

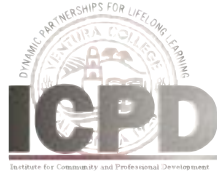
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**VENTURA COLLEGE
INSTITUTE FOR COMMUNITY
AND PROFESSIONAL
DEVELOPMENT**

***Your One-Stop Resource for Workforce Development
and Workplace Solutions***

Ventura College has been providing customized training and services to business and industry since 1989. The Institute for Community and Professional Development has a team of professionals to meet your workforce training needs and develop workplace solutions that work!

Our Mission

The Ventura College Institute for Community and Professional Development is committed to serving the workforce and economic development needs of the community by creating dynamic partnerships for lifelong learning.

At the Ventura College Institute we are dedicated to delivering exactly what your business needs, when and where you need it. From computer skills and business communications to supervision, management and leadership development, the Institute offers customized solutions designed to meet any of your organization's needs.

About This Handbook

This handbook represents an overview of courses that are available for our customized training programs. It is designed to provide an overview of the types of courses that are available. It is not inclusive and will continue to change to meet the ongoing needs of our business partners. These courses may be taught at our training facility, or at your work site, whichever is more convenient for you. All of these courses can be tailored to meet your specific needs.

If you have a training topic in mind that you do not find listed, please do not hesitate to contact us. We are your resource for training and non-training solutions.



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COMPUTERS

INTRODUCTORY CLASSES

Windows: Using Explorer & My Computer

8 Hrs

This course will cover the following topics: Exploring the Desktop, Emptying the Recycle Bin; Formatting a Floppy Disk; Viewing Disk Properties; Arranging Windows; Using My Computer and/or Explorer for Disk Organization to View, Copy, Delete, Move and Rename Files and Folders; Change the Window View; Select Multiple Files.

Computers Made Easy

(Includes Overview of Software Applications)

8 Hrs

If you have ever felt intimidated by your computer or by well-meaning computer technicians, this is the class for you. You will develop knowledge and confidence as you learn Basic Computer Terminology (become familiar with computer terms and acronyms); How To Set Up Your Desktop/Workstation (personalize your workstation to fit your needs; File Management (confidently delete, rename, move and copy files and folders); Identifying Drives and Locating "Lost" Files (know where to store your files and how to quickly find files that become misplaced); Overview Popular Office Software – MS Word, Excel, Access and PowerPoint (learn how to choose the most appropriate software for the task at hand).

Basic Keyboarding Techniques

12 Hrs

This course focuses on mastering the keyboard and introduces: Correct Finger Placement on the Keyboard; Keyboard Exercises; Timed Writings; Useful Word-Processing Tips.

WORD CLASSES

Beginning Word

8-16 Hrs

This class gives beginners a comfortable start using MS Word and will introduce the following basic skills: Using Menu and Dialog Boxes; Creating Headers, Footers and Sections; Creating Envelopes and Labels; Saving, Renaming, Creating Folders; Page Numbers and Page Breaks; Selecting and Enhancing Text; Changing Fonts and Size; Moving and Copying Text; Changing Margins, Line Spacing, Text Alignment and Indentation; Spell Check, AutoCorrect, Thesaurus. (Eight-hour classes are designed with less time for independent practice exercises.)

COMPUTERS

Intermediate Word

8-16 Hrs

This course will introduce the following skills: Finding and Replacing Text and Formatting; Creating Bulleted and Numbered Lists; Setting Tabs (various alignments); Creating and Formatting Tables; Adding Borders and Shading to a Paragraph; Modifying Tables (adding and deleting rows and columns and sizing them), Graphics (insert, size and move a picture); Aligning a Column of Numbers and Calculating; Using Format Painter; Sorting Rows in a Table. (Eight-hour classes are designed with less time for independent practice exercises.)

WORD MODULES

Graphics

4 Hrs

This course will cover: Sizing Graphics, Positioning Graphics; Text Boxes and Watermarks; Cropping Graphics; Wrapping Graphics; Borders and Fills for Graphics, Text and Pages.

Long Documents

4 Hrs

This course will cover: Working With Styles and Templates (styles: creating, modifying, applying and copying to other documents); Working With Long Documents (navigating through footnotes and endnotes, cross-references, creating tables of content and indices, headers and footers); Advanced Formatting Techniques (sections, page orientation, borders/shading of paragraphs/pages, text flow, sorting paragraphs, alternating headers/footers, special characters).

Forms & Templates

4 Hrs

This course will cover: Using/Modifying Existing Word Templates; Creating and Formatting New Templates; Creating Forms with Form Fields; Setting Form Field Options; Creating Calculated Fields; Creating a Form Template; Using/Modifying Template Forms.

Mail Merge

4 Hrs

This course will cover: Identifying, Creating, Editing Main Document and Data Source; Creating Form Letters, Envelopes and Labels; Editing Fields and Records; Sorting and Filtering Records; Customizing with If/Then/Else Criteria.

Tables

4 Hrs

This course will cover: Creating, Editing, Entering Text into Tables; Calculating Values; Introduction to Graphics (inserting/sizing/moving/deleting pictures); Inserting/Deleting Rows and Columns; Adjusting Column/Row Widths; Formatting Table Contents, Decimal Alignment, Merging Cells, Borders/Shading; Sorting Table Data.

COMPUTERS

Macros & Document Sharing

4 Hrs

This course will cover: Creating, Inserting and Modifying AutoText Entries; Recording, Running, Editing, Copying, Renaming and Deleting Macros; Highlighting and Inserting Comments; Tracking, Reviews, Editing, Comparing Changes to Document, Protecting and Saving Versions of Document; Creating Master Documents.

ACCESS CLASSES

Beginning Access

8-16 Hrs

This course will cover the following topics: Access Screen Elements (open, close, copy, and rename databases, help); Create, Edit, Use, and Save Forms for Data Entry; Customizing Form Field; Create New Database Tables (field data types, primary keys, design/datasheet view); Create, Modify, and Print Reports Using Report Wizard; Enter, Edit, Sort, and Find Records; Customize Fields/Tables Using Field Types/Properties/Default Values; Create, Edit, Sort, and Save With Criteria Queries; Establish Table Relationships (create multiple table queries). (Eight-hour classes are designed with less time for independent practice exercises.)

Intermediate Access

16 Hrs

This course is designed to compliment the Beginning Access class. It will help the student more fully utilize the program's abilities to share, manage, and present information. The class will be project-oriented, thus putting into practice the lessons learned in the Beginning Access class. The following topics will be covered: Make Data Entry Easier and More Accurate (conditional formats for values; input masks; validation criteria; required entry; lookup fields; input form enhancement); Advanced Form Features (look-up from table/queries; AutoFill forms/look-up data from table/queries; tab order; nesting sub forms); Managing Data Using Smaller Related Tables (repetitive data; AutoFill from joined tables; update/duplicate/delete queries); Special Purpose Reports and Advanced Report Features.

EXCEL CLASSES

Creating Formulas For Excel (Basic Math Concepts)

8 Hrs

This course will cover the following skills: Review of building formulas including using functions and conditional statements; Review of absolute vs. relative cell addressing; Review of the basic math concepts needed to solve many problems within a business environment; Practice with analyzing typical business problems to determine what math operations are required and then building a formula to carry out these operations; Practice using Excel.

COMPUTERS

Beginning Excel

8-16 Hrs

This course gives beginners a comfortable start using Excel! The following topics will be covered: Use Menu, Dialog Boxes, Help; Save, Revise, Print, Close; Select Data to Format, Copy, Move, Delete; Ranges (name, print, format, copy, move, using in formula); Use Functions and Conditional Statements; Create Formulas, Absolute vs. Relative, (revise formulas); Use AutoFormat and Spell Check; Add and Remove Columns and Rows; Adjust. (Eight-hour classes are designed with less time for independent practice exercises.)

Intermediate Excel

8-16 Hrs

This course covers: Charts & Maps (create, format change, enhance, print); Graphics (create, import, copy format, group 3-D picture charts, text boxes and annotation); Worksheets (select, insert, delete, move, copy, change names); Reports (install report manager, create custom view, create reports, edit, print). (Eight-hour classes are designed with less time for independent practice exercises.)

ADVANCED EXCEL MODULES

Advanced Formulas & Pivot Tables

8 Hrs

This module will cover the following topics: Working With Advanced Formulas (using names, applying decision-making functions, creating nested functions, using financial functions); Lookups and Data Tables; Advanced List Management (creating subtotals, validating cell entries, exploring database functions); Working With Pivot Tables (pivot tables and their reports, use of pivot table Wizard, rearranging and adding data to a pivot table, adding and changing a pivot table summary function, hiding and showing details, formatting pivot tables); Exporting and Importing Data; Working With Macros.

Linking Worksheets and Other Programs

This module will cover Managing of Multiple Worksheets and Workbooks (moving, copying, linking, editing and annotating); Using Excel with Other Programs; Copying Links; Importing, Saving and Switching Between Programs.

Macros and Advanced Data Analysis

This module will cover: Automating of Tasks by Use of Macros; How to Record, Encode and Play Macros; How to Develop a Personal Macro Workbook; Interpreting Error Messages; Using Auditing Tools to Check Worksheet Formulas; Using Goal Seek and Solver; Creating Histograms and Moving Averages; Use of Data Validation.

COMPUTERS

Excel Reports and Forms

This module will cover: Design of Forms (how to enhance and protect; how to save and use as templates); Development of Summary Reports (including creating and charting outlines); Use of Subtotal Reports and Multiple Subtotal Rows; Consolidation of Worksheets.

POWERPOINT CLASSES

Beginning PowerPoint

8 Hrs

This course will introduce the basic skills of: Creating a New Presentation; Moving Among Slides and Running an Electric Slide Show; Adding and Deleting Slides (changing slide order); Printing Outlines and Slides; Changing the Appearance of a Presentation (templates, color schemes, slide backgrounds, working with a slide master, using Clip Art); Using Speaker Notes and Handouts; Changing the View; Saving and Closing Your Presentation; Selecting and Moving Text (changing text appearance, using format painter, changing alignment, adjusting paragraph spacing, adding, removing and modifying bullets); Working with Charts (selecting the appropriate chart type, creating a data chart, editing chart data, resizing and formatting); Creating an Organizational Chart and Making Modifications; Automating Electronic Slide Shows.

Intermediate PowerPoint

8 Hrs

This course covers the following topics: laying out and designing professional looking presentations; effectively using layout tools such as the style checker, etc.; enhancing your presentation with pictures, video and sound; selecting and re-coloring Clip Art, Clip Art vs. Pictures, inserting and playing sounds and movies; enhancing your presentation with complex charts, linking an Excel chart to your presentation, selecting the appropriate chart type and/or sub-type, creating custom charts, animating charts; bringing data from other programs, such as Word, into a PowerPoint presentation and exporting a presentation into Word; using advanced drawing techniques, manipulating objects, creating 3-D and shadow effects, using WordArt, drawing with AutoShapes and freehand; creating and running custom slide shows, creating and using hyperlinks and action buttons; creating a web home page, saving a presentation as Web pages.

How To Fine Tune and Present Your PowerPoint Presentation

8 Hrs

Have you taken PowerPoint classes and need help making your presentation or would you like to learn new ways to make your presentation more powerful? In this hands-on workshop, students will learn how to give and fine-tune their PowerPoint presentation. Topics covered are: Presentation Techniques (moving within your presentation; design tips for putting together an effective presentation; preparing "custom" slide shows for different

COMPUTERS

audiences, using hyperlinks and action buttons within a presentation, tips on giving oral presentation before groups); Use of Equipment; unpack the presentation; how to set up, plug in units and use the equipment; what to do if the equipment does not work; Giving Your Presentation. Students should bring a draft packed presentation with them to class and be prepared to give up to a 5-minute presentation as a capstone of the class.

INTERNET CLASSES

Introduction to Internet – Using MS Explorer & Netscape 8 Hrs (For On The Job Research Resources)

This course will introduce the following basic skills: Defining What the Difference is Between the Internet vs. the Web; Starting a Web Browser (working with menus and hyperlinks); Sending E-mail and Creating Mailing Groups; Tools of the Internet (what are they and how to use them); Netiquette (the proper way to join a group or send e-mail); Finding Information Quickly and Efficiently on the Web and/or the Internet; Citing Resources; “Surfing” the Web (using search tools); Evaluating Web Resources; Downloading Information and Graphics From the Web to Your Computer or A Drive; Talking to People Online (finding people; “visiting” libraries); Sending Information to Other People Via the Internet; Copying Information From the Web Into a Word Document.

PROFESSIONAL DEVELOPMENT

HEALTH, SAFETY AND STRESS MANAGEMENT

Community First Aid and Safety

8 Hrs

This course covers Adult CPR, Child CPR and Infant CPR plus basic First Aid. This training includes the use of the automatic external defibrillator. This course also covers: **prevention of accidents, procedures in caring for wounds, shock, artificial respiration, unconsciousness, poisons, fractures, dressings and bandages, care and treatment of injuries.** There are two Red Cross certificates earned from this class. One certificate will state "Adult, Child and Infant CPR" valid for a period of one year. The other certificate will state "Basic First Aid" valid for a period of three years. NOTE: A six-hour Adult, Child and Infant CPR class is also available.

CPR/First Aid in Spanish

8 Hrs

This class is taught in Spanish and covers Adult, Child and Infant CPR and First Aid. Course content covers all the topics as described above for the CPR and First Aid classes.

Communicable Diseases – Non-HIV

2 Hrs

Participants will learn about and discuss common non-HIV communicable diseases that are found in today's modern society. Instructors are Red Cross certified. Topics include: Lice (pediculosis), Lyme Disease, Hepatitis, Giardia, the chain of infection, food poisoning, Scabies, Tuberculosis, Meningitis, adult immunizations, sexually transmitted diseases (STD).

HIV/AIDS

4 Hrs

Participants will learn and discuss the HIV virus and AIDS in today's society. Topics include: Causes and incidence of HIV/AIDS; Transmission and infection control; Testing and counseling; Legal and ethical issues, including confidentiality; Psychosocial issues, including special population considerations.

Drug Abuse Recognition (DAR)

16 Hrs

This workshop provides the participants with a working knowledge of the 7-Step Drug Abuse Recognition (DAR) program used to identify and prosecute the under-the-influence offender. Topics include: Physiology, terminology, DAR testing, Nystagmus, drug administration and identification, legal codes, report writing, and testimony.

Stress Management

4 Hrs

This training program addresses the causes, consequences, and management of stress as it relates to job effectiveness, productivity and motivation. Participants will learn to identify stress sources, deal with excessive stress in a positive way, and build resilience to cope with unavoidable stress.

PROFESSIONAL DEVELOPMENT

Violence in the Workplace

4 Hrs

This course will cover the following topics: Verbal Abuse, How to Effectively Manage Antagonistic Situations; How To Manage Client-Against-Client Conflicts by Avoiding Escalation; Conflict Resolution and Mediation; Working With Violent Families, and Risk Factors; Disgruntled Employees/Clients.

Managing Anger

4 Hrs

Participants learn specific techniques to serve as guides to the individual in learning to manage and control the most destructive of emotions. Participants will learn how to: Identify the difference between anger and irritation; Recognize and manage anger as a source of energy, when properly directed; Recognize your own anger buttons; Guidelines for dealing with anger in others; Problem-solving techniques; Assertive approaches.

Managing Assaultive Behavior

4 Hrs

Participants learn the management of high risk and aggressive behavior in the workplace. This course will cover the following topics: Assault history; Intervention skills; Inappropriate action; Environmental awareness; Physical intervention techniques and individual defense.

GENERAL CLASSES

Cultural Competency

8 Hrs

This course is designed to cover the following topics: The New Skill Area for All Service Providers, Cultural Competence; A Market Approach to Understanding Change and the Need for a Global Perspective; Understanding Cultural Competency Elements for Successful Service Relationships; Skills and Resources for Applying a Culturally Competent Service Approach

Conflict Resolution

8 Hrs

This course is designed to assist employees in the more effective handling of on-the-job conflict situations and in all interpersonal relationships. Skills will be presented in communicating under pressure, particularly with aggressive and manipulative behavior, and negotiating disagreements on a win/win basis. Specific topics of this course include: Exploring the Underlying Causes of Conflict; Recognizing Attitudes and Behavior that Create Conflict; Constructive Collaboration and Resolution Skills; Identifying Individual Communication/Behavioral Styles in Responding to Conflict Situations; Practice Exercises in Resolving Conflict Situations.

PROFESSIONAL DEVELOPMENT

Ethics: What Would You Do?

Professional and Ethical Guidelines in a Changing Workplace

4 Hrs

This class is designed to focus on a broad coverage of professionalism and ethics in the social services field, dealing with interactions both with internal and external customers. Utilizing lecture, workbook exercises, practical scenarios and role-playing, participants will have an opportunity to explore ethical dilemmas and models of business etiquette and behavioral standards in the workplace. Participants will reflect on the question: "How is this class going to change what I do on the job" Topics include: (1) Guidelines to Ethical Responsibility; (2) Confidentiality; (3) Attitudes and Change.

Performance Documentation

8 Hrs

This workshop will cover a practical system for performance documentation that is based on a positive but proactive approach to encouraging and assisting employees to succeed. The following topics will be covered: Performance Incidents Log (what to look for and what to record; effective wording techniques); Dealing With Facts (using your five senses; subjective statements and third-party input); Progressive Discipline (a review of discipline reasons; discipline notices); Meeting With The Employee (information-gathering with an employee and witnesses; preparing for and conducting your meeting).

Promotability & Career Planning

8 Hrs

In this course skills will be presented and practiced in the following areas: Developing a Plan for Career Growth; Strengthening Interpersonal Capabilities to Help Build Cohesive and Collaborative Relationships; Polishing Professional Image and Reputation Through Verbal and Non-Verbal Means; Developing a High Level of Self-Confidence in Dealing More Effectively with Different, Difficult Personal Styles; Coping with Job Pressures; Conflict and Tension.

Respectful Workplace

8 Hrs

Learn how to recognize illegal discrimination and harassment and its negative effects on the workplace. Gain awareness of the law, county policies and procedures, and the obligations of all employees. Gain an awareness of issues in the workplace that can lead to disrespect and damage, even without malicious intent, and the value of respectful behaviors and communication. Acquire useful tools to ensure that all of your interactions are respectful and effective.

PROFESSIONAL DEVELOPMENT

Motivation

4 Hrs

This workshop focuses on motivating yourself and your employees to be involved, enthusiastic and productive. Topics include: Internal motivators and external rewards; Demotivators that stifle productivity and how to get rid of them; The “new” leadership paradigm and how it affects today’s workplace; Communication techniques that add to employee motivation.

MANAGEMENT & SUPERVISION CLASSES

Basic Supervision Skills

16 Hrs

Four half-day sessions. These introductory workshops help participants make the transition from worker to first-line supervision. The focus is on the supervisor as coach and developing interpersonal skills. Topics include: Defining the role of a supervisor; Technique for coaching and counseling employees; Motivating employees; How to get along with your boss; Team building.

Time Management

4 Hrs

Don’t Put This Off! This course is designed to develop work-related action plan strategies for effective and efficient time management use. Course content will address the concept and importance of self organization, organizing your workspace, as well as skills to successfully deal with anticipated and unanticipated changes. Learn techniques to identify and evaluate total time use through self assessment exercises, self diagnosis, film presentation and discussion revolving around work related issues and time demands. Topics covered include: (1) Identify false assumptions and myths about time management, (2) Recognize strategies for instituting and identifying concepts in personal and work settings, (3) Develop strategies for effectively prioritizing daily tasks and duties, (4) Crisis management; getting back on task issues; (5) Recognize the problems of procrastination, interruptions and identify useful solutions, (6) Identify skills useful in managing your behavior within the concept of time, (7) Managing voice mail messages and E-mails.

Dealing With Difficult People

8 Hrs

This course is designed to assist employees to be more personally effective in encounters with difficult personality types. Skills will be learned in how to deal with people who intimidate, criticize, and manipulate. The class will provide information about human behavior and identify seven difficult personality types and how to deal with them. Topics include: Handling Resistance Without Becoming Defensive; What Motivates Difficult People; Confronting With Confidence; Managing Your Emotions; Techniques to Establish Rapport with Customers.

PROFESSIONAL DEVELOPMENT

Dealing With The Public

4 Hrs

This course identifies the basic concepts of quality customer service in the public sector. It is designed for all employees whose job positions require interaction with customers and interagency personnel. Participants will learn the following skills: Communicating Effectively with Both Internal and External Customers in Person and Over the Phone by: Transmitting a Positive Attitude; Identifying Customer Needs; Learning Tools and Techniques to Improve Customer Service Interactions and Recover Effectively from Problems and Negative Experiences Including User-Friendly Words and Phrases; Active Listening Techniques, such as Paraphrasing and Re-Stating Effectively and Clarifying Questions.

Managing Angry Clients

8 Hrs

This course addresses the nature of anger and assists participants in identifying approaches to manage angry clients in a positive way. Skills will be learned in evaluating the body's response to anger, how to keep from reacting when your "hot" buttons are pushed and how to de-stress at the end of a high-pressure day. Topics to be covered are: The Anatomy of Anger – "What's Happening Here;" Recognizing your "Anger" Buttons; Techniques for Angry Clients; Determining the Safety of the Situations; Self-Management Techniques to Combat Burn-out in High-Stress Situations.

Team Building

8 Hrs

This class is designed to identify ways to improve teamwork and collaboration in the performance of common or coordinated tasks and to refresh teaming skills. Topics to be covered are: Introduction and Objectives; Team Whoopee or Team Woe; Team Player Video; A Team Model; Setting Team Ground Rules; Brainstorming; Design Team Exercise; Communicating and Listening Skills; The Whoopee Boilerplate.

Managing Change

4 Hrs

Participants in this course will learn how they can make a successful transition during these changing times by understanding what change is and by learning strategies to work effectively with the change process. Presented in this workshop are practical and proven techniques for coping with change, understanding the differences between chosen and imposed changes, and the importance that communication and professionalism play in maintaining a positive and productive workplace during changes of all kinds.

PROFESSIONAL DEVELOPMENT

CUSTOMER SERVICE SKILLS

Active Listening

3 Hrs

Active Listening is the term coined by Carl Rogers, which means that it is a lot more than waiting for your turn to talk. Among other topics, you will discover your personal barriers and bridges to effective listening. Responding appropriately is based on clear understanding. Becoming a better listener is the building block of effective communication.

Telephone Etiquette

3 Hrs

Your department's image is on the line, literally. Understanding how to use our voice and tone, choose appropriate words and attitudes, ask effective questions for clarification, and projecting professionalism are among the many skills covered in this interactive class.

Professional Communication

3 Hrs

Knowing how to use communication tools in the most appropriate way to meet any workplace situation is the backbone of topics covered in this brief, power-packed class. Discover your personal "hot buttons" and how to neutralize them.

Customer Service in the Public Sector

4 Hrs

In this interactive seminar, participants learn the ingredients essential to providing quality customer service to the clients of public sector offices. This workshop is designed for the front-line employee who ultimately determines the quality level of customer service. Topics include: Transmitting a positive attitude; Identifying customer needs; Providing for customer needs; Cultivating repeat business; Clinical signs and symptoms.

OFFICE ASSISTANT CLASSES

New Directions and Opportunities for Today's

Office Assistant

8 Hrs

Learn the benefits of project management skills through time management and workplace organization. This class will cover developing self-confidence and feeling valued as an important resource member within the team. Assertiveness skills will be presented in communicating with tact and diplomacy with supervisors, co-workers and clients. A major objective for this class is for participants to have an opportunity to develop their own career plan. Topics will include: (1) Project Management Skills; (2) Organizational Skills; (3) Stress Management Solutions; (4) Assertiveness Skills for Success; (5) Career Planning.

PROFESSIONAL DEVELOPMENT

PRESENTATION & COMMUNICATION CLASSES

Business Writing Skills

4 Hrs

This class will cover the following topics: Organize the Information (how to start and finish your business letter or document effectively and save time rewriting); Composing Letters, Memos and Reports (how to develop a clear, readable style that works for you); Knowing Your Receiver (how to write business documents to the reader's needs); Professional Reports and Proposals (how to organize and gather specific information needed for your document).

How to Write Effective Memos

4 Hrs

This course will cover the following topics: how to judge your memos as key people will judge them; suggestions for memo content and format that will make your memos informative, readable and clear; selecting attention-getting subject titles; how to end your memos with strong closings that will get the action and results you want.

How to Write Effective Minutes

8 Hrs

This workshop will benefit anyone who has responsibility for producing minutes of meetings. Topics covered will include: (1) Note Taking – Where It All Begins, review of the basic procedures of each of the following methods, their advantages and disadvantages and appropriate situations for their use (Cornell, Outline, Mapping, Charting and Sentence Methods); (2) Minutes Production and Distribution – Preparation, Attendance and Opening, what to include (reports, old and new business, discussions), action items, adjournment; (3) Practice – students are encouraged to bring examples of meeting minutes and/or notes of their choice for practice, review and critique of the application of course concepts and techniques.

How to Write Effective E-Mails

3 Hrs

This course is designed to introduce e-mail and its professional and effective use. Topics covered: Some Amazing E-Mail Statistics; Professional Ethics of E-Mail; When You Should and Should Not Use E-Mail; Language of E-Mail and Vocabulary List. All the specifics will be discussed: How and When to Use the Features (Reply, Forward, Bcc, Cc); Message Composition; The Polish That Says "Professional;" Which Rules to Follow and Which You Can Break; Little Things Mean A Lot; Grammar Counts; All About Attachments. This course will bring you up-to-date on e-mail savvy, organizing, pet peeves and what to do when things go wrong.

PROFESSIONAL DEVELOPMENT

Editing & Proofreading

4 Hrs

This course is designed to help employees sharpen their skills at proofreading for errors in context, number usage, capitals, grammar, etc. by using different proofreading methods and making use of standard revision marks. It will also enable them to edit materials to evaluate the overall effectiveness of documents in terms of attaining the goals for which they were written.

Grammar Without Grief

4 Hrs

This course is designed as a refresher in the basics – grammar without grief! It will teach the following: Basic Grammar Rules To Remember (what everyone should know); Capitalization and Punctuation; Subject/Verb Agreement; Noun/Pronoun Agreement; Active vs. Passive Voice; Punctuation (Rules for Using Commas, Semicolons, Colons, Quotation Marks, Apostrophes, Dashes and Parentheses); Commonly Misused Words and How to Use Them Correctly; Presenting Numbers.

Communication With Clients (Counseling Approach)

8 Hrs

This course is an overview of basic communication patterns and styles, highlighting the most effective communication. Verbal and non-verbal communication will be addressed. Particular focus will be on how to best communicate with clients and how to avoid common communication breakdowns, increase effectiveness, avoid power struggles and deal with anger and other emotions which can disrupt communication.

Public Speaking

8 Hrs

This course will present specific concepts and techniques to assist employees in strengthening their performance when addressing groups of any size. Come learn ways to conquer your fears, remember your content, project your voice, adopt appropriate body stances, add humor to your message, and persuade your audience.

Spanish in the Workplace - Multiple Weekly Sessions

This course is designed to improve communication in the workplace by providing Spanish to English speaking employees. Curriculum is customized to incorporate vocabulary specific to the work environment. Topics include: Basic vocabulary; Basic grammar; Asking questions; Responding to questions; Phrases/sentences commonly used in the workplace.

English as a Second Language - Multiple Weekly Sessions

This course is designed to improve communication in the workplace by providing English to Spanish speaking employees. Curriculum is customized to incorporate vocabulary specific to the work environment. Topics include: Basic vocabulary; Basic grammar; Asking questions; Responding to questions; Phrases/sentences commonly used in the workplace.

