State In-Service Training Program

Course Catalog

Fall 2020

Registration Deadline: August 28, 2020

Staff Development Courses offered by
The Connecticut State Colleges and Universities
in partnership with Department of Administrative Services
https://bor.ct.edu/inservice/

The State In-Service Training Program is offered by the Connecticut State Community College System in partnership with Department of Administrative Services (DAS). UConn Human Resources provides only course registration and payment support services on behalf of DAS. All policies, procedures and standards for the administration of the State In-Service Training program are at the sole discretion of Department of Administrative Services.

Dear Colleagues,

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

Pamela Coleman
State In-Service Training Coordinator

What's NEW this term?

Many classes are being held on-line for your convenience without having to travel to a campus. All on-line classes are identified with "**ONLINE**" at the beginning of the course title.

Links are provided in the catalog to access the In-Service Training website that contains additional information about the program and the registration form on-line.

Essential Business Skills

- A (WhatsApp) to Z (Zoom) Virtual Presentation Skills
- iMovie for Beginners
- The Virtual Employee: Thriving While Teleworking

Leadership Skills

- Leading Teams with Purpose and Results

Other

- Updated! A Positive Work Environment: Leading in Virtual and In-Office Work Worlds
- Updated! The Leadership Quest: Leading in In-Office and Virtual Workplaces
- Updated! The Upward Mobility and Supervisory Skills Toolkit

How do I Register?

Before registering, University employees must be certain to check their schedules carefully for potential conflicts and obtain supervisor's permission to attend a State In-Service course.

IMPORTANT: Please note the following information regarding course registration:

- The State In-Service program does not provide refunds or course substitutions once an applicant's course registration has been confirmed.
- If you cannot attend the course in which you are registered, due to illness, work related reasons, or other unforeseen circumstance, another employee from your department may be sent to the course in your place. This is the only available remedy for absence from a course.
- A KFS number is required for payment at the time of registration. The KFS number will be charged by UConn Human Resources once the course registration is confirmed by the State In-Service Training Coordinator.

Register for courses online at:
http://hr.uconn.edu/state-in-service-program-registration-request-form/.

What you can expect after registering for a course.

- Your course registration request will be submitted by Human Resources to the State In-Service Training Coordinator at the end of the registration period stated on the cover page of this catalog.
- The State In-Service Training Coordinator will identify whether seats are available for the course(s) selected, then notify Human Resources regarding your course registration status.
- Human Resources will then notify applicants of their registration status.
- Once your registration has been confirmed by the State In-Service Training Coordinator, the KFS number provided on your application will be charged.

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.

Registration Timeline

UConn registration deadline - Friday, August 28
Seat reservation confirmations notifications - Friday, September 11
Courses begin - Monday September 14.

Course Cancellations and Postponements

The State In-Service program reserves the right to cancel any course with insufficient enrollment during the initial registration period. Course status will be communicated to Human Resources at the conclusion of the registration period.

Inclement weather postponements:

It is up the the employee attending the course to keep abreast of weather-related closings and/or course cancellations.

- Check the college website where your class is being held, and/or listen to radio and TV stations for individual college closings.
- **When in doubt, call the main number for the college where your course is being held.** When classes are held students are expected to attend and no refunds or credits will be given for non-attendance.
- College representatives/instructors do not have student names or contact information prior to class and cannot contact students individually.

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
QV	Quinebaug Valley	742 Upper Maple Street, Danielson, CT 06239
TX	Tunxis	430 North Main Street Bristol, CT 06010

Table of Contents

State In-Service Training Program 1
Course Catalog 1
How do I Register? 3
Registration Timeline 3
Course Cancellations and Postponements 4
Inclement weather postponements: 4
College Locations: 4
Essential Business Skills 9
Balancing Time, Priorities and Productivity 9
Bringing More Positivity to Your Workplace 9
Conflict Resolution 10
Critical Thinking: Understanding Critical Vs. Non-Critical Thinking 10
Cultural Sensitivity in the Workplace 11
Developing & Mastering Emotional Intelligence 11
Effective Business Writing - Learn How to Write Again! 12
Effective Business Writing in Plain English 12
Effective Business Writing on the Job 13
Feeling Great at Work 13
Forensic Accounting Demystified: The CSI of Accounting 14
Freedom of Information Act: What You Need to Know for Compliance and Protection 14
iMovie For Beginners - NEW 15
Influencing Change 15
Interpersonal Communications 16
Is ANYONE Listening??? - Public Speaking 16
ONLINE - A Mindful Approach to Work 17
ONLINE - A (WhatsApp) to Z (Zoom) Virtual Presentation Skills – NEW! 17
ONLINE - Achieving Success with Difficult People 18
ONLINE - All About Business Writing 18
ONLINE - All About Emotional Intelligence! 19
ONLINE - All About Grammar and Punctuation 19
ONLINE - Art of Tact & Diplomacy 20
ONLINE - Balancing Time, Priorities and Productivity 20
ONLINE - Be Your Own Coach, Cheerleader, and Change Agent 21

ONLINE - Business and Systems Analysis Principles and Practices 22
ONLINE - Business Finance for Non-Finance Personnel 22
ONLINE - Certificate in Mindfulness 23
ONLINE - Communicating in Times of Stress 23
ONLINE - Communication Skills a Must! 24
ONLINE - Conflict De-Escalation Techniques 24
ONLINE - Creativity and Problem Solving 25
ONLINE – Don't Debate, Persuade! Constructing the Velvet Argument 25
ONLINE - Dump the Drama! Managing Workplace Emotions 26
ONLINE - Financial Literacy: Knowledge that Pays for Itself 27
ONLINE - Fundraising Essentials for Nonprofits 27
ONLINE - Government Accounting Part I 28
ONLINE - Government Accounting Part II 28
ONLINE - Grant Proposals, Preparing Winning Applications 29
ONLINE - Handling Medical Emergencies 29
ONLINE - High Speed Project Management 30
ONLINE - High Impact Meetings 30
ONLINE - How Can I Control Stress in My Life 31
ONLINE - Human Resources Training and Development 31
ONLINE - Introduction to the Four Agreements 32
ONLINE - Kicking Your Career and Life into Overdrive 32
ONLINE - Managing Chaos: Setting Priorities & Making Decisions Under Pressure 33
ONLINE - Mental Health First Aid Certification - see description for course pre-work 33
ONLINE - Mindfulness Techniques for Managing Stress: Grace Under Pressure 34
ONLINE - Models of Critical Thinking: Overviews of RED and 6 Thinking Hats 34
ONLINE - QuickBooks: Introduction 35
ONLINE - Retirement: Ready or Not? 35
ONLINE - Speed Spanish 36
ONLINE - The Virtual Employee: Thriving While Teleworking – NEW! 36
ONLINE - Train the Brain! Increase Productivity through Neuroplasticity 37
ONLINE UPDATED! Taking Minutes & More: Everything an Admin Needs to Know 37
ONLINE - Working Towards a Stress-Free Life: Exploring Ways of Balancing Life and Work 38
ONLINE - 10 Ways to Bring Humanity Back to the Workplace 38
Presenting Like A Pro 39

Time Out - POWERFUL Time Management 39
Up-Skilling: Enhance your value in the workplace 40
Leadership Skills 40
ONLINE - Effective Leadership Skills for Women 40
ONLINE - Effective Leadership Skills for Women - Part 2 41
Effective Leadership Skills for Women - in your seat 41
ONLINE - Everyday Leadership 42
ONLINE - First Time Supervisor-Management Training - Part I 42
ONLINE - First Time Supervisor - Management Training - Part II 43
ONLINE - Gifted Management-Creating Buy-In 43
ONLINE - Innovative and Successful Supervisor 44
ONLINE - Leadership for Everyone 44
ONLINE - Leading Teams with Purpose and Results - NEW! 45
ONLINE - Leading Today 45
ONLINE - Managers Guide to Capturing Knowledge Before it is Lost 46
ONLINE - Managing Problem Employees and Rebuilding Teams 46
ONLINE - Middle Management Skills Certificate 47
ONLINE - Motivating Change Resistant Employees 49
ONLINE - Transitioning from Peer to Supervisor 50
ONLINE UPDATED! A Positive Work Environment: Leading in Virtual and In-Office Work Worlds 50
ONLINE UPDATED! The Leadership Quest: Leading in In-Office and Virtual Workplaces 51
ONLINE Updated! The Upward Mobility & Supervisory Skills Toolkit 51
ONLINE - Working Across Generations 52
ONLINE - The New Supervisor Survival Kit 52
Managing Disagreements, Conflicts & Confrontation 53
Project Management All the Essentials 53
State Supervisory Skills Training 54
Win-Win Negotiation Skills 55
Technology 55
Creating Forms / Templates with Adobe Acrobat Pro and MS Word 2019 55
Excel - Data and Functions 56
Excel - In the Beginning 57
Excel: Introduction 57

ONLINE - A+ Certification 220-1001 Exam Preparation (12 sessions) 58
ONLINE - A+ Certification 220-1002 Exam Preparation (12 sessions) 59
ONLINE - Access 2016: Advanced 60
ONLINE - Access 2016: Intermediate 60
ONLINE - Access 2016: Introduction 61
ONLINE - Adobe Acrobat DC: PDF Files, Formats and Forms 61
ONLINE - Adobe InDesign CC: Introduction 62
ONLINE - Adobe Photoshop CC: Introduction (PC) 62
ONLINE - Bringing PowerPoint to Life 63
ONLINE - CCNA Certification Preparation: Interconnecting Cisco Networking Devices . 64
ONLINE - Certified Information Systems Security Professional (CISSP) Exam Preparation 65
ONLINE - Creating Electronic Forms with MS Word 2016 and Google Drive Forms 66
ONLINE - Excel 2016: Advanced 66
ONLINE - Excel 2016: Dashboards Complete 67
ONLINE - Excel 2016: Data and Functions 68
ONLINE - Excel 2016: Intermediate 68
ONLINE - Excel 2019: Intro to Excel 69
ONLINE - Excel 2016: Introduction 69
ONLINE - Excel 2016: Pivot Tables Complete 70
ONLINE - Excel 2016: Pivot Tables, Power Pivots & Pivot Charts 70
ONLINE - Excel: Functions and Formulas 71
ONLINE- Microsoft Excel 2019 Intermediate - V Lookups, Pivot Tables and More 71
ONLINE - Microsoft Office 2016/365: MCC Certificate 72
ONLINE - Programming Basics: Foundation for C++, Java, and Python 72
ONLINE - Project 2016: Introduction 73
ONLINE - Python: Certification Preparation 73
ONLINE - SQL Server 2016: Introduction 75
ONLINE - Visio 2016: Introduction 76
ONLINE - Windows 10: Introduction 77
PC Maintenance and Repair 77

Essential Business Skills

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
MA35121, 09/15/20, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B144
Instructor: V. Allison Reed
Fee: 90
Notes:

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
TX35051, 10/06/20, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, Tunxis@Bristol, CR 1
Instructor: Barbara Pinti
Fee: 90
Notes: Class Location, 430 North Main St., Bristol, CT 06010 phone 860-314-4700

Conflict Resolution

This workshop will give participants a conflict resolution process that they can use and modify to resolve conflict disputes of any size. Participants will learn crucial conflict management skills, including dealing with anger, solution building, finding common ground, and using the Agreement Frame. Training objectives include: Define and understand conflict; Understand all phases of the conflict resolution process; Differentiate the five main styles of conflict resolution; Adapt the resolution process for all types of conflicts; Break out parts of the process and use those tools to prevent conflict; Utilize basic communication tools, such as the Agreement Frame and open questions; Employ basic anger and stress management techniques.
Required text: None. Instructor will create and distribute original course materials.
Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
QV35078, 10/29/20, 9:00 AM to 4:00 PM
College, Campus & Room:
QV, Quinebaug Valley CC, Room C127
Instructor: Blaise Rogovich
Fee: 90
Notes:

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
CA35140, 09/16/20, 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 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.
Required text: None
Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
CA35112, 10/07/20, 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.

Developing & Mastering Emotional Intelligence

Emotional Intelligence (EI) is a critical skill for success in both your professional and personal lives. EI is the ability to recognize, understand, and effectively manage your emotions and the emotions of others. Studies show that high performing individuals have higher EI. Learning what EI is and how to master it will set you apart from others. It will help you become empathetic, understanding, and considerate of others, which in turn will allow you to collaborate better.
Required text: None
Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
CA35073, 09/15/20, 9:00 AM to 4:00 PM | 09/22/20, 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.

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
TX35052, 10/16/20, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, TXCC, Tunxis@Bristol, CR 1
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.
Required text: None
Prerequisite: None CEUs: 1.2

Course # , Date(s) Time
CA35113, 10/22/20, 9:00 AM to 4:00 PM | 10/29/20, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital, Room 613
Instructor: Yasmin Shenoy
Fee: 180
Notes: Free parking - Morgan Street Garage, 155 Morgan St. Bring ticket to validate.

Effective Business Writing on the Job

Effective writing can be learned and developed! This course will help you master the essentials for better written communication. You will learn the general principles of excellence in business and technical writing, and understand the procedures for specific types of writing. You will learn how to: organize and plan your writing for clarity and easy reading; use words, grammar, and sentence structure for maximum impact; tailor your communications to your target audience.
Required text: None
Prerequisite: None CEUs: 1.2

Course # , Date(s) Time
NV35168, 11/10/20, 9:00 AM to 4:00 PM | 11/17/20, 9:00 AM to 4:00 PM
College, Campus & Room:
NV, NVCC Technology Hall, Room T641
Instructor: Gradia McKinney
Fee: 180
Notes: Tech Hall parking is between Founders Hall and Tech Hall coming into Waterbury Campus East entrance. No parking permit required. Classroom is on the 6th floor.

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 is 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
CA35114, 10/13/20, 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.

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
MA35142, 10/06/20, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B144
Instructor: Stephen Pedneault
Fee: 90
Notes:

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

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

Required text: None

Prerequisite: None CEUs: 0.3

Course # , Date(s) Time
MA35119, 09/29/20, 9:00 AM to 12:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B144
Instructor: Thomas Hennick
Fee: 55
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, voice overs, 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
TX35059, 11/16/20, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, TXCC, Tunxis@Bristol, CR 1
Instructor: Andrea Mars
Fee: 90
Notes: Class Location, 430 North Main St., Bristol, CT 06010 phone 860-314-4700

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
QV35076, 11/19/20, 9:00 AM to 4:00 PM
College, Campus & Room:
QV, Quinebaug Valley CC, Room C127
Instructor: Blaise Rogovich
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
TX35084, 11/05/20, 9:00 AM to 4:00 PM | 11/06/20, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, TXCC, Tunxis@Bristol, CR 1
Instructor: Larry Lindquist
Fee: 180
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
TX35053, 11/06/20, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, TXCC, Tunxis@Bristol, CR 1
Instructor: Frances Trelease
Fee: 90
Notes: Class Location, 430 North Main St., Bristol, CT 06010 phone 860-314-4700

ONLINE - A Mindful Approach to Work

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 1) Mindfulness Reminders,2) how to slow down to speed up, how to become an 3) Appreciation Addict,4) 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
AS35035, 09/14/20, 9:00 AM to 4:00 PM | 09/21/20, 9:00 AM to 4:00 PM | 09/28/20, 9:00 AM to 4:00 PM
College, Campus & Room:
AS, ONLINE
Instructor: Margaret DeMarino
Fee: 285
Notes: class meets online email gcarra@asnuntuck.edu for more info if needed

ONLINE - A (WhatsApp) to Z (Zoom) Virtual Presentation Skills – NEW!

When you tell someone, you're going to 'see' or 'meet' them, you most likely mean online. This workshop addresses virtual presentation skills in the 'new normal' workplace where platforms like Microsoft Teams replace traditional conference room whiteboards and plush seating. In this new 'neck up' world of presentation-- where eye contact means staring into a webcam and working a room means staying in your seat--, you will need new ways to present virtually in an effective and engaging way. Students will be provided with opportunity to prepare and provide virtual presentations in a nurturing environment. This workshop will help you power up your presentations, providing you tips on handling technology and talking at the same time. You will learn: 1) Ten key ways to bring your virtual presentations to life 2) The SPACES virtual communication method (Smile, Plan, Audience Needs, Content, Engagement, Social Interaction) 3) Techniques and 'icebreakers' to use to 'amp' up the presentations 4) 'Early Adopter' tips and techniques for managing virtual platforms while presenting 5) Ways to 'channel' students to gain take-aways and STAR Moments (Something They Will Always Remember). Required text: None Prerequisite: None CEUs: 1.8

Course # , Date(s) Time
AS35042, 10/22/20, 9:00 AM to 4:00 PM | 10/29/20, 9:00 AM to 4:00 PM | 11/05/20, 9:00 AM to 4:00 PM
College, Campus & Room:
AS, ONLINE
Instructor: Margaret DeMarino
Fee: 285
Notes: class meets online email gcarra@asnuntuck.edu for more info if needed

ONLINE - Achieving Success with Difficult People

Do you want to know how to interact with anyone, regardless of how difficult you perceive them to be? This course will give you the skills to effectively meet your needs while protecting the dignity and rights of others to form more cooperative relationships. This course is offered online over 6 weeks in an asynchronous format, for a total of 24 course hours. Participants can login at any time to complete their coursework.

Required text: None

Prerequisite: None CEUs: 2.4

Course # , Date(s) Time
CA35111, 10/14/20, 12:00 AM to 12:00 AM through 12/04/20, 12:00 PM to 12:00 PM
College, Campus & Room:
CA, Capital - ONLINE
Instructor: STAFF
Fee: 115
Notes: Course is offered online for 6-weeks (10/14-12/4) in an asynchronous format. Participants can login at any time to complete the coursework.

ONLINE - 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: Writing in a virtual world.

Required text: None Prerequisite: None CEUs: 1.8

Course # , Date(s) Time
AS35041, 10/19/20, 9:00 AM to 4:00 PM | 10/26/20, 9:00 AM to 4:00 PM | 11/02/20, 9:00 AM to 4:00 PM
College, Campus & Room:
AS, ONLINE
Instructor: Margaret DeMarino
Fee: 285
Notes: class meets online email gcarra@asnuntuck.edu for more info if needed

ONLINE - 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
AS35048, 12/03/20, 9:00 AM to 4:00 PM | 12/10/20, 9:00 AM to 4:00 PM | 12/17/20, 9:00 AM to 4:00 PM
College, Campus & Room:
AS, ONLINE
Instructor**:** Margaret DeMarino
Fee: 285
Notes: class meets online email gcarra@asnuntuck.edu for more info if needed

ONLINE - 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
AS35046, 11/12/20, 9:00 AM to 4:00 PM | 11/19/20, 9:00 AM to 4:00 PM
College, Campus & Room:
AS, ONLINE
Instructor: Margaret DeMarino
Fee: 190
Notes: class meets online email gcarra@asnuntuck.edu for more info if needed

ONLINE - 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
CA35133, 11/19/20, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital, ONLINE
Instructor: Yasmin Shenoy
Fee: 90
Notes: Course will be offered via WebEx video conferencing.

ONLINE - 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
MA35120, 11/10/20, 1:00 PM to 4:00 PM | 11/17/20, 1:00 PM to 4:00 PM
College, Campus & Room:
MA, ONLINE
Instructor: V. Allison Reed
Fee: 90
Notes: Instructor will use Zoom (2 Meeting dates)

ONLINE - Be Your Own Coach, Cheerleader, and Change Agent

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, including working remotely 2) Understand how to develop a more powerful, realistic approach to work-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. Self-help guru Tony Robbins said, “Change is inevitable. Progress is optional.” This workshop will show you how to coach yourself toward progress and success by delivering powerful insights and techniques to make self-coaching a way of life. You will learn how to employ "power questions" and the process of inquiry to clarify thinking and help in your decision-making process. You will also learn to better understand emotional intelligence in your journey toward improving both professional and personal relationships. This class will provide you with techniques for initiating and managing change, and help you develop a mindset that guarantees the progress you’re looking for.

Required text: None Prerequisite: None CEUs: 1.8

Course # , Date(s) Time
AS35045, 11/09/20, 9:00 AM to 4:00 PM | 11/16/20, 9:00 AM to 4:00 PM | 11/23/20, 9:00 AM to 4:00 PM
College, Campus & Room:
AS, ONLINE
Instructor: Margaret DeMarino
Fee: 285
Notes: class meets online email gcarra@asnuntuck.edu for more info if needed

ONLINE - 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.

Required text: None

Prerequisite: None CEUs: 1.2

Course # , Date(s) Time
MA35147, 10/20/20, 9:00 AM to 12:00 PM | 10/22/20, 9:00 AM to 12:00 PM | 10/27/20, 9:00 AM to 12:00 PM | 10/29/20, 9:00 AM to 12:00 PM
College, Campus & Room:
MA, ONLINE
Instructor: William Marut
Fee: 210
Notes: Instructor will use Zoom (4 Meeting dates)

ONLINE - Business Finance for Non-Finance Personnel

Position yourself to be more confident in your business and financial decisions. This course will provide you with a better understanding of financial information and basic operations so you can make better decisions that will positively impact your company's bottom line. This course is offered online over 6 weeks in an asynchronous format, for a total of 24 course hours. Participants can login at any time to complete their coursework.

Required text: None

Prerequisite: None CEUs: 2.4

Course # , Date(s) Time
CA35127, 10/14/20, 12:00 AM to 12:00 AM | 12/04/20, 12:00 PM to 12:00 PM
College, Campus & Room:
CA, Capital - ONLINE
Instructor: STAFF
Fee: 115
Notes: Course is offered online for 6-weeks (10/14-12/4) in an asynchronous format. Participants can login at any time to complete the coursework.

ONLINE - Certificate in Mindfulness

Lay the foundation for a career in health and wellness coaching with a deep understanding of the practice of mindfulness. This course will provide in depth knowledge of mindfulness and meditation, mindfulness and happiness, mindful eating, mindful movement, and mindful relationships. This course is offered online over 6 weeks in an asynchronous format, for a total of 8 course hours. Participants can login at any time to complete their coursework.
Required text: None
Prerequisite: None CEUs: 0.8

Course # , Date(s) Time
CA35128, 10/14/20, 12:00 AM to 12:00 AM | 12/04/20, 12:00 PM to 12:00 PM
College, Campus & Room:
CA, Capital - ONLINE
Instructor: STAFF
Fee: 90
Notes: Course is offered online for 6-weeks (10/14-12/4) in an asynchronous format. Participants can login at any time to complete the coursework.

ONLINE - Communicating in Times of Stress

It can be difficult to communicate effectively during the best of times and under optimal conditions. Communicating during stressful times in a busy or virtual workplace can indeed be challenging, but achievable! This jam-packed workshop will show you how to develop 'default' language (language-a-the-ready) and employ proven strategies to manage stressful situations better and help others deal with them, 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
TX35061, 10/15/20, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, TXCC, Tunxis@Bristol ONLINE
Instructor: Margaret DeMarino
Fee: 90
Notes: Class Location – On-line

ONLINE - 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 virtually, reporting upward, or working as part of an actual or virtual 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
AS35037, 09/18/20, 9:00 AM to 4:00 PM | 09/25/20, 9:00 AM to 4:00 PM | 10/02/20, 9:00 AM to 4:00 PM
College, Campus & Room:
AS, ONLINE
Instructor: Margaret DeMarino
Fee: 285
Notes: class meets online email gcarra@asnuntuck.edu for more info if needed

ONLINE - 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
CA35104, 09/17/20, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital - ONLINE
Instructor: Nora Bishop
Fee: 90
Notes: Course will be offered online via WebEx.

ONLINE - 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
CA35134, 09/23/20, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital, ONLINE
Instructor: Neil Percy, Jr.
Fee: 90
Notes: Course will be offered via WebEx video conferencing.

ONLINE – 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 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.

Required text: None

Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
CA35068, 10/15/20, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital - ONLINE
Instructor: Domenic Gugliotti
Fee: 90
Notes: Course will be offered online via WebEx.

ONLINE - Dump the Drama! Managing Workplace Emotions

Drama is great for reality shows, but workers with a flair for the dramatic can take up mental bandwidth that impacts productivity and employee morale. Whether you're a supervisor or just someone who wants to better understand and influence the reduction of workplace drama no matter if it's being created by the person at the next cubicle or an employee working remotely--, this course will give you insight and practical pointers. You'll learn better understand the five major types of 'dramatic roles': whiners, 'primos,' complexers, chargers, and energy vampires. You'll discover how to create healthy boundaries for you and your staff, as well as to coach employees through personal drama to reduce on-the-job impact. This program will also guide you to greater understanding about dealing with negative emotions, about what you can do to protect yourself in a potentially hostile workplace, as well as about how you can support your staff or co-workers in a challenging environment. You'll gain tools to increase your 'emotional intelligence,' learn your 'anger system' and discover concrete tools and strategies for transforming anger and other strong emotions into productive 'fuel.' You'll also learn mediation tools for everyday work life, including the three key strategies for strategic management of conflict, the two cardinal rules of conflict resolution (no 'walk aways' or 'power plays'), and five essential 're-framing practices.' This program is designed to help you maintain or recover a positive, energetic attitude that can foster change for the better!
Required text: None
Prerequisite: None CEUs: 1.8

Course # , Date(s) Time
AS35043, 11/03/20, 9:00 AM to 4:00 PM | 11/10/20, 9:00 AM to 4:00 PM | 11/17/20, 9:00 AM to 4:00 PM
College, Campus & Room:
AS, ONLINE
Instructor: Margaret DeMarino
Fee: 285
Notes: class meets online email gcarra@asnuntuck.edu for more info if needed

ONLINE - 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. 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.

Required text: None Prerequisite: None CEUs: 1.8

Course # , Date(s) Time
MA35146, 10/01/20, 9:00 AM to 12:00 PM | 10/08/20, 9:00 AM to 12:00 PM | 10/15/20, 9:00 AM to 12:00 PM | 10/22/20, 9:00 AM to 12:00 PM | 10/29/20, 9:00 AM to 12:00 PM | 11/05/20, 9:00 AM to 12:00 PM
College, Campus & Room:
MA, ONLINE
Instructor: Paul Howard
Fee: 270
Notes: Instructor will use Zoom (6 Meeting dates)

ONLINE - Fundraising Essentials for Nonprofits

Explore the skills you need to become a successful nonprofit fundraiser. This course will provide a wealth of new nonprofit fundraising ideas. By the end of the course, you will have a wealth of new nonprofit fundraising ideas, and you'll be well on your way to success in this exciting career field. This course is offered online over 6 weeks in an asynchronous format, for a total of 24 course hours. Participants can login at any time to complete their coursework.

Required text: None

Prerequisite: None CEUs: 2.4

CA35130, 10/14/20, 12:00 AM to 12:00 AM | 12/04/20, 12:00 PM to 12:00 PM
College, Campus & Room:
CA, Capital - ONLINE
Instructor: STAFF
Fee: 115
Notes: Course is offered online for 6-weeks (10/14-12/4) in an asynchronous format. Participants can login at any time to complete the coursework.

ONLINE - 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
TX35124, 09/16/20, 9:00 AM to 12:00 PM | 09/23/20, 9:00 AM to 12:00 PM | 09/30/20, 9:00 AM to 12:00 PM | 10/07/20, 9:00 AM to 12:00 PM | 10/14/20, 9:00 AM to 12:00 PM
College, Campus & Room:
TX, TXCC, Tunxis@Bristol, ONLINE
Instructor: Gary Kriscenski
Fee: 299
Notes: Class Location On-line

ONLINE - Government Accounting Part II

This five-week course is a continuation of Government Accounting Part I. In this class, students will learn about accounting proprietary funds, fiduciary funds, fixed assets, and long-term debt. Students will continue learning about preparing the government wide financial statements (CAFR) in accordance with GASB 34. The last two classes may focus on accounting for not for profit organizations or governmental auditing.
Required text: Essentials of Accounting for Governmental and Not for Profit Organizations, 14th edition (provided to students who attend Part I)
Prerequisite: Government Accounting I or equivalent CEUs: 1.5

Course # , Date(s) Time
TX35125, 10/21/20, 9:00 AM to 12:00 PM | 10/28/20, 9:00 AM to 12:00 PM | 11/04/20, 9:00 AM to 12:00 PM | 11/18/20, 9:00 AM to 12:00 PM | 11/25/20, 9:00 AM to 12:00 PM
College, Campus & Room:
TX, TXCC, Tunxis@Bristol, ONLINE
Instructor: Gary Kriscenski
Fee: 225
Notes: Class Location On-line

ONLINE - Grant Proposals, Preparing Winning Applications

Learn from an experienced grant writer how to research and write winning grant proposals. This course will provide you with a complete understanding of all the components used to determine whether to fund or reject a proposal and how to give your project an edge over others. This course is offered online over 6 weeks in an asynchronous format, for a total of 24 course hours. Participants can login at any time to complete their coursework.
Required text: None
Prerequisite: None CEUs: 2.4

Course # , Date(s) Time
CA35129, 10/14/20, 12:00 AM to 12:00 AM | 12/04/20, 12:00 PM to 12:00 PM
College, Campus & Room:
CA, Capital – ONLINE
Instructor: STAFF
Fee: 115
Notes: Course is offered online for 6-weeks (10/14-12/4) in an asynchronous format. Participants can login at any time to complete the coursework.

ONLINE - Handling Medical Emergencies

Learn how to help family, friends, and anyone in an emergency when every second counts. This course will help you recognize the early signs and symptoms of common medical conditions and emergencies, so you can provide appropriate treatment while waiting for the EMS to arrive. This course is offered online over 6 weeks in an asynchronous format, for a total of 24 course hours. Participants can login at any time to complete their coursework.
Required text: None
Prerequisite: None CEUs: 2.4

Course # , Date(s) Time
CA35131, 10/14/20, 12:00 AM to 12:00 AM | 12/04/20, 12:00 PM to 12:00 PM
College, Campus & Room:
CA, Capital - ONLINE
Instructor: STAFF
Fee: 115
Notes: Course is offered online for 6-weeks (10/14-12/4) in an asynchronous format. Participants can login at any time to complete the coursework.

ONLINE - High Speed Project Management

Retool your project management skill set to keep up with new technology projects. This course provides a breakthrough model for dealing with the realities of managing projects through the challenges of truncated timelines, short-staffed project teams, skimpy budgets, and crippling risks. This course is offered online over 6 weeks in an asynchronous format, for a total of 24 course hours. Participants can login at any time to complete their coursework.
Required text: None
Prerequisite: None CEUs: 2.4

Course # , Date(s) Time
CA35132, 10/14/20, 12:00 AM to 12:00 AM | 12/04/20, 12:00 PM to 12:00 PM
College, Campus & Room:
CA, Capital, ONLINE
Instructor: STAFF
Fee: 115
Notes: Course is offered online for 6-weeks (10/14-12/4) in an asynchronous format. Participants can login at any time to complete the coursework.

ONLINE - 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
TX35080, 09/28/20, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, TXCC, Tunxis@Bristol ONLINE
Instructor: Waldemar Kostrzewa
Fee: 90
Notes: Class Location On-line

ONLINE - 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
TX35050, 09/22/20, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, TXCC, Tunxis@Bristol, ONLINE
Instructor: Barbara Pinti
Fee: 90
Notes: Your computer must have a microphone and speaker

ONLINE - Human Resources Training and Development

Students learn the essentials of Human Resources, how to facilitate the growth of an organization through recruitment, training, and development, and how to enforce an organization's policies and regulations. Legal issues, performance assessment, training, compensation, and labor relations will also be covered.
Required text: None
Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
CA35071, 10/21/20, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital - ONLINE
Instructor: Juantray Easmon
Fee: 90
Notes: Course is offered online via WebEx.

ONLINE - 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
TX35063, 10/01/20, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, TXCC, Tunxis@Bristol, ONLINE
Instructor: Lisa Crofton
Fee: 90
Notes: Class Location – On-line

ONLINE - 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
TX35062, 11/04/20, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, TXCC, Tunxis@Bristol, ONLINE
Instructor: Margaret DeMarino
Fee: 90
Notes: Class Location – On-line

ONLINE - 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
CA35135, 10/28/20, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital, ONLINE
Instructor: Neil Percy, Jr.
Fee: 90
Notes: Course will be offered via WebEx video conferencing.

ONLINE - Mental Health First Aid Certification - see description for course pre-work

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. Participants must do a 2hr self-paced intro course to be completed 1 week prior to the training. Contact Ca-learnmore@capitalcc.edu for login information.
Required text: Mental Health First Aid USA self-paced online course pre-work included in the cost. Contact Ca-learnmore@capitalcc.edu for login information.
Prerequisite: None CEUs: 0.8

Course # , Date(s) Time
CA35126, 11/30/20, 9:00 AM to 1:00 PM | 12/07/20, 9:00 AM to 1:00 PM
College, Campus & Room:
CA, Capital - ONLINE
Instructor: Valerie English Cooper
Fee: 190
Notes: Course to be offered online via WebEx. 2hr self-paced intro course to be completed 1 week prior to the training. Contact Ca-learnmore@capitalcc.edu for login information.

ONLINE - 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 overwhelmed, 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
TX35065, 10/28/20, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, TXCC, Tunxis@Bristol, ONLINE
Instructor: Lisa Crofton
Fee: 90
Notes: Class Location – On-line

ONLINE - 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
CA35136, 11/18/20, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital, ONLINE
Instructor: Neil Percy, Jr.
Fee: 90
Notes: Course will be offered via WebEx video conferencing.

ONLINE - 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 for this online course: Internet access and computer. Microphone and webcam needed for live audio/video training. BlackBoard and WebEx applications are required and used by instructor and students. Students will be contacted prior to class with further instructions. Required curriculum is included in course fee.
Required text: Included in course fee.
Prerequisite: Basic Windows, keyboard and mouse skills. CEUs: 1.2

Course # , Date(s) Time
MA35110, 10/29/20, 9:00 AM to 12:00 PM | 11/05/20, 9:00 AM to 12:00 PM | 11/12/20, 9:00 AM to 12:00 PM | 11/19/20, 9:00 AM to 12:00 PM
College, Campus & Room:
MA ONLINE
Instructor: Cathy Poehler
Fee: 250
Notes: Instructor will use Webex and BlackBoard. 4 Meeting Dates (Thursdays)

ONLINE - Retirement: Ready or Not?

Whether you are considering retirement in the next few months or the next few years, this course can help you prepare. As a state employee, you have some unique and specific factors to consider before making this important choice. Perhaps you have set aside the money you need, and are comfortable with your financial future. But financial concerns are not the only consideration. What are you going to do with the rest of your life? Maybe you still have plenty of energy, but are just not interested in a full work week. So, what will you DO in retirement? What will be your goals and plans? This workshop will help you figure out a direction for your post-retirement years. The workshop will also offer you important information about the proximate steps to take before retirement. You will receive handouts that will help you know where and to whom you can turn for more specific questions about retirement from state employment. Topics to be covered also include the history of retirement, the retirement generation, issues facing us as we get older, an exploration of skills and interests, and the development of an action plan.
Required text: None Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
MA35141, 10/28/20, 9:00 AM to 12:00 PM | 10/30/20, 9:00 AM to 12:00 PM
College, Campus & Room:
MA, ONLINE
Instructor: Ralph Braithwaite
Fee: 90
Notes: Instructor will use MS Teams. 2 Meeting Dates

ONLINE - Speed Spanish

Converse in Spanish in just a few weeks. This course will help you learn six easy recipes to glue Spanish words together into sentences so you can engage in conversational Spanish quickly. This course is offered online over 6 weeks in an asynchronous format, for a total of 24 course hours. Participants can login at any time to complete their coursework.
Required text: None
Prerequisite: None CEUs: 2.4

Course # , Date(s) Time
CA35137, 10/14/20, 12:00 PM to 12:00 PM | 12/04/20, 12:00 PM to 12:00 PM
College, Campus & Room:
CA, Capital, ONLINE
Instructor: STAFF
Fee: 115
Notes: Course is offered online for 6-weeks (10/14-12/04) in an asynchronous format. Participants can login at any time to complete the coursework.

ONLINE - The Virtual Employee: Thriving While Teleworking – NEW!

Working in a virtual world has its challenges (no quick answers from the next cubicle, no impromptu work conversations), distractions (laundry piling up, kids climbing on laps), and joys (no commute, more flexibility). As working from our dining room tables becomes our new normal, many questions are being posed. How do I interact effectively with co-workers? How do I create a better work-life balance? How do I make sure that my presence and performance is not 'out-of-sight-out-of-mind' when it comes to job growth? This workshop is an IRL field guide into the virtual world of teleworking. It addresses the emotional ways we need to adapt to new workplaces, best practices for increasing productivity and job satisfaction when working from home, strategies for establishing boundaries and avoiding burnout, and much more. We will look at ways to maintain a sense of routine and normalcy in work life, reduce urges to seek solutions in unhealthy ways, actively de-stress, and 'rewire' your brain to develop productive at-home habits. You will learn from the latest research and tips for developing effective teleworking strategies, as well as share concerns and challenges in a nurturing environment. You will leave with a solid toolkit of best practices, insights, and resources on how to thrive while teleworking.
Required text: None Prerequisite: None CEUs: 1.8

Course # , Date(s) Time
AS35038, 09/22/20, 9:00 AM to 4:00 PM | 09/29/20, 9:00 AM to 4:00 PM | 10/06/20, 9:00 AM to 4:00 PM
College, Campus & Room:
AS, ONLINE
Instructor: Margaret DeMarino
Fee: 285
Notes: class meets online email gcarra@asnuntuck.edu for more info if needed

ONLINE - Train the Brain! Increase Productivity through Neuroplasticity

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
AS35036, 09/17/20, 9:00 AM to 4:00 PM | 09/24/20, 9:00 AM to 4:00 PM | 10/01/20, 9:00 AM to 4:00 PM
College, Campus & Room:
AS, ONLINE
Instructor: Margaret DeMarino
Fee: 285
Notes: class meets online email gcarra@asnuntuck.edu for more info if needed

ONLINE UPDATED! Taking Minutes & More: Everything an Admin Needs to Know

Great admins are the ‘glue’ of the office. This course looks at key responsibilities of admins in in-office and virtual workplaces to help you ‘climb the ladder’ to success. Taking minutes CHECK. Writing clear and concise emails. CHECK. Editing for clarity, grammar, and punctuation. CHECK. Streamlining office procedures. 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 ways to enhance virtual workplace communication, best practices for conflict resolution, and dozens of ‘shortcuts for secretaries’ that will help you manage the flow of a virtual or conventional office.
Required text: None
Prerequisite: None CEUs: 1.8

Course # , Date(s) Time
AS35044, 11/06/20, 9:00 AM to 4:00 PM | 11/13/20, 9:00 AM to 4:00 PM | 11/20/20, 9:00 AM to 4:00 PM
College, Campus & Room:
AS, ONLINE
Instructor: Margaret DeMarino
Fee: 285
Notes: class meets online email gcarra@asnuntuck.edu for more info if needed

ONLINE - Working Towards a Stress-Free Life: Exploring 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
MA35144, 10/13/20, 1:00 PM to 4:00 PM | 10/20/20, 1:00 PM to 4:00 PM
College, Campus & Room:
MA, ONLINE
Instructor: V. Allison Reed
Fee: 90
Notes: 2 Meeting dates

ONLINE - 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
TX35064, 10/26/20, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, TXCC, Tunxis@Bristol, ONLINE
Instructor: Lisa Crofton
Fee: 90
Notes: Class On-line

Presenting Like A Pro

Public speaking can be intimidating. 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: Instructor will create and distribute original course materials.
Prerequisite: None. CEUs: 1.2

Course # , Date(s) Time
QV35075, 11/04/20, 9:00 AM to 4:00 PM | 11/11/20, 9:00 AM to 4:00 PM
College, Campus & Room:
QV, Quinebaug Valley CC, Room C127
Instructor: Blaise Rogovich
Fee: 180
Notes:

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
TX35082, 11/03/20, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, TXCC, Tunxis@Bristol, CR 1
Instructor: Larry Lindquist
Fee: 90
Notes: Class Location, 430 North Main St., Bristol, CT 06010 phone 860-314-4700

Up-Skilling: Enhance your value in the workplace

This two-day workshop will take your skills to the next level and make your role 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 create and distribute original course materials.
Prerequisite: None. CEUs: 1.2

Course # , Date(s) Time
QV35074, 11/05/20, 9:00 AM to 4:00 PM | 11/12/20, 9:00 AM to 4:00 PM
College, Campus & Room:
QV, Quinebaug Valley CC, Room C127
Instructor: Marci Komssi
Fee: 180
Notes:

Leadership Skills

ONLINE - 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
TX35054, 09/29/20, 9:00 AM to 4:00 PM
College, Campus & Room:
TX , TXCC, Tunxis@Bristol ONLINE
Instructor: Amy Blackwood
Fee: 90
Notes: Class Location, On-Line,

ONLINE - 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: None CEUs: 0.6

Course # , Date(s) Time
TX35056, 11/16/20, 9:00 AM to 4:00 PM
College, Campus & Room:
TX , TXCC, Tunxis@Bristol, ONLINE
Instructor: Amy Blackwood
Fee: 90
Notes: Class Location – On-line

Effective Leadership Skills for Women - in your seat

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
TX35055, 10/20/20, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, TXCC, Tunxis@Bristol, CR 1
Instructor: Amy Blackwood
Fee: 90
Notes: Class Location, 430 North Main St., Bristol, CT 06010 phone 860-314-4700

ONLINE - Everyday Leadership

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

Required text: None Prerequisite: None CEUs: 1.8

Course # , Date(s) Time
AS35049, 12/04/20, 9:00 AM to 4:00 PM | 12/11/20, 9:00 AM to 4:00 PM | 12/18/20, 9:00 AM to 4:00 PM
College, Campus & Room:
AS, ONLINE
Instructor: Margaret DeMarino
Fee: 285
Notes: class meets online email gcarra@asnuntuck.edu for more info if needed

ONLINE - First Time Supervisor-Management Training - Part I

Making the transition from top performing employee to top performing supervisor is often difficult. Do not get caught making the same mistakes over and over. Nip them in the bud! Your management style defines your success as a supervisor as well as the success of your team and your department. This two-day class is the first of a two-part series and works through the general transition into a supervisory role. At the end of the 2-day 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
GW35159, 10/08/20, 9:00 AM to 4:00 PM | 10/09/20, 9:00 AM to 4:00 PM
College, Campus & Room:
GW, GCC ONLINE
Instructor: Frank Dixon
Fee: 300
Notes: Classes will be held on-line for two consecutive days 10/08/20 & 10/09/2020

ONLINE - First Time Supervisor - Management Training - Part II

Making the transition from top performing employee to top performing supervisor is often difficult. Do not get caught making the same mistakes over and over. Nip them in the bud! Your management style defines your success as a supervisor as well as the success of your team and your department. This two-day class is the second part of a two-part series that focuses on identifying what you would like your own personal leadership style to be and how to achieve this intention. At the end of the 2-day 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
GW35163, 11/19/20, 9:00 AM to 4:00 PM | 11/20/20, 9:00 AM to 4:00 PM
College, Campus & Room:
GW, GCC ONLINE
Instructor: Frank Dixon
Fee: 300
Notes: Class will be held online for two consecutive days: 11/19 & 11/20/2020

ONLINE - 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
TX35067, 11/23/20, 9:00 AM to 4:00 PM
College, Campus & Room:
TX , TXCC, Tunxis@Bristol ONLINE
Instructor: Lisa Crofton
Fee: 90
Notes: Class Location On-Line,

ONLINE - 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
MA35122, 10/13/20, 9:00 AM to 12:00 PM | 10/20/20, 9:00 AM to 12:00 PM
College, Campus & Room:
MA, ONLINE
Instructor: V. Allison Reed
Fee: 90
Notes: Instructor will use Zoom (2 Meeting dates)

ONLINE - Leadership for Everyone

Not everyone in an organization must to be a director, or Manager to be a leader. Think about your organization. I am sure you have people you work with everyday that show characteristics of leadership. We will explore the main characteristics of leadership so that you may contribution value to your organization, whether you're a Manager or not. We will review the following areas of Leadership: Results Leadership which will include Leading with Courage, and Drive for Results People Leadership which will include Influencing Others, Help to build Talent Pools, Speak with Impact, Listen to Others, Build Relationships, Coach and Develop People, and Foster Collaboration. Thought Leadership which will include Change and Innovation, and Using Sound Judgement. Self Leadership which will include Creating Trust, Demonstrating Adaptability, Speak with Impact, Listen to Others, Build Relationships, help to Coach and Develop People, Practice Self Development, and Foster Collaboration.

Required text: None

Prerequisite: None CEUs: 1.2

Course # , Date(s) Time
MA35145, 10/16/20, 9:00 AM to 12:00 PM | 10/23/20, 9:00 AM to 12:00 PM | 10/30/20, 9:00 AM to 12:00 PM | 11/06/20, 9:00 AM to 12:00 PM
College, Campus & Room:
MA, ONLINE
Instructor: John Lombardo
Fee: 180
Notes: Instructor will use MS Teams. 4 Meeting Dates

ONLINE - Leading Teams with Purpose and Results - NEW!

Leading Teams with Purpose and Results As workplaces adapt further to post-COVID-19 realities and lessons learned, you'll lead more teams. Whether in-person at the office or virtual held online, your teams need to be organized with purpose and productive with results. This workshop covers leadership roles, types of teams, membership, goals, team stages, virtual teams, meetings, communication, conflict, difficult people, problem solving, decision making, outcomes, and reports. Leave with a plan to lead your team or even bring team members with you to shape the team you've started.

Required text: None

Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
TX35123, 11/09/20, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, TXCC, Tunxis@Bristol ONLINE
Instructor: Waldemar Kostrzewa
Fee: 90
Notes: Class Location On-Line

ONLINE - Leading Today

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
TX35081, 11/19/20, 9:00 AM to 4:00 PM
College, Campus & Room:
TX , TXCC, Tunxis@Bristol ONLINE
Instructor: Waldemar Kostrzewa
Fee: 90
Notes: Class Location, On-Line,

ONLINE - Managers Guide to Capturing Knowledge Before it is Lost

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

Required text: None

Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
CA35070, 09/30/20, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital - ONLINE
Instructor: Juantray Easmon
Fee: 90
Notes: Course will be offered online via WebEx.

ONLINE - Managing Problem Employees and Rebuilding Teams

Employee morale has a way of making or breaking a team. Have you ever worked with that one unhappy employee who consistently brings down the department? Productivity and engagement levels soar when employees feel heard, valued, and respected. When employees are disgruntled, inappropriate, or disruptive, the results of those behaviors are detrimental to a team's ability to remain cohesive and effective. When expected professionalism in the workplace is absent, the consequences to the organization and its employees unlocks the potential for legal implications. This two-day course will examine the most common types of problem employee behaviors, review best practices in organizational policies and confidentiality, identify risks if the behavior is not corrected and offer strategies for constructively managing the difficult or disruptive employee. The second day of the class will focus on establishing trust in a safe, co-working environment. Techniques on managing by example, encouraging appropriate internal and external dialogue, creating workgroups to complement each other's strengths, coaching teams through conflict, and establishing cultural and diverse sensitivity will be studied.

Required text: None Prerequisite: None CEUs: 1.2

Course # , Date(s) Time
GW35162, 10/22/20, 9:00 AM to 4:00 PM | 10/23/20, 9:00 AM to 4:00 PM
College, Campus & Room:
GW , GCC ONLINE
Instructor: Kathy Townsend
Fee: 300
Notes: Class will be held on-line for two consecutive days 10/22 & 10/23/2020

ONLINE - 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
MA35118, 10/13/20, 1:00 PM to 4:00 PM | 10/15/20, 1:00 PM to 4:00 PM | 10/20/20, 1:00 PM to 4:00 PM | 10/22/20, 1:00 PM to 4:00 PM | 10/27/20, 1:00 PM to 4:00 PM | 10/29/20, 1:00 PM to 4:00 PM
College, Campus & Room:
MA, ONLINE
Instructor: Ralph Braithwaite
Fee: 399
Notes: Participants will be asked to navigate to select links and watch specific videos as a part of this course

ONLINE - 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
TX35066, 11/09/20, 9:00 AM to 4:00 PM
College, Campus & Room:
TX , TXCC, Tunxis@Bristol ONLNE
Instructor: Lisa Crofton
Fee: 90
Notes: Class Location On-Line

ONLINE - 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
CA35138, 10/14/20, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital, ONLINE
Instructor: Christopher Service, Sr.
Fee: 90
Notes: Course will be offered via WebEx video conferencing.

ONLINE UPDATED! A Positive Work Environment: Leading in Virtual and In-Office Work Worlds

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 (whether it?s an in-office or virtual) 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 virtual (or in-office) 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?ll leave with a toolkit of strategies and best practices that really work.
Required text: None
Prerequisite: None CEUs: 1.8

Course # , Date(s) Time
AS35047, 12/01/20, 9:00 AM to 4:00 PM | 12/08/20, 9:00 AM to 4:00 PM | 12/15/20, 9:00 AM to 4:00 PM
College, Campus & Room:
AS, ONLINE
Instructor: Margaret DeMarino
Fee: 285
Notes: class meets online email gcarra@asnuntuck.edu for more info if needed

ONLINE UPDATED! The Leadership Quest: Leading in In-Office and Virtual Workplaces

In this exciting and uber-interactive workshop, you will learn to be a more effective leader with whatever life throws at you! John F. Kennedy once said, “Leadership and learning are indispensable to each other.” And learn you will-- in a highly engaging format, where you will have ample opportunity nurture and enhance your leadership skills to increase job fulfillment and productivity in both virtual and conventional workplaces. 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. There will be five points of emphasis: self-growth, workplace ethics, virtual and conventional communication, team building for at work and remote teams, and change management and mentorship. 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 through challenging times!

Required text: None Prerequisite: None CEUs: 1.8

Course # , Date(s) Time
AS35040, 10/09/20, 9:00 AM to 4:00 PM | 10/16/20, 9:00 AM to 4:00 PM | 10/23/20, 9:00 AM to 4:00 PM
College, Campus & Room:
AS, ONLINE
Instructor: Margaret DeMarino
Fee: 285
Notes: class meets online email gcarra@asnuntuck.edu for more info if needed

ONLINE Updated! The Upward Mobility & Supervisory Skills Toolkit

Whether you're a supervisor, want to become one, or just want to move ahead in your career, this workshop will position you as a valued team player in your department. You will develop expertise that will be critical to your career success - tips, techniques, and practices that you can immediately bring back to the workplace! You’ll leave with a toolkit of insights, tips and practices, including key communication practices for getting along with co-workers, bosses, and those you supervise. Attendees will learn how to avoid the 30 top supervisory missteps, adopt 7 key steps to get respect, discover the top 15 best practices of supervisors, adopt stellar supervisory strategies from corporations such as Disney, use 4 key practices when providing feedback to employees, deal with stress, frustration, and burnout in the workplace, and deal with real-life tricky supervisory situations. BONUS INFO: How to supervise in a virtual workplace.

Required text: None Prerequisite: None CEUs: 1.8

Course # , Date(s) Time
AS35039, 10/14/20, 9:00 AM to 4:00 PM | 10/21/20, 9:00 AM to 4:00 PM | 10/28/20, 9:00 AM to 4:00 PM
College, Campus & Room:
AS, ONLINE
Instructor: Margaret DeMarino
Fee: 285
Notes: class meets online email gcarra@asnuntuck.edu for more info if needed

ONLINE - 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
CA35139, 12/09/20, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital - ONLINE
Instructor: Juantray Easmon
Fee: 90
Notes: Course will be offered via WebEx video conferencing.

ONLINE - The New Supervisor Survival Kit

This 'nuts-and-bolts' workshop is crammed with dozens of 'field tested' tips and techniques to put you on the path to supervisory success. You'll learn what it takes to transition to supervisor and how to survive and thrive in today's challenging environment. You will learn how to overcome your initial fears and concerns about your new (or prospective) role, how to make the transition from 'buddy to boss,' and how to take steps to gain instant initial success. You will learn the key 15 successful supervisory strategies that will be critical to your success, as well communication essentials that will up your savvy in dealing with staff, managers, and clients. You will learn how to identify your direct reports by personality type in order to optimize your communication style. You will also learn a dozen 'top tips' for supervising staff members who are working remotely. You'll leave energized and motivated with a Survival Kit of strategies and best practices.

Required text: None

Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
TX35060, 09/30/20, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, TXCC, Tunxis@Bristol ONLINE
Instructor: Margaret DeMarino
Fee: 90
Notes: Class Location – On-line

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
TX35083, 11/04/20, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, TXCC, Tunxis@Bristol, CR 1
Instructor: Larry Lindquist
Fee: 90
Notes: Class Location, 430 North Main St., Bristol, CT 06010 phone 860-314-4700

Project Management All the Essentials

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

Required text: None

Prerequisite: None CEUs: 1.2

Course # , Date(s) Time
MA35143, 10/07/20, 9:00 AM to 4:00 PM | 10/14/20, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B144
Instructor: John Lombardo
Fee: 180
Notes: 2 Meeting dates

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
MA35117, 10/05/20, 9:00 AM to 4:00 PM | 10/14/20, 9:00 AM to 4:00 PM | 10/19/20, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B144
Instructor: Ralph Braithwaite
Fee: 300
Notes:

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.
Required text: None
Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
CA35069, 11/12/20, 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.

Technology

Creating Forms / Templates with Adobe Acrobat Pro and MS Word 2019

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
NV34972, 12/04/20, 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 located 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: None CEUs: 0.6

Course # , Date(s) Time
TX35058, 10/23/20, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, TXCC, 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: None CEUs: 0.6

Course # , Date(s) Time
TX35057, 10/02/20, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, TXCC, Tunxis@Bristol, Lab
Instructor: Laura Higgins
Fee: 95
Notes: Class Location, 430 North Main St., Bristol, CT 06010 phone 860-314-4700

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. Prerequisite: Participants must basic computer skills.
Required text: None
Prerequisite: Participants must basic computer skills. CEUs: 0.6

Course # , Date(s) Time
CA35100, 09/18/20, 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.

ONLINE - A+ Certification 220-1001 Exam Preparation (12 sessions)

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. Required curriculum is included in course fee. Required for this online course: Internet access and computer. Microphone and webcam needed for live audio/video training. Microsoft Teams application, free download is required and used by instructor and students. Students will be contacted prior to class with further instructions.
Required text: Included in course fee
Prerequisite: Basic knowledge of hardware and operating systems recommended. CEUs: 3.6

Course # , Date(s) Time
MA35085, 09/29/20, 1:00 PM to 4:00 PM
College, Campus & Room:
MA, ONLINE
Instructor: Peter Rinsland
Fee: 1000
Notes: 12 Meetings: 9/29, 10/1, 10/6, 10/8, 10/13, 10/15, 10/20, 10/22, 10/27, 10/29, 11/3, 11/5. Instructor will use MS Teams.

ONLINE - A+ Certification 220-1002 Exam Preparation (12 sessions)

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 curriculum is included in course fee. Required for this online course: Internet access and computer. Microphone and webcam needed for live audio/video training. Microsoft Teams application, free download is required and used by instructor and students. Students will be contacted prior to class with further instructions.
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
MA35086, 11/09/20, 1:00 PM to 4:00 PM
College, Campus & Room:
MA ONLINE
Instructor: Peter Rinsland
Fee: 1000
Notes: 12 Meetings: 11/9, 11/10, 11/16, 11/17, 11/23, 11/24, 11/30, 12/1, 12/7, 12/8, 12/14, 12/15. Instructor will use MS Teams.

ONLINE - 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. Required curriculum is Included in course fee. Required for this online course: Internet access and computer. Microphone and webcam needed for live audio/video training. Microsoft Teams application, free download is required and used by instructor and students. Students will be contacted prior to class with further instructions.
Required text: None
Prerequisite: Access Intermediate course, or permission of the instructor or computer coordinator. CEUs: 0.6

Course # , Date(s) Time
MA35089, 11/10/20, 9:00 AM to 12:00 PM | 11/17/20, 9:00 AM to 12:00 PM
College, Campus & Room:
MA ONLINE
Instructor: George Pillar
Fee: 95
Notes: Instructor will use MS Teams. 2 Meeting Dates

ONLINE - 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. Required curriculum is Included in course fee. Required for this online course: Internet access and computer. Microphone and webcam needed for live audio/video training. Microsoft Teams application, free download is required and used by instructor and students. Students will be contacted prior to class with further instructions.
Required text: None
Prerequisite: Access Introduction course, or permission of instructor or computer coordinator. CEUs: 1.2

Course # , Date(s) Time
MA35088, 10/13/20, 9:00 AM to 12:00 PM | 10/20/20, 9:00 AM to 12:00 PM | 10/27/20, 9:00 AM to 12:00 PM | 11/03/20, 9:00 AM to 12:00 PM
College, Campus & Room:
MA ONLINE
Instructor: George Pillar
Fee: 190
Notes: Instructor will use MS Teams. 4 Meeting Dates

ONLINE - 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 curriculum is Included in course fee. Required for this online course: Internet access and computer. Microphone and webcam needed for live audio/video training. Microsoft Teams application, free download is required and used by instructor and students. Students will be contacted prior to class with further instructions.
Required text: None
Prerequisite: Basic Windows, keyboard and mouse skills. CEUs: 0.6

Course # , Date(s) Time
MA35087, 09/29/20, 9:00 AM to 12:00 PM | 10/06/20, 9:00 AM to 12:00 PM
College, Campus & Room:
MA ONLINE
Instructor: George Pillar
Fee: 95
Notes: Instructor will use MS Teams. 2 Meeting Dates

ONLINE - 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 have 4 GB available on an available drive for files. Required curriculum is included in course fee. Required for this online course: Internet access and computer. Microphone and webcam needed for live audio/video training. Microsoft Teams application, free download is required and used by instructor and students. Students will be contacted prior to class with further instructions.
Required text: Included in course fee.
Prerequisite: Basic Windows, keyboard and mouse skills; word processing experience recommended. CEUs: 1.2

Course # , Date(s) Time
MA35108, 09/14/20, 9:00 AM to 12:00 PM | 09/18/20, 9:00 AM to 12:00 PM | 09/21/20, 9:00 AM to 12:00 PM | 09/25/20, 9:00 AM to 12:00 PM
College, Campus & Room:
MA ONLINE
Instructor: John Hilditch
Fee: 275
Notes: Instructor will use MS Teams. 4 Meeting Dates

ONLINE - 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, and forms. Required curriculum, ISBN-13: 978-0-13-617750-0 is included in course fee. Required for this online course: Internet access and computer. Microphone and webcam needed for live audio/video training. BlackBoard and WebEx applications are required and used by instructor and students. Students will be contacted prior to class with further instructions.
Required text: Included in course fee.
Prerequisite: Basic Windows, keyboard and mouse skills. CEUs: 1.2

Course # , Date(s) Time
MA35090, 09/29/20, 1:30 PM to 4:30 PM | 10/01/20, 1:30 PM to 4:30 PM | 10/06/20, 1:30 PM to 4:30 PM | 10/08/20, 1:30 PM to 4:30 PM
College, Campus & Room:
MA ONLINE
Instructor: Kathleen Smits
Fee: 275
Notes: Instructor will use Webex and BlackBoard. 4 Meeting Dates (Tuesdays & Thursdays)

ONLINE - 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. Required curriculum is Included in course fee. Required for this online course: Internet access and computer. Microphone and webcam needed for live audio/video training. BlackBoard and WebEx applications are required and used by instructor and students. Students will be contacted prior to class with further instructions.
Required text: Included in course fee. Prerequisite: Basic Windows, keyboard and mouse skills. CEUs: 1.2

Course # , Date(s) Time
MA35091, 09/15/20, 1:30 PM to 4:30 PM | 09/17/20, 1:30 PM to 4:30 PM | 09/22/20, 1:30 PM to 4:30 PM | 09/24/20, 1:30 PM to 4:30 PM
College, Campus & Room:
MA ONLINE
Instructor: Kathleen Smits
Fee: 275
Notes: Instructor will use Webex and BlackBoard. 4 Meeting Dates (Tuesdays & Thursdays)

ONLINE - 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: ONLINE COURSE ONLY

Prerequisite: Familiarity with Microsoft Office products and PowerPoint 2019. Participants must have access to a tablet, laptop or desktop and Microsoft Office 365 with PowerPoint 2019. CEUs: 1.2

Course # , Date(s) Time
NV34974, 09/25/20, 9:00 AM to 4:00 PM | 10/02/20, 9:00 AM to 4:00 PM
College, Campus & Room:
NV, Naugatuck Valley WTBY, ONLINE
Instructor: Cathy Poehler
Fee: 190
Notes: Participants must have access to a laptop, desktop or tablet with the software (Office 365 PowerPoint 2019) and camera to view WebEx to attend the class. .Attending both classes is required for certificate of completion.

ONLINE - 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 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 curriculum is included in course fee. Required for this online course: Internet access and computer. Microphone and webcam needed for live audio/video training. BlackBoard and WebEx applications are required and used by instructor and students. Students will be contacted prior to class with further instructions.
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
MA35092, 09/16/20, 9:00 AM to 12:00 PM
College, Campus & Room:
MA ONLINE
Instructor: Paul Picard, Ph.D.
Fee: 1500
Notes: Instructor will use Webex and BlackBoard. 14 Meeting Dates (Wednesdays & Fridays): 9/16, 9/18, 9/23, 9/25, 9/30, 10/2, 10/7, 10/9, 10/14, 10/16, 10/21, 10/23, 10/28, 10/30

ONLINE - Certified Information Systems Security Professional (CISSP) Exam Preparation

This course is intended for experienced IT security-related practitioners, auditors, consultants, investigators, or instructors, including network or security analysts and engineers, network administrators, information security specialists, and risk management professionals. Analyze the ten domains required to pass the CISSP exam: information systems access control; security architecture and design; network security systems and telecommunications; information security management goals; information security classification and program development; risk management criteria and ethical codes of conduct; software development security; cryptography characteristics and elements; physical security; and operations security. Apply Business Continuity and Disaster Recovery Plans and identify legal issues, regulations, compliance standards, and investigation practices relating to information systems security. Required curriculum is Included in course fee. Required for this online course: Internet access and computer. Microphone and webcam needed for live audio/video training. BlackBoard and WebEx applications are required and used by instructor and students. Students will be contacted prior to class with further instructions.
Required text: Included in course fee.
Prerequisite: It is highly recommended that students have certifications in Network+ or Security+, or possess equivalent professional experience upon entering CISSP training. It will be beneficial if students have one or more of the following security-related or technology-related certifications or equivalent industry experience: MCSE, MCTS, MCITP, SCNP, CCNP, RHCE, LCE, CNE, SSCP, GIAC, CISA, or CISM. CEUs: 3

Course # , Date(s) Time
MA35093, 09/28/20, 9:00 AM to 12:00 PM | 10/05/20, 9:00 AM to 12:00 PM | 10/19/20, 9:00 AM to 12:00 PM | 10/26/20, 9:00 AM to 12:00 PM | 11/02/20, 9:00 AM to 12:00 PM | 11/09/20, 9:00 AM to 12:00 PM | 11/16/20, 9:00 AM to 12:00 PM | 11/23/20, 9:00 AM to 12:00 PM | 11/30/20, 9:00 AM to 12:00 PM | 12/07/20, 9:00 AM to 12:00 PM
College, Campus & Room:
MA ONLINE
Instructor: Paul Picard, Ph.D.
Fee: 1000
Notes: Instructor will use Webex and BlackBoard. 10 Meeting Dates (Mondays) *NO CLASS ON 10/12

ONLINE - 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. A Google account is needed or will be created during the class. For the second part of the workshop, you will learn how to create forms from scratch in Microsoft Word 2016. Create user-friendly forms that can be completed electronically and saved by the end-user. You will learn about Templates, which are premade documents that you can customize. Required text: None

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

Course # , Date(s) Time
CA35101, 10/09/20, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital, ONLINE
Instructor: Michael Montgomery
Fee: 95
Notes: Course will be provided online via WebEx.

ONLINE - 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. Required curriculum is included in course fee. Required for this online course: Internet access and computer. Microphone and webcam needed for live audio/video training. Microsoft Teams application, free download is required and used by instructor and students. Students will be contacted prior to class with further instructions. Required text: None

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

Course # , Date(s) Time
MA35094, 09/29/20, 1:00 PM to 4:00 PM | 10/01/20, 1:00 PM to 4:00 PM
College, Campus & Room:
MA ONLINE
Instructor: Matthew Marshall
Fee: 95
Notes: Instructor will use MS Teams. 2 Meeting Dates

ONLINE - Excel 2016: Dashboards Complete

First Class: 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 covers the mechanics of constructing dashboards. Students will learn to importing and manipulate data, employ functions, insert charts, fabricate pivot tables, and create interactive filters. This course explores the use of fundamental and advanced components learned in the Excel data and functions courses when constructing dashboards. Required curriculum is included in course fee. Second Class: covers more complex dashboard construction requirements. These include importing data, nested functions for formulas, pivot charts, pivot tables, recording macros and interactive filters. This course explores some aesthetic dashboard design elements such as identifying important information and determining appropriate visual presentation formats for optimal communication. Third Class: covers dashboard visual element configuration for end user deployment, on screen visual element protection, and publishing dynamically linked Excel dashboards to other applications like PowerPoint. Topics include visual element control, timelines, labels, dashboard security, dynamic data source linking, and publishing dashboards or other Excel elements. Required for this online course: Internet access and computer. Microphone and webcam needed for live audio/video training. Microsoft Teams application, free download is required and used by instructor and students. Students will be contacted prior to class with further instructions.
Required text: None
Prerequisite: Excel Data & Functions; Excel Pivot Tables required or equivalent knowledge. Knowledge of functions, formulas, sorting and filtering, pivot tables, pivot charts, slicers
CEUs: 0.9

Course # , Date(s) Time
MA35148, 12/11/20, 9:00 AM to 12:00 PM | 12/14/20, 9:00 AM to 12:00 PM | 12/16/20, 9:00 AM to 12:00 PM
College, Campus & Room:
MA ONLINE
Instructor: John Hilditch
Fee: 250
Notes: Instructor will use MS Teams. 3 Meeting Dates

ONLINE - Excel 2016: Data and Functions

This comprehensive course on data handling will ensure that you are tapping the full power of Excel. Features to be examined include: 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. Students will expand on the information gained and concentrate on an in-depth exploration of PivotTable manipulation to deliver useful data and effective slicer crafting to allow rapid underlying data filtration and report creation for designers and end users. Required curriculum is included in course fee.

Required text: None Prerequisite: Excel Introduction required or equivalent knowledge. Knowledge should include writing simple formulas and functions, understanding charts, basic data sorting, and filtering. CEUs: 1.2

Course # , Date(s) Time
MA35106, 10/26/20, 9:00 AM to 12:00 PM | 11/02/20, 9:00 AM to 12:00 PM | 11/09/20, 9:00 AM to 12:00 PM | 11/16/20, 9:00 AM to 12:00 PM
College, Campus & Room:
MA ONLINE
Instructor: John Hilditch
Fee: 275
Notes: Instructor will use MS Teams. 4 Meeting Dates

ONLINE - 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. Required curriculum is included in course fee. Required for this online course: Internet access and computer. Microphone and webcam needed for live audio/video training. Microsoft Teams application, free download is required and used by instructor and students. Students will be contacted prior to class with further instructions.

Required text: None Prerequisite: Excel Introduction course, or permission of instructor or computer coordinator. CEUs: 0.6

Course # , Date(s) Time
MA35095, 09/22/20, 1:00 PM to 4:00 PM | 09/24/20, 1:00 PM to 4:00 PM
College, Campus & Room:
MA ONLINE
Instructor: Matthew Marshall
Fee: 95
Notes: Instructor will use MS Teams. 2 Meeting Dates

ONLINE - Excel 2019: Intro to Excel

MS Excel is an electronic spreadsheet used to store, organize, calculate and manipulate data. This course will improve your competency in creating worksheets using basic formulas and functions, as well as creating and modifying charts-- an asset in any job in today's industry where the budget along with the collection and tracking of data is essential to business success.
Required text: Online ONLY - must have Microsoft Office 365 and Excel Software in addition to a camera on your laptop, desktop or device. Reliable internet service required.
Prerequisite: Students need to be familiar with basic computer navigation; using the mouse, opening and closing windows. CEUs: 1.2

Course # , Date(s) Time
NV33812, 10/16/20, 9:00 AM to 4:00 PM
College, Campus & Room:
NV, NVCC, ONLINE
Instructor: Cathy Poehler
Fee: 190
Notes: Class meets for two sessions: 10/16 and 10/23 from 9:00 am-4:00 pm. Attendance at both classes is required to receive your certificate.

ONLINE - 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 curriculum is included in course fee. Required for this online course: Internet access and computer. Microphone and webcam needed for live audio/video training. Microsoft Teams application, free download is required and used by instructor and students. Students will be contacted prior to class with further instructions.
Required text: None
Prerequisite: Basic Windows, keyboard and mouse skills. CEUs: 0.6

Course # , Date(s) Time
MA35096, 09/15/20, 1:00 PM to 4:00 PM | 09/17/20, 1:00 PM to 4:00 PM
College, Campus & Room:
MA ONLINE
Instructor: Matthew Marshall
Fee: 95
Notes: Instructor will use MS Teams. 2 Meeting Dates

ONLINE - Excel 2016: Pivot Tables Complete

First Class: 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. Second class: Students will expand on knowledge gained during the Introductory PivotTables course. Intermediate PivotTables will explore preparing tables, reports, slicers, timelines, and other dynamic elements for use as effective visual communications tools. Third class: This class covers advanced topics like slicers, calculated fields, creating multiple pivot tables from one, nested formulas, subtotaling and result visibility, underlying pivot table data, report views, advanced charting, and queries. Required curriculum is included in course fee. Required for this online course: Internet access and computer. Microphone and webcam needed for live audio/video training. Microsoft Teams application, free download is required and used by instructor and students. Students will be contacted prior to class with further instructions.Required text: None Prerequisite: Excel Introduction required or equivalent knowledge. Knowledge of writing simple formulas and functions, basic charts, basic sorting and filtering. CEUs: 0.9

Course # , Date(s) Time
MA35115, 11/23/20, 9:00 AM to 12:00 PM | 11/30/20, 9:00 AM to 12:00 PM | 12/07/20, 9:00 AM to 12:00 PM
College, Campus & Room:
MA ONLINE
Instructor: John Hilditch
Fee: 250
Notes: Instructor will use MS Teams. 3 Meeting Dates

ONLINE - Excel 2016: Pivot Tables, Power Pivots & Pivot Charts

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

Course # , Date(s) Time
CA35102, 11/16/20, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital ONLINE
Instructor: Michael Montgomery
Fee: 95
Notes: Course will be provided online via WebEx.

ONLINE - 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. Prerequisites: Participants must have Excel intermediate-level skills.
Required text: None
Prerequisite: Students must have access to MS Excel. CEUs: 0.6

Course # , Date(s) Time
CA35103, 12/04/20, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital ONLINE
Instructor: Michael Montgomery
Fee: 90
Notes: Course will be provided online via WebEx.

ONLINE- Microsoft Excel 2019 Intermediate - 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
Required text: ONLINE Only. Laptop, Desktop or tablet with camera required to participate in the class. Live virtual course using Microsoft Office 365 and Excel 2019. Reliable internet access required.
Prerequisite: Basic excel knowledge and proficiency and preferred completion of Introduction to Excel. CEUs: 1.2

Course # , Date(s) Time
NV35155, 11/06/20, 9:00 AM to 4:00 PM | 11/13/20, 9:00 AM to 4:00 PM
College, Campus & Room:
NV , Naugatuck Valley WTBY, ONLINE
Instructor: Cindy Averill
Fee: 285
Notes: ONLINE ONLY - Must have access to Microsoft Office 365 Excel 2019 and camera on device (laptop/desktop/tablet) to participate in class by WebEx. Attendance at all 3 classes is required to receive certificate.

ONLINE - Microsoft Office 2016/365: MCC Certificate

Increase your employability with this intensive 36-hour course and receive a Microsoft Office 2016 MCC Certificate on completion. This hands-on workshop will include practice time on Word, Excel, Access, PowerPoint and Outlook. Students will learn the basics of all Office programs, including merges, tables, graphics and sharing documents in Word; formulas, data management, formatting and printing in Excel; database creation, criteria in queries, report and form design, grouping data, and establishing relationships in Access; creating slide shows, importing from Word, adding tables/graphics, animation, and advanced formatting in PowerPoint; and e-mail management, creating folders, adding signatures/attachments, scheduling appointments with others, organizing contact lists, and creating/updating tasks in Outlook. Required curriculum is included in course fee. Required for this online course: Internet access and computer. Microphone and webcam needed for live audio/video training. Microsoft Teams application, free download is required and used by instructor and students. Students will be contacted prior to class with further instructions.
Required text: None
Prerequisite: Basic Windows, keyboarding and mouse skills. CEUs: 3.6

Course # , Date(s) Time
MA35149, 09/16/20, 9:00 AM to 12:00 PM
College, Campus & Room:
MA ONLINE
Instructor: John Hilditch
Fee: 600
Notes: Instructor will use MS Teams. 12 Meeting Dates (NO CLASS ON 11/11): 9/16, 9/23, 9/30, 10/7, 10/14, 10/21, 10/28, 11/4, 11/18, 11/25, 12/2, 12/9

ONLINE - 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. Required for this online course: Internet access and computer. Microphone and webcam needed for live audio/video training. Microsoft Teams application, free download is required and used by instructor and students. Students will be contacted prior to class with further instructions.
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
MA35098, 10/01/20, 9:00 AM to 12:00 PM | 10/08/20, 9:00 AM to 12:00 PM | 10/15/20, 9:00 AM to 12:00 PM | 10/22/20, 9:00 AM to 12:00 PM
College, Campus & Room:
MA ONLINE
Instructor: George Pillar
Fee: 190
Notes: Instructor will use MS Teams. 4 Meeting Dates

ONLINE - Project 2016: Introduction

Learn the major features of Microsoft Project, 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. Recommended related course is MA14803 Project Management: All the Essentials. Required curriculum is included in course fee. Required for this online course: Internet access and computer. Microphone and webcam needed for live audio/video training. Microsoft Teams application, free download is required and used by instructor and students. Students will be contacted prior to class with further instructions.
Required text: None
Prerequisite: Basic Windows, keyboard and mouse skills, with some exposure to Microsoft Office helpful. CEUs: 1.2

Course # , Date(s) Time
MA35107, 10/30/20, 9:00 AM to 12:00 PM | 11/06/20, 9:00 AM to 12:00 PM | 11/13/20, 9:00 AM to 12:00 PM | 11/20/20, 9:00 AM to 12:00 PM
College, Campus & Room:
MA ONLINE
Instructor: John Hilditch
Fee: 250
Notes: Instructor will use MS Teams. 4 Meeting Dates

ONLINE - 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: Section 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. Section 2: strings in detail; lists in detail; lists in lists; tuples: indexing, slicing, building; tuples vs. lists; dictionaries. Section 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. Section 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 curriculum is included in course fee. Required for this online course: Internet access and computer. Microphone and webcam needed for live audio/video training. Microsoft Teams application, free download is required and used by instructor and students. Students will be contacted prior to class with further instructions.
Required text: Included in course fee.
Prerequisite: Basic Windows, keyboard and mouse skills. Some programming experience recommended. CEUs: 2.4

Course # , Date(s) Time
MA35109, 09/16/20, 9:00 AM to 12:00 PM | 09/23/20, 9:00 AM to 12:00 PM | 09/30/20, 9:00 AM to 12:00 PM | 10/07/20, 9:00 AM to 12:00 PM | 10/14/20, 9:00 AM to 12:00 PM | 10/21/20, 9:00 AM to 12:00 PM | 10/28/20, 9:00 AM to 12:00 PM | 11/04/20, 9:00 AM to 12:00 PM
College, Campus & Room:
MA ONLINE
Instructor: Lazar Pevac
Fee: 500
Notes: Instructor will use MS Teams. 8 Meeting Dates (Wednesdays)

ONLINE - SQL Server 2016: Introduction

This introductory but thorough training will provide you with the knowledge and skills you need to understand the concepts behind relational database systems, data structure design, the SQL query language, and basic SQL Server Database Management. You will gain a firm understanding of how relational database systems work, proper database design, database optimization, the SQL query language, and basic SQL Server Database Administration. The SQL Server Administration skills include installation and configuration of a working SQL Server database, creating table spaces and files, managing security and user access, updating the database structure and data, and writing SQL queries. Students are eligible to receive free Microsoft SQL Server 2016 software. Enrolled students will have access to the Microsoft Azure cloud to access SQL Server. Additional free Microsoft developer software is included with registration. Required curriculum is included in course fee. Required for this online course: Internet access and computer. Microphone and webcam needed for live audio/video training. Microsoft Teams application, free download is required and used by instructor and students. Students will be contacted prior to class with further instructions.
Required text: None Prerequisite: Database Introduction course, or familiarity with databases. CEUs: 1.2

Course # , Date(s) Time
MA35099, 11/24/20, 9:00 AM to 12:00 PM | 12/01/20, 9:00 AM to 12:00 PM | 12/08/20, 9:00 AM to 12:00 PM | 12/15/20, 9:00 AM to 12:00 PM
College, Campus & Room:
MA ONLINE
Instructor: George Pillar
Fee: 750
Notes: Instructor will use MS Teams. 4 Meeting Dates (Tuesdays)

ONLINE - Visio 2016: Introduction

Microsoft Visio is used by organizations and institutions large and small worldwide as a one-stop diagramming solution to simplify and communicate complex information. Visio's twelve million plus user base and Enterprise level Microsoft support make it the go-to diagramming solution for professional, academic, and business clients. Students in this course will learn to simplify and communicate complex information, create professional diagrams like flow charts, logic tables, swimlane charts, electrical diagrams, and organizational charts. Students will learn the 8 key User Interface (UI) components of Visio, how to manage Visio's Smart Shapes, Connectors and Visual Objects. Students in this course will expand on the knowledge gained during the Introduction to Visio course. This class will explore simple and advanced formatting techniques, Visio layers that control visibility, printability, selectability, glue and snap. They will also learn to apply professional themes to diagrams and link Visio and Excel. Required for this online course: Internet access and computer. Microphone and webcam needed for live audio/video training. Microsoft Teams application, free download is required and used by instructor and students. Students will be contacted prior to class with further instructions.
Required text: Included in course fee.
Prerequisite: Knowledge of Windows or MAC operating environment, Microsoft productivity suites (MS Office) and the MS Office shapes functions would be helpful. CEUs: 1.2

Course # , Date(s) Time
MA35116, 10/02/20, 9:00 AM to 12:00 PM | 10/09/20, 9:00 AM to 12:00 PM | 10/16/20, 9:00 AM to 12:00 PM | 10/23/20, 9:00 AM to 12:00 PM
College, Campus & Room:
MA ONLINE
Instructor: John Hilditch
Fee: 250
Notes: Instructor will use MS Teams. 4 Meeting Dates

ONLINE - 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 curriculum is Included in course fee. Required for this online course: Internet access and computer. Microphone and webcam needed for live audio/video training. Microsoft Teams application, free download is required and used by instructor and students. Students will be contacted prior to class with further instructions.
Required text: Curriculum included in course fee.
Prerequisite: Keyboard and mouse skills required. CEUs: 0.6

Course # , Date(s) Time
MA35105, 09/14/20, 9:00 AM to 12:00 PM | 09/21/20, 9:00 AM to 12:00 PM
College, Campus & Room:
MA ONLINE
Instructor: George Pillar
Fee: 95
Notes: Instructor will use MS Teams. 2 Meeting Dates

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 curriculum is Included in course fee.
Required text: None
Prerequisite: Basic Windows, keyboard and mouse skills. CEUs: 1.2

Course # , Date(s) Time
MA35097, 09/15/20, 9:00 AM to 12:00 PM | 09/17/20, 9:00 AM to 12:00 PM | 09/22/20, 9:00 AM to 12:00 PM | 09/24/20, 9:00 AM to 12:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B141
Instructor: George Pillar
Fee: 199
Notes: 4 Meeting Dates: Tuesdays and Thursdays