 05/05/17, 9:00 AM to 4:00 PM   05/12/17, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
MA, Learning Resource Center, LRC B222
<b>Instructor:</b> Gayle Pignone
<b>Fee:</b> 190
<b>Notes:</b> Course meets for 2 sessions: 5/5, 5/12

## 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

<b>Course # , Date(s) Time</b>
TX13759, 05/15/17, 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, 2007 and 2010 are very similar. Questions regarding 2007 and 2010 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 2007, 2010 or 2013 Introduction, or permission of instructor or computer coordinator. CEUs: 1.2

<b>Course # , Date(s) Time</b>
MA13780, 03/31/17, 9:00 AM to 4:00 PM   04/07/17, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
MA, Learning Resource Center, LRC B222
<b>Instructor:</b> Gayle Pignone
<b>Fee:</b> 190
<b>Notes:</b> Course meets for 2 sessions: 3/31, 4/7

## Excel 2013: Introduction @Manchester

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 renowned spreadsheet software, students will learn to recognize the main areas of the Excel worksheet and workbook; enter, edit and delete data; create basic formulae and functions, including SUM, AVERAGE, MAX and MIN; enhance the presentation of workbook data; create, display and manipulate simple charts; work with multiple worksheets; freeze titles and add comments. Although this course uses Excel 2013 software, versions 2007 and 2010 are similar. Questions regarding versions 2007 and 2010 will be addressed as time allows.

Required text: None

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

<b>Course # , Date(s) Time</b>
MA13781, 03/17/17, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
MA, Learning Resource Center, LRC B222
<b>Instructor:</b> Gayle Pignone
<b>Fee:</b> 95
<b>Notes:</b>



## **Excel 2013: 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. Topics in this course expand upon and streamline the concepts taught in MCC's Excel Intermediate through Advanced courses.

Required text: Included in course fee.

Prerequisite: Excel 2010 or 2013 Introduction required or equivalent knowledge. Knowledge of writing simple formulas and functions, basic charts, basic sorting and filtering. CEUs: 0.6

<b>Course # , Date(s) Time</b>
MA13782, 05/19/17, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
MA, Learning Resource Center, LRC B222
<b>Instructor:</b> Gayle Pignone
<b>Fee:</b> 135
<b>Notes:</b>

## **Excel 2013: Using Visual Basic for Applications (VBA) to Enhance Excel Productivity**

Take control of Office 2013 with Microsoft's Visual Basic for Applications (VBA) and this hands-on course. Learn how to use Office 2013's built-in Macro Recorder, the Visual Basic Editor, VBA syntax, loops and functions, and the Office 2013 Ribbon, and much more. Target audience is for beginning to intermediate Excel 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 2013; creating code from scratch with the Visual Basic Editor.

Required text: None

Prerequisite: Excel 2010 or 2013 Introduction required, Excel versions 2010 or 2013

Intermediate course recommended. Experienced Excel users who have not taken these courses and would like to attend the course should check with the Computer Program Coordinator, Bruce Manning, [bmanning@mcc.commnet.edu](mailto:bmanning@mcc.commnet.edu), 860-512-2808. CEUs: 0.6

<b>Course # , Date(s) Time</b>
MA13784, 05/26/17, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
MA, Learning Resource Center, LRC B141
<b>Instructor:</b> Nicholas Nocida
<b>Fee:</b> 95
<b>Notes:</b>

## Excel 2016: Intermediate - NEW

Using Microsoft's latest release of their leading spreadsheet software, this accelerated course builds upon the fundamentals presented in the 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, 2010 and 2013 are very similar. Questions regarding 2010 and 2013 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 2010, 2013 or 2016 Introduction, or permission of instructor or computer coordinator. CEUs: 1.2

<b>Course # , Date(s) Time</b>
MA13791, 05/24/17, 9:00 AM to 4:00 PM   05/31/17, 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: 5/24, 5/31

## Excel 2016: Introduction - NEW

Excel 2016 Introduction is designed for people new to spreadsheets and for self-taught users who wish to expand their knowledge. Using Microsoft's Excel 2016 version of their renowned spreadsheet software, students will learn to recognize the main areas of the Excel worksheet and workbook; enter, edit and delete data; create basic formulae and functions, including SUM, AVERAGE, MAX and MIN; enhance the presentation of workbook data; create, display and manipulate simple charts; work with multiple worksheets; freeze titles and add comments. Although this course uses Excel 2016 software, versions 2010 and 2013 are similar. Questions regarding versions 2010 and 2013 will be addressed as time allows.

Required text: None

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

<b>Course # , Date(s) Time</b>
MA13792, 04/12/17, 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: Pivot Tables, Power Pivots & Pivot Charts

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

Required text: None

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

<b>Course # , Date(s) Time</b>
CA13842, 05/12/17, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
CA, Capital, Room 613
<b>Instructor:</b> Michael Montgomery
<b>Fee:</b> 95
<b>Notes:</b>

## Introduction to Business Analytics

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

Required text: None

Prerequisite: Basic Excel skills. CEUs: 0.6

<b>Course # , Date(s) Time</b>
CA13824, 03/10/17, 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> 90
<b>Notes:</b>

## Office 2013: MCC Certificate

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) 2013 exam at our approved MCC testing center for an additional fee. See exam information and schedule on page 3.

Required text: None

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

<b>Course # , Date(s) Time</b>
MA13785, 04/06/17, 9:00 AM to 4:00 PM   04/13/17, 9:00 AM to 4:00 PM   04/20/17, 9:00 AM to 4:00 PM   04/27/17, 9:00 AM to 4:00 PM   05/04/17, 9:00 AM to 4:00 PM   05/11/17, 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> 599
<b>Notes:</b> Course meets for 6 sessions: 4/6, 4/13, 4/20, 4/27, 5/4, 5/11

## PHP & MySQL Introduction: How to Create Web Forms and Capture Information

PHP & MySQL are popular, open-source technologies ideal for quickly developing database-driven web applications. This intensive, hands-on course introduces the participants to the basics of PHP, explains how to set-up and work with a MySQL database, and demonstrates interactions between PHP and the database. Learn programming and database development techniques, build MySQL database-driven Web applications with PHP, and apply your learning to sample projects.

Required text: Included in course fee.

Prerequisite: Basic Windows, keyboard and mouse skills; knowledge of basic database concepts is recommended. Programming and HTML experience highly recommended. CEUs: 1.2

<b>Course # , Date(s) Time</b>
MA13798, 05/23/17, 9:00 AM to 4:00 PM   05/30/17, 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> 240
<b>Notes:</b> Course meets for 2 sessions: 5/23, 5/30

## **PowerPoint: Presenting the Presentation, More Than Just Pictures - NEW**

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

<b>Course # , Date(s) Time</b>
TX13762, 06/05/17, 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 - NEW**

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

<b>Course # , Date(s) Time</b>
MA13786, 05/18/17, 9:00 AM to 4:00 PM   05/25/17, 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> 230
<b>Notes:</b> Course meets for 2 sessions: 5/18, 5/25. Recommended related training for Project 2016: Introduction is MA13721 Project Management: All the Essentials.

## 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; exchanging data with other programs, 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

<b>Course # , Date(s) Time</b>
MA13799, 03/17/17, 9:00 AM to 4:00 PM   03/24/17, 9:00 AM to 4:00 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 2 sessions: 3/17, 3/24

## SharePoint: Introduction

SharePoint allows you to share your Office documents, collaborate with others on your team, and track a document's changes using either the Designer interface or a web browser, all without writing any code! Use the prebuilt site templates and .ASPX pages to quickly design collaboration sites and learn how to modify them to best fit your needs. Learn what a Master page is used for, why content regions are used, how to reset pages back to site definitions and how other Office applications interface with Designer. We will explore the use of powerful tools such as Web Parts, Web Part Zones and XML connections. Students are eligible to receive free SharePoint software.

Required text: None

Prerequisite: Working knowledge of website creation and Microsoft Office. CEUs: 0.6

<b>Course # , Date(s) Time</b>
MA13800, 03/17/17, 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> 95
<b>Notes:</b>

## SQL Server 2016 Queries: Introduction - NEW

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

<b>Course # , Date(s) Time</b>
MA13801, 05/09/17, 9:00 AM to 4:00 PM   05/16/17, 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: 5/9, 5/16

## SQL Server 2016: Introduction - NEW

This in-depth training will provide you with the knowledge and skills needed 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

<b>Course # , Date(s) Time</b>
MA13787, 04/25/17, 9:00 AM to 4:00 PM   05/02/17, 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: 4/25, 5/2

## 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. Objectives: 1) Basic principles of graphic, information, and layout design 2) Learn how to create basic charts such as pies, columns, bars, lines, and variations of these 3) Learn how to use format tables, use SmartArt, and animation 4) Using Excel and PowerPoint to create, design, and apply conditional formatting to get the most out of your tables 5) Tips for making the most of Excel and PowerPoint.

Required text: None

Prerequisite: Prerequisite: Working familiarity with Excel and PowerPoint CEUs: 0.6

<b>Course # , Date(s) Time</b>
CA13843, 05/19/17, 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 - NEW

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

<b>Course # , Date(s) Time</b>
MA13803, 04/19/17, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
MA, Learning Resource Center, LRC B142
<b>Instructor:</b> Bruce Manning
<b>Fee:</b> 135
<b>Notes:</b>



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: None

Prerequisite: Keyboarding and mouse skills CEUs: 0.6

<b>Course # , Date(s) Time</b>
MA13788, 03/16/17, 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> 95
<b>Notes:</b>

### **Word 2013: Intermediate Skills - Tunxis**

This hands-on course covers the basic skills and concepts needed to use Microsoft Word productively and efficiently. After an introduction to Word's 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. Course objectives: Create and save documents; navigate a document; select text using the keyboard and mouse; insert and delete text; use undo and redo; cut, copy and paste text; use find and replace; apply character formatting; use tabs; format paragraphs; create and modify tables; add headers and footers; adjust document margins and page orientation; insert page breaks; insert and modify graphics and clip art; proof a document using spell and grammar check, preview and print documents; create PDFs.

Required text: None

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

<b>Course # , Date(s) Time</b>
TX13760, 04/24/17, 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