

# State In-Service Training Program

## Course Catalog



Connecticut State  
Colleges & Universities



**Spring 2021**

**Registration Deadline: February 9, 2021**

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

*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. [Many classes are being held on-line for your convenience without having to travel to a campus.](#)

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.

### [What's NEW this term?](#)

#### Essential Business Skills

ONLINE Spanish in the Workplace

#### Leadership Skills

Leadership Techniques for Women

ONLINE - "New Normal" Leadership

ONLINE - Women in Leadership Certificate Program

#### Other

HYBRID - Active Violence Emergency Response Training (AVERT)

HYBRID - Create Marketing Materials with Adobe

Managing Stress while Teleworking

ONLINE - Introduction to Microsoft Power Platform

ONLINE - Introduction to Microsoft Teams (MS Teams)

ONLINE - Microsoft Teams, One Drive and other Teleworking Tools

ONLINE - Professional and Self-Care Strategies During Stressful Times

ONLINE - Retirement - Getting Ready for What

ONLINE - Time Management Tips, Tricks, and Take-Aways

**Visit our web-site:** <https://bor.ct.edu/inservice/> or, to visit the Community College System page or any college's individual page, check out: <https://www.ct.edu/cscu>

Thank you for your time and interest. We look forward to serving you this term!

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Connecticut State Colleges and Universities

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## 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 Storrs, Law School and Regional Campuses On-line Registration Deadline – Tuesday, February 9<sup>th</sup>.
- Seat reservation confirmations notifications – Friday, February 19<sup>th</sup>.
- Courses begin - Monday, March 8<sup>th</sup>.

## 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 Training Approval Officers at the conclusion of the registration period.
- Inclement weather postponements: Students should check the college website and listen to radio and TV stations for individual college closings. When in doubt students should call the college in question. Telephone numbers and detailed cancellation information is available on the In-Service Training website titled Maps & Directions. When classes are held, students are expected to attend. No refunds or credits will be given for non-attendance.

## 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	<i>Bristol Campus:</i> 430 North Main Street Bristol, CT 06010

## Table of Contents

Registration Timeline	3
Course Cancellations and Postponements	4
College Locations	4
<b>COURSES:</b>	
"New Normal" Leadership - NEW	35
A (WhatsApp) to Z (Zoom) Virtual Presentation Skills--10	17
A Mindful Approach to Work: From Pandemic Panic to Peace	31
A+ Certification 220-1001 Exam Preparation (12 sessions)	58
A+ Certification 220-1002 Exam Preparation (12 sessions)	59
Access 2016: Advanced	60
Access 2016: Intermediate	61
Access: Introduction	62
Achieving Success with Difficult People	36
Achieving Top Search Engine Positions	62
Active Violence Emergency Response Training (AVERT) - NEW	12
Adobe Acrobat DC: PDF Files, Formats and Forms	63
Adobe Acrobat Pro Intro - Software not included but required	63
Adobe Photoshop CC: Introduction	55
All About Business Writing	18
All About Emotional Intelligence!	18
All About Grammar and Punctuation	19
Always Know What to Say When Handling Workplace Communication	19
Art of Tact & Diplomacy	36
Balancing Time, Priorities and Productivity	20
Bringing More Positivity to Your Workplace - on ground program	9
Bringing PowerPoint to Life	56
Business Analysis Introduction	20
Business Analytics Using Excel	80
Business Finance for Non-Finance Personnel	21
Certificate in Mindfulness	37
Communicating in Times of Stress	21
Communication Skills a Must!	32
Communication Strategies Workshop	22
Conflict De-escalation Techniques	37
Conflict Resolution Workshop	22
CPR, AED and Basic First Aid Care	9

Create Marketing Materials with Adobe - NEW	13
Creating Fillable Electronic Forms with Word & Google Drive	64
Creating Forms/Templates with Adobe Acrobat Pro and MS Word 2019	53
Creative Problem-Solving Workshop	23
Creativity and Problem Solving	38
Critical Thinking Workshop	38
Critical Thinking: Understanding Critical Vs. Non-Critical Thinking	33
Don't Debate, Persuade! Constructing the Velvet Argument	39
Effective Business Writing - Learn How to Write Again! - on ground program	10
Effective Business Writing in Plain English	39
Effective Leadership Skills for Women	23
Effective Leadership Skills for Women – Part II	24
Effective Writing on the Job	10
Error Reduction & Human Performance Fundamentals	40
Everyday Leadership	40
Excel: Advanced	64
Excel - In the Beginning - on ground program	53
Excel 2016: Pivot Tables Complete	65
Excel: Dashboards	66
Excel: Data and Functions	67
Excel: Functions and Formulas	67
Excel: Intermediate	68
Excel: Introduction	68
Excel: Introduction	69
Excel: Pivot Tables, Power Pivots & Pivot Charts	54
Financial Literacy: Knowledge that Pays for Itself	25
First Time Supervisor - Management Training - Part II	51
First Time Supervisor-Management Training - Part I	51
Four Agreements in the Workplace The Fifth Agreement	26
Freedom of Information Act: What You Need to Know for Compliance and Protection	26
Fundamentals of Supervision and Management	41
Google Analytics: Introduction	69
Grant Proposals, Preparing Winning Applications	27
Grants, Fundraising Essentials for Nonprofits	41
Handling Medical Emergencies	42
Heartsaver CPR AED Recertification - on ground program	11
High Impact Meetings WebEx	50
High Speed Project Management	42

How Can I Control Stress in My Life - on ground program	11
Individual Excellence	43
Innovative and Successful Supervisor	43
Intro to Microsoft Excel 2019	79
Introduction to Microsoft Power Platform - NEW	56
Introduction to Microsoft Teams (MS Teams) - NEW	57
Introduction to the Four Agreements	27
Leadership for Everyone	44
Leadership Techniques for Women - NEW	34
Leading Teams with Purpose and Results WebEx format	49
Leading Today Multigenerational Workforce WebEx format	50
Managing Chaos: Setting Priorities & Making Decisions Under Pressure	44
Managing Disagreements, Conflicts & Confrontation, on ground program	34
Managing Remote Teams Workshop	45
Managing Stress while Teleworking - NEW	14
Managing with Emotional Intelligence During a Global Pandemic	28
Mental Health First Aid Certification - see description for course pre-work	45
Microsoft Excel 2019 Intermediate - V Lookups, Pivot Tables and More	79
Microsoft Office: MCC Certificate	70
Microsoft Teams, One Drive and other Teleworking Tools - NEW	57
Network+ Certification Preparation	71
PC Security Introduction	72
Preventing Knowledge Loss - A Managers Guide to Capturing Knowledge Before it is Lost	46
Professional and Self-Care Strategies During Stressful Times - NEW	14
Programming Basics: Foundation for C++, Java, and Python	72
Project Management All the Essentials	46
Project Management Essentials and MS Project	33
Project Management, the REAL Facts!	17
Project: Introduction	73
Python: Certification Preparation	74
QuickBooks: Introduction	75
Re-Boot Camp for Leaders	47
Retirement - Getting Ready for What - NEW	15
Security+ Certification Overview	76
Six Sigma: Total Quality Applications	47
Social Media Essentials	77
Spanish in the Workplace - NEW	16
Speed Spanish	28

Speed Spanish II	29
Stress Management Workshop	29
Supervisory Essentials	48
Taking Minutes & More: Everything an Admin Needs to Know	30
The New Supervisor Survival Kit	48
The Upward Mobility & Supervisory Skills Toolkit - UPDATED!	52
The Virtual (or Hybrid) Employee: Thriving While Teleworking	32
Time Management Tips, Tricks, and Take-Aways - NEW	16
Time Out - POWERFUL Time Management on ground program	52
Train the Brain! Decrease Work Anxiety and Increase Productivity through Neuroplasticity	30
Web Design: MCC Certificate	77
Windows 10: Introduction	78
Women in Leadership Certificate Program - NEW	35
Working Across Generations	49



### **Bringing More Positivity to Your Workplace - on ground program**

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

<b>Course # , Date(s) Time</b>
TX15261, 06/14/21, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
TX , TXCC, Tunxis@Bristol , CR 1
<b>Instructor:</b> Barbara Pinti
<b>Fee:</b> 90
<b>Notes:</b> Class Location, 430 North Main St., Bristol, CT 06010 phone 860-314-4700

### **CPR, AED and Basic First Aid Care**

This American Safety & Health Institute (ASHI) training program helps develop the knowledge, skills and confidence to respond to a variety of medical emergencies. Designed for individuals who are highly visible on the grounds of state facilities, with potential exposure to emergencies in the workplace necessitating immediate action. This training is not for licensed healthcare providers or professional rescuers. Topics include delivering CPR, defibrillation and first aid care in a safe and timely manner, preventing injuries and illnesses, responding to urgent choking situations, recognizing cardiac arrest, activating emergency medical services and responding appropriately until additional assistance arrives. This CPR, AED and Basic First Aid certification course is a valuable resource for both the community and in a workplace setting. Participants receive a 2-year certification with successful completion of the training. Materials and certification cost included in course fee.

Required text: None

Prerequisite: None CEUs: 0.6

<b>Course # , Date(s) Time</b>
MA15307, 03/26/21, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
MA , MCC , SSC L240
<b>Instructor:</b> Richard Siena
<b>Fee:</b> 120
<b>Notes:</b>

## **Effective Business Writing - Learn How to Write Again! - on ground program**

If you can't write on line then learn it the way that works, in person! 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

<b>Course # , Date(s) Time</b>
TX15265, 06/08/21, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
TX, TXCC, Tunxis@Bristol, CR 1
<b>Instructor:</b> Frances Trelease
<b>Fee:</b> 90
<b>Notes:</b> Class Location, 430 North Main St., Bristol, CT 06010 phone 860-314-4700

## **Effective 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

<b>Course # , Date(s) Time</b>
NV15393, 04/20/21, 9:00 AM to 4:00 PM   04/27/21, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
NV, Naugatuck Valley WTBY, Room T641
<b>Instructor:</b> Gradia McKinney
<b>Fee:</b> 180
<b>Notes:</b> IN PERSON only course at the Waterbury Campus. Face coverings and social distancing required on campus. Tech Hall parking is between Founders Hall and Tech Hall coming into the Waterbury Campus from the East Entrance. No parking permit required. Lunch options close by the campus. Attendance at both classes is required for certificate of completion. NVCC registration form will be completed and collected upon arrival for the class. Contact Cindy Tolin for details ctolin@nv.edu

### **Heartsaver CPR AED Recertification - on ground program**

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

Required text: None

Prerequisite: None CEUs: 0.3

<b>Course # , Date(s) Time</b>
TX15267, 06/08/21, 9:00 AM to 12:00 PM
<b>College, Campus &amp; Room:</b>
TX, TXCC, Tunxis@Bristol, CR 1
<b>Instructor:</b> STAFF
<b>Fee:</b> 105
<b>Notes:</b> Class Location, 430 North Main St., Bristol, CT 06010 phone 860-314-4700

### **How Can I Control Stress in My Life - on ground program**

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

<b>Course # , Date(s) Time</b>
TX15260, 05/26/21, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
TX, TXCC, Tunxis@Bristol, CR 1
<b>Instructor:</b> Barbara Pinti
<b>Fee:</b> 90
<b>Notes:</b> Class Location, 430 North Main St., Bristol, CT 06010 phone 860-314-4700

## **HYBRID - Active Violence Emergency Response Training (AVERT) - NEW**

This is a course sponsored by The National Health and Safety Institute. The program is titled, Active Violence Event Response Training? (AVERT). This training is intended for all types of audiences. The program includes cognitive information and participation in activities that help to prepare a student for possible active violence events and how to react to improve the likelihood of survival. The goal of this training is to help participants develop the knowledge and confidence to react quickly if active violence should occur. AVERT involves a significant amount of interactive participation. This is a HYBRID course. It consists of two modules. The first module is to be completed ONLINE a week prior to the second module that is held ON-GROUND. All employees that have reserved a seat in this program are to contact Jennifer Milavsky at Manchester Community College (JMilavsky@mcc.commnet.edu) as soon as they have reserved a seat. This is required to officially register with the college. The initial module may be completed at the student's convenience at least 48 hours prior to the on-ground module. A completion certificate for the on-ground module must be earned prior to the students joining the on-ground class. First module to be completed online during the week of 03/29/2021-04/02/2021. The second module (held in the auditorium on MCC's campus) will take place on 04/09/2021.

Required text: This is a HYBRID course. It consists of two modules. The first module is to be completed ONLINE a week prior to the second module that is held ON-GROUND. All employees that have reserved a seat in this program are to contact Jennifer Milavsky at Manchester Community College (JMilavsky@mcc.commnet.edu) as soon as they have reserved a seat. This is required to officially register with the college. The initial module may be completed at the student's convenience at least 48 hours prior to the on-ground module. A completion certificate for the on-ground module must be earned prior to the students joining the on-ground class.

Prerequisite: None CEUs: 0.4

<b>Course # , Date(s) Time</b>
MA15308, 04/09/21, 9:00 AM to 1:00 PM
<b>College, Campus &amp; Room:</b>
MA, MCC - HYBRID (online), Auditorium
<b>Instructor:</b> Richard Siena
<b>Fee:</b> 90
<b>Notes:</b> This is a HYBRID course. It consists of two modules. The first module is to be completed ONLINE a week prior to the second module that is held ON-GROUND.

## **HYBRID - Create Marketing Materials with Adobe - NEW**

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 pdfs and forms. Curriculum is included in course fee. This course is a hybrid with some on-campus computer lab time and some strictly online instruction.

Required text: Required for this online course: Internet access and computer. Microphone and webcam needed for live audio/video training. Blackboard course management system and WebEx free application are required and used by instructor and students. Students will be contacted prior to class with further instructions. Students reserving seats in this class must reach out to [JMilavsky@mcc.commnet.edu](mailto:JMilavsky@mcc.commnet.edu) at least one week prior to the start of class in order to officially register for the class with Manchester Community College. Students registered for this class will be contacted with further instructions one to three business days prior to class.

Prerequisite: Basic Windows, keyboard and mouse skills. CEUs: 0.3

<b>Course # , Date(s) Time</b>
MA15339, 05/18/21, 2:00 PM to 5:00 PM
<b>College, Campus &amp; Room:</b>
MA, MCC - HYBRID (online), LRC B142
<b>Instructor:</b> Kathleen Smits
<b>Fee:</b> 275
<b>Notes:</b> This is a HYBRID class. The on-ground sessions will be held on 05/18/2021 & 05/25/2021, ON-CAMPUS in LRC B142. The remote sessions are taught with WEBEX and Blackboard. Remote sessions are held on 05/20/2021 & 05/27/2021.

## **ONLINE - Professional and Self-Care Strategies During Stressful Times - NEW**

We are currently experiencing an increasing demand on our time, resources, and energy. Therefore, the strategies that have worked in the past might be less effective in the midst of ongoing demand. Positively managing stress can make a tremendous difference in our lives. Explore how stressors inhibit our productivity and affect our overall well-being. During this online workshop, we will: identify common stressors and how to manage our reactions to these triggers; discuss how stress affects us physically and emotionally; explore positive coping strategies and better time management skills; and utilize new tools for designing your own personal stress-management plan.

Required text: Required for this course: Internet access and computer. Microphone and webcam needed for live audio/video training. This course will be taught remotely using WEBEX.

Students reserving seats in this class must reach out to [JMilavsky@mcc.commnet.edu](mailto:JMilavsky@mcc.commnet.edu) at least one week prior to the start of class in order to officially register for the class with Manchester Community College. Students registered for this class will be contacted with further instructions one to three business days prior to class. Prerequisite: None CEUs: 0.6

<b>Course # , Date(s) Time</b>
MA15275, 03/10/21, 1:00 PM to 4:00 PM   03/17/21, 1:00 PM to 4:00 PM
<b>College, Campus &amp; Room:</b>
MA, ONLINE
<b>Instructor:</b> V. Allison Reed
<b>Fee:</b> 90
<b>Notes:</b> This is an ONLINE class taught remotely with WEBEX

## **Managing Stress while Teleworking - NEW**

Stressed by teleworking? Not sure how to handle it? Buried in virtual meetings? Feel like you work ALL the time? This 8-hour session will help you to assess your current stress level. Participants will also learn ways to handle stress and conflicting priorities that work for you and your life. Participants will be able to: review processes and teleworking situations currently; assess participants' current stress levels; discuss what is causing stress while teleworking; work together to create best practices others are using to temper their stress; review techniques to manage conflicting priorities and lastly, create an action plan to change habits/processes that cause stress. Required text: None Prerequisite: None CEUs: 0.8

<b>Course # , Date(s) Time</b>
NV15364, 03/09/21, 9:00 AM to 1:00 PM   03/10/20, 9:00 AM to 1:00 PM
<b>College, Campus &amp; Room:</b>
NV, Naugatuck Valley WTBY, ONLINE
<b>Instructor:</b> Amy Blackwood
<b>Fee:</b> 110
<b>Notes:</b> ONLINE ONLY - Participants must have access to Microsoft Office and a device with audio/video (laptop/desktop/tablet) to participate in class. WebEx will be the platform used to administer the course. Attendance at both class sessions is required to receive certificate. A Non-Credit registration form is required from NVCC and must be completed at least a week prior to the start of the class to receive the WebEx class link to participate. Contact Cindy Tolin <a href="mailto:ctolin@nv.edu">ctolin@nv.edu</a> .

## **ONLINE Retirement - Getting Ready for What - NEW**

Retirement is about what you leave behind and what's up ahead. This special three-session course will help you explore successorship - how to prepare for those who follow - and what's next - the emotional side of retirement. Whether you're planning to retire next year or in five years, this course will help you make the adjustments while still at work and will paint a realistic picture of what retirement will look like, particularly in the area of COVID-19. The first part of the class will focus on succession planning and the legacy you leave behind, and help you make a concrete plan for how to make the transition. You'll learn how to coach and groom a successor, along with key successorship strategies. You will learn how to make the transition into this special time of life by successfully anticipating and navigating the five stages of retirement. You will explore ten key questions for handling change in retirement, key time management techniques for post-work life, and come up with a pre-retirement checklist/plan. This workshop doesn't cover the financial aspects of retirement, but rather focuses on all you need to do to prepare for successorship planning and the emotional entry into the retirement world. Note: Course will be taught on WebEx and requires the use of computer audio and webcam.

Required text: None

Prerequisite: None

CEUs: 1.8

<b>Course # , Date(s) Time</b>
AS15238, 04/26/21, 9:00 AM to 4:00 PM   05/03/21, 9:00 AM to 4:00 PM   05/10/21, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
AS, Asnuntuck
<b>Instructor:</b> Margaret DeMarino
<b>Fee:</b> 285
<b>Notes:</b> class meets ONLINE 4/26, 5/3, 5/10

## **ONLINE Time Management Tips, Tricks, and Take-Aways - NEW**

It seems like we are all doing more these days. New technologies, new work environments, new challenges! It may seem like your to-do list can circle the globe and your schedule can make your head spin. Investing your time in this three-session workshop will help you increase your productivity, manage your "time stress," and enjoy your day. Think of this tip-filled program as a virtual work-makeover that will help you do more with less stress! Attendees will learn how to use storyboarding, SWEET objectives, and a SWOT analysis to set goals; how to conceive, prepare, organize, execute, and evaluate projects; how to understand the part personality plays into team management, and how to implement over 100 tips to become better organized, and how to do more in less time. You will develop and strengthen project management skills, address the human factor to motivate team members, and develop methods to work in new environments. You will learn how to meet the challenges of today's demanding workplace by better managing multiple priorities and multiple bosses, increasing your organization skills, and anticipating and preparing for road blocks. Note: Course will be taught on WebEx and requires the use of computer audio and webcam.

Required text: None      Prerequisite: None      CEUs: 1.8

<b>Course # , Date(s) Time</b>
AS15239, 05/11/21, 9:00 AM to 4:00 PM   05/18/21, 9:00 AM to 4:00 PM   05/25/21, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
AS, Asnuntuck
<b>Instructor:</b> Margaret DeMarino
<b>Fee:</b> 285
<b>Notes:</b> class meets ONLINE 5/11, 5/18, 5/25

## **ONLINE Spanish in the Workplace - NEW**

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

Required text: None      Prerequisite: None      CEUs: 1.2

<b>Course # , Date(s) Time</b>
NV15387, 04/09/21, 9:00 AM to 12:00 PM   04/16/21, 9:00 AM to 12:00 PM   04/23/21, 9:00 AM to 12:00 PM   04/30/21, 9:00 AM to 12:00 PM
<b>College, Campus &amp; Room:</b>
NV, Naugatuck Valley WTBY, ONLINE
<b>Instructor:</b> Edwin Alverio
<b>Fee:</b> 180
<b>Notes:</b> ONLINE - students must have access to virtual learning tools with a device (desktop/laptop/tablet) with audio/visual capabilities with a camera and the ability to screen share with the instructor. All students must submit a registration form to NVCC Noncredit programs at least a week prior to the first day of class to receive the class link. Contact Cindy Tolin ctolin@nv.edu



## **ONLINE Project Management, the REAL Facts!**

We heard your concerns and we brought back 1-day class to meet your needs and objectives!!!! Whether small or large, projects share a number of essential elements. They are temporary and often unique, but all require focus to create a product, service or other successful results. Project Management Essentials follows the development and management of a project from start to finish. Our workshop details the essentials and covers leadership in project management. Participants are encouraged to bring their project ideas or active projects to the workshop.  
Required text: None                      Prerequisite: None                      CEUs: 0.6

<b>Course # , Date(s) Time</b>
TX15284, 05/12/21, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
TX, TXCC, Tunxis@Bristol, ONLINE
<b>Instructor:</b> Waldemar Kostrzewa
<b>Fee:</b> 90
<b>Notes:</b> Class Location, ONLINE, WebEx format

## **ONLINE A (WhatsApp) to Z (Zoom) Virtual Presentation Skills--10**

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: Ten key ways to bring your virtual presentations to life The SPACES virtual communication method (Smile, Plan, Audience Needs, Content, Engagement, Social Interaction) Techniques and "icebreakers" to use to "amp" up the presentations "Early Adopter" tips and techniques for managing virtual platforms while presenting Ways to "channel" students to gain take-aways and STAR Moments (Something They Will Always Remember) Note: Course will be taught on WebEx and requires the use of computer audio and webcam.

Required text: None                      Prerequisite: None                      CEUs: 1.8

<b>Course # , Date(s) Time</b>
AS15233, 03/29/21, 9:00 AM to 4:00 PM   04/05/21, 9:00 AM to 4:00 PM   04/12/21, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
AS, Asnuntuck,
<b>Instructor:</b> Margaret DeMarino
<b>Fee:</b> 285
<b>Notes:</b> class meets ONLINE 3/29, 4/5, 4/12

## 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. **Note:** Course will be taught on WebEx and requires the use of computer audio and webcam.

Required text: None      Prerequisite: None      CEUs: 1.8

<b>Course # , Date(s) Time</b>
AS15235, 03/31/21, 9:00 AM to 4:00 PM   04/07/21, 9:00 AM to 4:00 PM   04/14/21, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
AS, Asnuntuck
<b>Instructor:</b> Margaret DeMarino
<b>Fee:</b> 285
<b>Notes:</b> class meets ONLINE 3/31, 4/7, 4/14

## 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. **Note:** Course will be taught on WebEx and requires the use of computer audio and webcam.

Required text: None      Prerequisite: None      CEUs: 1.8

<b>Course # , Date(s) Time</b>
AS15243, 06/03/21, 9:00 AM to 4:00 PM   06/10/21, 9:00 AM to 4:00 PM   06/17/21, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
AS, Asnuntuck
<b>Instructor:</b> Margaret DeMarino
<b>Fee:</b> 285
<b>Notes:</b> class meets ONLINE 6/3, 6/10, 6/17

## ONLINE All About Grammar and Punctuation

Is your 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. Note: Course will be taught on WebEx and requires the use of computer audio and webcam.

Required text: None                      Prerequisite: None                      CEUs: 1.6

<b>Course # , Date(s) Time</b>
AS15241, 05/17/21, 9:00 AM to 4:00 PM   05/24/21, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
AS, Asnuntuck
<b>Instructor:</b> Margaret DeMarino
<b>Fee:</b> 190
<b>Notes:</b> class meets ONLINE 5/17, 5/24

## ONLINE Always Know What to Say When Handling Workplace Communication

Ever think of the right thing to say when it's too late? Or perhaps you say nothing at all, because you're worried it will come out wrong. This workshop will put the words on the tip of your tongue, showing you how to strategize and script solutions to the toughest workplace communication problems - whether in person, in a virtual meeting, or in an email. Loosely based on the book "Lifescrpts" by Stephen M. Pollen and Mark Levine, this workshop will provide plenty of insight on how to effectively communicate while dealing with difficult workplace situations--from asking for a deadline extension to attending to matters of hygiene with someone you supervise to interacting effectively with an angry client. You will learn key phrases, statements, and questions that will help open the doors to communication, as well as learn strategies to adopt and statements to avoid. This workshop will provide plenty of practice sessions so that "knowing what to say and how to say it" will become an acquired skill you can rely on. You will learn: ten magical phrases, four sure-fire strategies to gain cooperation, four basic communication/personality/behavioral styles and how to adapt to each, proven techniques for handling conflict, and much more. Note: Course will be taught on WebEx and requires the use of computer audio and webcam.

Required text: None                      Prerequisite: None                      CEUs: 1.8

<b>Course # , Date(s) Time</b>
AS15240, 05/06/21, 9:00 AM to 4:00 PM   05/13/21, 9:00 AM to 4:00 PM   05/20/21, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
AS, Asnuntuck
<b>Instructor:</b> Margaret DeMarino
<b>Fee:</b> 285
<b>Notes:</b> class meets ONLINE 5/6, 5/13, 5/20

## **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: Required for this course: Internet access and computer. Microphone and webcam needed for live audio/video training. This course will be taught remotely using WEBEX.

Students reserving seats in this class must reach out to [JMilavsky@mcc.commnet.edu](mailto:JMilavsky@mcc.commnet.edu) at least one week prior to the start of class in order to officially register for the class with Manchester Community College. Students registered for this class will be contacted with further instructions one to three business days prior to class.

Prerequisite: None CEUs: 0.6

<b>Course # , Date(s) Time</b>
MA15274, 02/23/21, 1:00 PM to 4:00 PM   03/02/21, 1:00 PM to 4:00 PM
<b>College, Campus &amp; Room:</b>
MA, ONLINE
<b>Instructor:</b> V. Allison Reed
<b>Fee:</b> 90
<b>Notes:</b> This is an ONLINE class taught remotely with WebEx

## **ONLINE - Business Analysis Introduction**

Give yourself an employment advantage by developing analytical skills that are consistently in high demand. This course will teach you powerful quantitative methods that will have you making better, more informed, and more effective business decisions. The days of making critical business decisions by instinct or coin toss are long gone. If you are planning a career in business, you cannot afford to miss this course!

Required text: None

Prerequisite: None

CEUs: 2.4

<b>Course # , Date(s) Time</b>
CA15247, 03/17/20, 12:00 AM to 12:00 AM   05/07/21, 12:00 AM to 12:00 AM
<b>College, Campus &amp; Room:</b>
CA, Capital
<b>Instructor:</b> STAFF
<b>Fee:</b> 115
<b>Notes:</b> Course is offered online for 6-weeks in an asynchronous format. Participants can login at any time to complete the coursework

### **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

<b>Course # , Date(s) Time</b>
CA15248, 04/14/21, 12:00 AM to 12:00 AM   06/04/21, 12:00 AM to 12:00 AM
<b>College, Campus &amp; Room:</b>
CA, Capital
<b>Instructor:</b> STAFF
<b>Fee:</b> 115
<b>Notes:</b> Course is offered online for 6-weeks 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

<b>Course # , Date(s) Time</b>
TX15286, 04/08/21, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
TX, TXCC, Tunxis@Bristol    ONLINE
<b>Instructor:</b> Margaret DeMarino
<b>Fee:</b> 90
<b>Notes:</b> Class Location, ONLINE, WebEx format

## ONLINE - Communication Strategies Workshop

For the better part of every day, we are communicating to and with others. Whether it's the speech you deliver in the boardroom, the level of attention you give when a co-worker is speaking to you, or the look you give someone during a meeting, it all means something. The Communication Strategies workshop will help participants understand the different methods of communication and how to make the most of each of them. These strategies will provide a great benefit for any organization and its employees.

Learning topics and objectives include: Identify barriers to communication and how to overcome them; Develop their non-verbal and paraverbal communication skills; Use the STAR method to speak on the spot; Listen actively and effectively; Ask good questions; Use appreciative inquiry as a communication tool; Adeptly converse and network with others; Identify and mitigate precipitating factors; establish common ground with others; Use "I" messages.

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

Prerequisite: None. CEUs: 0.6

<b>Course # , Date(s) Time</b>
QV15323, 04/29/21, 9:00 AM to 11:00 AM   05/06/21, 9:00 AM to 11:00 AM   05/13/21, 9:00 AM to 11:00 AM
<b>College, Campus &amp; Room:</b>
QV, Quinebaug Valley CC, LRON
<b>Instructor:</b> Rockie Blunt
<b>Fee:</b> 90
<b>Notes:</b> This live remote workshop will be delivered using WebEx video conferencing. Participants must use a PC or laptop and a webcam and microphone. Participants must contact Andrew Morrison at amorrison@qvcc.edu at least one week prior to the start date.

## ONLINE - Conflict Resolution Workshop

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

<b>Course # , Date(s) Time</b>
QV15319, 04/06/21, 9:00 AM to 11:00 AM   04/13/21, 9:00 AM to 11:00 AM   04/20/21, 9:00 AM to 11:00 AM
<b>College, Campus &amp; Room:</b>
QV, Quinebaug Valley CC, LRON
<b>Instructor:</b> Blaise Rogovich
<b>Fee:</b> 90
<b>Notes:</b> This live remote workshop will be delivered using WebEx video conferencing. Participants must use a PC or laptop and a webcam and microphone. Participants must contact Andrew Morrison at amorrison@qvcc.edu at least one week prior to the start date.

## ONLINE - Creative Problem-Solving Workshop

The Creative Problem-Solving workshop will give participants an overview of the entire creative problem-solving process, as well as key problem-solving tools that they can use every day. Skills such as brainstorming, information gathering, analyzing data, and identifying resources will be covered throughout the workshop. Learning topics and objectives include: Understand problems and the creative problem solving process; Identify types of information to gather and key questions to ask in problem solving; Identify the importance of defining a problem correctly; Identify and use four different problem definition tools; Write concrete problem statements; Use basic brainstorming tools to generate ideas for solutions; Evaluate potential solutions against criteria, including cost/benefit analysis and group voting; Identifying and implementing a solution. Instructor: James Newman Technical Needs: Participants must use a PC or laptop and a webcam and microphone during this virtual workshop. Participants are required to appear on video during each session.

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

Prerequisite: None. CEUs: 0.6

<b>Course # , Date(s) Time</b>
QV15325, 05/18/21, 1:00 PM to 3:00 PM   05/20/21, 1:00 PM to 3:00 PM   05/25/21, 1:00 PM to 3:00 PM
<b>College, Campus &amp; Room:</b>
QV, Quinebaug Valley CC, LRON
<b>Instructor:</b> James Newman
<b>Fee:</b> 90
<b>Notes:</b> This live remote workshop will be delivered using WebEx video conferencing. Participants must use a PC or laptop and a webcam and microphone. Participants must contact Andrew Morrison at amorrison@qvcc.edu at least one week prior to the start date.

## 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

<b>Course # , Date(s) Time</b>
TX15288, 03/30/21, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
TX, TXCC, Tunxis@Bristol ONLINE
<b>Instructor:</b> Amy Blackwood
<b>Fee:</b> 90
<b>Notes:</b> Class Location, ONLINE, WebEx format

## **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

<b>Course # , Date(s) Time</b>
TX15289, 04/13/21, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
TX, TXCC, Tunxis@Bristol, ONLINE
<b>Instructor:</b> Amy Blackwood
<b>Fee:</b> 90
<b>Notes:</b> Class Location, ONLINE, WebEx format



## **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 for this course: Internet access and computer. Microphone and webcam needed for live audio/video training. This course will be taught remotely using WEBEX. Students reserving seats in this class must reach out to [JMilavsky@mcc.commnet.edu](mailto:JMilavsky@mcc.commnet.edu) at least one week prior to the start of class in order to officially register for the class with Manchester Community College. Students registered for this class will be contacted with further instructions one to three business days prior to class. Required text: Required for this course: Internet access and computer. Microphone and webcam needed for live audio/video training. This course will be taught remotely using WEBEX. Students reserving seats in this class must reach out to [JMilavsky@mcc.commnet.edu](mailto:JMilavsky@mcc.commnet.edu) at least one week prior to the start of class in order to officially register for the class with Manchester Community College. Students registered for this class will be contacted with further instructions one to three business days prior to class. Prerequisite: None CEUs: 1.8

<b>Course # , Date(s) Time</b>
MA15277, 04/20/21, 1:00 PM to 4:00 PM   04/22/21, 1:00 PM to 4:00 PM   04/27/21, 1:00 PM to 4:00 PM   04/29/21, 1:00 PM to 4:00 PM   05/04/21, 1:00 PM to 4:00 PM   05/06/21, 1:00 PM to 4:00 PM
<b>College, Campus &amp; Room:</b>
MA, ONLINE
<b>Instructor:</b> Paul Howard
<b>Fee:</b> 270
<b>Notes:</b> This is an ONLINE class taught remotely with WebEx

## **ONLINE Four Agreements in the Workplace The Fifth Agreement**

The Fifth Agreement, Be Skeptical and Learn to listen, learn to use the power of doubt to question everything you hear. Is it really the truth? If we begin to listen to the intent behind the words, we begin to really understand the message. This assists us in making better decisions in both life and the workplace, improving relationships with others around us. The Five Levels of Attachment, help us gain awareness of the agreements we have been implicitly making all our lives that shape our reality and affect our future and show us how to release the attachments which no longer reflect who you really are. As we gain a foothold on our authentic selves we are improved communicators, team players, leaders, and innovators bottom line: increased productivity, efficiency and overall workplace satisfaction.

Required text: None

Prerequisite: None

CEUs: 0.6

<b>Course # , Date(s) Time</b>
TX15293, 04/26/21, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
TX, TXCC, Tunxis@Bristol ONLINE
<b>Instructor:</b> Lisa Crofton
<b>Fee:</b> 90
<b>Notes:</b> Class Location, ONLINE, WebEx format

## **ONLINE - 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: Required for this course: Internet access and computer. Microphone and webcam needed for live audio/video training. This course will be taught remotely using WEBEX.

Students reserving seats in this class must reach out to [JMilavsky@mcc.commnet.edu](mailto:JMilavsky@mcc.commnet.edu) at least one week prior to the start of class in order to officially register for the class with Manchester Community College. Students registered for this class will be contacted with further instructions one to three business days prior to class.

Prerequisite: None CEUs: 0.3

<b>Course # , Date(s) Time</b>
MA15301, 03/23/21, 1:00 PM to 4:00 PM
<b>College, Campus &amp; Room:</b>
MA, ONLINE
<b>Instructor:</b> Thomas Hennick
<b>Fee:</b> 55
<b>Notes:</b> This is an ONLINE class taught remotely with WebEx

## **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

<b>Course # , Date(s) Time</b>
CA15298, 03/17/21, 12:00 AM to 12:00 AM   05/07/21, 12:00 AM to 12:00 AM
<b>College, Campus &amp; Room:</b>
CA, Capital
<b>Instructor:</b> STAFF
<b>Fee:</b> 115
<b>Notes:</b> Course is offered online for 6-weeks in an asynchronous format. Participants can login at any time to complete the coursework

## **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

<b>Course # , Date(s) Time</b>
TX15292, 04/16/21, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
TX , TXCC, Tunxis@Bristol ONLINE
<b>Instructor:</b> Lisa Crofton
<b>Fee:</b> 90
<b>Notes:</b> Class Location, ONLINE, WebEx format

## **ONLINE Managing with Emotional Intelligence During a Global Pandemic**

Unsure of what emotional intelligence is and how it can be applied to management/leadership techniques to improve the deliverables of your employees during uncertain times? This workshop will help you gain a better understanding of why now, more than ever, emotional intelligence is necessary in the workplace. At the end of this session the participants will be able to: 1) Review the skills that make a manager/leader emotionally intelligent 2) Assess their own emotional intelligence level 3) Discuss how employees are currently reacting to the COVID-19 pandemic 4) Discuss how leaders can be more emotionally intelligent regarding COVID-19 related employee situations.

Required text: None

Prerequisite: None

CEUs: 0.3

<b>Course # , Date(s) Time</b>
TX15291, 03/16/21, 9:00 AM to 12:00 PM
<b>College, Campus &amp; Room:</b>
TX, TXCC, Tunxis@Bristol ONLINE
<b>Instructor:</b> Amy Blackwood
<b>Fee:</b> 65
<b>Notes:</b> Class Location, ONLINE, WebEx format

## **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

<b>Course # , Date(s) Time</b>
CA15302, 04/14/21, 12:00 AM to 12:00 AM   06/04/21, 12:00 AM to 12:00 AM
<b>College, Campus &amp; Room:</b>
CA, Capital
<b>Instructor:</b> STAFF
<b>Fee:</b> 115
<b>Notes:</b> Course is offered online for 6-weeks in an asynchronous format. Participants can login at any time to complete the coursework

## ONLINE - Speed Spanish II

Have you ever seen a non-native speaking Spanish fluently? Were you impressed? Would you like to become more conversational and more comfortable in Spanish-speaking situations? Now you can. This Speed Spanish course is unlike any other Spanish class you have ever taken. You will see words, hear them pronounced properly, and be granted plenty of opportunities to practice your pronunciation. Then, you will learn several clever recipes that you can use to glue the words together into sentences. Enroll in Speed Spanish II and you will see an immediate improvement in your Spanish fluency from the very first lesson.

Required text: None

Prerequisite: Completion of Speed Spanish I. CEUs: 2.4

<b>Course # , Date(s) Time</b>
CA15338, 03/17/21, 12:00 AM to 12:00 AM
<b>College, Campus &amp; Room:</b>
CA, Capital ONLINE
<b>Instructor:</b> STAFF
<b>Fee:</b> 115
<b>Notes:</b> Course is offered online for 6-weeks in an asynchronous format. Participants can login at any time to complete the coursework

## ONLINE - Stress Management Workshop

The trick to Stress Management is to maximize the positive stress and to minimize the negative stress, but this trick has been more challenging than ever during the COVID-19 pandemic.

The Stress Management workshop will give participants a three-option method for addressing any stressful situation, as well as a toolbox of personal skills, including using routines, relaxation techniques, and a stress log system. Participants will also understand what lifestyle elements they can change to reduce stress. Learning topics and objectives include: The Triple A Approach to stress (Alter, Avoid, or Accept); Understand what lifestyle elements you can change to reduce stress; Use routines to reduce stress; Use environmental and physical relaxation techniques; Better cope with major events; Use a stress log to identify stressors and create a plan to reduce or eliminate them.

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

Prerequisite: None. CEUs: 0.6

<b>Course # , Date(s) Time</b>
QV15320, 04/08/21, 9:00 AM to 11:00 AM   04/15/21, 9:00 AM to 11:00 AM   04/22/21, 9:00 AM to 11:00 AM
<b>College, Campus &amp; Room:</b>
QV, Quinebaug Valley CC, LRON
<b>Instructor:</b> Blaise Rogovich
<b>Fee:</b> 90
<b>Notes:</b> This live remote workshop will be delivered using WebEx video conferencing. Participants must use a PC or laptop and a webcam and microphone. Participants must contact Andrew Morrison at amorrison@qvcc.edu at least one week prior to the start date.

## **ONLINE 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, hybrid, 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, hybrid, or conventional office. Note: Course will be taught on WebEx and requires the use of computer audio and webcam.

Required text: None

Prerequisite: None

CEUs: 1.8

<b>Course # , Date(s) Time</b>
AS15236, 04/15/21, 9:00 AM to 4:00 PM   04/22/21, 9:00 AM to 4:00 PM   04/29/21, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
AS, Asnuntuck
<b>Instructor:</b> Margaret DeMarino
<b>Fee:</b> 285
<b>Notes:</b> class meets ONLINE 4/15, 4/22, 4/29

## **ONLINE Train the Brain! Decrease Work Anxiety and 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. Note: Course will be taught on WebEx and requires the use of computer audio and webcam.

Required text: None

Prerequisite: None

CEUs: 1.8

<b>Course # , Date(s) Time</b>
AS15244, 06/04/21, 9:00 AM to 4:00 PM   06/11/21, 9:00 AM to 4:00 PM   06/18/21, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
AS, Asnuntuck
<b>Instructor:</b> Margaret DeMarino
<b>Fee:</b> 285
<b>Notes:</b> class meets ONLINE 6/4, 6/11, 6/18

## **ONLINE A Mindful Approach to Work: From Pandemic Panic to Peace**

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. We will explore the role of meditation and guided visualization, including at-work practices such as waking meditation, doorway meditation, the three-breath-per meditation, and much more! You will develop a Mindful Approach Plan, incorporating simple but significant mindfulness exercises to help you throughout your day, a "mindful morning" routine, a post-work decompression routine, an I.C.E. (In Case of Emergency) toolkit, a breathwork repertoire, a nighttime release plan for better sleep and increased work productivity. You will also learn how to be a mono-tasker rather than a multitasker, how to become an "Appreciation Addict," and how to "slow down to speed up." Note: Course will be taught on WebEx and requires the use of computer audio and webcam. Required text: None Prerequisite: None CEUs: 1.8

<b>Course # , Date(s) Time</b>
AS15231, 03/09/21, 9:00 AM to 4:00 PM   03/16/21, 9:00 AM to 4:00 PM   03/23/21, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
AS, Asnuntuck
<b>Instructor:</b> Margaret DeMarino
<b>Fee:</b> 285
<b>Notes:</b> class meets ONLINE 3/9, 3/16, 3/23

## 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: The five keys to creating effective communications Strategies for identifying and overcoming listening blocks. Ways to "read" a person through observing body language "clusters," including gestures The Four Basic Communication Personality/Behavioral Styles and how to adapt to each Eight critical assertive communication practices Ways to identify and shift ten major "hidden agendas" of others Methods to adjust to how group dynamics and group roles influence behavior Proven techniques for handling conflict Techniques for dealing with workplace stress Note: Course will be taught on WebEx and requires the use of computer audio and webcam. Required text: None Prerequisite: None CEUs: 1.8

<b>Course # , Date(s) Time</b>
AS15234, 03/30/21, 9:00 AM to 4:00 PM   04/06/21, 9:00 AM to 4:00 PM   04/13/21, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
AS, Asnuntuck
<b>Instructor:</b> Margaret DeMarino
<b>Fee:</b> 285
<b>Notes:</b> class meets ONLINE 3/30, 4/6, 4/13

## ONLINE The Virtual (or Hybrid) Employee: Thriving While Teleworking

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. Note: Course will be taught on WebEx and requires the use of computer audio and webcam.

Required text: None Prerequisite: None CEUs: 1.8

<b>Course # , Date(s) Time</b>
AS15232, 03/12/21, 9:00 AM to 4:00 PM   03/19/21, 9:00 AM to 4:00 PM   03/26/21, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
AS, Asnuntuck
<b>Instructor:</b> Margaret DeMarino
<b>Fee:</b> 285
<b>Notes:</b> Class meets ONLINE 3/12, 3/19, 3/26



## Project Management Essentials and MS Project

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

Required text: none. Bring flash drive to save your work.

Prerequisite: Working knowledge of computers and Microsoft Office 2019 CEUs: 1.2

<b>Course # , Date(s) Time</b>
NV15392, 05/07/21, 9:00 AM to 4:00 PM   05/21/21, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
NV, Naugatuck Valley WTBY, Room T655
<b>Instructor:</b> Juan De La Rosa
<b>Fee:</b> 190
<b>Notes:</b> IN PERSON only course due to access to MS Project software. Face coverings and social distancing required on campus. Tech Hall parking is between Founders Hall and Tech Hall coming into the Waterbury Campus from the East Entrance. No parking permit required. Lunch options close by the campus. Attendance at both classes is required for certificate of completion. NVCC registration form will be completed and collected upon arrival for the class. Contact Cindy Tolin for details ctolin@nv.edu.

## 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?

Required text: None

Prerequisite: None

CEUs: 0.6

<b>Course # , Date(s) Time</b>
CA15283, 06/02/21, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
CA, Capital, Room 307
<b>Instructor:</b> Christopher Service, Sr.
<b>Fee:</b> 90
<b>Notes:</b> Course is offered in person. Free parking Morgan Street Garage, 155 Morgan St. Bring ticket to classroom to validate.

## Managing Disagreements, Conflicts & Confrontation, on ground program

This program takes a positive and effective approach to disagreement, conflict, confrontation, difficult people and other sources of negativity in the workplace. Participants will explore the causes of opposition, its emotional and behavioral manifestations and how to prevent or minimize it. This program is also an ideal introductory program for those who need to develop negotiating skills. Learning Objectives: Define conflict and identify those elements present in every conflict. Identify the sources and stages of conflict and disagreement. Describe how your self-expectations directly influence the conflict in your life. Describe the role of relationships in conflict resolution. Employ confrontation as a productive technique in resolving conflicts, while minimizing your risk. List five conflict management styles, identify your own style and know when to use each style. Use collaboration and problem solving to achieve gain/gain outcomes to conflicts. Recognize ways you can build on your conflict management strengths to become more effective in managing conflicts. Accept conflict as inevitable and benefit from it.

Required text: None      Prerequisite: None      CEUs: 0.6

<b>Course # , Date(s) Time</b>
TX15264, 06/16/21, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
TX, TXCC, Tunxis@Bristol, CR 1
<b>Instructor:</b> Larry Lindquist
<b>Fee:</b> 90
<b>Notes:</b> Class Location, 430 North Main St., Bristol, CT 06010 phone 860-314-4700

## Leadership Techniques for Women - NEW

The course 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. The course will help students become proficient at gaining respect through the effective use of power; become more assertive in decision-making and problem solving; skill sets that women tend to bring to leadership roles; effective techniques to manage difficult people and insight into managing conflicting priorities. The class will incorporate practicing some of these skills with interactive activities and help participants understand their superpowers!

Required text: None      Prerequisite: None      CEUs: 1.2

<b>Course # , Date(s) Time</b>
NV15385, 04/06/21, 9:00 AM to 12:00 PM   04/07/21, 9:00 AM to 12:00 PM   04/20/21, 9:00 AM to 12:00 PM   04/21/21, 9:00 AM to 12:00 PM
<b>College, Campus &amp; Room:</b>
NV, Naugatuck Valley WTBY    ONLINE
<b>Instructor:</b> Amy Blackwood
<b>Fee:</b> 180
<b>Notes:</b> This course is taught ONLINE only. Participants must have a device with audio and video capabilities for screen sharing and virtual learning. The class will have four - half day sessions. Students must register with NVCC Noncredit Office at least one week in advance of the first class date to receive the class link for the course. Class will be taught in Microsoft Teams or WebEx platforms. Attendance at all class sessions is necessary to receive a completion certificate.

## ONLINE "New Normal" Leadership - NEW

Leadership is being re-defined. Are you ready? Today's supervisors and managers need to lead in virtual, hybrid, and in-office environments, promoting growth and change in a positive way. We will take a holistic look at your work environment (whether it's an in-office, hybrid, or virtual) and come up with a game plan filled with practice pointers, action items, and strategies to help you transform your team. Whether it's taking advantage of best practices for Microsoft Teams, leading virtual meetings, or finding new ways to connect and do business via chat and email, this course will provide you with insight and techniques that work while leading through challenging times and periods of change Note: Course will be taught on WebEx and requires the use of computer audio and webcam.

Required text: None                      Prerequisite: None                      CEUs: 1.8

<b>Course # , Date(s) Time</b>
AS15237, 04/23/21, 9:00 AM to 4:00 PM   04/30/21, 9:00 AM to 4:00 PM   05/07/21, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
AS, Asnuntuck
<b>Instructor:</b> Margaret DeMarino
<b>Fee:</b> 285
<b>Notes:</b> class meets Online 4/23, 4/30, 5/7

## ONLINE Women in Leadership Certificate Program - NEW

Women face unique challenges in leadership roles. This highly participative online workshop provides an IRL (In Real Life) approach to leading in today's virtual, hybrid, and workplace-based environments. It takes an indepth look at five basic areas: addressing the "double standard" dilemma; understanding your personal leadership style, factoring in gender and personality; communicating more effectively when providing and receiving feedback; strengthening leadership skills by increasing emotional intelligence; and navigating the work-life balance. You will learn how to outsmart gender bias and create better self-talk and habits to accomplish more! You will: Learn strategies for dealing with the three most common challenges faced by women leaders Explore how gender dimensions of communication and behavior, including microaggressions and affinity bias, affect perception and reality of leadership Define your own leadership styles and tendencies, focusing in on magnifying strengths and strengthening weaknesses Understand how to integrate emotional intelligence into leadership best practices Explore how gender impacts feedback and plays a role in coaching and mentoring Learn how to effectively seek mentors for your own professional development Identify and address work-life balance conflicts Note: Course will be taught on WebEx and requires the use of computer audio and webcam.

Required text: None                      Prerequisite: None                      CEUs: 1.8

<b>Course # , Date(s) Time</b>
AS15245, 06/02/21, 9:00 AM to 4:00 PM   06/09/21, 9:00 AM to 4:00 PM   06/16/21, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
AS, Asnuntuck
<b>Instructor:</b> Margaret DeMarino
<b>Fee:</b> 285
<b>Notes:</b> class meets ONLINE 6/2, 6/9, 6/16

### **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

<b>Course # , Date(s) Time</b>
CA15279, 04/14/21, 12:00 AM to 12:00 AM   06/04/21, 12:00 AM to 12:00 PM
<b>College, Campus &amp; Room:</b>
CA, Capital
<b>Instructor:</b> STAFF
<b>Fee:</b> 115
<b>Notes:</b> Course is offered online for 6-weeks in an asynchronous format. Participants can login at any time to complete the coursework

### **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.

Required text: None

Prerequisite: None

CEUs: 0.6

<b>Course # , Date(s) Time</b>
CA15280, 05/25/21, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
CA, Capital
<b>Instructor:</b> Yasmin Shenoy
<b>Fee:</b> 90
<b>Notes:</b> Course will be offered remotely via WebEx. Students will be receiving a link to the course a few days before the class.

### **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.

Required text: None

Prerequisite: None

CEUs: 0.8

<b>Course # , Date(s) Time</b>
CA15303, 04/14/21, 12:00 AM to 12:00 AM   06/04/21, 12:00 AM to 12:00 AM
<b>College, Campus &amp; Room:</b>
CA, Capital
<b>Instructor:</b> STAFF
<b>Fee:</b> 90
<b>Notes:</b> Course is offered online for 6-weeks in an asynchronous format. Participants can login at any time to complete the coursework

### **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

<b>Course # , Date(s) Time</b>
CA15281, 05/14/21, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
CA, Capital
<b>Instructor:</b> Nora Bishop
<b>Fee:</b> 90
<b>Notes:</b> Course will be offered remotely via WebEx. Students will be receiving a link to the course a few days before the class.

## 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.

Required text: None

Prerequisite: None

CEUs: 0.6

<b>Course # , Date(s) Time</b>
CA15282, 05/19/21, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
CA, Capital
<b>Instructor:</b> Neil Percy, Jr.
<b>Fee:</b> 90
<b>Notes:</b> Course will be offered remotely via WebEx. Students will be receiving a link to the course a few days before the class.

## ONLINE - Critical Thinking Workshop

We live in a knowledge-based society, and the more critical you think the better your knowledge will be. Critical Thinking provides you with the skills to analyze and evaluate information so that you are able to obtain the greatest amount of knowledge from it. It provides the best chance of making the correct decision and minimizes damages if a mistake does occur. Learning topics and objectives includes: Understand the components of critical thinking; Utilize non-linear thinking; Use logical thinking; Recognize what it means to be a critical thinker; Evaluate information using critical thinking skills; Identify the benefits of critical thinking; Revise perspective; Comprehend problem solving abilities.

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

Prerequisite: None. CEUs: 0.6

<b>Course # , Date(s) Time</b>
QV15321, 04/21/21, 9:00 AM to 11:00 AM   04/28/21, 9:00 AM to 11:00 AM   05/05/21, 9:00 AM to 11:00 AM
<b>College, Campus &amp; Room:</b>
QV, Quinebaug Valley CC, LRON
<b>Instructor:</b> Rockie Blunt
<b>Fee:</b> 90
<b>Notes:</b> This live remote workshop will be delivered using WebEx video conferencing. Participants must use a PC or laptop and a webcam and microphone. Participants must contact Andrew Morrison at amorrison@qvc.edu at least one week prior to the start date.

### **ONLINE - Don't Debate, Persuade! Constructing the Velvet Argument**

Never doubt that 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

<b>Course # , Date(s) Time</b>
CA15295, 05/13/21, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
CA, Capital
<b>Instructor:</b> Domenic Gugliotti
<b>Fee:</b> 90
<b>Notes:</b> Course will be provided online via WebEx.

### **ONLINE - 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

<b>Course # , Date(s) Time</b>
CA15296, 06/01/21, 9:00 AM to 4:00 PM   06/08/21, 12:00 AM to 12:00 AM
<b>College, Campus &amp; Room:</b>
CA, Capital
<b>Instructor:</b> Yasmin Shenoy
<b>Fee:</b> 180
<b>Notes:</b> Course will be offered remotely via WebEx. Students will be receiving a link to the course a few days before the class.

## **ONLINE - Error Reduction & Human Performance Fundamentals**

If you are not managing human error, then human error is probably managing you! In this workshop, learners will develop a new perception and understanding of detecting, preventing, and correcting mistakes. Completers will learn how to focus and properly perform critical steps-every time-and will demonstrate understanding of human performance principles. Learning topics and objectives include: Understanding human performance theory and principles; Reducing error and decreasing frequency of events; Managing defenses and reducing severity of events; Applying organizational drift to human performance management; Using error avoidance tools and techniques

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

Prerequisite: None CEUs: 1

<b>Course # , Date(s) Time</b>
QV15317, 03/09/21, 1:00 PM to 3:00 PM   03/11/21, 1:00 PM to 3:00 PM   03/16/21, 12:00 AM to 12:00 AM   03/18/21, 12:00 AM to 12:00 AM   03/23/21, 12:00 AM to 12:00 AM
<b>College, Campus &amp; Room:</b>
QV, Quinebaug Valley CC, LRON
<b>Instructor:</b> James Newman
<b>Fee:</b> 180
<b>Notes:</b> This live remote workshop will be delivered using WebEx video conferencing. Participants must use a PC or laptop and a webcam and microphone. Participants must contact Andrew Morrison at amorrison@qvcc.edu at least one week prior to the start date.

## **ONLINE Everyday Leadership**

You don't have to be an agency director or a CEO of a billion-dollar company to be a leader (although this is a great class for front-line supervisors). 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 key "stop, start, continue" practices of leadership; 6 rules for leading with intention, and much more. We will explore the strengths and challenges of your individual personality as it influences leadership style. Each participant will leave inspired and knowledgeable in how to bring leadership to their everyday life, whether leading projects, encouraging co-workers, or inspiring those you supervise. Note: Course will be taught on WebEx and requires the use of computer audio and webcam.

Required text: None                      Prerequisite: None                      CEUs: 1.8

<b>Course # , Date(s) Time</b>
AS15242, 06/01/21, 9:00 AM to 4:00 PM   06/08/21, 9:00 AM to 4:00 PM   06/15/21, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
AS, Asnuntuck
<b>Instructor:</b> Margaret DeMarino
<b>Fee:</b> 285
<b>Notes:</b> class meets ONLINE 6/1, 6/8, 6/15



## **ONLINE - Fundamentals of Supervision and Management**

If you have recently been promoted to a supervisory or management position or want to learn how to become a more effective manager, this course will help you master the basics of business by learning the language of management. You will learn how to make a successful transition from employee to manager and you will learn how to manage your time so that you can deal with the constant demands of a managerial job. You will learn the skills required to delegate responsibility and motivate your employees. A large part of a manager's job involves getting things done through other people, and this course will help you understand how to influence and direct other people's performance. Finally, you will learn how to solve problems and resolve conflicts so you can accomplish your job more effectively.

Required text: None      Prerequisite: None      CEUs: 2.4

<b>Course # , Date(s) Time</b>
CA15249, 03/17/21, 12:00 AM to 12:00 AM   05/07/21, 12:00 AM to 12:00 AM
<b>College, Campus &amp; Room:</b>
CA, Capital
<b>Instructor:</b> STAFF
<b>Fee:</b> 115
<b>Notes:</b> Course is offered online for 6-weeks in an asynchronous format. Participants can login at any time to complete the coursework

## **ONLINE - Grants, 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

<b>Course # , Date(s) Time</b>
CA15297, 04/14/21, 12:00 AM to 12:00 AM   06/04/21, 12:00 AM to 12:00 AM
<b>College, Campus &amp; Room:</b>
CA, Capital
<b>Instructor:</b> STAFF
<b>Fee:</b> 115
<b>Notes:</b> Course is offered online for 6-weeks 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

<b>Course # , Date(s) Time</b>
CA15305, 04/14/21, 12:00 AM to 12:00 AM   06/04/21, 12:00 AM to 12:00 AM
<b>College, Campus &amp; Room:</b>
CA, Capital
<b>Instructor:</b> STAFF
<b>Fee:</b> 115
<b>Notes:</b> Course is offered online for 6-weeks 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

<b>Course # , Date(s) Time</b>
CA15337, 04/14/21, 12:00 AM to 12:00 AM
<b>College, Campus &amp; Room:</b>
CA, Capital
<b>Instructor:</b> STAFF
<b>Fee:</b> 115
<b>Notes:</b> Course is offered online for 6-weeks in an asynchronous format. Participants can login at any time to complete the coursework

## ONLINE - Individual Excellence

Personal development is key to success in and out of the workplace. You can develop career-enhancing skills in a single course that covers twelve popular one-day seminar topics, including goal setting, time management, and personal organization. You will learn how to improve your creative abilities, gain confidence with financial matters, and how to minimize conflict in your life. By the time you finish this course, you will have developed a fulfilling career plan, hold the skills to improve your interpersonal relationships; and learn how to utilize your creativity and problem-solving skills to work through adversity.

Required text: None

Prerequisite: None

CEUs: 2.4

<b>Course # , Date(s) Time</b>
CA15299, 03/17/21, 12:00 AM to 12:00 PM   05/07/21, 12:00 AM to 12:00 AM
<b>College, Campus &amp; Room:</b>
CA, Capital
<b>Instructor:</b> STAFF
<b>Fee:</b> 115
<b>Notes:</b> Course is offered online for 6-weeks in an asynchronous format. Participants can login at any time to complete the coursework

## 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: Required for this course: Internet access and computer. Microphone and webcam needed for live audio/video training. This course will be taught remotely using WEBEX.

Students reserving seats in this class must reach out to [JMilavsky@mcc.comnet.edu](mailto:JMilavsky@mcc.comnet.edu) at least one week prior to the start of class in order to officially register for the class with Manchester Community College. Students registered for this class will be contacted with further instructions one to three business days prior to class.

Prerequisite: Some supervisory experience. CEUs: 0.6

<b>Course # , Date(s) Time</b>
MA15276, 03/10/21, 9:00 AM to 12:00 PM   03/17/21, 9:00 AM to 12:00 PM
<b>College, Campus &amp; Room:</b>
MA, ONLINE
<b>Instructor:</b> V. Allison Reed
<b>Fee:</b> 90
<b>Notes:</b> This is an ONLINE class taught remotely with WebEx

## ONLINE - Leadership for Everyone

Not everyone in an organization must 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 contribute 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 Judgment. 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: Required for this course: Internet access and computer. Microphone and webcam needed for live audio/video training. This course will be taught remotely using WEBEX.

Students reserving seats in this class must reach out to [JMilavsky@mcc.commnet.edu](mailto:JMilavsky@mcc.commnet.edu) at least one week prior to the start of class in order to officially register for the class with Manchester Community College. Students registered for this class will be contacted with further instructions one to three business days prior to class.

Prerequisite: None CEUs: 1.2

<b>Course # , Date(s) Time</b>
MA15304, 04/09/21, 9:00 AM to 12:00 PM   04/16/21, 9:00 AM to 12:00 PM   04/23/21, 9:00 AM to 12:00 PM   04/30/21, 9:00 AM to 12:00 PM
<b>College, Campus &amp; Room:</b>
MA, ONLINE
<b>Instructor:</b> John Lombardo
<b>Fee:</b> 180
<b>Notes:</b>

## 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.

Required text: None

Prerequisite: None

CEUs: 0.6

<b>Course # , Date(s) Time</b>
CA15300, 03/17/21, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
CA, Capital
<b>Instructor:</b> Neil Percy, Jr.
<b>Fee:</b> 90
<b>Notes:</b> Course will be offered remotely via WebEx. Students will be receiving a link to the course a few days before the class.

## **ONLINE - Managing Remote Teams Workshop**

Bringing team members together through a virtual environment can be a challenging task. This workshop identifies these challenges and helps your participants push through to success. With our Managing Remote Teams workshop, participants will begin to see how important it is to develop a core set of high-performance skills while working remotely. By knowing and managing the way people interact in a remote environment, managers can empower high-performance teams to accomplish any task. Learning topics and objectives include: Understand the characteristics of a high-performance team; Fostering teamwork; Understand the importance of communication; Training remote employees; Managing a high-performance team; Leading an effective virtual meeting.

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

Prerequisite: None. CEUs: 0.6

<b>Course # , Date(s) Time</b>
QV15318, 03/30/21, 1:00 PM to 3:00 PM   04/01/21, 1:00 PM to 3:00 PM   04/06/21, 1:00 PM to 3:00 PM
<b>College, Campus &amp; Room:</b>
QV, Quinebaug Valley CC, LRON
<b>Instructor:</b> TBD
<b>Fee:</b> 90
<b>Notes:</b> This live remote workshop will be delivered using WebEx video conferencing. Participants must use a PC or laptop and a webcam and microphone. Participants must contact Andrew Morrison at <a href="mailto:amorrison@qvcc.edu">amorrison@qvcc.edu</a> at least one week prior to the start date.

## **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 during the first day.

Required text: Mental Health First Aid USA self-paced online course pre-work included in the cost. Prerequisite: None CEUs: 0.8

<b>Course # , Date(s) Time</b>
CA15306, 05/17/21, 9:00 AM to 3:00 PM   05/24/21, 12:00 AM to 12:00 AM
<b>College, Campus &amp; Room:</b>
CA, Capital
<b>Instructor:</b> Valerie English Cooper
<b>Fee:</b> 190
<b>Notes:</b> Course will be offered remotely. Participants will be receiving a link to the introduction pre-work a few days before the first date. This is a 2hr introduction that will be completed on the first day. This prework must be completed before participants can continue.

## **ONLINE - Preventing Knowledge Loss - A 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. This is especially true for employees who have been with the organization for a long time. 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 about the different types of knowledge, and you will develop a knowledge management plan by identifying critical business or technical knowledge, who possesses the knowledge, and simple yet effective techniques to capture, retain and transfer the knowledge. Be proactive and do not let valuable knowledge walk out the door.

Required text: None                      Prerequisite: None                      CEUs: 0.6

<b>Course # , Date(s) Time</b>
CA15250, 03/24/21, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
CA, Capital
<b>Instructor:</b> Juantray Easmon
<b>Fee:</b> 90
<b>Notes:</b> Course will be offered remotely via WebEx. Students will be receiving a link to the course a few days before the class.

## **ONLINE - 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. This course will be taught using WebEx.

Required text: Required for this course: Internet access and computer. Microphone and webcam needed for live audio/video training. This course will be taught remotely using WEBEX.

Students reserving seats in this class must reach out to [JMilavsky@mcc.commnet.edu](mailto:JMilavsky@mcc.commnet.edu) at least one week prior to the start of class in order to officially register for the class with Manchester Community College. Students registered for this class will be contacted with further instructions one to three business days prior to class.

Prerequisite: None    CEUs: 1.2

<b>Course # , Date(s) Time</b>
MA15273, 04/07/21, 9:00 AM to 12:00 PM   04/14/21, 9:00 AM to 12:00 PM   04/21/21, 9:00 AM to 12:00 PM   04/28/21, 9:00 AM to 12:00 PM
<b>College, Campus &amp; Room:</b>
MA, ONLINE
<b>Instructor:</b> John Lombardo
<b>Fee:</b> 180
<b>Notes:</b> This is an ONLINE class taught remotely with WebEx

## ONLINE Re-Boot Camp for Leaders

Do you want to think outside the box to find new ways to lead? You will learn tips, scripts, and strategies that will help you meet and exceed key leadership criteria such as the ability to get along with everyone, to practice self-control under pressure, to communicate diplomatically, to motivate and energize your staff, to foster a positive working environment, to delegate effectively, and to encourage a strong work ethic among employees. The emphasis is on the practical, with students responsible for developing a "Re-Boot Camp Routine" to take back to the workplace.

Required text: None

Prerequisite: None

CEUs: 0.6

<b>Course # , Date(s) Time</b>
TX15287, 04/20/21, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
TX , TXCC, Tunxis@Bristol ONLINE
<b>Instructor:</b> Margaret DeMarino
<b>Fee:</b> 90
<b>Notes:</b> Class Location, Online, WebEx format

## ONLINE - Six Sigma: Total Quality Applications

Learn how to effectively apply the elements and methods of Six Sigma. Understand how more than 25 tools and methods relate to the DMAIC (define, measure, analyze, improve, and control) model. Determine the relationship of basic statistics to Six Sigma and learn about the Six Sigma business case, including strategic planning, the voice of the customer (VOC), quality function deployment (QFD), benchmarking, and financial investment methods. Discover how to use brainstorming; Pareto charts, and critical quality help define processes, problems, and opportunities. Master the use of other key tools such as cause and effect diagrams, check sheets, scatter diagrams, failure mode and effects analysis (FMEA), and force field analysis. In this course you will learn how to apply the DMAIC model each step of the way. You will learn how to define, plan, implement, and close a Six Sigma project. You will also know how to use process capability and how to apply lean thinking. You will understand the basics of advanced Six Sigma tools. This course will help you prepare for the internationally recognized Six Sigma Black Belt and Quality Manager exams offered by the American Society for Quality (ASQ).

Required text: None

Prerequisite: None

CEUs: 2.4

<b>Course # , Date(s) Time</b>
CA15251, 03/17/21, 12:00 AM to 12:00 AM   05/07/21, 12:00 AM to 12:00 AM
<b>College, Campus &amp; Room:</b>
CA, Capital
<b>Instructor:</b> STAFF
<b>Fee:</b> 115
<b>Notes:</b> Course is offered online for 6-weeks in an asynchronous format. Participants can login at any time to complete the coursework

## ONLINE - Supervisory Essentials

Being an effective supervisor means working with others to achieve a department's goals and objectives. This workshop reviews a supervisor's major responsibilities and shows them how to utilize their authority for the benefit of their staff and department. Training objectives and topics include: Establishing core competencies; Supervising former co-workers; Delegating and giving instructions; Listening and giving feedback; Communicating w/ different personalities; Motivating & coaching employees; Using Emotional Intelligence; Managing problem employees; Creating a "team" environment; Seeing yourselves as problem-solvers; Developing a learning culture.

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

Prerequisite: None CEUs: 1.8

<b>Course # , Date(s) Time</b>
QV15316, 03/10/21, 9:00 AM to 11:00 AM   03/12/21, 9:00 AM to 11:00 AM   03/17/21, 9:00 AM to 11:00 AM   03/19/21, 9:00 AM to 11:00 AM   03/24/21, 9:00 AM to 11:00 AM   03/26/21, 9:00 AM to 11:00 AM   03/31/21, 9:00 AM to 11:00 AM   04/07/21, 9:00 AM to 11:00 AM   04/09/21, 9:00 AM to 11:00 AM
<b>College, Campus &amp; Room:</b>
QV, Quinebaug Valley CC, LRON
<b>Instructor:</b> Rockie Blunt
<b>Fee:</b> 270
<b>Notes:</b> This live remote workshop will be delivered using WebEx video conferencing. Participants must use a PC or laptop and a webcam and microphone. Participants must contact Andrew Morrison at amorrison@qvcc.edu at least one week prior to the start date.

## 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

<b>Course # , Date(s) Time</b>
TX15285, 03/25/21, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
TX, TXCC, Tunxis@Bristol ONLINE
<b>Instructor:</b> Margaret DeMarino
<b>Fee:</b> 90
<b>Notes:</b> Class Location, ONLINE, WebEx format



### **ONLINE - Working Across Generations**

Today's workplace is a mixed batch of generations. Five generations are currently working together: iGen, Millennials, Generation X, Baby Boomers, and Traditionalists. Each of these generations have different expectations and needs. Learning the differences between each generation, will allow you to understand how to work with your teammates.

Required text: None                      Prerequisite: None                      CEUs: 0.6

<b>Course # , Date(s) Time</b>
CA15252, 04/09/21, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
CA , Capital
<b>Instructor:</b> Juantray Easmon
<b>Fee:</b> 90
<b>Notes:</b> Course will be offered remotely via WebEx. Students will be receiving a link to the course a few days before the class.

### **ONLINE Leading Teams with Purpose and Results WebEx format**

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

<b>Course # , Date(s) Time</b>
TX15270, 05/04/21, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
TX, TXCC, Tunxis@Bristol ONLINE
<b>Instructor:</b> Waldemar Kostrzewa
<b>Fee:</b> 90
<b>Notes:</b> Class Location, Online

### **ONLINE Leading Today Multigenerational Workforce WebEx format**

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

<b>Course # , Date(s) Time</b>
TX15272, 04/22/21, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
TX, TXCC, Tunxis@Bristol ONLINE
<b>Instructor:</b> Waldemar Kostrzewa
<b>Fee:</b> 90
<b>Notes:</b> Class Location, Online

### **ONLINE High Impact Meetings WebEx**

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

<b>Course # , Date(s) Time</b>
TX15269, 04/14/21, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
TX, TXCC, Tunxis@Bristol ONLINE
<b>Instructor:</b> Waldemar Kostrzewa
<b>Fee:</b> 90
<b>Notes:</b> Class Location ONLINE

### **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

<b>Course # , Date(s) Time</b>
GW15322, 04/08/21, 9:00 AM to 4:00 PM   04/09/21, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
GW, GCC ONLINE
<b>Instructor:</b> Frank Dixon
<b>Fee:</b> 300
<b>Notes:</b> Class will be held via WEBEX, online, for two consecutive days: 4/8 & 4/9/2021 (Participant will need to complete a GCC Registration form prior to class)

### **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

<b>Course # , Date(s) Time</b>
GW15324, 05/13/21, 9:00 AM to 4:00 PM   05/14/21, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
GW, GCC ONLINE
<b>Instructor:</b> Frank Dixon
<b>Fee:</b> 300
<b>Notes:</b> Class will be held via WebEx, online, for two consecutive days: 5/13 & 5/14/2021 (Participant will need to complete a GCC Registration form prior to class)

## **Time Out - POWERFUL Time Management on ground program**

Many people have difficulty achieving peak performance because there never seems to be enough time to get everything done. They need to take a 'Time Out' and get control of their time and their lives. This program is based on the expertise of time management guru, Alan Lakein. Participants will learn how to plan, organize, prioritize and manage their time for greater productivity and less stress. They will analyze how they currently spend their time, determine what their time wasters are and develop a new approach for efficient use of their time. This program eliminates the need to purchase a costly "time management & planning system" that requires you to carry a planning calendar with you everywhere you go. At the conclusion of this program you will be able to: Measure how effective you are at using your time, currently. Identify the Myths of Time that limit your effectiveness. Analyze your present use of time. Identify your personal time thieves and techniques to catch them. Employ six easy ideas for overcoming your poor time habits. Set short and long-term time objectives. Develop a plan with strategies to improve your use of time on a continuing basis.

Required text: None

Prerequisite: None

CEUs: 0.6

<b>Course # , Date(s) Time</b>
TX15263, 06/15/21, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
TX, TXCC, Tunxis@Bristol, CR 1
<b>Instructor:</b> Larry Lindquist
<b>Fee:</b> 90
<b>Notes:</b> Class Location, 430 North Main St., Bristol, CT 06010 phone 860-314-4700

## **UPDATED! ONLINE 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 - whether remotely or in-office. Attendees will learn: 7 key steps to get respect, 15 best practices of supervisors, 4 key practices for providing feedback to employees, 10 keys to managing a virtual workplace, 3 keys for supervising hybrid workers, the 5-15 reporting structure, 30 top supervisory missteps to avoid, and a 7-step stress management plan. Each participant will leave with their own customized real-life transition plan, with a way to identify and supervise each employee by personality, working style, and work ethic. Note: Course will be taught on WebEx and requires the use of computer audio and webcam.

Required text: None

Prerequisite: None CEUs: 1.8

<b>Course # , Date(s) Time</b>
AS15230, 03/08/21, 9:00 AM to 4:00 PM   03/15/21, 9:00 AM to 4:00 PM   03/22/21, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
AS, Asnuntuck
<b>Instructor:</b> Margaret DeMarino
<b>Fee:</b> 285
<b>Notes:</b> Class meets online 3/8, 3/15, 3/22

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

IN PERSON course at Waterbury Campus due to access to the Adobe software. 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 submitted 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: Basic computer skills with knowledge of MS Word CEUs: 0.6

<b>Course # , Date(s) Time</b>
NV15391, 05/21/21, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
NV, Naugatuck Valley WTBY, Room T641
<b>Instructor:</b> Catherine Poehler
<b>Fee:</b> 120
<b>Notes:</b> Face coverings required on campus and social distancing. Participants must have basic computer skills and familiarity with Microsoft Word 2019. Technology Hall is accessible from the Waterbury Campus East Entrance and parking is available in front of the building. The class meets in the computer room off the lobby on the 6th floor. (one flight up from entrance). No parking permit required. Lunch options close by the campus. NVCC registration form must be completed on site for proof of attendance and certificate completion.

## Excel - In the Beginning - on ground program

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

<b>Course # , Date(s) Time</b>
TX15262, 06/03/21, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
TX, TXCC, Tunxis@Bristol,Lab
<b>Instructor:</b> Laura Higgins
<b>Fee:</b> 95
<b>Notes:</b> Class Location, 430 North Main St., Bristol, CT 06010 phone 860-314-4700

## **Excel: 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. Software required. Contact [ca-learnmore@capitalcc.edu](mailto:ca-learnmore@capitalcc.edu) to get software access before the course. Course will be offered remotely via the videoconference tool WebEx. Students will be receiving a link to access the course a few days before the class.

Required text: None

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

<b>Course # , Date(s) Time</b>
CA15258, 05/14/21, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
CA, Capital
<b>Instructor:</b> Michael Montgomery
<b>Fee:</b> 95
<b>Notes:</b> Software required. Contact <a href="mailto:ca-learnmore@capitalcc.edu">ca-learnmore@capitalcc.edu</a> to get software access before the course. Course will be offered remotely via the videoconference tool WebEx. Students will be receiving a link to access the course a few days before the class.

## **HYBRID - Adobe Photoshop CC: Introduction**

Learn how to use the most powerful image editing software available, Adobe Photoshop. Improve your photographs using Photoshop's non-destructive color adjustments and retouching capabilities inside Photoshop and Camera Raw. Topics include layers; selections; using color and transparency in blend modes; adjusting images to improve quality/suitability for intended publication; advanced image editing; design; web and print skills with compositing; color management and type controls. Through demonstration and hands-on exercises taught by a media arts professional, you will create exciting and amazing images using some of this program's limitless capabilities. Required curriculum is included in course fee.

Required text: Required for this online course: Internet access and computer. Microphone and webcam needed for live audio/video training. Blackboard course management system and the WebEx application are required and used by instructor and students. Students will be contacted prior to class with further instructions. Students reserving seats in this class must reach out to JMilavsky@mcc.commnet.edu at least one week prior to the start of class in order to officially register for the class with Manchester Community College. Students registered for this class will be contacted with further instructions one to three business days prior to class.

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

<b>Course # , Date(s) Time</b>
MA15336, 05/04/21, 2:00 PM to 5:00 PM   05/06/21, 2:00 PM to 5:00 PM   05/11/21, 2:00 PM to 5:00 PM   05/13/21, 2:00 PM to 5:00 PM
<b>College, Campus &amp; Room:</b>
MA, MCC - HYBRID (online), LRC B142
<b>Instructor:</b> Kathleen Smits
<b>Fee:</b> 275
<b>Notes:</b> This is a HYBRID class. The on-ground sessions will be held on 05/04/2021 & 05/11/2021, ON-CAMPUS in LRC B142. The remote sessions are taught with WEBEX and Blackboard. Remote sessions are held on 05/06/2021 & 05/13/2021.

## **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 and the proper use of hyperlink. Most importantly, connecting strong content with strong visuals.

Required text: none

Prerequisite: Familiarity with Microsoft Office products and PowerPoint 2019 CEUs: 1.2

<b>Course # , Date(s) Time</b>
NV15373, 05/07/21, 9:00 AM to 4:00 PM   05/14/21, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
NV, Naugatuck Valley WTBY, ONLINE
<b>Instructor:</b> Catherine Poehler
<b>Fee:</b> 220
<b>Notes:</b> ONLINE ONLY - Must have access to Microsoft Office Powerpoint and audio/video with camera on device (laptop/desktop/tablet) to participate in class. Attendance at both classes is required to receive certificate. NVCC noncredit registration form required at least one week in advance of the first class to receive the WebEx link for class access. Contact Cindy Tolin ctolin@nv.edu.

## **ONLINE - Introduction to Microsoft Power Platform - NEW**

Microsoft has developed three tools; PowerApps, Power BI, and Power Automate that combined together make up the Microsoft Power Platform. These tools enable the ability to analyze data, act on that data, and automate workflows. This course will introduce students to the Power Platform and allow them to work through sample hands-on exercises to show the capabilities of each tool individually and how they can also interact with Microsoft Office applications.

Handouts will be provided electronically by the instructor.

Required text: 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 reserving seats in this class must reach out to JMilavsky@mcc.commnet.edu at least one week prior to the start of class in order to officially register for the class with Manchester Community College. Students registered for this class will be contacted with further instructions one to three business days prior to class.

Prerequisite: None CEUs: 0.6

<b>Course # , Date(s) Time</b>
MA15348, 05/21/21, 1:00 PM to 4:00 PM   05/28/21, 1:00 PM to 4:00 PM
<b>College, Campus &amp; Room:</b>
MA, ONLINE
<b>Instructor:</b> Robert Thornton
<b>Fee:</b> 190
<b>Notes:</b> This is an ONLINE class taught remotely with MS Teams



### **ONLINE - Introduction to Microsoft Teams (MS Teams) - NEW**

Microsoft Teams, the new workspace in Office 365, is an entirely unique experience that brings together people, conversations and content - long with the tools that teams need - so they can easily collaborate to achieve more. It's naturally integrated with the familiar Office applications and is built from the ground up on the Office 365 cloud. In this introductory course students will be introduced to the Teams environment and will learn tips and tricks to make the most out of this collaborative toolset. Handouts will be provided electronically by the instructor.

Required text: 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 reserving seats in this class must reach out to

JMilavsky@mcc.commnet.edu at least one week prior to the start of class in order to officially register for the class with Manchester Community College. Students registered for this class will be contacted with further instructions one to three business days prior to class.

Prerequisite: None CEUs: 0.3

<b>Course # , Date(s) Time</b>
MA15349, 03/12/21, 1:00 PM to 4:00 PM
<b>College, Campus &amp; Room:</b>
MA, ONLINE
<b>Instructor:</b> Robert Thornton
<b>Fee:</b> 50
<b>Notes:</b> This is an ONLINE class taught remotely with MS Teams

### **ONLINE Microsoft Teams, One Drive and other Teleworking Tools - NEW**

This course will run 12 hours over three half days and participants will learn shortcuts and become proficient using Microsoft Teams for video conferences, chats, Document Repository and Document Management. MS Forms and One Drive will be discussed, in addition to Microsoft Planner. Microsoft Planner is needed for Microsoft Teams to manage a group or team, and will be used to assign activities to team members. Learn how to detail these tasks and update progress and work deliverables. Instructor will review One Note as well, to share thoughts and collaborate in a remote environment while drawing in shared documents.

Required text: none

Prerequisite: Knowledge of virtual learning, WebEx access and Microsoft Office 2019 is needed to participate in the course. CEUs: 1.2

<b>Course # , Date(s) Time</b>
NV15363, 04/13/21, 12:00 PM to 4:00 PM   04/20/21, 12:00 PM to 4:00 AM   04/27/21, 12:00 PM to 4:00 AM
<b>College, Campus &amp; Room:</b>
NV, Naugatuck Valley WTBY, ONLINE
<b>Instructor:</b> Juan De La Rosa
<b>Fee:</b> 190
<b>Notes:</b> ONLINE ONLY - Must have access to Microsoft Office software and device must have audio/video/camera (laptop/desktop/tablet) to participate in class. Attendance at three classes is required to receive certificate. Participants need to register with NVCC NonCredit Department at least a week prior to the start date for the class to receive the course invitation and link. Contact Cindy Tolin ctolin@nv.edu to register.

## **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](http://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: Text included in course fee. Required for this online course: Internet access and computer. Microphone and webcam needed for live audio/video training. WebEx free application is required and used by instructor and students. Students reserving seats in this class must reach out to [JMilavsky@mcc.commnet.edu](mailto:JMilavsky@mcc.commnet.edu) at least one week prior to the start of class in order to officially register for the class with Manchester Community College. Students registered for this class will be contacted with further instructions one to three business days prior to class. Prerequisite: Basic knowledge of hardware and operating systems recommended. CEUs: 3.6

<b>Course # , Date(s) Time</b>
MA15340, 03/29/21, 1:00 PM to 4:00 PM   03/31/21, 1:00 PM to 4:00 PM   04/05/21, 1:00 PM to 4:00 PM   04/07/21, 1:00 PM to 4:00 PM   04/12/21, 1:00 PM to 4:00 PM   04/14/21, 1:00 PM to 4:00 PM   04/19/21, 1:00 PM to 4:00 PM   04/21/21, 1:00 PM to 4:00 PM   04/26/21, 1:00 PM to 4:00 PM   04/28/21, 1:00 PM to 4:00 PM   05/03/21, 1:00 PM to 4:00 PM   05/05/21, 1:00 PM to 4:00 PM
<b>College, Campus &amp; Room:</b>
MA, ONLINE
<b>Instructor:</b> Peter Rinsland
<b>Fee:</b> 1000
<b>Notes:</b> This is an ONLINE class taught remotely with WEBEX

## **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, which 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](http://www.prometric.com). Registered students are eligible to receive free Windows software. Required curriculum is included in course fee. Prerequisite: A+ 220-1001 Certification Prep, equivalent training, or contact Bruce Manning at [bmanning@manchestercc.edu](mailto:bmanning@manchestercc.edu). Required text: Text included in course fee. Required for this online course: Internet access and computer. Microphone and webcam needed for live audio/video training. WebEx free application is required and used by instructor and students. Students reserving seats in this class must reach out to [JMilavsky@mcc.commnet.edu](mailto:JMilavsky@mcc.commnet.edu) at least one week prior to the start of class in order to officially register for the class with Manchester Community College. Students registered for this class will be contacted with further instructions one to three business days prior to class. Prerequisite: A+ 220-1001 Certification Prep, equivalent training, or contact Bruce Manning at [bmanning@manchestercc.edu](mailto:bmanning@manchestercc.edu). CEUs: 3.6

<b>Course # , Date(s) Time</b>
MA15341, 05/10/21, 1:00 PM to 4:00 PM   05/12/21, 1:00 PM to 4:00 PM   05/16/21, 1:00 PM to 4:00 PM   05/17/21, 1:00 PM to 4:00 PM   05/19/21, 1:00 PM to 4:00 PM   05/24/21, 1:00 PM to 4:00 PM   05/26/21, 1:00 PM to 4:00 PM   05/31/21, 1:00 PM to 4:00 PM   06/02/21, 1:00 PM to 4:00 PM   06/07/21, 1:00 PM to 4:00 PM   06/09/21, 1:00 PM to 4:00 PM   06/21/21, 1:00 PM to 4:00 PM
<b>College, Campus &amp; Room:</b>
MA, ONLINE
<b>Instructor:</b> Peter Rinsland
<b>Fee:</b> 1000
<b>Notes:</b> This is an ONLINE class taught remotely with WEBEX

## **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. Coursework will cover Microsoft Office versions 2016, 365 and 2019.

Required text: Internet access and computer. Microphone and webcam needed for live audio/video training. The WebEx application free download is required and used by instructor and students. The instructor will contact students with further instructions one to three business days prior to class. Students should have one of the following versions of the Access for this course. Access 2016, Access 365 or Access 2019 should be installed on the computer that the student will be using for the training. There are many of the same features in these versions. Students reserving seats in this class must reach out to [JMilavsky@mcc.commnet.edu](mailto:JMilavsky@mcc.commnet.edu) at least one week prior to the start of class in order to officially register for the class with Manchester Community College. Students registered for this class will be contacted with further instructions one to three business days prior to class.

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

<b>Course # , Date(s) Time</b>
MA15331, 05/19/21, 1:00 PM to 4:00 PM   05/26/21, 1:00 PM to 4:00 PM
<b>College, Campus &amp; Room:</b>
MA, ONLINE
<b>Instructor:</b> Yvette Onye
<b>Fee:</b> 95
<b>Notes:</b> This is an ONLINE class taught remotely with WEBEX

## **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 text: Internet access and computer. Microphone and webcam needed for live audio/video training. The WebEx application free download is required and used by instructor and students. The instructor will contact students with further instructions one to three business days prior to class. Students should have one of the following versions of the Access for this course. Access 2016, Access 365 or Access 2019 should be installed on the computer that the student will be using for the training. There are many of the same features in these versions. Students reserving seats in this class must reach out to [JMilavsky@mcc.commnet.edu](mailto:JMilavsky@mcc.commnet.edu) at least one week prior to the start of class in order to officially register for the class with Manchester Community College. Students registered for this class will be contacted with further instructions one to three business days prior to class.

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

<b>Course # , Date(s) Time</b>
MA15330, 04/21/21, 1:00 PM to 4:00 PM   04/28/21, 1:00 PM to 4:00 PM   05/05/21, 1:00 PM to 4:00 PM   05/12/21, 1:00 PM to 4:00 PM
<b>College, Campus &amp; Room:</b>
MA, ONLINE
<b>Instructor:</b> George Pillar
<b>Fee:</b> 190
<b>Notes:</b> This is an ONLINE class taught remotely with WEBEX

### **ONLINE - Access: Introduction**

Learn the new features of Access 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 software. Required curriculum is included in course fee. Coursework will cover Microsoft Office versions 2016, 365 and 2019. 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. The instructor will contact students with further instructions one to three business days prior to class. Required curriculum is Included in course fee.

Required text: Internet access and computer. Microphone and webcam needed for live audio/video training. The instructor will contact students with further instructions one to three business days prior to class. Students should have one of the following versions of the Access for this course. Access 2016, Access 365 or Access 2019 should be installed on the computer that the student will be using for the training. There are many of the same features in these versions. Students reserving seats in this class must reach out to [JMilavsky@mcc.commnet.edu](mailto:JMilavsky@mcc.commnet.edu) at least one week prior to the start of class in order to officially register for the class with Manchester Community College. Students registered for this class will be contacted with further instructions one to three business days prior to class.

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

<b>Course # , Date(s) Time</b>
MA15329, 04/07/21, 1:00 PM to 4:00 PM   04/14/21, 1:00 PM to 4:00 PM
<b>College, Campus &amp; Room:</b>
MA, ONLINE
<b>Instructor:</b> George Pillar
<b>Fee:</b> 99
<b>Notes:</b> This is an ONLINE class taught remotely with Blackboard Collaborative

### **ONLINE - Achieving Top Search Engine Positions**

Most Web traffic comes from search engines. That means the most important thing you can do to increase your website's traffic is to improve its search engine ranking. To do that, you must understand both the art and science of search engine optimization (SEO). In this course, you will gain the knowledge you need to boost your website's visibility. By the end of the course, you will have mastered proven, step-by-step SEO strategies that you can implement right away.

Required text: None      Prerequisite: None      CEUs: 2.4

<b>Course # , Date(s) Time</b>
CA15253, 03/17/21, 12:00 AM to 12:00 AM   05/07/21, 12:00 AM to 12:00 PM
<b>College, Campus &amp; Room:</b>
CA, Capital
<b>Instructor:</b> STAFF
<b>Fee:</b> 115
<b>Notes:</b> Course is offered online for 6-weeks in an asynchronous format. Participants can login at any time to complete the coursework

## **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, emails or web pages while maintaining formatting and fonts. Use a variety of tools to edit, combine pages, place graphics, import and export content and assign security. Create electronic forms for easy, secure distribution, collaboration and data collection. Create interactive text fields, check boxes, drop-down menus and more.

Required curriculum is included in course fee.

Required text: 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. Students reserving seats in this class must reach out to JMilavsky@mcc.commnet.edu at least one week prior to the start of class in order to officially register for the class with Manchester Community College. Students registered for this class will be contacted with further instructions one to three business days prior to class.

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

<b>Course # , Date(s) Time</b>
MA15335, 03/16/21, 1:00 PM to 4:00 PM   03/18/21, 1:00 PM to 4:00 PM   03/23/21, 1:00 PM to 4:00 PM   03/25/21, 1:00 PM to 4:00 PM
<b>College, Campus &amp; Room:</b>
MA, ONLINE
<b>Instructor:</b> John Hilditch
<b>Fee:</b> 275
<b>Notes:</b> This is an ONLINE class taught remotely with MS Teams

## **ONLINE - Adobe Acrobat Pro Intro - Software not included but required**

This course will cover the basics of Adobe Acrobat Pro. Topics covered are: what a Portable Document Format (PDF) is, difference between Adobe Reader and Adobe Acrobat, explore the menus and panels of the program, work with pages, combine PDFs, create PDFs from other programs, scanning documents to PDF, printing to PDF, exporting data, hyperlinks and bookmarks, headers, footers, page numbers, dates, comments, sticky notes, creating PDF portfolios, protecting documents, creating forms, emailing forms, embed multimedia objects, create watermarks, and optimizing file size. Software required, but not included in the online course. Required text: None

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

<b>Course # , Date(s) Time</b>
CA15254, 06/04/21, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
CA, Capital
<b>Instructor:</b> Michael Montgomery
<b>Fee:</b> 95
<b>Notes:</b> Course will be offered remotely via the videoconference tool WebEx. Students will receive a link to access the course before the class. Must have access to Adobe Pro DC.

## ONLINE - Creating Fillable Electronic Forms with Word & Google Drive

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. 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. Software required. Contact [ca-learnmore@capitalcc.edu](mailto:ca-learnmore@capitalcc.edu) to get software access before the course. Course will be offered remotely via the videoconference tool WebEx. Students will be receiving a link to access the course a few days before the class.

Required text: None

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

<b>Course # , Date(s) Time</b>
CA15255, 03/12/21, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
CA, Capital ,
<b>Instructor:</b> Michael Montgomery
<b>Fee:</b> 95
<b>Notes:</b> Software required. Contact <a href="mailto:ca-learnmore@capitalcc.edu">ca-learnmore@capitalcc.edu</a> to get software access before the course. Course will be offered remotely via the videoconference tool WebEx. Students will be receiving a link to access the course a few days before the class.

## ONLINE - Excel: Advanced

Required text: Required for this online course: Internet access and computer. Microphone and webcam needed for live audio/video training. BlackBoard Collaborate is required and used by instructor and students. The instructor will contact students with further instructions one to three business days prior to class. Students should have one of the following versions of the Excel for this course: Excel 2016, Excel 365 or Excel 2019 should be installed on the computer that the student will be using for the training. There are many of the same features in these versions. Students reserving seats in this class must reach out to [JMilavsky@mcc.comnet.edu](mailto:JMilavsky@mcc.comnet.edu) at least one week prior to the start of class in order to officially register for the class with Manchester Community College. Students registered for this class will be contacted with further instructions one to three business days prior to class.

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

<b>Course # , Date(s) Time</b>
MA15313, 05/07/21, 1:00 PM to 4:00 PM   05/14/21, 1:00 PM to 4:00 PM
<b>College, Campus &amp; Room:</b>
MA, ONLINE
<b>Instructor:</b> Yvette Onye
<b>Fee:</b> 95
<b>Notes:</b> This is an ONLINE class taught remotely with Blackboard Collaborative



## **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: 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. The instructor will contact students with further instructions one to three business days prior to class. Students reserving seats in this class must reach out to [JMilavsky@mcc.commnet.edu](mailto:JMilavsky@mcc.commnet.edu) at least one week prior to the start of class in order to officially register for the class with Manchester Community College. Students registered for this class will be contacted with further instructions one to three business days prior to class.

Prerequisite: Excel Introduction required or equivalent knowledge. Knowledge of writing simple formulas and functions, basic charts, basic sorting and filtering. CEUs: 0.9

<b>Course # , Date(s) Time</b>
MA15315, 05/17/21, 1:00 PM to 4:00 PM   05/19/21, 1:00 PM to 4:00 PM   05/21/21, 1:00 PM to 4:00 PM
<b>College, Campus &amp; Room:</b>
MA, ONLINE
<b>Instructor:</b> John Hilditch
<b>Fee:</b> 250
<b>Notes:</b> This is an ONLINE class taught remotely with MS Teams

## **ONLINE - Excel: Dashboards**

Excel dashboards provide an organized way to view and report large amounts of changing data in real time. This course covers the mechanics of constructing dashboards and further explores the components learned in MCC's Excel Data and Function courses. The first class session covers the mechanics of constructing dashboards. Students will learn to import and manipulate data, employ functions, insert charts, fabricate pivot tables, and create interactive filters. The second class session covers more complex dashboard construction. These include importing data, nested functions for formulas, pivot charts, pivot tables, recording macros and interactive filters. This session will also explore some aesthetic dashboard design elements such as identifying important information and determining appropriate visual presentation formats for optimal communication. The third class session 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. Additional topics include visual element control, timelines, labels, dashboard security, dynamic data source linking, and publishing dashboards or other Excel elements. Coursework will cover Microsoft Office versions 2016, 365 and 2019. Required for this online course: a computer with internet access, a webcam and microphone. Students will be contacted one to three business days prior to class with further instructions including how to download Microsoft Teams free of charge. Prerequisites: MCC's Excel Data and Functions course and Excel Pivot Tables course or equivalent knowledge. Students must also have prior knowledge of functions, formulas, sorting and filtering, pivot tables, pivot charts, slicers

Required text: None

Prerequisite: Excel Introduction required or equivalent knowledge. Knowledge of writing simple formulas and functions, basic charts, basic sorting and filtering. CEUs: 0.3

<b>Course # , Date(s) Time</b>
MA15327, 05/24/21, 1:00 PM to 4:00 PM   05/26/21, 1:00 PM to 4:00 PM   05/28/21, 1:00 PM to 4:00 PM
<b>College, Campus &amp; Room:</b>
MA, ONLINE
<b>Instructor:</b> John Hilditch
<b>Fee:</b> 250
<b>Notes:</b> This is an ONLINE class taught remotely with MS Teams

## ONLINE - Excel: Data and Functions

This comprehensive course on data handling will ensure that you are tapping the full power of Excel. Students will learn how to use a Pivot Table to analyze numerical data in detail, query in many user-friendly ways; subtotaling and aggregating 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 Pivot Table 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. Coursework will cover Microsoft Office versions 2016, 365 and 2019. 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. The instructor will contact students with further instructions one to three business days prior to class. Prerequisite: Excel Introduction required or equivalent knowledge. Knowledge should include writing simple formulas and functions, understanding charts, basic data sorting and filtering.

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

<b>Course # , Date(s) Time</b>
MA15312, 04/26/21, 1:00 PM to 4:00 PM   04/28/21, 1:00 PM to 4:00 PM   05/03/21, 1:00 PM to 4:00 PM   05/05/21, 1:00 PM to 4:00 PM
<b>College, Campus &amp; Room:</b>
MA, ONLINE
<b>Instructor:</b> John Hilditch
<b>Fee:</b> 275
<b>Notes:</b>

## 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. Software required. Contact [ca-learnmore@capitalcc.edu](mailto:ca-learnmore@capitalcc.edu) to get software access before the course. Course will be offered remotely via the videoconference tool WebEx. Students will be receiving a link to access the course a few days before the class.

Required text: None

Prerequisite: Participants must have Excel intermediate level skills. CEUs: 0.6

<b>Course # , Date(s) Time</b>
CA15257, 04/23/21, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
CA, Capital
<b>Instructor:</b> Michael Montgomery
<b>Fee:</b> 95
<b>Notes:</b> Software required. Contact <a href="mailto:ca-learnmore@capitalcc.edu">ca-learnmore@capitalcc.edu</a> to get software access before the course. Course will be offered remotely via the videoconference tool WebEx. Students will be receiving a link to access the course a few days before the class.

## ONLINE - Excel: Intermediate

Excel 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: 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. Coursework will cover Microsoft Office versions 2016, 365 and 2019. 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. The instructor will contact students with further instructions one to three business days prior to class.

Required text: 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. The instructor will contact students with further instructions one to three business days prior to class.

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

<b>Course # , Date(s) Time</b>
MA15311, 04/23/21, 1:00 PM to 4:00 PM   04/30/21, 1:00 PM to 4:00 PM
<b>College, Campus &amp; Room:</b>
MA, ONLINE
<b>Instructor:</b> Matthew Marshall
<b>Fee:</b> 95
<b>Notes:</b>

## ONLINE - Excel: Introduction

Excel Introduction is designed for people new to spreadsheets and for self-taught users who wish to expand their knowledge. Using the new 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. Coursework will cover Microsoft Office versions 2016, 365 and 2019. 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. The instructor will contact students with further instructions one to three business days prior to class.

Required text: None Prerequisite: Basic Windows, keyboard and mouse skills. CEUs: 0.6

<b>Course # , Date(s) Time</b>
MA15310, 04/09/21, 1:00 PM to 4:00 PM   04/16/21, 1:00 PM to 4:00 PM
<b>College, Campus &amp; Room:</b>
MA, ONLINE
<b>Instructor:</b> Matthew Marshall
<b>Fee:</b> 95
<b>Notes:</b>

### **ONLINE - 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. Software required. Contact [ca-learnmore@capitalcc.edu](mailto:ca-learnmore@capitalcc.edu) to get software access before the course. Course will be offered remotely via the videoconference tool WebEx. Students will be receiving a link to access the course a few days before the class.

Required text: None

Prerequisite: Participants must know basic computer skills. CEUs: 0.6

<b>Course # , Date(s) Time</b>
CA15256, 03/26/21, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
CA, Capital
<b>Instructor:</b> Michael Montgomery
<b>Fee:</b> 90
<b>Notes:</b> Software required. Contact <a href="mailto:ca-learnmore@capitalcc.edu">ca-learnmore@capitalcc.edu</a> to get software access before the course. Course will be offered remotely via the videoconference tool WebEx. Students will be receiving a link to access the course a few days before the class.

### **ONLINE - Google Analytics: Introduction**

No matter what brings you to the Web, your hope is that a lot of people see your website, your wall, your tweets, and your videos. In this course, you will learn to use Google Analytics to make the most of your online traffic. You will see how you can track not just the to all of your online content, but also determine which content is the most appealing, where your visitors came from, what devices they used, how long they stayed, which links they clicked, and where they went when they left. This course guides you step-by-step, report-by-report, through the major parts of the Google Analytics interface. From setting up your Google Analytics account and getting the all-important code you will need to add to your web pages to begin tracking your visitors, you will learn everything you need to know to get everything you can from the data that Google Analytics provides. You will even find out about Google AdWords and other tools to enhance your traffic as well as your Google Analytics reporting.

Required text: None

Prerequisite: None CEUs: 2.4

<b>Course # , Date(s) Time</b>
CA15259, 04/14/21, 12:00 AM to 12:00 AM   06/04/21, 12:00 AM to 12:00 AM
<b>College, Campus &amp; Room:</b>
CA, Capital
<b>Instructor:</b> STAFF
<b>Fee:</b> 115
<b>Notes:</b> Course is offered online for 6-weeks in an asynchronous format. Participants can login at any time to complete the coursework

## **ONLINE - Microsoft Office: MCC Certificate**

Increase your employability with this intensive 36-hour course and receive a Microsoft Office 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. Coursework will cover versions 2016, 365 and 2019. \*Class does not meet on 04/02/2021

Required text: 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. Students reserving seats in this class must reach out to JMilavsky@mcc.comnet.edu at least one week prior to the start of class in order to officially register for the class with Manchester Community College. Students registered for this class will be contacted with further instructions one to three business days prior to class.

Prerequisite: Basic Windows, keyboarding and mouse skills. CEUs: 3.6

<b>Course # , Date(s) Time</b>
MA15333, 03/30/21, 1:00 PM to 4:00 PM   04/01/21, 1:00 PM to 4:00 PM   04/06/21, 1:00 PM to 4:00 PM   04/08/21, 1:00 PM to 4:00 PM   04/13/21, 1:00 PM to 4:00 PM   04/15/21, 1:00 PM to 4:00 PM   04/20/21, 1:00 PM to 4:00 PM   04/22/21, 1:00 PM to 4:00 PM   04/27/21, 1:00 PM to 4:00 PM   04/29/21, 1:00 PM to 4:00 PM   05/04/21, 1:00 PM to 4:00 PM   05/06/21, 1:00 PM to 4:00 PM
<b>College, Campus &amp; Room:</b>
MA, ONLINE
<b>Instructor:</b> John Hilditch
<b>Fee:</b> 600
<b>Notes:</b> This is an ONLINE class taught remotely with MS Teams

## **ONLINE - Network+ Certification Preparation**

CompTIA Network+ is a vendor neutral networking certification that is trusted around the world. It validates the essential knowledge and skills needed to confidently design, configure, manage and troubleshoot any wired and wireless networks. CompTIA Network+ certified individuals are in-demand worldwide. Students will gain the necessary skills to prepare them for the Network+ certification exam, including establishing basic network design and connectivity, understanding and maintaining network documentation, identifying network limitations and weaknesses and implementing network security, standards and protocols. The successful candidate will have a basic understanding of emerging network technologies including unified communications, mobile, cloud and virtualization technologies. The cost of the course includes a practice exam. However, the CompTIA Network+ certification exam is not included in the cost of the course. Students must schedule the exam at a certified test center for an additional fee of \$294 and pass the exam to be certified. The course instructor will inform students about the exam application process. Network+ testing centers can be found at [www.pearsonvue.com/comptia/](http://www.pearsonvue.com/comptia/). Students are eligible to receive free Windows Server 2016 software.

Required text: Text included in course fee. Required for this online course: Internet access and computer. Microphone and webcam needed for live audio/video training. Blackboard course management system and the WebEx application are required and used by instructor and students. Students reserving seats in this class must reach out to [JMilavsky@mcc.commnet.edu](mailto:JMilavsky@mcc.commnet.edu) at least one week prior to the start of class in order to officially register for the class with Manchester Community College. Students registered for this class will be contacted with further instructions one to three business days prior to class.

Prerequisite: CompTIA A+ Certified, or equivalent experience and minimum of 9 months experience in network support or administration; or academic training equivalency. CEUs: 4.2

<b>Course # , Date(s) Time</b>
MA15342, 03/16/21, 1:00 PM to 4:00 PM   03/18/21, 1:00 PM to 4:00 PM   03/23/21, 1:00 PM to 4:00 PM   03/25/21, 1:00 PM to 4:00 PM   03/30/21, 1:00 PM to 4:00 PM   04/01/21, 1:00 PM to 4:00 PM   04/06/21, 1:00 PM to 4:00 PM   04/08/21, 1:00 PM to 4:00 PM   04/13/21, 1:00 PM to 4:00 PM   04/15/21, 1:00 PM to 4:00 PM   04/20/21, 1:00 PM to 4:00 PM   04/22/21, 1:00 PM to 4:00 PM
<b>College, Campus &amp; Room:</b>
MA, ONLINE
<b>Instructor:</b> Paul Picard, Ph.D.
<b>Fee:</b> 1500
<b>Notes:</b> This is an ONLINE class taught remotely with WEBEX

## ONLINE - PC Security Introduction

Learn why you are at risk and what you can do to protect your precious personal and business data from the outside world. This course will quickly bring you up to speed on the fundamentals of PC and network security. You will understand and explore the vulnerability of operating systems, software, and networks. Then, you will get into the minds of hackers and crackers, developing an understanding of the exploits they use to access your computer without your knowledge. You will find out why, where, and how viruses, worms, and blended threats are created. You will learn a safe way to handle files and data across the Internet through a virtual private network. By the end of this course, you will be able to install and configure a firewall to build an impenetrable moat around your computer or network.

Required text: None

Prerequisite: Familiarity with general computing terminology, an understanding of any operating system you are using (Mac, Windows, or Linux), and an ability to locate programs and change settings. CEUs: 0.6

<b>Course # , Date(s) Time</b>
CA15278, 03/17/21, 12:00 AM to 12:00 AM   05/07/21, 12:00 AM to 12:00 AM
<b>College, Campus &amp; Room:</b>
CA, Capital
<b>Instructor:</b> STAFF
<b>Fee:</b> 115
<b>Notes:</b> Course is offered online for 6-weeks in an asynchronous format. Participants can login at any time to complete the coursework.

## 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. The textbook is included in the course fee.

Required text: Text included in course fee. Required for this online course: Internet access and computer. Microphone and webcam needed for live audio/video training. The WebEx application free download is required and used by instructor and students. Students reserving seats in this class must reach out to JMilavsky@mcc.commnet.edu at least one week prior to the start of class in order to officially register for the class with Manchester Community College. Students registered for this class will be contacted with further instructions one to three business days prior to class.

Prerequisite: Basic Windows, keyboard and mouse skills. No prior programming experience and knowledge is assumed or needed. Beginners welcome! CEUs: 1.2

<b>Course # , Date(s) Time</b>
MA15344, 04/09/21, 1:00 PM to 4:00 PM   04/12/21, 1:00 PM to 4:00 PM   04/16/21, 1:00 PM to 4:00 PM   04/19/21, 1:00 PM to 4:00 PM
<b>College, Campus &amp; Room:</b>
MA, ONLINE
<b>Instructor:</b> George Pillar
<b>Fee:</b> 190
<b>Notes:</b> This is an ONLINE class taught remotely with WEBEX



## **ONLINE - Project: 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 Project Management: All the Essentials. Required curriculum is included in course fee

Required text: 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. Students reserving seats in this class must reach out to

JMilavsky@mcc.commnet.edu at least one week prior to the start of class in order to officially register for the class with Manchester Community College. Students registered for this class will be contacted with further instructions one to three business days prior to class.

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

<b>Course # , Date(s) Time</b>
MA15334, 06/01/21, 1:00 PM to 4:00 PM   06/03/21, 1:00 PM to 4:00 PM   06/08/21, 1:00 PM to 4:00 PM   06/28/21, 1:00 PM to 4:00 PM
<b>College, Campus &amp; Room:</b>
MA, ONLINE
<b>Instructor:</b> John Hilditch
<b>Fee:</b> 275
<b>Notes:</b> This is an ONLINE class taught remotely with MS Teams

## 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 text: Text included in course fee. Required for this online course: Internet access and computer. Microphone and webcam needed for live audio/video training. The WebEx application free download is required and used by instructor and students. The instructor will contact students with further instructions one to three business days prior to class. Students reserving seats in this class must reach out to [JMilavsky@mcc.commnet.edu](mailto:JMilavsky@mcc.commnet.edu) at least one week prior to the start of class in order to officially register for the class with Manchester Community College. Students registered for this class will be contacted with further instructions one to three business days prior to class.

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

<b>Course # , Date(s) Time</b>
MA15345, 04/21/21, 1:00 PM to 4:00 PM   04/28/21, 12:00 AM to 12:00 AM   05/05/21, 12:00 AM to 12:00 AM   05/12/21, 12:00 AM to 12:00 AM   05/19/21, 12:00 AM to 12:00 AM   05/26/21, 12:00 AM to 12:00 AM   06/02/21, 12:00 AM to 12:00 AM   06/09/21, 12:00 AM to 12:00 AM
<b>College, Campus &amp; Room:</b>
MA, ONLINE
<b>Instructor:</b> Lazar Pevac
<b>Fee:</b> 500
<b>Notes:</b> This is an ONLINE class taught remotely with WEBEX

## 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. Students reserving seats in this class must reach out to [JMilavsky@mcc.commnet.edu](mailto:JMilavsky@mcc.commnet.edu) at least one week prior to the start of class in order to officially register for the class with Manchester Community College. Students registered for this class will be contacted with further instructions one to three business days prior to class.

Required text: 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 curriculum is included in course fee. Students reserving seats in this class must reach out to [JMilavsky@mcc.commnet.edu](mailto:JMilavsky@mcc.commnet.edu) at least one week prior to the start of class in order to officially register for the class with Manchester Community College. Students registered for this class will be contacted with further instructions one to three business days prior to class.

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

<b>Course # , Date(s) Time</b>
MA15328, 03/04/21, 1:00 PM to 4:00 PM   03/11/21, 1:00 PM to 4:00 PM   03/18/21, 1:00 PM to 4:00 PM   03/25/21, 1:00 PM to 4:00 PM
<b>College, Campus &amp; Room:</b>
MA, ONLINE
<b>Instructor:</b> Catherine Poehler
<b>Fee:</b> 250
<b>Notes:</b> This is an ONLINE class taught remotely with WEBEX

## ONLINE - Security+ Certification Overview

CompTIA Security+ (Exam SY0-601) is the primary course you will need to take if your job responsibilities include securing network services, devices, and traffic in your organization. Students receive a great overview of the Security+ requirements and topics in this information packed course taught by our own security expert / instructor. This course will prepare students for the CompTIA Security+ certification examination. In this course, you will build on your knowledge of and professional experience with training in security fundamentals, networks, and organizational security. Practice exam is included in the cost of the course. However, the CompTIA Security+ certification exam is not included in the cost of the course. Students must schedule the exam at a certified test center for an additional fee of \$320 and pass the exam to be certified. The course instructor will inform students about the exam application process.

CompTIA exam testing centers can be found at [www.pearsonvue.com/comptia/](http://www.pearsonvue.com/comptia/). Students are eligible to receive free Windows Server 2016 software. Required electronic text included in course fee. Prerequisite: Solid knowledge of hardware and operating systems required. A+ and Network+ certification strongly recommended.

Required text: Curriculum included in course fee. Required for this online course: Internet access and computer. Microphone and webcam needed for live audio/video training. Blackboard course management system and the WebEx application are required and used by instructor and students. Students reserving seats in this class must reach out to [JMilavsky@mcc.commnet.edu](mailto:JMilavsky@mcc.commnet.edu) at least one week prior to the start of class in order to officially register for the class with Manchester Community College. Students registered for this class will be contacted with further instructions one to three business days prior to class.

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

<b>Course # , Date(s) Time</b>
MA15343, 04/27/21, 1:00 PM to 4:00 PM   04/29/21, 1:00 PM to 4:00 PM   05/04/21, 1:00 PM to 4:00 PM   05/06/21, 1:00 PM to 4:00 PM   05/11/21, 1:00 PM to 4:00 PM   05/13/21, 1:00 PM to 4:00 PM   05/18/21, 1:00 PM to 4:00 PM   05/20/21, 1:00 PM to 4:00 PM   05/25/21, 1:00 PM to 4:00 PM   05/27/21, 1:00 PM to 4:00 PM   06/01/21, 1:00 PM to 4:00 PM   06/03/21, 1:00 PM to 4:00 PM
<b>College, Campus &amp; Room:</b>
MA, ONLINE
<b>Instructor:</b> Paul Picard, Ph.D.
<b>Fee:</b> 1500
<b>Notes:</b> This is an ONLINE class taught remotely with WEBEX

## **ONLINE - Social Media Essentials**

Learn what it takes to be successful at social media promotion. This course introduces you to how social media works, popular social media platforms, and how to employ social media branding techniques to enhance your personal and professional goals.

Required text: Required for this online course: Internet access and computer. Microphone and webcam needed for live audio/video training. WebEx free application is required and used by instructor and students. Students reserving seats in this class must reach out to JMilavsky@mcc.commnet.edu at least one week prior to the start of class in order to officially register for the class with Manchester Community College. Students registered for this class will be contacted with further instructions one to three business days prior to class.

Prerequisite: None CEUs: 0.9

<b>Course # , Date(s) Time</b>
MA15346, 03/17/21, 1:00 PM to 4:00 PM   03/24/21, 1:00 PM to 4:00 PM   03/31/21, 1:00 PM to 4:00 PM
<b>College, Campus &amp; Room:</b>
MA, ONLINE
<b>Instructor:</b> Sandra Rimetz, M.S.
<b>Fee:</b> 150
<b>Notes:</b> This is an ONLINE class taught remotely with WEBEX

## **ONLINE - Web Design: MCC Certificate**

Build new skills to start or advance your career as a web developer in our Web Design: MCC Certificate program. Topics covered in this program start with the core areas of HTML and CSS and move on to the use of other desktop tools for web design, ending with exposure to Web Content Management Systems. Your Web design portfolio at the end of this certificate program will include published websites that showcase your front-end designs and your cross-platform experience with multiple toolsets. Students who successfully complete this program will be awarded the Web Design MCC Certificate. Handouts will be provided electronically by the instructor. Please note the following web design applications are used in the Web Design: MCC Certificate program: HTML5 + CSS3 (3 hours), Web Design Principles (3 hours), Website Builders Using Wix (6 hours), Website Content Management Systems (CMS) Using WordPress (9 hours), and Building Dynamic Websites (3 hours). Curriculum is included: handouts will be provided electronically by the instructor.

Required text: NRequired 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 reserving seats in this class must reach out to JMilavsky@mcc.commnet.edu at least one week prior to the start of class in order to officially register for the class with Manchester Community College. Students registered for this class will

be contacted with further instructions one to three business days prior to class.  
 Prerequisite: Basic Windows, keyboard, mouse and web browser skills. CEUs: 3

<b>Course # , Date(s) Time</b>
MA15347, 03/19/21, 1:00 PM to 4:00 PM   03/26/21, 1:00 PM to 4:00 PM   04/09/21, 1:00 PM to 4:00 PM   04/16/21, 1:00 PM to 4:00 PM   04/23/21, 1:00 PM to 4:00 PM   04/30/21, 1:00 PM to 4:00 PM   05/07/21, 1:00 PM to 4:00 PM   05/14/21, 1:00 PM to 4:00 PM
<b>College, Campus &amp; Room:</b>
MA, ONLINE
<b>Instructor:</b> Robert Thornton
<b>Fee:</b> 699
<b>Notes:</b> This is an ONLINE class taught remotely with MS Teams. CLASS DOES NOT MEET ON 04/02/2021.

### **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 text: Required for this online course: Internet access and computer. Microphone and webcam needed for live audio/video training. The WebEx application free download is required and used by instructor and students. The instructor will contact students with further instructions one to three business days prior to class. Students should have the latest update to Windows 10 installed on the computer that they will be using for the training.

Prerequisite: Keyboard and mouse skills required. CEUs: 0.6

<b>Course # , Date(s) Time</b>
MA15309, 03/29/21, 1:00 PM to 4:00 PM   04/05/21, 1:00 PM to 4:00 PM
<b>College, Campus &amp; Room:</b>
MA, ONLINE
<b>Instructor:</b> George Pillar
<b>Fee:</b> 95
<b>Notes:</b> This is an ONLINE class taught remotely with WEBEX

## ONLINE Intro to Microsoft Excel 2019

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

Required text: none but access to a device with audio and video capabilities is required and Microsoft Office 365 or desktop version of Office 2019.

Prerequisite: Students should be able to navigate a computer, open and close files and use a mouse prior to taking the course. CEUs: 1.2

<b>Course # , Date(s) Time</b>
NV15388, 04/09/21, 9:00 AM to 4:00 PM   04/16/21, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
NV, Naugatuck Valley WTBY
<b>Instructor:</b> Catherine Poehler
<b>Fee:</b> 210
<b>Notes:</b> ONLINE ONLY - participants must have access to Microsoft Office 365 and/or desktop versions of MS Excel 2019 and camera on device (laptop/desktop/tablet) to participate in class by WebEx. Attendance at both classes is required to receive certificate. NVCC registration form is required and must be completed a minimum of a week ahead of the first class day to receive the WebEx link for the course. Contact Cindy Tolin ctolin@nv.edu.

## 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 Microsoft 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: ONLINE Only. Laptop, Desktop or tablet with audio/video and camera required to participate in the class. Live virtual course using Microsoft Office 365 and Excel 2019.

Reliable internet access required.

Prerequisite: Basic knowledge and proficiency in Intro to Excel course or comparable basic knowledge of Excel. CEUs: 1.2

<b>Course # , Date(s) Time</b>
NV15390, 04/23/21, 9:00 AM to 4:00 PM   04/30/21, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
NV, Naugatuck Valley WTBY, ONLINE
<b>Instructor:</b> Cindy Averill
<b>Fee:</b> 285
<b>Notes:</b> ONLINE only. Students must have access to device with audio and video capabilities and camera for screen sharing. Microsoft 365 or desktop version of Microsoft Excel 2019 required. Attendance at both sessions is required for course completion certificate. NVCC registration form is required at least one week prior to the first day of the course to gain access to the WebEx class link. Contact Cindy Tolin ctolin@nv.edu.

## **ONLINE - Business Analytics Using Excel**

In today's business world, analyzing and presenting data in a manner that supports informed decision making can give your organization a competitive advantage. This course presents business problems and proposed solutions, using MS Excel tools and utilities, to help organize, evaluate and display business data in a way that makes the data actionable. Topics include "What-if" modeling, built-in functions, charting, Sparklines, and PivotTables and a brief overview of Power Pivots.

Required text: None

Prerequisite: Students should have solid knowledge of the Excel application including navigation, charting and use of formulas and functions. CEUs: 0.6

<b>Course # , Date(s) Time</b>
CA15246, 04/01/21, 12:00 AM to 12:00 AM   04/30/21, 12:00 AM to 12:00 AM
<b>College, Campus &amp; Room:</b>
CA, Capital
<b>Instructor:</b> Cecilia Walpole-Griffin
<b>Fee:</b> 115
<b>Notes:</b> Class will be offered online for one-month via the online learning platform Blackboard. Contact Odile Dilone, Ca-learnmore@capitalcc.edu, for login information. Participants can login at any time to complete the coursework.