State In-Service Training Program Course Catalog ---- Spring 2020

The Department of Administrative Services and Connecticut's Community College System are partners in providing a wide variety of cost-effective training opportunities to Connecticut State employees. This catalog includes courses that will help your staff enhance their skills to meet and support agency goals efficiently and with a high level of customer service.

Registration Timeline

UConn Storrs, Law School and Regional Campuses On-line Registration Deadline: -------------01/31/2019
UConn HR notifies employee via email of reservation(s) beginning:----------------------------------02/18/2019
Courses begin:---03/09/2019

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 or 860.486-3034.

- 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!

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.

Customized training is also available

A course developed specifically for your staff to be delivered at your location or on campus.

How do I become Microsoft Office certified?

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

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

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

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

Questions regarding MOS certification, seating availability, and payment options should be   directed to MCC Computer Program Coordinator, Bruce Manning, bmanning@manchestercc.edu, Voice: (860) 512-2808, Fax: (860) 512-280

College Locations

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
QV	Quinebaug Valley	742 Upper Maple Street Danielson, CT 06239
TR	Three Rivers	574 New London Turnpike Norwich, CT 06360
TX	Tunxis	*Bristol Campus:* 430 North Main Street Bristol, CT 06010

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

Some of the new courses for Spring 2020:

Essential Business Skills
- HR Boot Camp for Public and Non-Profit Employees
- Improving Negotiation Skills
- One-on-One Communication for Public and Non-Profit Employees
- Presenting Like a Pro

Leadership Skills
- Developing YOUR Supervisor Potential and Beyond
- Getting Started as a State Supervisor
- Gifted Management – Creating Buy-In
- Lateral Leadership

Technology Advancement (Computers)

- An Introduction to Google Suite
- Networking with IPv4 and IPv6

Other
- A Mindful Approach to Work
- Heartsaver CPR AED – Recertification
- Influencing Change
- Laughter: The New Bottom Line in the Workplace
- Take the Stage: Charismatic Communication in the Workplace
- Up-Skilling: Enhancing Your Value as a Public Employee
- When Worlds Collide: Navigating Your Responsibilities Both at Home and in the Workplace

Table of Contents

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

Course # , Date(s) Time
TX14880, 03/09/20, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, Tunxis@Bristol, CR1
Instructor: Lisa Crofton
Fee: 90
Notes: Class Location, 430 North Main St., Bristol, CT 06010 phone 860-314-4700

A Lost Art - Communication Skills for Today, A NEW APPROACH

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

Required text: None
Prerequisite: None   CEUs: 0.6

Course # , Date(s) Time
TX14840, 03/26/20, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, Tunxis@Bristo , CR1
Instructor: Frances Trelease
Fee: 90
Notes: Class Location, 430 North Main St., Bristol, CT 06010 phone 860-314-4700

A Mindful Approach to Work - NEW

Want to find more meaning in work? Mindful working helps increase effectiveness, decrease mistakes, and enhance creativity. Mindful working means applying focus and presence to everything you do from the moment you enter the building (and before!) Research shows that people spend almost 47 percent of their waking hours thinking about something other than what they are doing. This workshop will help you switch off the anxiety and the 'autopilot' and turn on your ability to be connected and mindful. You will be guided in developing mindfulness and attention practices that will show you how to focus on the task at hand, as well as release internal and external distractions at work. You will learn simple but significant mindfulness exercises to help you throughout your day, such as a 'mindful morning' routine, a breathwork repertoire, an I.C.E. (In Case of Emergency) toolkit, a post work decompression routine, and a nighttime release. You'll also learn: how to be a mono-tasker rather than a multitasker, how to use 'Mindfulness Reminders' how to slow down to speed up, how to become an 'Appreciation Addict,' and how to use self-acupressure points to release anxiety and increase concentration. We will also explore the role of meditation and guided visualization in the class, including at-work practices such as waking meditation, doorway meditation, the three-breath-per meditation, and much more!   Required text: None
Prerequisite: None   CEUs: 1.8

Course # , Date(s) Time
AS14777, 03/10/20, 9:00 AM to 4:00 PM | 03/17/20, 9:00 AM to 4:00 PM | 03/24/20, 9:00 AM to 4:00 PM
College, Campus & Room:
AS, Asnuntuck, Room 128
Instructor: Margaret DeMarino
Fee: 285
Notes: Course meets for 3 sessions: 3/10, 3/17, 3/24

Accounting I: A Practical Focus to Financial Accounting

In this hands-on course, you will be introduced to the accounting cycle of a service company, emphasizing basic accounting concepts focusing on the recording of transactions and the preparation of financial statements. Topics include the steps of the accounting cycle; transaction analysis; journal entries; statement creation; specific accounting concepts relating to current assets, long-term assets, current liabilities; and payroll. Students will build a company's accounting system, download and manipulate their data into an Excel spreadsheet. Students are requested to bring a 4 GB flash drive to class.
Required text: Included in course fee.
Prerequisite: Basic Windows, keyboard and mouse skills; familiarity with Excel.   CEUs: 3

Course # , Date(s) Time
MA14814, 03/24/20, 9:00 AM to 4:00 PM | 03/31/20, 9:00 AM to 4:00 PM | 04/07/20, 9:00 AM to 4:00 PM | 04/14/20, 9:00 AM to 4:00 PM | 04/21/20, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B142
Instructor: STAFF
Fee: 599
Notes: Course meets for 5 sessions: 3/24, 3/31, 4/7, 4/14, 4/21

Achieve your Goals and Influence People with 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 play to bolster skills and promise greater workplace effectiveness for future success. Objectives: 1) Understand what cloud computing is, how it works, and how to use it effectively 2) Know how to use online applications to create and store documents, spreadsheets, and presentations as well as how to access files from other devices, collaborate with others and file share

Required text: None
Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
CA14919, 04/06/20, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital, Room 307
Instructor: Juantray Easmon
Fee: 90
Notes: Free parking - Morgan Street Garage, 155 Morgan St. Bring ticket to validate.

All About Business Writing

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

Required text: None
Prerequisite: None   CEUs: 1.8

Course # , Date(s) Time
AS14786, 05/27/20, 9:00 AM to 4:00 PM	06/03/20, 9:00 AM to 4:00 PM	06/10/20, 9:00 AM to 4:00 PM
College, Campus & Room:
AS, Asnuntuck, Room 150
Instructor: Margaret DeMarino
Fee: 285
Notes: Course meets for 3 sessions: 5/27, 6/3, 6/10

All About Emotional Intelligence!

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

Required text: None
Prerequisite: None CEUs: 1.8

Course # , Date(s) Time
AS14787, 06/01/20, 9:00 AM to 4:00 PM | 06/08/20, 9:00 AM to 4:00 PM | 06/15/20, 9:00 AM to 4:00 PM
College, Campus & Room:
AS, Asnuntuck, Room 128
Instructor: Margaret DeMarino
Fee: 285
Notes: Course meets for 3 sessions: 6/1, 6/8, 6/15

All About Grammar and Punctuation

Are you semicolon savvy? Comma confident? A grammatical guru? If not, this workshop can help you gain a working knowledge of grammar and punctuation that will increase your writing and editing skills. More than a mere recitation of rules, this workshop is painless and practical and maybe even a little fun! It's focused on providing you with the grammar and punctuation tools you need. You will learn the 20 percent of the rules writers use 80 percent of the time and where to easily find the rest of them. Led by a professional writer, this workshop will also 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 and websites to help you at work, and a new confidence when it comes to writing and editing.

Required text: None
Prerequisite: None CEUs: 1.2

Course # , Date(s) Time
AS14783, 04/29/20, 9:00 AM to 4:00 PM | 05/06/20, 9:00 AM to 4:00 PM
College, Campus & Room:
AS, Asnuntuck, Room 150
Instructor: Margaret DeMarino
Fee: 190
Notes: Course meets for 2 sessions: 4/29, 5/6

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 "Lifescripts" by Stephen M. Pollen and Mark Levine, this workshop will provide plenty of insight on how to effectively communicate while dealing with difficult workplace situations--from asking for a deadline extension to attending to matters of hygiene with someone you supervise to interacting effectively with an angry client. You will learn key phrases, statements, and questions that will help open the doors to communication, as well as learn strategies to adopt and statements to avoid. This workshop will provide plenty of practice sessions so that 'knowing what to say and how to say it' will become an acquired skill you can rely on. You will learn: The ten magical phrases, four sure-fire strategies to gain cooperation, the four basic communication/personality/behavioral styles and how to adapt to each, proven techniques for handling conflict, and much more.
Required text: None
Prerequisite: None CEUs: 1.8

Course # , Date(s) Time
AS14785, 05/14/20, 9:00 AM to 4:00 PM | 05/21/20, 9:00 AM to 4:00 PM | 05/28/20, 9:00 AM to 4:00 PM
College, Campus & Room:
AS, Asnuntuck, Room 128
Instructor: Margaret DeMarino
Fee: 285
Notes: Course meets for 3 sessions: 5/14, 5/21, 5/28

Art of Tact & Diplomacy

Learn how to choose and use the most appropriate words and emotional tone for positive results. Practice techniques for receiving and transferring information, ideas, thoughts, feelings, and needs. Participants will understand how to navigate difficult situations, build consensus, and manage change with diplomacy and tact. Objectives: 1) Understand how to navigate difficult situations, build consensus, and manage change with diplomacy and tact 2) Be familiar with techniques to effectively receive and transfer information, ideas, thoughts, feelings and needs.
Required text: None
Prerequisite: None   CEUs: 0.6

Course # , Date(s) Time
CA14920, 05/29/20, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital, Room 307
Instructor: Yasmin Shenoy
Fee: 90
Notes: Free parking - Morgan Street Garage, 155 Morgan St. Bring ticket to validate.

Balancing Time and Priorities: A Continuation!

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

Required text: None
Prerequisite: Balancing Time, Priorities and Productivity, and at least 6 months of practice with the skills covered in that class. CEUs: 0.6

Course # , Date(s) Time
MA14791, 03/24/20, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B144
Instructor: V. Allison Reed
Fee: 90
Notes:

Balancing Time, Priorities and Productivity

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

Required text: None
Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
MA14792, 04/07/20, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B144
Instructor: V. Allison Reed
Fee: 90
Notes:

Be Your Own Coach, Cheerleader, and Career Change Agent

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

Required text: None
Prerequisite: None   CEUs: 1.8

Course # , Date(s) Time
AS14782, 04/23/20, 9:00 AM to 4:00 PM	04/30/20, 9:00 AM to 4:00 PM	05/07/20, 9:00 AM to 4:00 PM
College, Campus & Room:
AS, Asnuntuck, Room 128
Instructor: Margaret DeMarino
Fee: 285
Notes: Course meets for 3 sessions: 4/23, 4/30, 5/7

Bringing More Positivity to Your Workplace

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

Required text: None   Prerequisite: None   CEUs: 0.6

Course # , Date(s) Time
TX14839, 04/14/20, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, Tunxis@Bristol, CR1
Instructor: Barbara Pinti
Fee: 90
Notes: Class Location, 430 North Main St., Bristol, CT 06010 phone 860-314-4700

Business and Systems Analysis Principles and Practices

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

Course # , Date(s) Time
MA14793, 04/23/20, 9:00 AM to 4:00 PM	04/30/20, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B144
Instructor: William Marut
Fee: 210
Notes: Course meets for 2 sessions: 4/23, 4/30

Capturing Knowledge Before it is Lost

Employees are an organization's most valuable resource. The knowledge and experience employees possess is what enables operations to compete and grow. It is important that organizations recognize the importance of Knowledge Management, especially as the workforce changes due to retirements, job changes and other events. In this practical hands-on course you will learn to develop a knowledge management plan by identifying critical business or technical knowledge, who possess the knowledge, and techniques to capture and transfer the knowledge. Don't let valuable knowledge walk out the door.
Required text: None
Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
CA14911, 05/06/20, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital, Room 307
Instructor: Juantray Easmon
Fee: 90
Notes: Free parking - Morgan Street Garage, 155 Morgan St. Bring ticket to validate.

Communicating in Times of Stress: written, oral and interpersonal

It can be difficult to communicate effectively during the best of times and under optimal conditions. Communicating during stressful times in a busy workplace can seem like an impossible dream. However, being able to communicate well will allow you to manage stressful situations better and help others deal with it, too. Getting your message across in a way that is clear and coherent is a critical skill in your professional and personal life. This practical, interactive workshop will help you become a better communicator by exploring tips and techniques that will enhance your written, oral, non-verbal, and interpersonal communications skills. The program will also address the Three C's of Dealing with Difficult People -- Communication, Collaboration and Conflict Resolution.

Required text: None

Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
TX14877, 04/07/20, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, Tunxis@Bristol, CR1
Instructor: Edward Hendricks
Fee: 90
Notes: Class Location, 430 North Main St., Bristol, CT 06010 phone 860-314-4700

Communication Skills a Must!

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

Required text: None   Prerequisite: None   CEUs: 1.8

Course # , Date(s) Time
AS14779, 03/30/20, 9:00 AM to 4:00 PM	04/06/20, 9:00 AM to 4:00 PM	04/13/20, 9:00 AM to 4:00 PM
College, Campus & Room:
AS, Asnuntuck, Room 128
Instructor: Margaret DeMarino
Fee: 285
Notes: Course meets for 3 sessions: 3/30, 4/6, 4/13

Conflict De-escalation Techniques

Conflicts can escalate quickly. A simple disagreement, may sometimes go from raised voices to violent behavior in a very short time. Anticipating potential conflict and knowing proper de-escalation techniques can help you manage a conflict quickly and safely. Start by defining and identifying conflict and learn techniques to help you de-escalate and resolve conflicts before there is danger to the participants or bystanders. Join this interactive workshop and develop your de-escalation skills toolbox.
Required text: None
Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
CA14921, 04/24/20, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital, Room 307
Instructor: Nora Bishop
Fee: 90
Notes: Free parking - Morgan Street Garage, 155 Morgan St. Bring ticket to validate.

Creativity and Problem Solving

Every organization, regardless of size, leadership, or competence, will face challenges. These challenges can prevent staff members from working together and keep projects from moving forward which, in turn, can affect productivity and hamper mission-effectiveness. Creativity and problem solving are directly related. When presented with a problem or challenge, we tend to think inside the box, which can prevent us from exploring novel and creative solutions. Developing creativity in the workplace provides your organization with a new set of tools to find solutions and improve productivity. Develop your creativity and learn to think outside the box. Objectives: 1) Learn techniques to think more creatively. 2) Learn the difference between divergent and convergent thinking strategies. 3) Learn the 7 Step to Problem Solving. 4) Review communication strategies for problem solving.
Required text: None
Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
CA14922, 06/11/20, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital, Room 307
Instructor: Domenic Gugliotti
Fee: 90
Notes: Free parking - Morgan Street Garage, 155 Morgan St. Bring ticket to validate.

Critical Thinking: Understanding Critical Vs. Non-Critical Thinking

Critical thinking skills are increasingly becoming a necessity for employees. The U.S. Department of Labor has identified critical thinking as the raw material essential for problem solving, decision making, organizational planning and risk management. But what is critical thinking exactly? How can you differentiate between critical thinking and non-critical thinking? Objectives: 1) Understand critical thinking 2) Recognize deceptive reasoning 3) Detect emotional manipulation 4) Differentiate between the styles of critical vs non-critical thinking 5) Recognize and evaluate arguments 6) Develop and evaluate explanations.
Required text: None
Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
CA14923, 03/25/20, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital, Room 307
Instructor: Christopher Service, Sr.
Fee: 90
Notes: Free parking - Morgan Street Garage, 155 Morgan St. Bring ticket to validate.

Cultural Awareness

A journey to understanding communication & trust. In this interactive workshop we will explore those things that divide and polarize us in both work and community. Then strategize on ways to break down obstacles and begin to build understanding. Topics: * Bias (conscious, unconscious, implicit) * Culture * Communication * Trust
Required text: None
Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
CA14924, 04/22/20, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital, Room 307
Instructor: Renee Gary
Fee: 90
Notes: Free parking - Morgan Street Garage, 155 Morgan St. Bring ticket to validate.

Cultural Sensitivity in the Workplace

Organizations are comprised of employees with different backgrounds, beliefs and lifestyles. In the course Cultural Diversity, we learned about diversity, communication and trust. We explored stereotypes and biases. This course will delve deeper into intercultural communications. We will explore the tools necessary to become culturally competent. Gain an understanding of cultural and generational differences, disabilities in the workplace and working with members of the LGBTQ community. Objectives: 1) Increase your cultural awareness. 2) Enhance cultural sensitivity. 3) Get a better understanding of cultural differences. 4) Improve your understanding of generational differences. 5) Discuss disabilities in the workplace. 6) Gain a better understanding of the LGBTQ community. 7) Improve communications skills to promote harmony in the workplace. 8) Reduce misunderstandings and improve relationships in the workplace. 9) Learn techniques to work with a diverse workforce.

Required text: None
Prerequisite: Cultural Diversity course.   CEUs: 0.6

Course # , Date(s) Time
CA14925, 05/20/20, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital, Room 307
Instructor: Renee Gary
Fee: 90
Notes: Free parking - Morgan Street Garage, 155 Morgan St. Bring ticket to validate.

Customer Service with a Focus on the Tax Payer

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

Required text: None
Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
TX14897, 06/17/20, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, Tunxis@Bristol, CR1
Instructor: Waldemar Kostrzewa
Fee: 90
Notes: Class Location, 430 North Main St., Bristol, CT 06010 phone 860-314-4700

Dump the Drama! Managing Workplace Emotions and Office Politics

Drama is great for reality shows, but workers with a flair for the dramatic can take up mental bandwidth that impacts productivity and employee morale. Whether you're a supervisor or just someone who wants to reduce workplace drama, this course will give 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/co-workers. You'll understand how not to get trapped in the Karpman Drama Triangle, as well as how you can deal with negativity to protect yourself in a potentially hostile workplace. You'll gain tools to increase your emotional intelligence, learn your 'anger system' and discover concrete tools and strategies for transforming anger and other strong emotions into productive 'fuel'. You'll also learn mediation tools for everyday work life, including the three key strategies for strategic management of conflict, the two cardinal rules of conflict resolution (no 'walk aways' or 'power plays'), and five essential 're-framing practices.' This program is designed to help you maintain or recover a positive, energetic attitude that can foster change!
Required text: None
Prerequisite: None CEUs: 1.8

Course # , Date(s) Time
AS14778, 03/13/20, 9:00 AM to 4:00 PM | 03/20/20, 9:00 AM to 4:00 PM | 03/27/20, 9:00 AM to 4:00 PM
College, Campus & Room:
AS , Asnuntuck , 12
Instructor: Margaret DeMarino
Fee: 285
Notes: Course meets for 3 sessions: 3/13, 3/20, 3/27

Effective Business Writing - Learn How to Write Again!

In this course, participants will learn the key principles that make business writing effective. The principles cover wording, composition, organization, tone, persuasion, and format. Participants will learn a concept; read an example; and put the concept into immediate practice. Learning Objectives: Demonstrate the ability to create business e-mails, letters and other communications that deliver a clear message. Increase writing efficiency by knowing and applying proven business writing principles. Increase the response rate to communications through professional presentation
Required text: None
Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
TX14842, 05/08/20, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, Tunxis@Bristol, CR1
Instructor: Frances Trelease
Fee: 90
Notes: Class Location, 430 North Main St., Bristol, CT 06010 phone 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

Course # , Date(s) Time
CA14928, 04/03/20, 9:00 AM to 4:00 PM | 04/17/20, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital, Room 616
Instructor: Yasmin Shenoy
Fee: 180
Notes: Free parking - Morgan Street Garage, 155 Morgan St. Bring ticket to validate.

Effective Writing on the Job

Writing effectively and efficiently can save time for the writer and improve communication and efficiency in the organization. This course improves skill and confidence in mastering the essential craft of written communication in a manner that is empowering. Participants will review basic grammar and punctuation, streamline their writing by being more concise and clear, use email effectively, write memos and short reports efficiently, use formatting appropriately, and tailor communications for the designated audience.
Required text: None.
Prerequisite: None. CEUs: 1.2

Course # , Date(s) Time
NV14973, 03/31/20, 9:00 AM to 4:00 PM | 04/07/20, 9:00 AM to 4:00 PM
College, Campus & Room:
NV, Naugatuck Valley WTBY, Room T641
Instructor: Gradia McKinney
Fee: 180
Notes: Tech Hall parking is between Founders Hall and Tech Hall coming into the Waterbury Campus from the East Entrance. No parking permit required. Lunch options close by the campus off of Chase Parkway in either direction. Attending both classes is required for certificate of completion.

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

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

Required text: None   Prerequisite: None   CEUs: 1.8

Course # , Date(s) Time
AS14784, 05/12/20, 9:00 AM to 4:00 PM | 05/19/20, 9:00 AM to 4:00 PM | 05/26/20, 9:00 AM to 4:00 PM
College, Campus & Room:
AS, Asnuntuck, Room 128
Instructor: Margaret DeMarino
Fee: 285
Notes: Course meets for 3 sessions: 5/12, 5/19, 5/26

Financial Literacy: Knowledge that Pays for Itself

How do you feel about your financial future? Better yet, are you comfortable making financial decisions that may impact your future? There are a lot of individual choices and scenarios to consider when making decisions about your financial goals or your retirement. Understanding loans, investments and interest rates is essential to success as well as goal setting. In this 3-day 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. We also dive into how to pick a mutual fund, personal taxes and its impact on decisions, personal insurance products, and more! 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. (Course has been expanded to 3 days, with additional content added.)

Required text: None   Prerequisite: None   CEUs: 1.8

Course # , Date(s) Time
MA14794, 05/07/20, 9:00 AM to 4:00 PM | 05/14/20, 9:00 AM to 4:00 PM | 05/21/20, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B144
Instructor: Paul Howard
Fee: 270
Notes: Course meets for 3 sessions: 5/7, 5/14, 5/21

Forensic Accounting Demystified: The CSI of Accounting

Forensic accountants are the financial sleuths who discover issues ranging from poor accounting habits to hidden assets and outright fraud. Learning techniques used in this field has been very helpful to many past attendees. Although not every scandal is as big as those associated with Equifax, Volkswagen, Wells Fargo and Madoff, more and more organizations have turned to forensic accounting to help them avoid similarly catastrophic fates as well as assist them after being victimized. Local author, educator and forensic accounting expert, Stephen Pedneault, will introduce students to this ever more important field and share some of the methods used to prevent or uncover financial fraud and abuse. Pedneault will draw upon his nearly 30 years of experience, and share accounts of actual cases so students can connect theory to practice. This course is an eye opener and can provide invaluable information for anyone who handles finances. (This course formerly known as Forensic Accounting: What You Don't Know Most Certainly CAN Hurt You!).
Required text: None
Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
MA14795, 04/02/20, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B144
Instructor: Stephen Pedneault
Fee: 90
Notes:

Four Agreements in the Workplace -"The Fifth Agreement "

The Fifth Agreement, Be Skeptical and Learn to listen, learn to use the power of doubt to question everything you hear. Is it really the truth? If we begin to listen to the intent behind the words, we begin to really understand the message. This assists us in making better decisions in both life and the workplace, improving relationships with others around us. The Five Levels of Attachment, help us gain awareness of the agreements we have been implicitly making all our lives that shape our reality and affect our future and show us how to release the attachments which no longer reflect who you really are. As we gain a foothold on our authentic selves we are improved communicators, team players, leaders, and innovators bottom line: increased productivity, efficiency and overall workplace satisfaction.
Required text: None
Prerequisite: None   CEUs: 0.6

Course # , Date(s) Time
TX14890, 05/07/20, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, Tunxis@Bristol, CR 2
Instructor: Lisa Crofton
Fee: 90
Notes: Class Location, 430 North Main St., Bristol, CT 06010 phone 860-314-4700

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

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

Required text: None
Prerequisite: None   CEUs: 0.3

Course # , Date(s) Time
MA14796, 05/18/20, 9:00 AM to 12:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B144
Instructor: Thomas Hennick
Fee: 55
Notes:

Government Accounting Part I

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

Required text: Will be provided
Prerequisite: Accounting I or equivalent. This should not be your first accounting course.   CEUs: 1.5

Course # , Date(s) Time
TX14907, 03/18/20, 9:00 AM to 12:00 PM | 03/25/20, 9:00 AM to 12:00 PM | 04/01/20, 9:00 AM to 12:00 PM | 04/08/20, 9:00 AM to 12:00 PM | 04/15/20, 9:00 AM to 12:00 PM
College, Campus & Room:
TX, Tunxis@Bristol , Lab
Instructor: Gary Kriscenski
Fee: 315
Notes: Class Location, 430 North Main St., Bristol, CT 06010 phone 860-314-4700

Grant Writing - Advanced Steps with Technology to WIN!

After the First Steps then what? Have you won any Grants? Why not? Advanced Steps in the next phase in successful Grant Writing. You will learn how to create a fundraising plan. You will also explore websites for finding and reviewing government, foundation and corporate grant funding opportunities and unique grant application requirements. Students will develop a sense of what funding sources are really looking for how to may your proposal standout.
Required text: None
Prerequisite: General Computer Knowledge   CEUs: 0.6

Course # , Date(s) Time
TX14867, 06/05/20, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, Tunxis@Bristol , Lab
Instructor: Amy Blackwood
Fee: 90
Notes: Class Location, 430 North Main St., Bristol, CT 06010 phone 860-314-4700

Grant Writing - the First Steps - A NEW modern approach

A NEW modern approach Learn the basics of successful grant writing as well as how to interpret requests for proposals (RFPs) and writing to meet those specific requested proposal criteria as found in pointed grants. The narrow scope of writing effectively will be presented. Samples of successful grants will be reviewed. The workshop focuses on the basic parts of a proposal, dos and don'ts, and follow-up procedures. Proper grammar and appropriate up-to-date terms and concepts will be reviewed. Critical essentials for every grant will be discussed, analyzed, while developing a Grant Writing Attack Strategy. Where is all this 'free' information on the internet will be shown and discussed.
Required text: None
Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
TX14852, 04/17/20, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, Tunxis@Bristol, CR 2
Instructor: Amy Blackwood
Fee: 90
Notes: Class Location, 430 North Main St., Bristol, CT 06010 phone 860-314-4700

Grant Writing for Beginners

New to grant writing, or in need of a refresher? This course will teach you everything you need to get started as a grant writer. Develop unique persuasive proposal techniques that will give your proposals that extra boost funders are looking for when considering your grant proposal. Learn the skills you need to become a successful grant writer and turn your ideas into funding opportunities. *Further your learning and join us for Grant Writing in Real Time. Objectives: 1) Learn how to get started in grant writing 2) Practice techniques for drafting a well written grant proposal.
Required text: None
Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
CA14930, 03/20/20, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital, Room 616
Instructor: Rebecca Tuttle
Fee: 90
Notes: Free parking - Morgan Street Garage, 155 Morgan St. Bring ticket to validate.

Harness the Power of Public Relations & Mass Media to Raise Awareness of YOUR Mission

It's critical to any organization's success to raise public awareness and maintain community goodwill. Media channels can enable that success, but it's important to manage them properly to best achieve your organization's goals. Attend this training to discover which forms of media might be best suited for your message. Learn how to create a newsworthy 'hook,' and how to approach the media with a publicity request. In this workshop you will learn: 1) How to pitch a news story or feature to an Editor 2) What is considered 'newsworthy' to the media 3) Which types of channels (i.e. Radio, broadcast, print, social media) might be best for your organization.
Required text: None
Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
TX14841, 04/21/20, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, Tunxis@Bristol, CR1
Instructor: Frances Trelease
Fee: 90
Notes: Class Location, 430 North Main St., Bristol, CT 06010 phone 860-314-4700

Heartsaver CPR AED First Aid Course

Our 6 hour course designed for the general public or lay rescuers whose job requires a first aid course completion card (restaurants, coaches, church organizations, teachers, etc.) The course provides the skills to effectively assess and maintain life from the critical minutes following an emergency until the arrival of emergency service personnel. Depending on which modules the candidate wished to take, the basic first aid course consists of General Principles, Medical Emergencies, and Injury Emergencies. Also includes CPR and AED, and Environmental Emergencies.Features New 2015 Guidelines!

Required text: Fee includes: Student Textbook, Practical Exam, and Course Completion Certificate.

Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
TX14900, 05/18/20, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, Tunxis@Bristol, CR 2
Instructor: STAFF
Fee: 130
Notes: Class Location, 430 North Main St., Bristol, CT 06010 phone 860-314-4700

Heartsaver CPR AED – Recertification - NEW

Our 3 hour course is designed to teach the lay rescuers (security guards, personal trainers, church organizations, teachers, etc.) how to recognize and treat life-threatening emergencies, whose job requires a course completion card documenting one rescuer adult and/or pediatric CPR, Foreign Body Airway Obstruction, and AED training. Features New 2015 Guidelines!

Required text: Included in fee: Student Textbook, Practical Exam, and Course Completion Certificate

Prerequisite: This is a Re-certification class. CEUs: 0.3

Course # , Date(s) Time
TX14899, 05/04/20, 9:00 AM to 12:00 PM
College, Campus & Room:
TX, Tunxis@Bristol, CR 2
Instructor: STAFF
Fee: 105
Notes: Class Location, 430 North Main St., Bristol, CT 06010 phone 860-314-4700

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

Course # , Date(s) Time
CA14936, 06/12/20, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital, Room 307
Instructor: Bice Carrabbia
Fee: 190
Notes: Free parking - Morgan Street Garage, 155 Morgan St. Bring ticket to validate.

High Impact Meetings

What makes a great meeting? What makes a terrible one? This program will provide participants with an understanding of how effective meetings can bring people together to solve problems, share ideas, or focus efforts on a common goal. Participants will also learn about a number of common pitfalls can result in unproductive meetings. The purpose of this program is to help participants learn the skills to prepare and lead well-managed meetings that achieve what they set out to do, respect the value of time, and improve both productivity and morale.
Required text: None
Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
TX14895, 05/04/20, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, Tunxis@Bristol, CR1
Instructor: Waldemar Kostrzewa
Fee: 90
Notes: Class Location, 430 North Main St., Bristol, CT 06010 phone 860-314-4700

How Can I Control Stress in My Life

This experiential workshop will enable participants to learn a variety of techniques that will help them in managing their stress and anxiety both at home and at work. As we know now, stress is the cause of most illness and disease; thereby creating much distress on the body. Come join me to learn visualization, affirmations, minute meditation, body scanning, breathing techniques and an understanding of energy that will give you an edge in realizing your life filled with more positive and enjoyable moments. Learning Objective: Students will learn techniques to help them manage stress both at work and at home.
Required text: None
Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
TX14838, 03/17/20, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, Tunxis@Bristol, CR1
Instructor: Barbara Pinti
Fee: 90
Notes: Class Location, 430 North Main St., Bristol, CT 06010 phone 860-314-4700

Human Resources Training and Development

Students learn the essentials of Human Resources, how to facilitate the growth of an organization through recruitment, training and development, and how to enforce an organization's policies and regulations. Legal issues, performance assessment, training, compensation, and labor relations will also be covered. Objectives: 1) Know the essentials of Human Resources in various organizational settings, including how to facilitate the growth of an organization through recruitment, training and development, and how to enforce an organization's policies and regulations 2) Understand legal issues, performance assessment, training, compensation, and labor relations in various organizational settings 3) Be familiar with HR practices through the lens of various organizational settings.
Required text: None
Prerequisite: None   CEUs: 0.6

Course # , Date(s) Time
CA14909, 06/03/20, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital, Room 307
Instructor: Juantray Easmon
Fee: 90
Notes: Free parking - Morgan Street Garage, 155 Morgan St. Bring ticket to validate.

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

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

Required text: None
Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
MA14797, 05/05/20, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B144
Instructor: Paul Howard
Fee: 90
Notes:

iMovie For Beginners - NEW

This class is an introduction to creating movies using iMovie with your iPhone and/or iPad. Students will tell a story by creating movies using videos and photos taken with their iPhone and using the free iMovie app to put it all together! Each session students will get an assignment to practice their skills for creating projects and Hollywood-style trailers. Learn how to combine photos and videos with transitions, voiceovers, titles, and music. You will discover other details such as the split option to cut pieces out, duplicating clips and adding filters to individual clips. You will be able to put your movies on your website, use them for business purposes and post them on social media. You might even be the next YouTube celebrity or influencer by starting your own YouTube channel to share and promote your work.

Required text: None
Prerequisite: The instructor recommends a few iPhone apps that will be helpful in pre- and post-production. The cost will be a few dollars (average $2-$8). You will also have the option to purchase accessories (e.g., lenses, microphones) that will be discussed in the first session.
Requirement: iPhone 6s or later and/or iPad. Bring your iPhone &/or iPad (batteries charged and remember your Apple id/passwords for downloading apps) CEUs: 0.6

Course # , Date(s) Time
TX14872, 06/03/20, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, Tunxis@Bristo , CR1
Instructor: Andrea Mars
Fee: 90
Notes: Class Location, 430 North Main St., Bristol, CT 06010 phone 860-314-4700

Improving Negotiation Skills - NEW

Developing and implementing effective negotiation strategies and tactics is an increasingly important activity in a wide range of positions and situations in life. This program will provide you with the basic skills to deal with negotiation opportunities both within organizations and in your personal life. During this program, participants will plan and conduct a variety of negotiations that can be experienced in day-to-day situations. You will also receive feedback on your performance. You can use negotiation when buying a car, a house, getting a raise or promotion, going after a new job, and numerous other situations that will be discussed. This program will be useful in helping you avoid a bad deal. Appropriate for both managers and non-managers.
Required text: None
Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
MA14799, 05/13/20, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B144
Instructor: Ralph Braithwaite
Fee: 90
Notes:

Interpersonal Communications

Our 2-day program is strongly recommended for people at all organizational levels. Interpersonal skills form the basis of effective business and personal relationships. Participants discover their own behavioral/communication styles, strengths, and weaknesses. You will also learn how your style contributes to or detracts from achieving business goals and personal goals. You will improve performance. Learn to identify the style of others so as to build positive working relationships. These skills when implemented will make you and your fellow workers a team.
Required text: None
Prerequisite: None CEUs: 1.2

Course # , Date(s) Time
TX14906, 03/26/20, 9:00 AM to 4:00 PM | 03/27/20, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, Tunxis@Bristol, CR 2
Instructor: Larry Lindquist
Fee: 180
Notes: Class Location, 430 North Main St., Bristol, CT 06010 phone 860-314-4700

Introduction to the Four Agreements

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

Course # , Date(s) Time
TX14879, 04/15/20, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, Tunxis@Bristol, CR1
Instructor: Lisa Crofton
Fee: 90
Notes: Class Location, 430 North Main St., Bristol, CT 06010 phone 860-314-4700

Is ANYONE Listening??? - Public Speaking

Learn to master the fear of speaking before others and to do it with self-confidence while making a truly positive impression, this is what you will learn. You will be presented the ideas of analyzing your audience, designing presentation, outlining your program, use words that emote the concept and not just words that are empty. Techniques for overcoming nervousness will be presented. Finally, you will learn to leave your audience remembering you and your message.
Required text: None
Prerequisite: None   CEUs: 0.6

Course # , Date(s) Time
TX14848, 05/19/19, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, Tunxis@Bristol, Lab
Instructor: Frances Trelease
Fee: 90
Notes: Class Location, 430 North Main St., Bristol, CT 06010 phone 860-314-4700

Laughter: The New Bottom Line in the Workplace - NEW

"Laughter: The New Bottom Line in the Workplace" is a worksite training program meant for organizations looking for strategies to keep their employees happy, productive and healthy. Current research states that when employees lighten up and create a fun workplace, there is a significant increase in trust, creativity, and communication, leading to lower turnover, higher morale and a stronger bottom line. Contrary to what is often taught traditionally, fun and laughter do mix well with work. In the book In Search Of Excellence, an American business management "bible" since 1982, authors Tom Peters and Robert Waterman state that the one common characteristic shared by all the best-managed companies they studied was that employees were having fun and laughing often. In addition to enhancing morale and productivity, it improves health and reduces absenteeism. Furthermore, employees become more engaged in their work and with one another, and as a result, a synergy develops that brings greater reward. In this training, you and your employees will learn about the science of happiness and how to live joyfully, even in the most difficult of circumstances. This workshop will also incorporate a variety of learning approaches and includes a Therapeutic Laughter sessions that focusses on teaching self-care strategies for healthy on the job behaviors and attitudes. The participants will leave the training feeling informed, motivated and invigorated.

Required text: None

Prerequisite: None CEUs: 1.8

Course # , Date(s) Time
AS14774, 03/12/20, 9:00 AM to 4:00 PM	03/19/20, 9:00 AM to 4:00 PM	03/26/20, 9:00 AM to 4:00 PM
College, Campus & Room:
AS, Asnuntuck, Room 12
Instructor: Trevor Smith
Fee: 285
Notes: Course meets for three sessions: 3/12, 3/19, 3/26

Leading with Emotional Intelligence

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

Required text: None

Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
TX14859, 04/07/20, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, Tunxis@Bristol, CR 2
Instructor: Amy Blackwood
Fee: 90
Notes: Class Location, 430 North Main St., Bristol, CT 06010 phone 860-314-4700

Mindfulness Techniques for Managing Stress: Grace Under Pressure

This class will offer a greater understanding of the origins of resistance within: the root cause of stress. In the workplace employees can experience frustration, feelings of overwhelm, helplessness, negativity and self-doubt. Mastering the skills to experience an internal calm, respond with clarity and respect, and remain physiologically at peace assists employees in 'showing up' fully focused and ready for success. Students will also learn and practice mindfulness techniques and the mindset that create a feeling of peacefulness and calm even during the course of a busy and challenging day.
Required text: none
Prerequisite: none CEUs: 0.6

Course # , Date(s) Time
TX14884, 06/08/20, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, Tunxis@Bristol , CR1
Instructor: Lisa Crofton
Fee: 90
Notes: Class Location, 430 North Main St., Bristol, CT 06010 phone 860-314-4700

Onboarding: Creating an Effective Experience

New employees are pressed to prove themselves when first starting a job. The faster a new employee can integrate him/herself into the company's culture and learn their job, the faster they will be able to contribute to the company's goals. Properly collecting, recording and conveying information about key tasks for specific roles, can allow a new employee to hit the ground running. It will also save time and money, by freeing other employees who are involved in their training. Objectives: 1) The role of knowledge management in the onboarding process. 2) Gathering data for recording of key tasks. 3) Recording and preparing the data for new employees. 4) Preparing tools and information needed for new hires. 5) Preparing a coaching/mentoring plan for new employees.
Required text: None
Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
CA14908, 03/31/20, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital, Room 307
Instructor: Juantray Easmon
Fee: 90
Notes: Free parking - Morgan Street Garage, 155 Morgan St. Bring ticket to validate.

One-on-One Communication for Public & Nonprofit Employees

In a world of emails and text messages, face-to-face interaction remains a vital, yet often underutilized, means of communication. Mastering this lost art is essential for supervisors and managers whose subordinates rely on them to provide evaluation and instruction. This interactive, experiential workshop will help your frontline leaders develop their ability to both give and receive crucial feedback on the person-to-person level. Each student will leave the workshop with a personalized Individual Development Plan and will be ready to utilize their enhanced communication skills, including: Identifying and expanding your 'communication comfort zone'; giving & receiving feedback; conducting one-to-one meetings effectively; adjusting your communication style in different situations; setting clear expectations; having difficult conversations; and utilizing recognition Although particularly helpful for supervisors, this program is open to, and will benefit any employee interested in improving their ability to give and receive valuable feedback in the workplace.
Required text: None. Instructor will distribute original course materials.
Prerequisite: None.   CEUs: 1.2

Course # , Date(s) Time
QV14945, 05/21/20, 9:00 AM to 4:00 PM	05/28/20, 9:00 AM to 4:00 PM
College, Campus & Room:
QV, QVCC Danielson, Room C127
Instructor: Bob Tetreault
Fee: 180
Notes: Course meets for 2 sessions 5/21, 5/28

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

This humorous, hard-hitting, motivational and content-rich workshop will provide you with the boost, methods and tools you need to maximize your potential, turn your plans into realities, and create the life and career you want to have. If you want to be happier, more successful, and more fulfilled personally and professionally, it's up to you to take charge of your life and your career. This interactive program will show you the way to live and work with purpose and passion. Come prepared to take a close, hard look at who you really are and get ready to let go of the past, be present in the present, and face the future with enthusiasm.
Required text: None
Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
TX14875, 03/10/20, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, Tunxis@Bristol, CR1
Instructor: Edward Hendricks
Fee: 90
Notes: Class Location, 430 North Main St., Bristol, CT 06010 phone 860-314-4700

Positive Psychology - Create YOUR life and future

Are you Happy? Are you satisfied with your life and job? Are your relationships meaningful and joy-filled? If you answered NO to any of these questions -- then this is the program for you! 'Creating the life and future you want to have' is more than just another workshop. Using the scientifically-based principles of Positive Psychology, this interactive experience will teach you the tools and techniques that can help you not only change your life, but to create the life you want to have. You will learn simple steps to cultivate happiness, to nurture mindfulness, to enhance interpersonal relationships in your personal life, and to build stronger teams in the workplace.

Required text: None
Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
TX14876, 05/07/20, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, Tunxis@Bristol, CR1
Instructor: Edward Hendricks
Fee: 90
Notes: Class Location, 430 North Main St., Bristol, CT 06010 phone 860-314-4700

Practical Project Management for Life and Work

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

Required text: None
Prerequisite: None   CEUs: 0.6

Course # , Date(s) Time
CA14912, 06/08/20, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital, Room 301
Instructor: Domenic Gugliotti
Fee: 90
Notes: Free parking - Morgan Street Garage, 155 Morgan St. Bring ticket to validate.

Presenting Like a Pro

Public speaking can be intimidating, but it doesn't have to be. This course is a two-day program with one week in between the first and second sessions. On Day One, we will learn how to develop an effective presentation, overcome the fear of public speaking and how to thoroughly prepare for a presentation. Students will begin preparing a sample presentation and complete preparation in the week leading up to Day Two. On Day Two, students will deliver their presentations and provide feedback to other students. Each student will receive feedback from peers and the instructor.

Required text: None. Instructor will distribute original course materials.

Prerequisite: None.   CEUs: 1.2

Course # , Date(s) Time
QV14941, 06/03/20, 9:00 AM to 4:00 PM	06/10/20 9:00 AM to 4:00 PM
College, Campus & Room:
QV, QVCC Danielson, Room C127
Instructor: Blaise Rogovich
Fee: 180
Notes: Course meets for 2 sessions: 6/3, 6/10

Professionalism, Etiquette and Conflict Management

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

Required text: None

Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
MA14802, 04/17/20, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B144
Instructor: Ralph Braithwaite
Fee: 90
Notes:

Project Management Essentials

This course will give you the basics on the project management process and the tools needed to manage both small- and medium-sized projects. Designed for people who may not be formally employed as project managers but may occasionally be called upon to lead a small- to medium-sized project for the company. In this course, you will strategically plan a project so that you can achieve the desired results on time and on budget. You will identify its requirements and the resources you have to work with, monitor the project's progress, and mitigate the related obstacles so that you can lead a team in bringing the project to a successful completion.
Required text: None
Prerequisite: None CEUs: 1.2

Course # , Date(s) Time
NV14971, 03/20/20, 9:00 AM to 4:00 PM	04/03/20, 9:00 AM to 4:00 PM
College, Campus & Room:
NV, Naugatuck Valley WTBY, Room T655
Instructor: Juan De La Rosa
Fee: 190
Notes: Tech Hall parking is between Founders Hall and Tech Hall coming into the Waterbury Campus from the East Entrance. No parking permit required. Lunch options close by the campus off Chase Parkway in either direction. Attending both classes is required for certificate completion.

Retirement: Ready or Not?

Whether you're considering retirement in the next few months or the next few years, this course can help you prepare. As a state employee, perhaps you've set aside the money you need, and you're comfortable with your financial future. But financial concerns are not the only consideration. While this course does include a presentation on finances by a representative from Prudential (who will also be available for individual counseling), this course is not primarily a lesson in financial planning for retirement. Instead, it covers the pressing issue: What are you going to do with the rest of your life? Maybe you still have plenty of energy, but you're just not interested in a full work week. So, what will you DO in retirement? What will be your goals and plans? This workshop will help you figure out a direction for your post-retirement years. Topics to be covered also include the history of retirement, the "retirement generation," issues facing us as we get older, an exploration of skills and interests, and the development of an action plan. NOTE: This course does not replace the State Retirement Division sponsored sessions. Recommended follow-up course is MA14797 I'm Retiring...now what do I do with my money?
Required text: None
Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
MA14804, 04/24/20, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B144
Instructor: Ralph Braithwaite
Fee: 90
Notes:

Spanish Essentials for the Workplace

The object of this course is to introduce participants to basic phrases used to communicate with Spanish speaking employees, clients and co-workers. Personalized questions, basic Spanish grammar exercises, role-playing, and reality-based activities will provide opportunities to practice basic Spanish. Topics to be covered: introduction to Spanish sounds and the alphabet; greetings and farewells; asking for information and other polite requests; numbers, dates, days of the week and months of the year; time; useful verbs and key phrases in the present tense; ir + a + an infinitive to express the idea of future action; acabar + de + an infinitive to express completed action and cross-cultural communication. This class will be taught in the state of the art Language Lab so that participants can learn to use computer translators effectively. Participants will also have opportunities to practice with a native speaker during the class.
Required text: None
Prerequisite: None CEUs: 1.2

Course # , Date(s) Time
MA14805, 05/08/20, 9:00 AM to 4:00 PM	05/15/20, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B210
Instructor: Linda Burk, Ph.D.
Fee: 180
Notes: Course meets for 2 sessions: 5/8, 5/15 (LRC B210 Language Lab)

Spinning Your Yarn? A Nonprofit's Guide to Storytelling

Well-presented stories can attract donors, win support and raise money; as well as provide a positive image of the organization in the public's eye. Stories can make a cause tangible and relatable for those involved. Objectives: 1) Choosing effective stories. 2) Explore elements that will make the greatest impact in your story. 3) Using emotion and urgency to motivate your audience. 4) Basic elements of a compelling story. 5) Learn about infographics, photos and graphics and how they fit into your story. 6) Learn about different communication platforms to share your story.
Required text: None
Prerequisite: None   CEUs: 0.6

Course # , Date(s) Time
CA14935, 04/24/20, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital, Room 604
Instructor: Rebecca Tuttle
Fee: 90
Notes: Free parking - Morgan Street Garage, 155 Morgan St. Bring ticket to validate.

Success Insights® and DISC

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

Required text: Assessment test included in course fee.

Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
MA14807, 05/06/20, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B141
Instructor: Ralph Braithwaite
Fee: 140
Notes:

Take the Stage: Charismatic Communication in the Workplace - NEW

The rules of the workplace are changing. We are being judged, not just by how smart we are, but also by how we handle ourselves in our interactions with co-workers, employees, and clients. Small behavior changes in communication skills can make huge positive changes in the work environment. This experiential workshop gets participants interacting and relating to each other on a deeper and more productive level, creating a common language that they can take back to their workplace. Business improvisation exercises will be used to introduce specific communication skills that are essential in creating effective relationships. These activities include a variety of role-playing scenarios, small group experiences, and large group exercises. Therapeutic laughter techniques will also be utilized as part of the learning process. These support stress reduction and nurture more positive attitudes and behaviors. The most essential part of skill development will be the debriefing process used after most of the activities. During the debriefs, participants will be asked to reflect on how the exercises related to one or more of the essential communication skills being covered during the workshop, and also on how they will be able to apply these skills to their daily work practices. During the training, participants will develop a toolbox of practical communication skills that they can apply to their daily interactions.

Required text: None   Prerequisite: None   CEUs: 1.8

Course # , Date(s) Time
AS14775, 04/02/20, 9:00 AM to 4:00 PM | 04/09/20, 9:00 AM to 4:00 PM | 04/16/20, 9:00 AM to 4:00 PM
College, Campus & Room:
AS, Asnuntuck, Room 128
Instructor: Trevor Smith
Fee: 285
Notes: Course meets for 3 sessions: 4/2, 4/9, 4/16

The Art of Communication: Observing, Listening, Being Understood

Learning to express oneself accurately and be understood and clearly understanding another are the cornerstones of great communication and stronger relationships. Great communication leads to great understanding which leads to mutual respect. Mutual respect allows for freedom of expression, Freedom of expression lends itself to creative solutions and ideas. Creative ideas and solutions bring about innovation and productivity within groups, relationships and teams. This course details the key components to developing strong interpersonal communication skills in the workplace.

Required text: None   Prerequisite: None   CEUs: 0.6

Course # , Date(s) Time
TX14889, 04/20/20, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, Tunxis@Bristol, CR1
Instructor: Lisa Crofton
Fee: 90
Notes: Class Location, 430 North Main St., Bristol, CT 06010 phone 860-314-4700

The Art of iPhoneography - Better Pictures with your iPhone

This workshop will teach you how to take better photos with your iPhone and/or iPad. You will learn tips on photo composition and how to gain control over your shutter speed, aperture, and ISO settings. You will also discover how to get the best photos of people and objects using natural light. Then you will be introduced to the free editing app Snapseed. Learn tools to fine-tune your photos, including ways to adjust contrast, white balance, details, and sharpness, etc. Required text: None
Required text: None
Prerequisite: You are required to have an iPhone 6/6S or later &/or iPad with the option to purchase photo apps for a few dollars (average $2-$4) for your devices. .Bring your iPhone &/or iPad (batteries charged and remember your id/passwords for downloading apps).   CEUs: 0.6

Course # , Date(s) Time
TX14871, 04/22/20, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, Tunxis@Bristol, CR1
Instructor: Andrea Mars
Fee: 90
Notes: Class Location, 430 North Main St., Bristol, CT 06010 phone 860-314-4700

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

Course # , Date(s) Time
TX14904, 03/24/20, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, Tunxis@Bristol, CR1
Instructor: Larry Lindquist
Fee: 90
Notes: Class Location, 430 North Main St., Bristol, CT 06010 phone 860-314-4700

Train The Brain: Decrease Work Anxiety and Increase Productivity

Neuroplasticity is the concept that the brain is plastic and changeable. Your brain is designed to learn, grow, and rewire itself throughout life. The key: using your brain's neuroplasticity to create new habits that will enhance the quality of your professional and personal life. You can activate your brain's 'delete button' to change your unwanted behavior, thinking, and emotions. In this highly interactive workshop, you will learn the ten fundamentals of neuroplasticity as you 'lay down new wiring' for the brain that will help you throughout your career and into retirement. You will learn about 'The Seven Minute Solution' and how to develop micro-habits, discover how to stop 'picking fights' with your mind, and practice ways to use tools such as mindfulness and focus to decrease worry and anxiety. Participants will develop a Neuroplasticity Plan with action and 'non-action' steps to create a more meaningful and productive life.
Required text: None
Prerequisite: None CEUs: 1.8

Course # , Date(s) Time
AS14781, 04/21/20, 9:00 AM to 4:00 PM | 04/28/20, 9:00 AM to 4:00 PM | 05/05/20, 9:00 AM to 4:00 PM
College, Campus & Room:
AS, Asnuntuck, Room 128
Instructor: Margaret DeMarino
Fee: 285
Notes: Course meets for 3 sessions: 4/21, 4/28, 5/5

Unions 101 - What Does it Mean?

This interactive session developed from the CT AFL-CIO education initiatives includes a discussion about why labor is important, the basics of organizing and collective bargaining, a discussion of public, private and building trades unions, health and safety on the job and common sense economics for why unions are critical to all workers.
Required text: None
Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
TX14855, 05/01/20, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, Tunxis@Bristol, CR 2
Instructor: Amy Blackwood
Fee: 90
Notes: Class Location, 430 North Main St., Bristol, CT 06010 phone 860-314-4700

Up-Skilling: Enhance your value as a public employee

This two-day workshop will take your skills to the next level making your role within the state irreplaceable. Participants will complete the workshop with an overall plan for professional success including both short- and long-term goals. Workshop participants will gain new skills in topics including networking; building your professional brand; utilizing LinkedIn for networking; managing your professional network; mastering the job you have to advance your state career; expanding career horizons within state employment; creating career goals; negotiating; and self-advocating with confidence.

Required text: None. Instructor will distribute original materials.

Prerequisite: None.   CEUs: 1.2

Course # , Date(s) Time
QV14949, 03/25/20, 9:00 AM to 4:00 PM	04/01/20, 9:00 AM to 4:00 PM
College, Campus & Room:
QV, QVCC Danielson, Room C127
Instructor: Marci Komssi
Fee: 180
Notes: Course meets for 2 sessions: 3/25, 4/1

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

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

Required text: None

Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
TX14874, 06/03/20, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, Tunxis@Bristol, Lab
Instructor: Edward Hendricks
Fee: 90
Notes: Class Location, 430 North Main St., Bristol, CT 06010 phone 860-314-4700

What's Next? Retirement and Successorship Planning

Retirement might be a year or two - or several--away. You're still young and you're not done. You may be thinking what's ahead for you. First, how will you make the best of it beforehand? You have built a career and a legacy acquiring skills and knowledge that benefit your department. How can you create an individual successorship plan that will help ensure that your agency has capable staff to take on these tasks in the future? This segment of the class will take an in-depth look at how to best aide in the selection and coaching of individuals to fill your shoes. We will look at the essentials of knowledge transfer and mentorship, considering multiple intelligence learning styles, personality, etc. We will explore real life questions, such as what to do when the younger worker doesn't have the same drive or work ethic. We will also explore the 'identity gap,' one often faces after retirement and the issues that can make for a difficult adjustment, such as having more time and less money. We will also explore 1) the five stages of retirement, 2) the six emotional phases of retirement, 3) six things you bring to your 'third act,' 4) key factors in transitioning to retirement in terms of time management, 5) customized strategies to translate your work talents and hobbies into meaningful volunteer work, consulting work, or entrepreneurship. You'll receive relevant information such as a bibliography of the ten best TED Talks to help you have a better retirement, a pre-retirement to-do list, and much more. (Note: This workshop does not cover the financial aspects of retirement.)

Required text: None   Prerequisite: None   CEUs: 1.8

Course # , Date(s) Time
AS14788, 06/02/20, 9:00 AM to 4:00 PM | 06/09/20, 9:00 AM to 4:00 PM | 06/16/20, 9:00 AM to 4:00 PM
College, Campus & Room:
AS, Asnuntuck, Room 128
Instructor: Margaret DeMarino
Fee: 285
Notes: Course meets for 3 sessions: 6/2, 6/9, 6/16

When Worlds Collide: navigating your responsibilities both at home and in the workplace

One out of four Millennial's and millions of other Americans do the incredibly important but undervalued work of caring for aging parents, grandparents, spouses, siblings, and loved ones with chronic illnesses or disabilities. If you are among them, you are acutely aware of the physical, mental, and emotional stress placed on you as the caregiver, and the potential negative impact this can have on your workplace performance as well. This hands-on, experiential and participatory workshop will guide the participants through a variety of stress reduction and communications techniques to help them deal with the stress of expectations at home, demands of the workplace, and obtaining the help and understanding they need from other family members and from their supervisors and managers at work.

Required text: None   Prerequisite: None   CEUs: 0.6

Course # , Date(s) Time
TX14898, 05/05/19, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, Tunxis@Bristol, CR1
Instructor: Edward Hendricks
Fee: 90
Notes: Class Location, 430 North Main St., Bristol, CT 06010 phone 860-314-4700

Working Across Generations

Working Across Generations Today's workplace is a mixed batch of generations. Five generations are currently working together: iGen, Millenials, Generation X, Baby Boomers, and Traditionalists. Each of these generations have different expectations and needs. Learning the differences between each generation, will allow you to understand how to work with your teammates. Objectives: 1) Learn to recognize your own generational paradigms and how they impact perceptions of and interactions with the other generations 2) Learn what the needs and expectations are for each generation 3) Learn techniques to help you work with each generation
Required text: None
Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
CA14910, 05/14/20, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital, Room 307
Instructor: Juantray Easmon
Fee: 90
Notes: Free parking - Morgan Street Garage, 155 Morgan St. Bring ticket to validate.

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

In today's fast-paced environment, we experience an increasing demand on our time and resources. Positively managing stress can make a tremendous difference in our lives. Explore how stressors inhibit our productivity and affect our health and state of mind. During this interactive workshop we will: identify the common stressors we face in everyday life; learn how stress affects us physically and emotionally; explore positive coping strategies and better time management skills; discover exciting alternatives to stress management; and design a personalized action plan to help live a more balanced lifestyle.
Required text: None
Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
MA14808, 05/12/20, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B144
Instructor: V. Allison Reed
Fee: 90
Notes:

Developing Leadership Skills

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

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

Required text: None   Prerequisite: None   CEUs: 1.8

Course # , Date(s) Time
AS14780, 03/31/20, 9:00 AM to 4:00 PM | 04/07/20, 9:00 AM to 4:00 PM | 04/14/20, 9:00 AM to 4:00 PM
College, Campus & Room:
AS, Asnuntuck, Room 128
Instructor: Margaret DeMarino
Fee: 285
Notes: Course meets for 3 sessions: 3/31, 4/7, 4/14

Developing and Mastering Emotional Intelligence

Emotional Intelligence (Ei) might be the missing ingredient you need to take your team from ordinary to extraordinary. Ei is cutting edge knowledge that sets the savvy business professional apart from the rest. Learn the five aspects of Ei and how to integrate this knowledge into your leadership style for goal setting, supervising, coaching, motivating, and leading your team towards organizational goals. Learn to read your own emotions, as well those around you, and use this information to manage your behavior and responses around others. This course was formerly named Developing Emotional Intelligence, and it includes advanced concepts from Mastering Emotional Intelligence. 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. 3) Create 'Ah-ha!' moments so that participants view themselves and their emotional natures in a new, expanded way.

Required text: None   Prerequisite: None   CEUs: 1.2

Course # , Date(s) Time
CA14926, 05/12/20, 9:00 AM to 4:00 PM | 05/19/20, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital, Room 307
Instructor: Mark Petruzzi
Fee: 180
Notes: Free parking - Morgan Street Garage, 155 Morgan St. Bring ticket to validate.

Developing YOUR Supervisor Potential and Beyond - NEW

The times they are a changing within State employment. Today you are staff tomorrow you could be in charge. Have you prepared yourself for the opportunity? What do I need to know about myself to stand up and step out into a leadership position? Do I have the management courage to lead my group to success? Do I have the management courage to take command? Now is the time to test yourself. Now is the time to prepare your path. This is exactly what this workshop will accomplish. Our interactive program is led by a former janitor who went on to become CEO of an International Trade Organization and was selected to run Leadership Studies Program at a major University. If you've ever thought you could become a manager, if you only knew how to get there, now is the time to find out how to do it.
Required text: None
Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
TX14878, 05/19/20, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, Tunxis@Bristol, CR1
Instructor: Edward Hendricks
Fee: 90
Notes: Class Location, 430 North Main St., Bristol, CT 06010 phone 860-314-4700

Don't Debate, Persuade! Constructing the Velvet Argument

Never doubt this - persuasion is powerful. It's the plaything of lawyers, salespeople, contract negotiations, and agents to name a few talent higher profile professions. But it is also used daily in the workplace by our leaders and colleagues alike. Persuasion is the fine art of influence and in this course, you will learn not only how to persuade, but to recognize when you are being persuaded. Objectives: 1) How reciprocity works. 2) Why it's hard to take back 'yes'. 2) Leveraging social proof. 3) Keys to 'likeability'. ? Using authority. 4) Scarcity and limited time offers.
Required text: None
Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
CA14927, 05/28/20, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital, Room 307
Instructor: Domenic Gugliotti
Fee: 90
Notes: Free parking - Morgan Street Garage, 155 Morgan St. Bring ticket to validate.

Effective Leadership Skills for Women

This session is designed to help women assess their current leadership skills and improve those that they see as needing the most improvement. It stresses confidence, power and the natural skills that women bring to leadership. The session also helps women become more successful dealing with conflicts, interactions that make them feel powerless and with difficult people. Techniques for ways to manage conflicting priorities are also discussed. Learning Objective: At the end of this session participants will be able to: Gain respect through the effective use of power; become authoritative, self-possessed and in control; become more assertive in your use of decision-making and problem solving; discuss the benefits and skills that women bring to leadership; practice effective techniques for dealing with difficult people and conflicts; become better at managing conflicting priorities; use practice activities to make yourself more powerful. Required text: None

Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
TX14849, 03/31/20, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, Tunxis@Bristol, CR 2
Instructor: Amy Blackwood
Fee: 90
Notes: Class Location, 430 North Main St., Bristol, CT 06010 phone 860-314-4700

Effective Leadership Skills for Women - Part 2

Part two to the very well attended Leadership for Women session, this session delves deeper into leadership theory, creating action plans for your career, dealing with conflicting priorities, discussions on political activism and how to get ahead in the workplace.
Required text: None

Prerequisite: Effective Leadership Skills for Women is Recommended   CEUs: 0.6

Course # , Date(s) Time
TX14857, 04/28/20, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, Tunxis@Bristol, CR 2
Instructor: Amy Blackwood
Fee: 90
Notes: Location: Tunxis@Bristol, 430 North Main Street, Bristol CT

Feeling Great at Work

Learn to navigate through tough situations, such as disagreements with co-workers, uncertainty about position, and anxiety in approaching leadership. Attitude can make or break a career, and it's a fact that 85% of the workforce is unhappy in their current job. Events that cause stress and lead to poor job performance can be easily controlled. With the correct attitude, the path to greater success and job satisfaction are within reach.
Required text: None
Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
CA14929, 04/21/20, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital, Room 307
Instructor: Mark Petruzzi
Fee: 90
Notes: Free parking - Morgan Street Garage, 155 Morgan St. Bring ticket to validate.

First Time Supervisor - Management Training - Part I

Making the transition from top performing employee to top performing supervisor is often difficult. Don't get caught making the same mistakes over and over. Nip them in the bud! Your management style defines your success as a supervisor as well as the success of your team and your department. At the end of the session you will: Understand how to build morale and a strong team; Manage perception and conflict; Gain strategies for time-management and improve your problem-solving skills; Smoothly make the transition from co-worker/friend to supervisor; Coach employees to excellence and recognize when to coach and when to discipline.
Required text: None
Prerequisite: None   CEUs: 1.2

Course # , Date(s) Time
GW14790, 03/12/20, 9:00 AM to 4:00 PM	03/13/20, 9:00 AM to 4:00 PM
College, Campus & Room:
GW, Gateway Community College, Room N102
Instructor: Frank Dixon
Fee: 300
Notes: Course meets for 2 sessions: 3/12, 3/13| Easy access to downtown New Haven with FREE parking

First Time Supervisor - Management Training - Part II

Making the transition from top performing employee to top performing supervisor is often difficult. Don't get caught making the same mistakes over and over. Nip them in the bud! Your management style defines your success as a supervisor as well as the success of your team and your department. At the end of the session you will: Understand how to build morale and a strong team; Manage perception and conflict; Gain strategies for time-management and improve your problem-solving skills; Smoothly make the transition from co-worker/friend to supervisor; Coach employees to excellence and recognize when to coach and when to discipline.
Required text: None
Prerequisite: None   CEUs: 1.2

Course # , Date(s) Time
GW14851, 04/23/20, 9:00 AM to 4:00 PM | 04/24/20, 9:00 AM to 4:00 PM
College, Campus & Room:
GW, Gateway Community College, Room N004
Instructor: Frank Dixon
Fee: 300
Notes: Course meets for 2 sessions: 4/23, 4/24| Easy access to downtown New Haven with FREE parking

Getting Started as a Supervisor

In the public and non-profit sectors, making the change from an individual contributor role to a supervisory position involves learning a new set of skills. In the course of this two-day program, we'll address supervisory skills including how to: - give feedback to employees - delegate - display leadership - deal with difficult situations - develop employees - Participants in this workshop will have a chance to discuss issues they anticipate and work with the group to develop solutions.
Required text: None.   Instructor will distribute original course materials.
Prerequisite: None. CEUs: 1.2

Course # , Date(s) Time
QV14944, 05/07/19, 9:00 AM to 4:00 PM | 05/14/19, 9:00 AM to 4:00 PM
College, Campus & Room:
QV, QVCC Danielson, Room C127
Instructor: Blaise Rogovich
Fee: 180
Notes: Course meets for 2 sessions: 5/7, 5/14

Gifted Management-Creating Buy-In

Fostering productive teamwork in any organization creates a work culture that values collaboration. In a team-based environment, people understand and believe that thinking, planning, decisions and actions are better when done cooperatively. Smart managers understand the players on their team and create strategic management structures that produce positive results. Learn how to analyze your staff in order to determine where you need to focus your energies in reaching your goals. This workshop will share the secrets to understanding behaviors, personalities and personal agendas that affect team structure and personal production.
Required text: None
Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
TX14881, 03/11/20, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, Tunxis@Bristol, CR1
Instructor: Lisa Crofton
Fee: 90
Notes: Class Location, 430 North Main St., Bristol, CT 06010 phone 860-314-4700

HR Boot Camp for Public & Nonprofit Employees

This two-day workshop serves as both a strong introduction for those new to HR and a solid review of key issues and best practices for current HR professionals. New supervisors and managers who need to gain a foundational understanding of HR principles will also benefit from this program. The HR Boot Camp covers: state and federal laws that frame the employee-employer relationship; employment issues and how to address them; writing employee handbooks; effective interviewing techniques; legal information about hiring and firing; keeping records and documenting employee behavior; sexual harassment, hostile work environment, and workplace bullying; and conducting performance appraisals.
Required text: None. Instructor will distribute original materials.
Prerequisite: None.   CEUs: 1.2

Course # , Date(s) Time
QV14950, 06/04/20, 9:00 AM to 4:00 PM | 06/11/20, 9:00 AM to 4:00 PM
College, Campus & Room:
QV, QVCC Danielson, Room C127
Instructor: John Miller
Fee: 180
Notes: Course meets for 2 sessions: 6/4, 6/11

Huddle Up! Bringing Our Heads Together for Maximum Results

Learning to work together is a must for a successful team. A collaborative team allows the organization to move their goals forward. But collaboration takes time and effort. This course provides the learner with tools for a successful collaboration process. Students learn conflict resolution skills, how to listen effectively, motivational factors, and emotional intelligence. This course also looks at effective meeting management techniques, like setting ground rules and time management techniques within a meeting. Objectives: 1) Practice effective collaborative skills in group projects. 2) Run a successful meeting as a group project. 3) Design a process map. 4) Learn conflict resolutions skills. 5) Learn about emotional intelligence and its role in collaboration and conflict resolution. 6) Learn to listen effectively. 7) Study emotional factors in team collaboration.
Required text: None
Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
CA14931, 06/05/20, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital, Room 307
Instructor: Mary Hollis Kobayashi
Fee: 90
Notes: Free parking - Morgan Street Garage, 155 Morgan St. Bring ticket to validate.

Influencing Change

Change is constant. We can't always control changes in the workplace, but we can control how we react to change. In this workshop, we will address change from two perspectives: from the view of the individuals charged with implementing change and from the view of those who are most impacted by the change. Participants will walk away with new skills to help them earn buy-in when leading change.
Required text: None. Instructor will distribute original course materials.
Prerequisite: None.   CEUs: 0.6

Course # , Date(s) Time
QV14943, 04/23/20, 9:00 AM to 4:00 PM
College, Campus & Room:
QV, QVCC Danielson, Room C127
Instructor: Blaise Rogovich
Fee: 90
Notes:

Innovative and Successful Supervisor

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

Required text: None
Prerequisite: Some supervisory experience. CEUs: 0.6

Course # , Date(s) Time
MA14798, 04/21/20, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B144
Instructor: V. Allison Reed
Fee: 90
Notes:

Lateral Leadership

Leadership is not limited to those who hold supervisory positions; leadership can be demonstrated at every level. In this workshop, employees of the state of Connecticut will examine the differences between traditional top-down leadership and lateral or peer-to-peer leadership, and describe how each employee can develop and exercise lateral leadership skills.
Required text: None. Instructor will distribute original course materials.
Prerequisite: None.   CEUs: 0.6

Course # , Date(s) Time
QV14942, 04/30/20, 9:00 AM to 4:00 PM
College, Campus & Room:
QV, QVCC Danielson, Room C127
Instructor: Blaise Rogovich
Fee: 90
Notes:

Leading Today's Multi-generational Workforce

How can you inspire your staff? How do you lead a multi-generational workforce? What keys are necessary to motivate people who wear ear buds? Our workshop will address these questions and more such as: examining the leadership opportunities Gen X creates, understanding what leadership style works best and effectively with each group, how do YOU manage people from generations older, or younger than you are, what are the long and short-term goals of each generation? Our focus is to improve job satisfaction, employee engagement, staff collaboration and creativity, and embracing our generation differences and diversity.
Required text: None
Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
TX14896, 04/15/20, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, Tunxis@Bristol, CR 2
Instructor: Waldemar Kostrzewa
Fee: 90
Notes: Class Location, 430 North Main St., Bristol, CT 06010 phone 860-314-4700

Management 101

This 2-day session covers all the basics of management conflict resolution, delegation of tasks, motivation of employees, positive discipline, management theory vs. leadership theory and what the differences are, the basics of human resource law and creating a plan for managing your group of employees. Change and educate yourself and you can change your work environment.
Required text: None
Prerequisite: None CEUs: 1.2

Course # , Date(s) Time
TX14903, 06/02/20, 9:00 AM to 4:00 PM | 06/09/20, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, Tunxis@Bristol, CR1
Instructor: Amy Blackwood
Fee: 180
Notes: Class Location, 430 North Main St., Bristol, CT 06010 phone 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

Course # , Date(s) Time
CA14932, 03/17/20, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital, Room 307
Instructor: Mark Petruzzi
Fee: 90
Notes: Free parking - Morgan Street Garage, 155 Morgan St. Bring ticket to validate.

Managing Disagreements, Conflicts & Confrontation

This program takes a positive and effective approach to disagreement, conflict, confrontation, difficult people and other sources of negativity in the workplace. Participants will explore the causes of opposition, its emotional and behavioral manifestations and how to prevent or minimize it. This program is also an ideal introductory program for those who need to develop negotiating skills. Learning Objectives: Define conflict and identify those elements present in every conflict. Identify the sources and stages of conflict and disagreement. Describe how your self-expectations directly influence the conflict in your life. Describe the role of relationships in conflict resolution. Employ confrontation as a productive technique in resolving conflicts, while minimizing your risk. List five conflict management styles, identify your own style and know when to use each style. Use collaboration and problem solving to achieve gain/gain outcomes to conflicts. Recognize ways you can build on your conflict management strengths to become more effective in managing conflicts. Accept conflict as inevitable and benefit from it.
Required text: None
Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
TX14905, 03/25/20, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, Tunxis@Bristol, CR1
Instructor: Larry Lindquist
Fee: 90
Notes: Class Location, 430 North Main St., Bristol, CT 06010 phone 860-314-4700

Middle Management Skills Certificate

This program is aimed at individuals who are experienced managers, people who are managing the work of people in supervisory roles, or who have an interest in moving up to a higher level managerial position. I've been supervising for awhile, so I don't need to learn more. Is this what you think? Just because you have some experience doesn't mean you are the best that you can be. This program will help you develop some skills that will make you an even better manager. Participants completing at least four of the five modules will receive a Middle Management Skills Program certificate. **MODULE 1: COMMUNICATING EFFECTIVELY and MAKING EFFECTIVE PRESENTATIONS**. **(Communicating Effectively)** - Communication may be the most important skill that anyone in a management or supervisory role can develop. Becoming a better communicator will usually result in more effective results. This portion of the module will cover a model of communication, listening skills, non-verbal communication, feedback, and handling criticism. By the end of this session you will: Identify a communication model; Describe the difference between active and passive listening; Define the components of effective feedback; Describe the positive and negative aspects of non-verbal behavior; Discuss the appropriate ways of handling criticism. (Making Effective Presentations) - At some point in time, in virtually every manager's career, a presentation is required. In this segment of the module the focus will be on the skills needed to get up in front of a group and make an effective presentation. In addition, there will be materials on how to use presentation tools such as PowerPoint more effectively. By the end of this session you will: Understand the parts of an effective presentation; Learn about gestures, eye contact, and other skills needed to be effective; Know what makes up a good presentation slide. You will also have an opportunity to develop an action plan and a follow-up system. **MODULE 2: LEADERSHIP and COACHING**. **(Leadership)** - Leadership is often the missing ingredient in a more effective work group or team. Leadership skills can be learned. This section of the module will focus on the various aspects of leadership, characteristics of effective leaders, and identifying leadership potential. By the end of this session you will: Assess your leadership potential; Learn about leadership styles; Define situation leadership components; Identify some leadership traits. (Coaching) - Are you getting the most from each of your employees? If not, then coaching may be an answer. Coaching can be defined as a technique or skill used by managers and supervisors to provide guidance and direction to employees. Virtually everyone has had a coach at some point in his or her life. Coaching is not an innate skill that we possess but rather a learned skill that can be developed. It is a process that requires continuous involvement and action by the manager or supervisor. This section of the module will focus on the skills you need to be an effective coach and the steps necessary to have a productive coaching session. By the end of this session you will: Define what is meant by the term coaching; Examine the various aspects of coaching function; Understand the value and importance of coaching; Practice a coaching session and receive feedback on your skills. You will also have an opportunity to develop an action plan and a follow-up system. **MODULE 3: MOTIVATION and ETHICS. (Motivation)** - Can you motivate others? How do you get people to do what you need done? These questions and more will be addressed in this segment of Module 3. There will be a brief overview of some motivation theories, ways to improve morale, and methods for increasing performance levels. By the end of this session you will: Define motivation; Discuss some of the key motivation theories; Understand the difference between high morale and high motivation; Identify ways to improve staff morale. (Ethics in Management) - In this day and age when Sarbanes-Oxley is everywhere, when budgets are so thin, when challenges are so great, your ethical compass may need to be

examined. Most people want to do what is right and ethical, but it is not always easy. Ethical issues exist in every work environment, so this module will be of great assistance in knowing how to handle them. The focus of this module is on ethical issues that managers and employees face on a daily basis. You will learn some practical applications of ethical concepts, explore numerous ethical quandaries, find answers to a variety of ethical questions, and develop tools to assist you in dealing with those not-so-easy choices. By the end of this session you will: Define business ethics; Understand the similarities between legal and ethical issues; Be able to explain the differences between ethical and moral when it pertains to dilemmas; Examine several ethical issues and cases; Learn how to be a more ethical leader and instill a sense of ethical behavior in your employees. At the end of this module you will also have an opportunity to develop an action plan and a follow-up system. **MODULE 4: TEAM BUILDING.** In virtually every organization, teams are used to accomplish a wide variety of tasks and projects. Teams are here today and will continue to be a main part of the way an organization does business tomorrow. How effective a team is depends on a variety of factors including the team composition and the team leaders. In this module you will have an opportunity to learn about the characteristics of effective teams, examine the strengths and shortcomings of your own team, learn about the various roles and functions that team members play in the organization, and gain some insights in methods for making your team perform at higher levels. By the end of this session you will: Identify the characteristics of effective teams; Determine the types of qualities that a good team member possesses; Examine the strengths and shortcomings of your own work team; Explore the various roles and functions team members play; Identify methods for improving team performance. At the end of this module you will also have an opportunity to develop an action plan and a follow-up system. **MODULE 5: MANAGING A DIVERSE WORKFORCE and DEALING WITH DIFFICULT PEOPLE. (Managing a Diverse Workforce)** - Today's workforce is changing. Not only are the traditional topics of diversity an issue, but the generational differences also play a major role in the performance of organizations. This section of the module explores the diverse nature of the workforce including gender, race, age, and sexual orientation. By the end of this session you will: Define what is meant by the term diversity; Understand the similarities and differences that people have; Explore various cultural differences that exist; Learn how to more effectively manage the different generations in the workforce. (Dealing with Difficult People) - Are you one of the fortunate managers or supervisors who have a team of nothing but shining stars? If you are, then that's terrific, but if you are like most, you have some employees and/or customers who are somewhat difficult. Do you want to learn methods for helping you work with these people? If the answer is yes, then this program is for you. We will define the types of difficult people and learn a model to create a better working environment for all of your employees, improve working relationships, minimize conflicts, and build bridges between management, staff and customers. You will have an opportunity to develop an action plan and a follow-up system. By the end of this session you will: Identify the degrees of difficult employees; Implement an intervention model; Understand the discipline process; Learn how to manage difficult people. At the end of this module you will also have an opportunity to develop an action plan and a follow-up system.
Required text: None
Prerequisite: None   CEUs: 3

Course # , Date(s) Time
MA14801, 03/16/20, 9:00 AM to 4:00 PM | 03/23/20, 9:00 AM to 4:00 PM | 03/30/20, 9:00 AM to 4:00 PM | 04/06/20, 9:00 AM to 4:00 PM | 04/13/20, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B144
Instructor: Ralph Braithwaite
Fee: 399
Notes: Course meets for 5 sessions: 3/16, 3/23, 3/30, 4/6, 4/13

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

Employers consider critical thinking skills to be increasingly necessary important in the workplace and the U.S. Department of Labor has identified critical thinking as the raw material essential for problem solving, decision making, organizational planning and risk management. This workshop will look at 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

Course # , Date(s) Time
CA14933, 05/20/20, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital, Room 301
Instructor: Christopher Service, Sr.
Fee: 90
Notes: Free parking - Morgan Street Garage, 155 Morgan St. Bring ticket to validate.

Motivating Change Resistant Employees

Change is inevitable but some employees seem to be particularly set in their ways. If you deal regularly with people who are resistant, apathetic, negative, or just plain suspicious of anything new, it can make for a particularly frustrating and challenging work environment. However, change is growth, so it is generally a positive circumstance for your company, but nothing kills change like the resistance of the people within the business. Workshop participants will learn to overcome employee resistance. It can prove to be difficult to get people on board with change if they really don't want to embrace it. Change is difficult for many people because "we never used to do it that way". It's enough to make you want to throw the towel in. Leaders within a transforming company will learn to find ways to effectively manage the change and the resistors. They will learn the tricks to creating an effective change strategy that trickles down from top leadership into implementation by management and team leaders.

Required text: None
Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
TX14886, 06/10/20, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, Tunxis@Bristol, CR1
Instructor: Lisa Crofton
Fee: 90
Notes: Class Location, 430 North Main St., Bristol, CT 06010 phone 860-314-4700

Project Management All the Essentials @Manchester

Project management is a widely recognized discipline. It has become a key ingredient to ensuring successful, on-time and on-budget projects. You should attend this course if you have led a project or will lead one in the future. The course is also recommended for anyone who will be actively participating in a project. You will learn how to determine the scope, characteristics and success of a well-defined project; how to gather and document requirements; leadership essentials; what a work breakdown session is all about; and how to schedule, estimate and handle project closure. Recommended related course is MA14830 Project 2016: Introduction.

Required text: None
Prerequisite: None CEUs: 1.2

Course # , Date(s) Time
MA14803, 05/08/20, 9:00 AM to 4:00 PM	05/15/20, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B144
Instructor: John Lombardo
Fee: 180
Notes: Course meets for 2 sessions: 5/8, 5/15

Project Management Essentials, the REAL Facts!

We heard your concerns and we brought back our two (2) day class to meet your needs and objectives!!!! Whether small or large, projects share a number of essential elements. They are temporary and often unique, but all require focus to create a product, service or other successful results. Project Management Essentials follows the development and management of a project from start to finish. The 2-day workshop details the essentials and covers leadership in project management. Participants are encouraged to bring their project ideas or active projects to the workshop. This 12 hour program requires students to attend both sessions.
Required text: None
Prerequisite: None CEUs: 1.2

Course # , Date(s) Time
TX14901, 05/27/20, 9:00 AM to 4:00 PM	06/03/20, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, Tunxis@Bristol, CR 2
Instructor: Waldemar Kostrzewa
Fee: 180
Notes: Class Location, 430 North Main St., Bristol, CT 06010 phone 860-314-4700

Public Speaking in an Organizational Setting

The ability to speak on short notice and to shine at the same time empowers the audience and frees the speaker to connect naturally. A valuable skill for leadership development or employee growth is learning how to speak clearly. In this class, learn how to state facts and opinions in conversation or in a formal presentation. Discover tools to put your audience and yourself at ease in any environment.
Required text: None
Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
CA14934, 06/12/20, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital, Room 616
Instructor: Yasmin Shenoy
Fee: 90
Notes: Free parking - Morgan Street Garage, 155 Morgan St. Bring ticket to validate.

Spanish in the Workplace

Enhance your workplace Spanish by mastering key workplace vocabulary and honing basic conversation skills for communication in business scenarios. Insights into the cultures and traditions of bilingual workforce will enhance sensitivity and create a positive experience for all involved. Course is designed to assist employees in manager or leadership roles supervising bilingual or Spanish speaking workers for foster more effective communication.

Required text: None

Prerequisite: None   CEUs: 1.2

Course # , Date(s) Time
NV14893, 03/27/20, 9:00 AM to 11:00 AM	04/03/20, 9:00 AM to 11:00 AM	04/17/20, 9:00 AM to 11:00 AM	04/24/20, 9:00 AM to 11:00 AM	05/01/20, 9:00 AM to 11:00 AM	05/08/20, 9:00 AM to 11:00 AM
College, Campus & Room:
NV, Naugatuck Valley WTBY, Room F121
Instructor: Edwin Alverio
Fee: 225
Notes: Founders Hall parking is between Founders Hall and Tech Hall coming into the Waterbury Campus from the East Entrance. No parking permit required. Lunch options close by the campus. Attending all classes is required for certificate of completion.

State Supervisory Skills Training

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

Required text: None
Prerequisite: None CEUs: 1.8

Course # , Date(s) Time
MA14806, 04/01/20, 9:00 AM to 4:00 PM	04/08/20, 9:00 AM to 4:00 PM	05/20/20, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B144
Instructor: Ralph Braithwaite
Fee: 300
Notes: Course meets for 3 sessions: 4/1, 4/8. Follow-up session 5/20

The Leadership Quest Certificate Program

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

Required text: None
Prerequisite: None CEUs: 1.8

Course # , Date(s) Time
AS14789, 06/04/20, 9:00 AM to 4:00 PM | 06/11/20, 9:00 AM to 4:00 PM | 06/18/20, 9:00 AM to 4:00 PM
College, Campus & Room:
AS, Asnuntuck, Room 128
Instructor: Margaret DeMarino
Fee: 285
Notes: Course meets for 3 sessions: 6/4, 6/11, 6/18

The Upward Mobility & Supervisory Skills Toolkit

Whether you are 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 will 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, 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

Course # , Date(s) Time
AS14776, 03/09/20, 9:00 AM to 4:00 PM | 03/16/20, 9:00 AM to 4:00 PM | 03/23/20, 9:00 AM to 4:00 PM
College, Campus & Room:
AS, Asnuntuck, Room 128
Instructor: Margaret DeMarino
Fee: 285
Notes: Course meets for 3 sessions: 3/9, 3/16, 3/23

Transitioning from Peer to Supervisor

Making the change from peer to supervisor can be challenging. Learn how to overcome the fear of losing friendships and the temptation of performing old work responsibilities. Techniques for dealing with change, avoiding favoritism, building trust, credibility, and clear boundaries, and maintaining confidentiality will be covered.
Required text: None
Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
CA14913, 04/22/20, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital, Room 301
Instructor: Christopher Service, Sr.
Fee: 90
Notes: Free parking - Morgan Street Garage, 155 Morgan St. Bring ticket to validate.

Win-Win Negotiation Skills

Negotiation skills are important when selling a product, providing customer service, or obtaining resources for projects. Individuals with effective negotiation skills work more productively with customers, colleagues, partners, vendors, and others. Successful negotiators possess the knowledge and skills that will leave everyone in a win-win situation. In this workshop individuals will learn the tactics used by successful negotiators, develop their personal negotiating style, and understand strategies to bargain successfully and ethically. The material will be delivered through lectures, group exercises, and individual feedback. Objectives: 1) Have a better understanding of negotiation outcomes and the steps of a negotiation process 2) Be familiar with different behavioral styles and how to adapt as necessary 3) Know how to apply strategies to bargain successfully and ethically.
Required text: None
Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
CA14914, 03/12/20, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital, Room 307
Instructor: Domenic Gugliotti
Fee: 90
Notes: Free parking - Morgan Street Garage, 155 Morgan St. Bring ticket to validate.

A+ Certification 220-1001 Exam Preparation

CompTIA A+ Certification validates the latest skills needed by today's computer support professionals. It is an international, vendor-neutral certification recognized by major hardware and software vendors, distributors, and resellers. The first required A+ exam, CompTIA A+ 220-1001, measures necessary competencies for an entry-level IT professional. This course will prepare you for the CompTIA A+ 220-1001 certification exam. Get the skills and knowledge necessary to install, build, maintain, and configure personal computers, laptop computers, and printers. You will also learn the principles of physical and TCP/IP networks and operational and professional procedures. Required program material is included in course fee. The cost also includes the electronic texts, hands-on labs and practice exams for both the 1001 and 1002 exams. The A+ 220-1001 or A+ 220-1002 exams are not included in the cost of the course. Students must schedule these exams at a certified test center for an additional fee of $205 per exam and pass both the 220-1001 and 220-1002 exams to be certified. The course instructor will inform students about the exam application process. A+ test centers can be found at www.prometric.com. Registered students are eligible to receive free Windows software. Required text: Included in course fee.
Prerequisite: Basic knowledge of hardware and operating systems recommended. CEUs: 3.6

Course # , Date(s) Time
MA14809, 04/02/20, 9:00 AM to 4:00 PM | 04/09/20, 9:00 AM to 4:00 PM | 04/16/20, 9:00 AM to 4:00 PM | 04/23/20, 9:00 AM to 4:00 PM | 04/30/20, 9:00 AM to 4:00 PM | 05/07/20, 9:00 AM to 4:00 PM
College, Campus & Room:
M , Learning Resource Center, LRC B141
Instructor: Paul Picard, Ph.D.
Fee: 1000
Notes: Course meets for 6 sessions: 4/2, 4/9, 4/16, 4/23, 4/30, 5/7

A+ Certification 220-1002 Exam Preparation

This course will prepare you for the second required CompTIA A+ 220-1002 certification exam. CompTIA A+ 220-1002, covers installing and configuring operating systems including Windows, iOS, Android, Apple OS X and Linux. It also addresses security, the fundamentals of cloud computing, operational procedures and the basics of networking and security/forensics. In this course, students will learn the skills and knowledge necessary to install, configure and maintain devices, PCs, and software for end users, while properly and safely diagnosing, resolving, and documenting common hardware and software issues. Students will also learn the principles of physical and TCP/IP networks and operational and professional procedures and understand the basics of virtualization, desktop imaging, and deployment. Lastly, students will learn to assemble components based on customer requirements, apply troubleshooting skills, and how to provide appropriate customer support. Required program material is included in course fee. The cost also includes the electronic texts, hands-on labs and practice exams for both the 1001 and 1002 exams. The A+ 220-1001 or A+ 220-1002 exams are not included in the cost of the course. Students must schedule these exams at a certified test center for an additional fee of $205 per exam and pass both the 220-1001 and 220-1002 exams to be certified. The course instructor will inform students about the exam application process. A+ test centers can be found at www.prometric.com. Registered students are eligible to receive free Windows software.
Required text: Included in course fee.
Prerequisite: A+ 220-1001 Certification Prep, equivalent training, or contact Bruce Manning at bmanning@manchestercc.edu. CEUs: 3.6

Course # , Date(s) Time
MA14810, 05/14/20, 9:00 AM to 4:00 PM | 05/21/20, 9:00 AM to 4:00 PM | 05/28/20, 9:00 AM to 4:00 PM | 06/04/20, 9:00 AM to 4:00 PM | 06/11/20, 9:00 AM to 4:00 PM | 06/18/20, 9:00 AM to 4:00 PM

College, Campus & Room:
MA, Learning Resource Center, LRC B141

Instructor: Paul Picard, Ph.D.

Fee: 1000

Notes: Course meets for 6 sessions: 5/14, 5/21, 5/28, 6/4, 6/11, 6/18

Access - My Database, Where Did it Go? A Beginners Program

This beginner Access course will cover: Why use Access? How Access 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 features of Access. 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 students will be able to: review the benefits and purpose of Access databases; practice using Access; create your own database; review data management; practice querying data; create forms and reports; discuss reporting basics.

Required text: None
Prerequisite: General computer, MS skills   CEUs: 0.6

Course # , Date(s) Time
TX14853, 05/22/20, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, Tunxis@Bristol , Lab
Instructor: Amy Blackwood
Fee: 95
Notes: Class Location, 430 North Main St., Bristol, CT 06010 phone 860-314-4700

Access 2016: Advanced

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

Required text: None
Prerequisite: Access Intermediate course, or permission of the instructor or computer coordinator. CEUs: 0.6

Course # , Date(s) Time
MA14811, 05/29/20, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B142
Instructor: George Pillar
Fee: 95
Notes:

Access 2016: Intermediate

Using Application Objects, create a multi-table database containing a relationship and learn the significance of relationships in databases. Create select queries, data entry forms, navigation forms, sub-forms and discover how form layout is similar to report layout. Utilize built-in tools to find and replace data, import data, and more. Understand the use of templates. Students also have the option of taking the internationally recognized Microsoft Office Specialist (MOS) 2016 exams at our approved MCC testing center for an additional fee. Registration for the Microsoft Office Specialist (MOS) certification exam is required and can only be arranged by contacting Bruce Manning at bmanning@manchestercc.edu. See exam information on page 3.
Required text: None
Prerequisite: Access Introduction course, or permission of instructor or computer coordinator.   CEUs: 1.2

Course # , Date(s) Time
MA14812, 05/20/20, 9:00 AM to 4:00 PM	05/27/20, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B141
Instructor: Robert Thornton
Fee: 190
Notes: Course meets for 2 sessions: 5/20, 5/27

Access 2016: Introduction

Learn the new features of Access 2016 and enjoy how much faster you can build databases in this program. Start with learning how to create tables, the laws of field definitions, create a simple data entry form, filter records with queries and print the data to a report. Students are eligible to receive free Access 2016 software.
Required text: None
Prerequisite: Basic Windows, keyboard and mouse skills. CEUs: 0.6

Course # , Date(s) Time
MA14813, 05/13/20, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B141
Instructor: Robert Thornton
Fee: 95
Notes:

Adobe Acrobat DC: PDF Files, Formats and Forms

Explore the Acrobat DC interface and learn the many ways to customize it to suit your needs. Create Adobe PDF files from Word, Excel, e-mails or web pages while maintaining formatting and fonts. Use a variety of tools to edit, combine pages, place graphics, import and export content and assign security. Create electronic forms for easy, secure distribution, collaboration, and data collection. Create interactive text fields, check boxes, drop-down menus and more! Students are requested to bring a 4 GB flash drive to class.
Required text: Included in course fee.
Prerequisite: Basic Windows, keyboard and mouse skills; word processing experience recommended. CEUs: 1.2

Course # , Date(s) Time
MA14815, 03/20/20, 9:00 AM to 4:00 PM | 03/27/20, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B220
Instructor: Michael Lavoie
Fee: 250
Notes: Course meets for 2 sessions: 3/20, 3/27

Adobe InDesign CC: Introduction

Learn to create newsletters, web pages and other publications in Adobe InDesign. Topics covered include the details of layout design, combining images, text and vector graphics. Use InDesign's smart guides for perfect alignment and frames for perfect cropping and placement of images. Create multiple page documents with page navigation, full screen presentation pdf's, animations, and forms. Students are requested to bring a 4 GB flash drive to class.
Required text: Included in course fee.
Prerequisite: Basic Windows, keyboard and mouse skills.   CEUs: 1.2

Course # , Date(s) Time
MA14816, 05/08/20, 9:00 AM to 4:00 PM | 05/15/20, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B220
Instructor: Kathleen Smits
Fee: 250
Notes: Course meets for 2 sessions: 5/8, 5/15

Adobe Photoshop CC: Introduction (PC)

Learn how to use the most powerful image editing software available, Adobe Photoshop. Improve your photographs using Photoshop's non-destructive color adjustments and retouching capabilities inside Photoshop and Camera Raw. Topics include: layers; selections; using color and transparency in blend modes; adjusting images to improve quality/suitability for intended publication; advanced image editing; design; web and print skills with compositing; color management and type controls. Through demonstration and hands-on exercises taught by a media arts professional, you will create exciting and amazing images using some of this program's limitless capabilities. Students are requested to bring a 4 GB flash drive to class.
Required text: Included in course fee.
Prerequisite: Basic Windows, keyboard and mouse skills. CEUs: 1.2

Course # , Date(s) Time
MA14817, 03/27/20, 9:00 AM to 4:00 PM | 04/03/20, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B142
Instructor: Kathleen Smits
Fee: 250
Notes: Course meets for 2 sessions: 3/27, 4/3

Adobe: Creating Marketing Materials

Using InDesign and Photoshop, this course will cover the basics of creating business collateral such as flyers, brochures, post cards, business cards and letterhead in InDesign along with image enhancement and management in Photoshop. Basic graphic design principles will be covered for design of layouts for print and web and how to arrange text, graphics, logos and images. Students are requested to bring a 4 GB flash drive to class.
Required text: Included in course fee.
Prerequisite: Basic Windows, keyboard and mouse skills. CEUs: 1.8

Course # , Date(s) Time
MA14818, 04/17/20, 9:00 AM to 4:00 PM | 04/24/20, 9:00 AM to 4:00 PM | 05/01/20, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B220
Instructor: Kathleen Smits
Fee: 320
Notes: Course meets for 3 sessions: 4/17, 4/24, 5/1

Bringing PowerPoint to Life

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

Required text: none

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

Course # , Date(s) Time
NV14974, 04/17/20, 9:00 AM to 4:00 PM	04/24/20, 9:00 AM to 4:00 PM
College, Campus & Room:
NV, Naugatuck Valley WTBY, Room T641
Instructor: Cathy Poehler
Fee: 190
Notes: Tech Hall parking is between Founders Hall and Tech Hall coming into the Waterbury Campus from the East Entrance. No parking permit required. Lunch options close by the campus off Chase Parkway in either direction. Attending both classes is required for certificate of completion.

Business Analytics Using Excel

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

Required text: None

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

Course # , Date(s) Time
CA14947, 04/17/20, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital, Room 613
Instructor: Cecilia Walpole-Griffin
Fee: 95
Notes: Free Parking - Morgan Street Garage, 155 Morgan St. Bring ticket to validate.

CCNA Certification Preparation: Interconnecting Cisco Networking Devices

This accelerated CCNA certification preparation course called Interconnecting Cisco Networking Devices: Accelerated (CCNAX) v3.0 teaches you how to install, operate, configure, and verify a basic Internet Protocol version 4 (IPv4) and Internet Protocol version 6 (IPv6) network, including configuring a LAN switch, configuring an IP router, connecting to a WAN, and identifying basic security threats. You will also learn how to perform basic troubleshooting steps in enterprise branch office networks, as well as prepare for Cisco® Cisco Certified Network Associate (CCNA) certification. The course covers the elements of Quality of Service (QoS) and their applicability, explores how virtualized and cloud services interact and impact enterprise networks, and provides an overview of network programmability with the related controller types and tools that are available to support Software-Defined Networking (SDN) architectures. You will also gain an understanding of the interactions and network functions of firewalls, wireless controllers, and access points, along with additional focus on IPv6 and basic network security. This course consists of two courses merged into a single course: Interconnecting Cisco Networking Devices, Part 1 (ICND1) and Interconnecting Cisco Networking Devices, Part 2 (ICND2).
Required text: Included in course fee.   Prerequisite: CompTIA A+ Certified recommended or equivalent experience in network support or administration. CEUs: 4.2

Course # , Date(s) Time
MA14819, 04/17/20, 9:00 AM to 4:00 PM | 04/24/20, 9:00 AM to 4:00 PM | 05/01/20, 9:00 AM to 4:00 PM | 05/08/20, 9:00 AM to 4:00 PM | 05/15/20, 9:00 AM to 4:00 PM | 05/22/20, 9:00 AM to 4:00 PM | 05/29/20, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Arts, Sciences & Tech, AST Room C139
Instructor: Paul Picard, Ph.D.
Fee: 1500
Notes: Course meets for 7 sessions: 4/17, 4/24, 5/1, 5/8, 5/15, 5/22, 5/29

Creating Electronic Forms with MS Word 2016 and Google Drive Forms

In this digital era, electronic forms are a must. There are many programs available that you can use for this purpose. In this workshop, you will learn about two of these programs: Google Drive and Microsoft Word. Google Drive Forms is a free form creation/data collection tool. You can create registrations, prepare polls, collect contact information, and more. With a wide array of themes and the possibility of using your own pictures or logos, you can customize your forms any way you want. Let others help you, by adding collaborators. Add random questions, question skipping, and YouTube videos. Invite an unlimited number of respondents by sharing the URL or emailing an embedded form. Analyze the responses that are collected automatically from your forms with Google Sheets and charts. For the second part of the workshop, you will learn how to create forms from scratch in Microsoft Word 2016. Create user-friendly forms that can be completed electronically and saved by the end-user. You will learn about Templates, which are premade documents that you can customize. Objectives: 1) Learn what is Google Drive 2) Create a Google Drive account 3) Create forms and collect information from Google Drive 4) Learn to create a new electronic form in MS Word.
Required text: Basic computer skills. Knowledge of MS Word.   Prerequisite: None   CEUs: 0.6

Course # , Date(s) Time
CA14915, 03/27/20, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital, Room 613
Instructor: Michael Montgomery
Fee: 95
Notes: Free parking - Morgan Street Garage, 155 Morgan St. Bring ticket to validate.

Creating Forms / Templates with Adobe Acrobat Pro and MS Word 2016

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

Required text: None

Prerequisite: Knowledge of MS Word and basic computer ability. CEUs: 0.6

Course # , Date(s) Time
NV14972, 05/15/20, 9:00 AM to 4:00 PM
College, Campus & Room:
NV, Naugatuck Valley WTBY, Room T641
Instructor: Cathy Poehler
Fee: 95
Notes: Tech Hall parking is between Founders Hall and Tech Hall coming into the Waterbury Campus from the East Entrance. No parking permit required. Lunch options close by the campus in either direction from Chase Parkway.

Excel - Data and Functions

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

Required text: None

Prerequisite: Strong familiarization with the basics of Excel, this is not your first class CEUs: 0.6

Course # , Date(s) Time
TX14870, 04/24/20, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, Tunxis@Bristol, Lab
Instructor: Laura Higgins
Fee: 95
Notes: Class Location, 430 North Main St., Bristol, CT 06010 phone 860-314-4700

Excel - In the Beginning

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

Course # , Date(s) Time
TX14869, 03/27/20, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, Tunxis@Bristol, Lab
Instructor: Laura Higgins
Fee: 95
Notes: Class Location, 430 North Main St., Bristol, CT 06010 phone 860-314-4700

Excel 2016 Time-saving Intermediate and Advanced Functions

Learn a variety of functions that will increase your productivity by saving you time. The topics covered are: setting up and using multiple sheets, '3D' formulas, linking to other spreadsheets, protection, absolute references, charting, Pivot tables, database features (sorting, subtotaling, filtering), and selected functions such as financial, lookups, IF statements, counting, and text conversions. Bring a USB Flash Drive to class.
Required text: None
Prerequisite: Basic MS Excel.   CEUs: 0.6

Course # , Date(s) Time
CA14918, 06/16/20, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital, Room 613
Instructor: Juantray Easmon
Fee: 95
Notes: Free parking - Morgan Street Garage, 155 Morgan St. Bring ticket to validate.

Excel 2016: Advanced

Excel 2016 Advanced builds on the concepts and skills of our Excel Introduction and Intermediate courses to provide advanced tools for solving real-world problems in Microsoft Excel 2016: lookup and decision-making functions, auditing and error-handling, array functions, date and text functions, importing and exporting, what-if-analysis, and macros. Topics include: Logical and Lookup Functions, Advanced Formulas, Auditing, Arrays, Importing and Exporting, Power Pivot, Analysis, Macros and Forms. 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. Registration for the Microsoft Office Specialist (MOS) certification exam is required and can only be arranged by contacting Bruce Manning at bmanning@manchestercc.edu. See exam information on page 3.
Required text: None
Prerequisite: Excel Intermediate course, or permission of the instructor or computer coordinator. CEUs: 0.6

Course # , Date(s) Time
MA14820, 05/27/20, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B142
Instructor: George Pillar
Fee: 95
Notes:

Excel 2016: Dashboards

Excel dashboards help you get the right information to the right people at the right time. They provide an organized way to view and report large amounts of changing data in real time. This course will cover constructing dashboards, including importing data, functions that select and aggregate, charts, pivot tables, recording Macros and interactive filters.
Required text: None
Prerequisite: Excel Introduction required or equivalent knowledge. Knowledge of writing simple formulas and functions, basic charts, basic sorting and filtering. CEUs: 0.3

Course # , Date(s) Time
MA14821, 05/22/20, 1:00 PM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B142
Instructor: George Pillar
Fee: 50
Notes:

Excel 2016: Data and Functions (2 Day Course)

This comprehensive course on data handling will ensure that you are tapping the full power of Excel. Features to be examined include: data sorting and filtering; everyday shortcuts; setting iterative calculation options; intentional circular references, recursion, solving simultaneous equations; enabling or disabling automatic workbook calculation; 3D formulas, SERIES formula, animating a chart using iteration, what-if analysis, using Logical, Lookup, Custom, Statistical, Date and Time, Financial, Text, Cube, and Megaformula functions; import/export of tables, and analyzing statistics. Managing information in tables and using pivot table reports, conditional formatting, data validation, formula auditing and simple macro creation will also be addressed to provide what no frequent user should go without. 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. Registration for the Microsoft Office Specialist (MOS) certification exam is required and can only be arranged by contacting Bruce Manning at bmanning@manchestercc.edu. See exam information on page 3.
Required text: None
Prerequisite: Excel Introduction course, or permission of instructor or computer coordinator. CEUs: 1.2

Course # , Date(s) Time
MA14822, 05/13/20, 9:00 AM to 4:00 PM	05/20/20, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B142
Instructor: John Hilditch
Fee: 190
Notes: Course meets for 2 sessions: 5/13, 5/20

Excel 2016: Intermediate

Excel 2016 Intermediate builds on the basic concepts and skills of our Excel Introduction course to provide more advanced tools for analysis and presentation of complex, realistic data in Microsoft Excel 2016: how to manage complex workbooks, build more complex functions, use data analysis tools, make an impact with powerful chart and presentation features, and collaborate with other users. Topics include: managing workbooks, named ranges, tables, summarizing data, pivot tables, presentation features, advanced charts, and collaboration. 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. Registration for the Microsoft Office Specialist (MOS) certification exam is required and can only be arranged by contacting Bruce Manning at bmanning@manchestercc.edu. See exam information on page 3.
Required text: None
Prerequisite: Excel Introduction course, or permission of instructor or computer coordinator. CEUs: 0.6

Course # , Date(s) Time
MA14823, 05/06/20, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B142
Instructor: George Pillar
Fee: 95
Notes:

Excel 2016: Introduction

Excel 2016 Introduction is designed for people new to spreadsheets and for self-taught users who wish to expand their knowledge. Using Microsoft's Excel 2016 version of their renowned spreadsheet software, students will learn to recognize the main areas of the Excel worksheet and workbook; enter, edit and delete data; create basic formulae and functions, including SUM, AVERAGE, MAX and MIN; enhance the presentation of workbook data; create, display and manipulate simple charts; work with multiple worksheets; freeze titles and add comments.
Required text: None
Prerequisite: Basic Windows, keyboard and mouse skills. CEUs: 0.6

Course # , Date(s) Time
MA14824, 04/29/20, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B142
Instructor: George Pillar
Fee: 95
Notes:

Excel 2016: Pivot Tables

Students will learn how to use a PivotTable to analyze numerical data in detail, query in many user-friendly ways; subtotaling and aggregate numeric data, summarize data by categories and subcategories, and create custom calculations and formulas; expand and collapse levels of data to focus your results, filter, sort, group, and conditionally format the most useful and interesting subset of data enabling you to focus on just the information you want. Learn how to present concise, attractive, and annotated online or printed reports.
Required text: None
Prerequisite: Excel Introduction required or equivalent knowledge. Knowledge of writing simple formulas and functions, basic charts, basic sorting and filtering. CEUs: 0.3

Course # , Date(s) Time
MA14825, 05/22/20, 9:00 AM to 12:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B142
Instructor: George Pillar
Fee: 50
Notes:

Excel 2016: Pivot Tables, Power Pivots & Pivot Charts

Pivot Tables allow you to analyze raw data for business analysis purposes, but they are limited. Due to Excel's own limitations of 1048576 Rows, you cannot analyze more than 1048576 rows of data, and there may even be limitations in analyzing data from two or more spreadsheets. The PowerPivot Add-In allows to import, merge and analyze data from several data sources at once, with barely any limitations. Turn your raw data into a Pivot Table to help you gather business analytics. Create a Pivot Chart from your Pivot Table. Explore these amazing tools in Excel and make the most of your data. Objectives 1) Learn the difference between Pivot Tables and PowerPivot 2) Learn how to use a Pivot Table 3) Learn how to use a Pivot Chart 4) Learn how to use the PowerPivot tool
Required text: None
Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
CA14946, 04/17/20, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital, Room 617
Instructor: Michael Montgomery
Fee: 95
Notes: Free Parking - Morgan Street Garage, 155 Morgan St. Bring ticket to validate.

Excel: Functions and Formulas

Apply advanced analytical concepts using formulas and functions. Topics covered include logical operators, VLOOKUP function, string-manipulation, date, sum, financial functions, Goal Seek Tool, and many others.
Required text: None
Prerequisite: Participants must have Excel intermediate level skills. CEUs: 0.6

Course # , Date(s) Time
CA14917, 05/08/20, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital, Room 613
Instructor: Michael Montgomery
Fee: 90
Notes: Free parking - Morgan Street Garage, 155 Morgan St. Bring ticket to validate.

Excel: Introduction

Basic skills are taught in this introductory course using the new ribbon interface. Learn the difference between a workbook and a spreadsheet; how to enter data, select cells; modify row, columns and cells; format cells, freeze titles and create simple formulas and charts.
Required text: None
Prerequisite: Participants must have basic computer skills.   CEUs: 0.6

Course # , Date(s) Time
CA14916, 03/20/20, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital, Room 613
Instructor: Michael Montgomery
Fee: 90
Notes: Free parking - Morgan Street Garage, 155 Morgan St. Bring ticket to validate.

G Suite - An Introduction to Google Suite

G Suite is an integrated cloud based collection of enterprise-based products like Gmail, Drive, Docs, Sheets and more and is offered by Google at a low monthly subscription cost to help streamline one's business and academic pursuits. G suite is known for its productivity and collaboration assets and offers everything needed to bring a project to life with ease and professionalism. G suite is similar to Microsoft Office 365 but offers many features that makes it a top choice for business and education. The course is taught over a three-day period with the focus on each day being: Day 1 - Google Apps Overview with Gmail, Drive, Docs & Sheets; Day 2 - Google Sheets; and Day 3 - Google Slides. Students enrolled in this course will learn by doing and interactive teaching styles. Basic computer knowledge is required including internet, email, filing and the mouse.
Required text: none
Prerequisite: none but basic internet and computer skills are required for successful completion of the class. CEUs: 1.8

Course # , Date(s) Time
NV14948, 04/24/20, 9:00 AM to 4:00 PM | 05/01/10, 9:00 AM to 4:00 PM | 05/08/20, 9:00 AM to 4:00 PM
College, Campus & Room:
NV, Naugatuck Valley WTBY, Room T655
Instructor: Cindy Averill
Fee: 285
Notes: Class to be held in Technology Hall at the Waterbury Campus. Enter at the EAST entrance. Attendance and participation in all 3 class days is required to receive completion certificate. Additional dates are 5/1 and 5/8 at the same location. Basic computing skills required and familiarity with files, email, internet expected.

Mental Health First Aid Certification

The adult Mental Health First Aid course is appropriate for anyone 18 years and older who wants to learn how to help a person who may be experiencing a mental health related crisis or problem. Topics covered include anxiety, depression, psychosis, and addictions. Learn a 5-step program to assessing risk, respectfully listening to and supporting the individual in crisis, and identifying appropriate professional help and other supports. Participants will receive a certification from Mental Health First Aid USA. Students must attend all 8hrs to receive certification.

Objectives 1) Learn about the signs of addictions and mental illnesses 2) The impact of mental and health disorders 3) Learn the 5-step action plan to assess a situation and help 4) Learn what local resources are available to help 5) Help support an individual until appropriate professional help arrives.

Required text: Mental Health First Aid USA, included in course cost.
Prerequisite: None CEUs: 0.8

Course # , Date(s) Time
CA14939, 03/23/20, 8:00 AM to 5:00 PM
College, Campus & Room:
CA, Capital, Room 307
Instructor: Valerie English Cooper
Fee: 190
Notes: Participant must be present for the entire time for certification, 9am-5pm. Free parking - Morgan Street Garage, 155 Morgan St. Bring ticket to validate.

Microsoft Excel 2016 - V Lookups, Pivot Tables and More

Intermediate Excel is a two-day course that is intended for those with previous experience in using Excel. The main topics covered in this course include: Formula Referencing, Summarizing and Subtotaling, Managing Worksheets, Logical and Lookup functions, Filters and more. Better data analysis and presentation as well as the required skill set for certification in Microsoft Excel.

Required text: All materials provided; bring flash drive
Prerequisite: Basic Excel knowledge and proficiency CEUs: 1.2

Course # , Date(s) Time
NV14894, 06/05/20, 9:00 AM to 4:00 PM	06/12/20, 9:00 AM to 4:00 PM
College, Campus & Room:
NV, Naugatuck Valley WTBY, Room T655
Instructor: Cindy Averill
Fee: 190
Notes: Bring a flash drive to class; attending both sessions of the class required for completion certificate. Food choices available close to the campus. Enter the East Entrance for the Waterbury Campus and park close to Technology Hall. Computer lab/room is one flight up on the 6th floor.

Networking with IPv4 and IPv6 - NEW!

This course will review IPv4 and how this affects network communication. It will review IPv4 subnetting, the structure of an IPv4 packet/frame, and other aspects of the TCP/IP protocol in network communication. It will make a comparison to the IPv6 protocol and structure within TCP/IP and in networking. The class will discuss IPv6 features and structure, subnetting, addressing, including auto configuration, and neighborhood discovery. The class will discuss the concepts of hardware IPv6 capable, IPv6 ready, IPv6 aware, and IPv6 compliant. As we move into the future, why IPv4 will need to transition to IPv6 and how that can be accomplished. It will also discuss tools, attacks, and vulnerabilities associated with both IPv4 and IPv6.
Required text: None
Prerequisite: It is recommended that you have some experience in A+, networking, and/or network security so that you have current knowledge of IPv4.   CEUs: 0.6

Course # , Date(s) Time
MA14831, 05/26/20, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B141
Instructor: Paul Picard, Ph.D.
Fee: 190
Notes:

Office 2016: MCC Certificate

Increase your employability with this intensive 36-hour course and receive a Microsoft Office 2016 MCC Certificate on completion. This hands-on workshop will include practice time on Word, Excel, Access, PowerPoint and Outlook. Students will learn the basics of all Office programs, including merges, tables, graphics and sharing documents in Word; formulas, data management, formatting and printing in Excel; database creation, criteria in queries, report and form design, grouping data, and establishing relationships in Access; creating slide shows, importing from Word, adding tables/graphics, animation, and advanced formatting in PowerPoint; and e-mail management, creating folders, adding signatures/attachments, scheduling appointments with others, organizing contact lists, and creating/updating tasks in Outlook. 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. Registration for the Microsoft Office Specialist (MOS) certification exam is required and can only be arranged by contacting Bruce Manning at bmanning@manchestercc.edu. See exam information on page 3.
Required text: None
Prerequisite: Basic Windows, keyboarding and mouse skills. CEUs: 3.6

Course # , Date(s) Time
MA14826, 03/18/20, 9:00 AM to 4:00 PM | 03/25/20, 9:00 AM to 4:00 PM | 04/01/20, 9:00 AM to 4:00 PM | 04/08/20, 9:00 AM to 4:00 PM | 04/15/20, 9:00 AM to 4:00 PM | 04/22/20, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B142
Instructor: John Hilditch
Fee: 599
Notes: Course meets for 6 sessions: 3/18, 3/25, 4/1, 4/8, 4/15, 4/22

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

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

Required text: Included in course fee.
Prerequisite: Fluency with Microsoft Office 2016 required. CEUs: 1.2

Course # , Date(s) Time
MA14827, 04/07/20, 9:00 AM to 4:00 PM	04/14/20, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B141
Instructor: Robert Thornton
Fee: 250
Notes: Course meets for 2 sessions: 4/7, 4/14

PC Maintenance and Repair

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

Required text: None
Prerequisite: Basic Windows, keyboard and mouse skills. CEUs: 1.2

Course # , Date(s) Time
MA14828, 03/19/20, 9:00 AM to 4:00 PM	03/26/20, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B141
Instructor: Paul Picard, Ph.D.
Fee: 190
Notes: Course meets for 2 sessions: 3/19, 3/26

Programming Basics: Foundation for C++, Java, and Python

This course is a structured approach to program logic and design using fundamental programming concepts. A thorough understanding of logic theory, programming structures, and algorithm design techniques is necessary for efficient programming. C++, Java and Python are used to demonstrate these common programming concepts.
Required text: Included in course fee.
Prerequisite: Basic Windows, keyboard and mouse skills. No prior programming experience and knowledge is assumed or needed. Beginners welcome! CEUs: 1.2

Course # , Date(s) Time
MA14829, 03/20/20, 9:00 AM to 4:00 PM | 03/27/20, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B141
Instructor: George Pillar
Fee: 200
Notes: Course meets for 2 sessions: 3/20, 3/27

Project 2016: Introduction

Learn the major features of Microsoft Project 2016, the world's most popular project management tool. Students will learn how to develop project plans and define tasks and resources. Students will detail, track and report the progress of projects. Skills learned in the course include creating task lists, durations, phases; linking tasks, documenting tasks and project plans; setting up resources, capacity, cost pay rates, documenting; assigning resources to tasks; scheduling, applying cost resources to tasks; sharing your plan, Gantt Charts, Timeline views, reporting; tracking progress on tasks, project baselines, task completion percentage; troubleshooting time, schedule, cost, resource, and scope of work problems. Students are eligible to receive free Microsoft Project 2016 software. Recommended related course is MA14803 Project Management: All the Essentials.
Required text: None
Prerequisite: Basic Windows, keyboard and mouse skills, with some exposure to Microsoft Office helpful. CEUs: 1.2

Course # , Date(s) Time
MA14830, 04/02/20, 9:00 AM to 4:00 PM | 04/09/20, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B142
Instructor: John Hilditch
Fee: 190
Notes: Course meets for 2 sessions: 4/2, 4/9

Python: Certification Preparation

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

Required text: Included in course fee.

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

Course # , Date(s) Time
MA14832, 04/17/20, 9:00 AM to 4:00 PM	04/24/20, 9:00 AM to 4:00 PM	05/01/20, 9:00 AM to 4:00 PM	05/08/20, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B141
Instructor: Lazar Pevac
Fee: 500
Notes: Course meets for 4 sessions: 4/17, 4/24, 5/1, 5/8

QuickBooks: Introduction

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

Required text: Included in course fee.

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

Course # , Date(s) Time
MA14833, 04/27/20, 9:00 AM to 4:00 PM | 05/04/20, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B142
Instructor: STAFF
Fee: 230
Notes: Course meets for 2 sessions: 4/27, 5/4

SQL Server 2016: Querying Data with Transact-SQL

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

Required text: Included in course fee.

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

Course # , Date(s) Time
MA14834, 04/17/20, 9:00 AM to 4:00 PM | 04/24/20, 9:00 AM to 4:00 PM | 05/01/20, 9:00 AM to 4:00 PM | 05/08/20, 9:00 AM to 4:00 PM | 05/15/20, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B142
Instructor: George Pillar
Fee: 599
Notes: Course meets for 5 sessions: 4/17, 4/24, 5/1, 5/8, 5/15

Web Design: MCC Certificate

Build new skills to start or advance your career as a web developer in our Web Communication and Design program. Courses in this program start with the core areas of HTML and CSS and move on to the use of Adobe desktop tools for web design - ending with exposure to Web Content Management Systems. Your Web design portfolio at the end of the Professional certificate program will include published Web sites that showcase your front-end designs and your cross-platform experience with multiple toolsets. Students who successfully complete this program will be awarded the Web Design MCC Certificate. Instructor will provide handouts and a USB drive with the complete course installed on it. Please note the following web design applications are included in the Web Design MCC Certificate program: HTML5/CSS3 Introduction; Adobe Dreamweaver Introduction; Muse Introduction; WordPress Introduction.
Required text: None
Prerequisite: Basic Windows, keyboard, mouse and web browser skills.   CEUs: 3

Course # , Date(s) Time
MA14835, 03/18/20, 9:00 AM to 4:00 PM | 03/25/20, 9:00 AM to 4:00 PM | 04/01/20, 9:00 AM to 4:00 PM | 04/08/20, 9:00 AM to 4:00 PM | 04/15/20, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B141
Instructor: Robert Thornton
Fee: 599
Notes: Course meets for 5 sessions: 3/18, 3/25, 4/1, 4/8, 4/15

Windows 10: Introduction

Learn the new features of Microsoft's latest operating system, Windows 10. Topics include: exploring the new desktop in Windows 10, using the new start menu, setting up and configuring Windows, personalizing your work space, saving and syncing content, using Windows 10 included apps and store, using the Cortana voice assistant and the Windows Hello identification application. Students are eligible to receive free Windows 10 software.
Required text: None
Prerequisite: Keyboard and mouse skills required.   CEUs: 0.6

Course # , Date(s) Time
MA14836, 03/12/20, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B141
Instructor: Paul Picard, Ph.D.
Fee: 135
Notes:

WordPress Web Design: Introduction

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

Required text: None

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

Course # , Date(s) Time
MA14837, 04/22/20, 9:00 AM to 4:00 PM | 04/29/20, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B141
Instructor: Robert Thornton
Fee: 190
Notes: Course meets for 2 sessions: 4/22, 4/29