State In-Service

Training Program

Course Catalog

Spring 2018

Agency Registration Deadline: February 9, 2018

CONNECTICUT STATE
COLLEGES & UNIVERSITIES
BOARD OF REGENTS FOR HIGHER EDUCATION

DAS

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

Dear Colleagues,

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

What's NEW this term'
We continue to work on enhancing the State In-Service Training Program including the automation of more of our services, which will allow us to build capacity to fill the training needs of State agencies efficiently as well as possibly offering new and different training opportunities. Links are provided in the catalog to access the website which contains additional information about the program and the registration form on-line.

Essential Business Skills
- Financial Literacy: A Deeper Look

Developing Leadership Skills
- Be a Coach, Not a Judge: Conducting Effective Performance Appraisals

Technology Advancement (Computers)
- A+ Certification 220-901 Exam Preparation
- A+ Certification 220-902 Exam Preparation
- Access 2016: MOS Certification Preparation
- Adobe Dreamweaver: Adobe Certified Associate (ACA) Certification Prep
- Adobe InDesign 2017 CC: Introduction (new version)
- Adobe Photoshop 2017 CC: Introduction (new version)
- Android Programming: Introduction
- Database Fundamentals: Microsoft Technology Associate (MTA) Certification Prep (Exam 98-364)
- Excel 2016: MOS Certification Preparation
- JAVA Programming: Introduction
- Office: Visual Basic for Applications (VBA) to Enhance Office Productivity (covers all of Office)
- Outlook 2016: MOS Certification Preparation
- PowerPoint 2016: MOS Certification Preparation
- QuickBooks: Certification Preparation
- Software Development Fundamentals (MTA) Certification Prep
- Windows 10: Deploying and Managing Using Enterprise Services

- Windows Server 2016: Networking
- Word 2016: MOS Certification Preparation

How do I register?

All registrations are coordinated and submitted by agency Training Approval Officers (TAOs) using the online registration system. See your agency's TAO for details about deadlines and the approval process within your agency. Don't know who your TAO is' Please check our website or call 860-723-0602.

How do I pay for courses?

Please ask your Training Approval Officer regarding payment options for courses. You may be eligible to apply for union workshop funds for reimbursement as defined by your collective bargaining agreements or professional development funds. Some individuals self-pay directly to our System Office (CT State Colleges & Universities).

Customized training is also available: A course developed specifically for your staff to be delivered at your location or on campus.

How do I become Microsoft Office certified?

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

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

Registration for the Microsoft Office Specialist (MOS) certification exam is required and exams will be held on Wednesdays, 5/2, 5/9, 5/16, 5/23, and 5/30 in Spring 2018.

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

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

Questions regarding MOS certification, seating availability, and payment options should be directed to MCC Computer Program Coordinator, Bruce Manning, bmanning@manchestercc.edu, Voice: (860) 512-2808, Fax: (860) 512-2801.

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!

Pamela Coleman
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Connecticut State Colleges and Universities
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Registration Timeline

Agency Registration Deadline 02/09/18

Late Registration .... 02/20 - 02/23/18

Course confirmations / seat reservations available online throughout registration (space available basis)

Training Approval Officers notify staff of seat reservations

   and provide maps & directions to each college beginning 02/16/18

Courses begin 03/12/18

Please refer to the following links for additional program information and application.

In-Service Training website: https://bor.ct.edu/inservice/

Individual Application form: https://bor.ct.edu/inservice/docs/application for State In-Service.docx

Agency submission form (for TAOs): https://bor.ct.edu/inservice/docs/agency submission form.pdf

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

Table of Contents

A Lost Art, Communication Skills for Today NEW APPROACH

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

Required text: None
Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
TX14161, 06/05/18, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, TXCC, Tunxis@Bristol, CR 1
Instructor: Frances Trelease
Fee: 90
Notes: Class Location, 430 North Main St., Bristol, CT 06010 phone 860-314-4700

ABC's of Written Communication

Getting it "write" is a critical skill for the office. Students will learn to compose clear and concise emails that are more professional. Effective written communication develops goodwill and positive public relations. Join this class and ensure the proper use of grammar and punctuation and learn to proofread for perfection!

Required text: None
Prerequisite: None CEUs: 1.7

Course # , Date(s) Time
GW14090, 03/19/18, 6:00 PM to 9:30 PM | 03/21/18, 6:00 PM to 9:30 PM | 03/26/18, 6:00 PM to 9:30 PM | 03/28/18, 6:00 PM to 9:30 PM | 04/02/18, 6:00 PM to 9:30 PM
College, Campus & Room:
GW, Gateway, Room N201
Instructor: Margaret DeMarino
Fee: 249
Notes: This course will run from March 19th through April 2nd on Monday and Wednesdays. Enjoy our state of the art campus with FREE parking in Temple Garage. Easy on/off I95.

Accounting I: A Practical Focus to Financial Accounting

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

Course # , Date(s) Time
MA14049, 04/06/18, 9:00 AM to 4:00 PM | 04/13/18, 9:00 AM to 4:00 PM | 04/20/18, 9:00 AM to 4:00 PM | 04/27/18, 9:00 AM to 4:00 PM | 05/04/18, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B142
Instructor: Heidi Higgins
Fee: 599
Notes: Course meets for 5 sessions: 4/06, 4/13, 4/20, 4/27, 5/04

All About Business Writing

Led by a professional writer, this workshop will provide you the tricks of the trade, including tips and techniques that will help 'unblock' the writer within. You will discover how to 'rethink' the way you write, by using new tools that will allow you to write more naturally and effectively. You will learn how to use 'whole brain' techniques, targeted free writing, clustering, post-it-note outlining, and many other approaches that will allow you to increase your writing prowess and produce emails, reports, proposals, and other documents with ease. Each student will have multiple one-on-one sessions with the instructor and be given areas of focus that will help take them to the next level. You will also have the opportunity to work on current projects in real time and gain feedback from the instructor. Note: This course will be given in a computer lab.
Required text: None
Prerequisite: None CEUs: 1.8

Course # , Date(s) Time
AS14080, 04/03/18, 9:00 AM to 4:00 PM | 04/10/18, 9:00 AM to 4:00 PM | 04/17/18, 9:00 AM to 4:00 PM
College, Campus & Room:
AS, Asnuntuck, Room 133A
Instructor: Margaret DeMarino
Fee: 285
Notes: class meets 4/3, 4/10, 4/17

All About Grammar and Punctuation

Worried about your use of punctuation' Feel like you would benefit from a refresher in grammar' More than a mere recitation of rules, this workshop is painless and practical (maybe even a little fun!), focused on providing you with a working knowledge of grammar and punctuation. You will learn the 20 percent of the rules writers use 80 percent of the time. Led by a professional writer, the workshop will also help reveal your recurring errors and show you how to eliminate them forever! You will leave with a mastery of everyday grammar and punctuation rules, a list of resources to help you at work, and a new found confidence when it comes to writing and editing. Note: This course will be given in a computer classroom.
Required text: None
Prerequisite: None CEUs: 1.2

Course # , Date(s) Time
AS14078, 03/16/18, 9:00 AM to 4:00 PM	03/23/18, 9:00 AM to 4:00 PM
College, Campus & Room:
AS, Asnuntuck, Room 133A
Instructor: Margaret DeMarino
Fee: 190
Notes: class meets 3/16, 3/23

Always Know What to Say When Handling Workplace Communication

Ever think of the right thing to say when it's too late? Or perhaps you say nothing at all, because you're worried it will come out wrong. This workshop will put the words on the tip of your tongue, showing you how to strategize and script solutions to the toughest workplace communication problems. Loosely based on the book "Lifescripts" by Stephen M. Pollen and Mark Levine, this workshop will provide plenty of insight on how to effectively communicate while dealing with difficult workplace situations--from asking for a deadline extension to attending to matters of hygiene with someone you supervise to interacting effectively with an angry client. You will learn key phrases, statements, and questions that will help open the doors to communication, as well as learn strategies to adopt and statements to avoid. This workshop will provide plenty of practice sessions so that 'knowing what to say and how to say it' will become an acquired skill you can rely on. You will learn: The ten magical phrases, four sure-fire strategies to gain cooperation, the four basic communication/personality/behavioral styles and how to adapt to each, proven techniques for handling conflict, and much more.
Required text: None
Prerequisite: None CEUs: 1.8

Course # , Date(s) Time
AS14089, 06/07/18, 9:00 AM to 4:00 PM	06/14/18, 9:00 AM to 4:00 PM	06/21/18, 9:00 AM to 4:00 PM
College, Campus & Room:
AS, Asnuntuck, Room 128
Instructor: Margaret DeMarino
Fee: 285
Notes: class meets 6/7, 6/14, 6/21

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

Course # , Date(s) Time
CA14107, 03/15/18, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital, Room 307
Instructor: Yasmin Shenoy
Fee: 90
Notes:

Balancing Time, Priorities and Productivity

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

Required text: None
Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
MA14070, 03/23/17, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B144
Instructor: V. Allison Reed
Fee: 90
Notes:

Be Your Own Coach, Cheerleader, and Career Change Agent

This workshop will show you how to coach yourself toward progress and success by delivering powerful insights and techniques to make self-coaching a way of life. You will learn how to employ "power questions" and the process of inquiry to clarify thinking and help in your decision making process. You will also learn, to better understand emotional intelligence in your journey toward improving both professional and personal relationships. This class will provide you with techniques for initiating and managing change, and help you develop a mindset that guarantees the progress you're looking for. Coach yourself to your next breakthrough. By the end of this course, you will: 1) Learn how to actively coach yourself through change and challenge 2) Understand how to develop a more powerful, realistic approach to life and business success through life alignment vs. life balance 3) Learn how to make better choices about work, self-improvement, and overall well-being 4) Understand how to align your goals and objectives with who you really are 5) Learn how to use self-coaching techniques to manage through chaos and persevere through uncertainty.
Required text: None
Prerequisite: None CEUs: 1.8

Course # , Date(s) Time
AS14077, 03/15/18, 9:00 AM to 4:00 PM	03/22/18, 9:00 AM to 4:00 PM	03/29/18, 9:00 AM to 4:00 PM
College, Campus & Room:
AS, Asnuntuck, Room 128
Instructor: Margaret DeMarino
Fee: 285
Notes: class meets 3/15, 3/22, 3/29

Bullying in the Workplace: What It Is and How to Stop It

Does bullying end when we leave the school yard? Is it a problem that ends when adulthood begins? Unfortunately, the answer is "No." In this 6-hour course you will learn how bullying occurs in the workplace and what it consists of. You'll discover how bullying can connect to civil rights laws and how to respond if you or someone you know is being bullied at work. The format of the course is lecture, question and answer sessions and class discussion.
Required text: None
Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
MA14035, 05/09/18, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B144
Instructor: Ralph Braithwaite
Fee: 90
Notes:

Business Analytics Introduction

Organizations are relying on business analytics for the use of data, statistical and quantitative analysis, exploratory and predictive models, and fact-based management to make decisions and develop action plans. This course will cover the foundation and business uses as well as a working model of capacity planning. You will learn the terms, techniques, and how business decisions are made with business analytics.

Required text: None
Prerequisite: Basic Excel skills.   CEUs: 0.6

Course # , Date(s) Time
CA14094, 03/16/18, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital, Room 616
Instructor: Cecilia Walpole-Griffin
Fee: 95
Notes:

Business and Systems Analysis Principles and Practices

Business/Systems Analysts are key players in an organization. If you are one of these professionals or aspire to be one, you will serve as an intermediary between IT and other departments. One of the most important functions of this role is to identify requirements and formulate solutions. This course starts with broad coverage of the principles of business/systems analysis. It then shifts to a deep focus on one of the most important aspects of this role: requirements elicitation techniques, and requirements analysis and design techniques. This course is appropriate for anyone exploring analysis as a career path, as well as for existing Analysts, regardless of formal job title, seeking to broaden and deepen their analysis skills. This course is well-balanced between lecture and hands-on activities.

Required text: None
Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
MA14036, 04/26/18, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B144
Instructor: William Marut
Fee: 105
Notes:

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 are interacting with clients or co-workers, reporting upward, or working as part of a team. You will learn to manage emotional responses, develop intuition (internal wisdom), create 'default language', and enhance your critical thinking skills under stress to position yourself as a true professional. You will learn: 1) The five keys to creating effective communications 2) Strategies for identifying and overcoming listening blocks. 3) Ways to 'read' a person through observing body language 'clusters' including gestures 4) The Four Basic Communication Personality/Behavioral Styles and how to adapt to each 5) Eight critical assertive communication practices 6) Ways to identify and shift ten major 'hidden agendas' of others 7) Methods to adjust to how group dynamics and group roles influence behavior 8) Proven techniques for handling conflict 9) Techniques for dealing with workplace stress.
Required text: None
Prerequisite: None CEUs: 1.8

Course # , Date(s) Time
AS14079, 04/02/18, 9:00 AM to 4:00 PM	04/09/18, 9:00 AM to 4:00 PM	04/16/18, 9:00 AM to 4:00 PM
College, Campus & Room:
AS, Asnuntuck, Room 128
Instructor: Margaret DeMarino
Fee: 285
Notes: class meets 4/2, 4/9, 4/16

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

Course # , Date(s) Time
CA14110, 05/02/18, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital, Room 307
Instructor: Domenic Gugliotti
Fee: 90
Notes:

Customer Service with a focus on the Taxpayer 'Revised Updated Program'

What external factors make today's customer service, especial with the taxpayer, so critical and challenging' Some say customers are more demanding. Others argue that technology tools have changed the service landscape. Experts believe internal factors are as important. Do you have customer service standards and are they connected to your service goals' Do you understand that your customer is also a taxpayer' Have you ever heard, "I am paying your salary', and did not know how to comfortably respond and diffuse the situation' This workshop will help improve the service experience for the customer and for you. Participants will 1) cover the latest findings about customer service essentials--body language, attitude, image, tone of voice, phones and emails, listening, dealing with difficult people, persuasion, stress management, and teamwork; and identify ways to improve customer service in our offices and with our customer, the taxpayer.

Required text: None   Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
TX14153, 05/09/18, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, TXCC, Tunxis@Bristol, CR 1
Instructor: Waldemar Kostrzewa
Fee: 90
Notes: Class Location, 430 North Main St., Bristol, CT 06010 phone 860-314-4700

Dump the Drama! Managing Workplace Emotions

Drama is great for reality shows, but workers with a flair for the dramatic can take up mental bandwidth that impacts productivity and employee morale. Whether you're a supervisor or just someone who wants to better understand and influence the reduction of workplace drama, this course will give you insight and practical pointers. You will better understand the five major types of 'dramatic roles': whiners, 'primos,' complexers, chargers, and energy vampires. You will discover how to create healthy boundaries for you and your staff, as well as to coach employees through personal drama to reduce on-the-job impact. This program will also guide you to greater understanding about dealing with negative emotions; about what you can do to protect yourself in a potentially hostile workplace, as well as about how you can support your staff or co-workers in a challenging environment. You will gain tools to increase your 'emotional intelligence,' learn your 'anger system' and discover concrete tools and strategies for transforming anger and other strong emotions into productive 'fuel'. You will also learn mediation tools for everyday work life, including the three key strategies for strategic management of conflict, the two cardinal rules of conflict resolution (no 'walk aways' or 'power plays'), and five essential 're-framing practices.' This program is designed to help you maintain or recover a positive, energetic attitude that can foster change for the better!

Required text: None   Prerequisite: None   CEUs: 1.8

Course # , Date(s) Time
AS14086, 05/16/18, 9:00 AM to 4:00 PM	05/23/18, 9:00 AM to 4:00 PM	05/30/18, 9:00 AM to 4:00 PM
College, Campus & Room:
AS, Asnuntuck, Room 128
Instructor: Margaret DeMarino
Fee: 285
Notes: class meets 5/16, 5/23, 5/30

Effective Business Writing

In this course, participants will learn the 35 key principles that make business writing effective. The principles cover wording, composition, organization, tone, persuasion, and format. Participants will learn a concept; read an example; and put the concept into immediate practice. Learning Objectives: Demonstrate the ability to create business e-mails, letters and other communications that deliver a clear message. Increase writing efficiency by knowing and applying proven business writing principles. Increase the response rate to communications through professional presentation.

Required text: None   Prerequisite: None   CEUs: 0.6

Course # , Date(s) Time
TX14126, 03/20/18, 9:00 AM to 4:00 PM
College, Campus & Room:
TX , TX, Tunxis@Bristol , CR 1
Instructor: Chris Amorosino
Fee: 90
Notes: Class Location: 430 North Main Street, Bristol, CT 06010

Effective Business Writing in Plain English

Do you struggle with writing emails and business correspondence? Would you like to learn better ways to streamline your writing, get to the point, but still maintain appropriate professionalism and courtesy? Do you worry if you have grammar and punctuation mistakes? Then this two-day class is for you! In this class, you will learn the importance of effective business writing, how to identify your audience and customize your messaging, and how to create business documents that say what you mean and achieve the results you want. This course not only covers the basics of how to improve your professional writing skills, but also how to achieve the right results from your written correspondence. Participants should be prepared to engage in hands-on, collaborative writing practice.
Required text: None
Prerequisite: None CEUs: 1.2

Course # , Date(s) Time
CA14112, 04/12/18, 9:00 AM to 4:00 PM	04/19/18, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital, Room 616
Instructor: Yasmin Shenoy
Fee: 180
Notes: 2 days class section 4/12/18-4/19/18

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. Everyone can become an expert with this two day course.
Required text: None
Prerequisite: None CEUs: 1.2

Course # , Date(s) Time
NV14162, 04/10/18, 9:00 AM to 4:00 PM	04/17/18, 9:00 AM to 4:00 PM
College, Campus & Room:
NV , Waterbury , T655
Instructor: Gradia McKinney
Fee: 180
Notes: This course meets for two days at the Waterbury Campus in Technology Hall; class held on 04/10 and 04/17.

Empowerment at Work: The Art of Personal and Professional Peak

Performance

Would you love to look forward to going to work and going home happy? The key is workplace empowerment, learning how to deal with stress and workplace tension, maintain a positive attitude, take initiative and risk, and set goals to achieve and succeed. On-the-Job Empowerment may just change how you approach your work life, through examining underlying limiting beliefs and looking at ways you can eliminate 'workplace toxicity' and 'achievement blocks.' Participants will create individual professional empowerment plans, setting goals, charting progress, and creating practical follow-through activities. The workshop provides practical pointers and how-to's based on 'law of attraction' and 'The Secret' principles, and explores messages from such motivational speakers as Steven Covey, Esther Hicks, Wayne Dyer, Don Miguel Ruiz.
Required text: None
Prerequisite: None CEUs: 1.8

Course # , Date(s) Time
AS14081, 04/06/18, 9:00 AM to 4:00 PM	04/13/18, 9:00 AM to 4:00 PM	04/20/18, 9:00 AM to 4:00 PM
College, Campus & Room:
AS, Asnuntuck, Room 128
Instructor: Margaret DeMarino
Fee: 285
Notes: class meets 4/6, 4/13, 4/20

Everything an Admin/Secretary/Executive Assistant Needs to Know

Great admins are the 'glue' of the office. This course takes a look at key responsibilities of admins, that will help you 'climb the ladder' to success. Taking minutes. Check. Editing for clarity, grammar, and punctuation. Check. Streamlining office procedures. Check. Writing effective emails. Check. This course will give you practical tips and pointers for everything from organizing meetings to providing excellent customer service to developing great team skills. You'll learn the five keys to becoming a great listener, ten tips for learning names quickly, a five-step process for handling difficult people, and dozens of 'shortcuts for secretaries' that will help you manage the flow of an office.
Required text: None
Prerequisite: None CEUs: 1.8

Course # , Date(s) Time
AS14083, 04/26/18, 9:00 AM to 4:00 PM	05/03/18, 9:00 AM to 4:00 PM	05/10/18, 9:00 AM to 4:00 PM
College, Campus & Room:
AS, Asnuntuck, Room 128
Instructor: Margaret DeMarino
Fee: 285
Notes: class meets 4/26, 5/3, 5/10

Fear-Free and Fabulous Presentations

Forget fear! This powerful workshop will show you how to own the limelight! Whether you're a 'shaking in your boots' speaker or a seasoned pro, you will benefit from the secrets of an experienced pro who has given thousands of presentations for nonprofits, Fortune 500s, banks, and many other organizations. Fear-Free presentations works from the 'inside out,' helping to increase your confidence and your ability to think on your feet. You will learn a dozen mindful practices to prepare yourself and control your nervousness; techniques for developing 'talking points' and structuring, research, and writing a presentation; tips on developing PowerPoint presentations, including incorporating video clips; a system for incorporating anecdotes and humor; and valuable delivery techniques, such as having a 'home base.' You'll also learn how to answer questions and even deal with hostile audience members. Whether you have to 'say a few words,' present at a conference, weigh-in at staff meetings or produce PowerPoints, this course will take you from fearful to fabulous!
Required text: None
Prerequisite: None CEUs: 1.8

Course # , Date(s) Time
AS14088, 06/04/18, 9:00 AM to 4:00 PM	06/11/18, 9:00 AM to 4:00 PM	06/18/18, 9:00 AM to 4:00 PM
College, Campus & Room:
AS, Asnuntuck, Room 128
Instructor: Margaret DeMarino
Fee: 285
Notes: class meets 6/4, 6/11, 6/18

Feeling Great at Work

Learn to navigate through tough situations, such as disagreements with co-workers, uncertainty about position, and anxiety in approaching leadership. Attitude can make or break a career, and it's a fact that 85% of the workforce is unhappy in their current job. Events that cause stress and lead to poor job performance can be easily controlled. With the correct attitude, the path to greater success and job satisfaction are within reach. This is a 2-day class.
Required text: None
Prerequisite: None CEUs: 1.2

Course # , Date(s) Time
CA14113, 04/10/18, 9:00 AM to 4:00 PM	04/17/18, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital, Room 307
Instructor: Mark Petruzzi
Fee: 180
Notes: class meets 4/10 and 4/17

Financial Literacy: A Deeper Look - NEW!

When it comes to your finances, do you feel like you just know the basics? Would you like to learn more about investing, mutual funds, taxes, and insurance choices? With all the individual options available and scenarios to consider, having a better understanding of the existing products and rules could be the key to success. In this course, we will advance participants knowledge in: Investing - stocks and bonds; How to pick a mutual fund; Personal taxes and how it impacts decisions; Personal Insurance products. This workshop will dive deeper into financial decisions that matter to you.

Required text: None

Prerequisite: Financial Literacy: Knowledge That Pays For Itself   CEUs: 0.6

Course # , Date(s) Time
MA14135, 04/24/18, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B144
Instructor: Paul Howard
Fee: 90
Notes:

Financial Literacy: Knowledge that Pays for Itself

How do you feel about your financial future? Better yet, are you comfortable making financial decisions that may impact your future? There are a lot of individual choices and scenarios to consider when making decisions about your financial goals or your retirement. Understanding loans, investments and interest rates is essential to success as well as goal setting. In this course, we will cover the question: "How can I make better decisions with my money?" Whether you're just starting your career or nearing retirement in the next few months, this course can help you prepare. We will cover how to make smarter investment decisions as well as smarter "expense" decisions. These skills apply in everyday life. This workshop will help you make better spending choices, develop a financial plan, understand where many others make mistakes, and get more comfortable with the many investment options you have with your savings. Specific topics to be covered include understanding stocks, bonds, interest rates, credit cards, and reflecting on your own "self-control" as it concerns your individual spending habits. Note: This course does not replace "Retirement: Ready or Not". We view it as additional information for financial life skills at all stages in one's working career.

Required text: None

Prerequisite: None CEUs: 1.2

Course # , Date(s) Time
MA14037, 03/20/18, 9:00 AM to 4:00 PM | 03/27/18, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B144
Instructor: Paul Howard
Fee: 180
Notes: Course meets for 2 sessions: 3/20, 3/27

Forensic Accounting Demystified: The CSI of Accounting

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

Course # , Date(s) Time
MA14038, 04/03/18, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B144
Instructor: Stephen Pedneault
Fee: 90
Notes:

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

Are you aware that nearly every state-generated document, including your e-mail, is potentially viewable by the public? Citizens can request access to state documents via The Freedom of Information Act, which guarantees the right to see public records and documents. Learn the process for filing under FOI as well as your obligations. Among the topics we will discuss: the definitions of public records and meetings; how to manage requests for public records; rules governing executive sessions; how much access the public actually has; the status of e-mails and other electronic documents. This class offers a great opportunity to get all your questions answered.
Required text: None
Prerequisite: None CEUs: 0.3

Course # , Date(s) Time
MA14039, 05/16/18, 9:00 AM to 12:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B144
Instructor: Thomas Hennick
Fee: 55
Notes:

Grammar and Writing Workshop using MS Word

Clear business writing is important aspect of your success in your work place environment. Review the fundamentals of grammar, punctuation, sentence structure in writing while using those tools provided to you in Microsoft Word. Combine the best of 2 worlds and improve your quality and effectiveness of written communications.
Required text: None
Prerequisite: Basic Knowledge of MS Word   CEUs: 0.6

Course # , Date(s) Time
TX14136, 04/24/17, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, TXCC, Tunxis@Bristol, Lab
Instructor: Frances Trelease
Fee: 95
Notes: Class Location, 430 North Main St., Bristol, CT 06010 phone 860-314-4700

Grant Performance, Accountability & Proposal Evaluation

Positive grant performance is a strong influencer upon your organization's ability to secure consistent grant funding. Design a grant evaluation strategy that will hold your organization accountable to your current funders, expand your reach to include multi-year funders, and meet the intended goals and outcomes of your organization's performance evaluation strategy.
Required text: None
Prerequisite: Grant Writing Basics or equivalent experience CEUs: 0.6

Course # , Date(s) Time
CA14124, 05/18/18, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital, Room 604
Instructor: Rebecca Tuttle
Fee: 95
Notes:

Grant Writing for Beginners

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

Course # , Date(s) Time
CA14114, 03/23/18, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital, Room 604
Instructor: Rebecca Tuttle
Fee: 90
Notes:

Grant Writing Workshop: Advanced

This workshop will use the basic grant writing knowledge learned in Grant Writing for Beginners to help you build the skills to write a winning proposal. You will review the sections of a grant discussed in the first session. Participants will also review online systems that are necessary to create state and federal grants. You will learn how to navigate these systems and put together all the necessary information needed to submit high level grants. Your facilitator will provide additional expertise and guide your hands-on experience.
Required text: Course materials will be provided in class.
Prerequisite: Grant Writing for Beginners or equivalent experience. CEUs: 0.6

Course # , Date(s) Time
NV14163, 05/04/18, 9:00 AM to 4:00 PM
College, Campus & Room:
NV, Naugatuck Valley, Room T511
Instructor: Donna Albertario
Fee: 90
Notes: This class meets at the Waterbury Campus in Technology Hall

Heartsaver First Aid CPR AED

This course is a classroom, video-based, instructor-led course that teaches students critical skills needed to respond to and manage a first aid, choking or sudden cardiac arrest emergency in the first few minutes until emergency medical services (EMS) arrives. Students learn skills such as how to treat bleeding, sprains, broken bones, shock and other first aid emergencies. This course also teaches adult CPR and AED use.
Required text: None
Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
CA14120, 06/15/18, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital, Room 318
Instructor: Cecile Bailey
Fee: 190
Notes:

How Can I Control Stress in My Life

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

Course # , Date(s) Time
TX14131, 04/05/18, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, TXCC, Tunxis@Bristol, CR 2
Instructor: Barbara Pinti
Fee: 90
Notes: Class Location, 430 North Main St., Bristol, CT 06010 phone 860-314-4700

How to (Positively) Deal with Workplace Problems!

Workplace rudeness is on the rise. A study at the University of Florida showed 98 percent of workers have experienced workplace rudeness and a recent New York Times article reported 40% of those surveyed in another study said they have 'no time to be nice 'at work. No wonder problems crop up. Perhaps you have a co-worker who interrupts you at least ten times a day. Or maybe a conflict between you and another employee has gotten so bad you can't even stomach to see his car in the parking lot. Or maybe it's the customers who can't even practice common courtesy that get your goat! And then there are problems caused by poor work ethics. You may find yourself getting resentful because you do twice the work of most people in your unit. Whatever the workplace problem(s), you will discover practical and positive answers in this special workshop. Take back your power in the workplace by learning tips, techniques, and strategies for dealing with toxic workplace problems and stresses.
Required text: None
Prerequisite: None CEUs: 1.8

Course # , Date(s) Time
AS14084, 04/27/18, 9:00 AM to 4:00 PM | 05/04/18, 9:00 AM to 4:00 PM | 05/11/18, 9:00 AM to 4:00 PM
College, Campus & Room:
AS, Asnuntuck, Room 128
Instructor: Margaret DeMarino
Fee: 285
Notes: class meets 4/27, 5/4, 5/11

Human Resources Training and Development

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

Course # , Date(s) Time
CA14100, 05/16/18, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital, Room 307
Instructor: Juantray Easmon
Fee: 90
Notes:

Is ANYONE Listening??? - Public Speaking

Learn to master the fear of speaking before others and to do it with self-confidence while making

a truly positive impression, this is what you will learn. You will be presented the ideas of analyzing your audience, designing presentation, outlining your program, use words that emote the concept and not just words that are empty. Techniques for overcoming nervousness will be presented. Finally, you will learn to leave your audience remembering you and your message.
Required text: None
Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
TX14157, 05/10/18, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, TXCC, Tunxis@Bristol, CR 1
Instructor: Frances Trelease
Fee: 90
Notes: Class Location, 430 North Main St., Bristol, CT 06010 phone 860-314-4700

Leading with Emotional Intelligence

Most managers are faced with the challenges and demands of a job that requires multi-tasking within an accelerated pace of change. Despite this workplace reality and its related challenges, leaders at all levels need to ensure a consistently high level of employee engagement. This class focuses on strategies to keep your team engaged during times of change. Fundamentals of leadership, interpersonal and intercultural communication skills, conflict management, and managing organizational change will also be discussed.
Required text: None
Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
TX14160, 05/31/17, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, TXCC, Tunxis@Bristol, CR 1
Instructor: Amy Blackwood
Fee: 90
Notes: Class Location, 430 North Main St., Bristol, CT 06010 phone 860-314-4700

Office Procedures, Time Management, and Project Management

Manage 'desk stress,' amp up efficiency, and cut the clutter with key office management

strategies, such as setting SMART goals, prioritizing, implementing project management strategies, and employing organizational techniques, including the use of 'smart' devices. - Deal with typical problems of organization, from lost papers, to desk organization, to interruptions - Employ the acknowledge-plus rule to increase your assertiveness when managing projects - Discover the one-word secret to getting others to respect your time - Create a 'desk workbook' to manage systems and procedures and to provide support for office coverage - Set up and maintain a tickler file - Learn the key 'keep or toss' guidelines - Schedule meetings - Employ proper project management principles
Required text: None
Prerequisite: None CEUs: 1.7

Course # , Date(s) Time
GW14091, 04/16/18, 6:00 PM to 9:30 PM	04/18/18, 6:00 PM to 9:30 PM	04/23/18, 6:00 PM to 9:30 PM	04/25/18, 6:00 PM to 9:30 PM	04/30/18, 6:00 PM to 9:30 PM
College, Campus & Room:
GW, Gateway, Room N004
Instructor: Margaret DeMarino
Fee: 249
Notes: This course is offered on Monday and Wednesdays from April 16th to 30th.

Planning for the Apocalypse: Managing Knowledge When Employees Leave

There will be changes and those will extend to transitions in the workforce. Whenever team members leave, for whatever reason, experience, work wisdom and institutional knowledge goes with them. Don't let this happen to you! Learn all about holding onto your organization's most valuable resource 'institutional knowledge' when the inevitable happens. This riveting workshop will give you the tools you need for knowledge management and succession planning. You will learn how to identify critical documented and undocumented knowledge that needs to be retained, who processes the knowledge, and techniques to transfer and retain the knowledge. There will be a discussion of succession planning to aid you in preparing to fill vacancies and retain your knowledge.
Required text: None
Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
CA14102, 05/09/18, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital, Room 316
Instructor: Christopher Service, Sr.
Fee: 90
Notes:

Positive Assertiveness - Learn to Positively Achieve your Goals and Influence

People

Identify the differences between 'passive', 'assertive', and 'aggressive' behaviors in the office and in life. In this class participants will learn appropriate communication approaches to achieve goals and help others. Understand the personality type drivers behind win/lose and lose/win approaches to going after wants. Learn to achieve professional goals and influence others through role plays to bolster skills and promise greater workplace effectiveness for future success.

Required text: None
Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
CA14119, 03/19/18, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital, Room 307
Instructor: Juantray Easmon
Fee: 90
Notes:

Project Management Essentials

This course is 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 and manage 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 progress of the project, and mitigate the related obstacles so that you can lead a team in bringing the project to a successful completion. This course will give you the basics on the project management process and the tools needed to manage small- to medium-size projects.

Required text: Course materials will be distributed in class.
Prerequisite: None   CEUs: 1.2

Course # , Date(s) Time
NV14158, 04/06/18, 9:00 AM to 4:00 PM | 04/20/18, 9:00 AM to 4:00 PM
College, Campus & Room:
NV, Waterbury Campus, Room T655
Instructor: Juan De La Rosa
Fee: 180
Notes: Course runs for two days; Classes on 04/06 and 04/20 at the Waterbury Campus in Technology Hall

Retirement: Ready or Not?

Whether you're considering retirement in the next few months or the next few years, this course

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

Course # , Date(s) Time
MA14043, 05/07/18, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B144
Instructor: Ralph Braithwaite
Fee: 90
Notes:

Spanish Essentials for the Workplace

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

Course # , Date(s) Time
MA14044, 05/04/18, 9:00 AM to 4:00 PM	05/11/18, 9:00 AM to 4:00 PM
College, Campus & Room:
MA , Learning Resource Center , LRC B210
Instructor: Linda Burk, Ph.D.
Fee: 180
Notes: Course meets for 2 sessions: 5/04, 5/11 and will be held in LRC B210 (Language Lab).

Be a Coach, Not a Judge: Conducting Effective Performance Appraisals - NEW

This course will assist supervisors in helping their employees excel by recognizing and celebrating achievements. You will identify problems that prevent them from meeting their objectives. Together you will generate solutions to those problems and set new goals that incorporate those solutions. You will discuss ways to build on strengths for improved effectiveness and success on the job!
Required text: None
Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
NV14151, 04/27/18, 9:00 AM to 4:00 PM
College, Campus & Room:
NV, Waterbury, Room T655
Instructor: Cherida Ekpunobi
Fee: 90
Notes: Course to be held at the Waterbury Campus in Technology Hall

Best Practices for First Time Managers and Supervisors

Making the transition from top performing employee to top performing supervisor is often difficult. Don't get caught making the same mistakes over and over, nip them in the bud! Your management style defines your success as a supervisor as well as the success of your team and your department. At the end of the session you will: - Understand how to build morale and a stronger team - Manage perceptions and conflicts - 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. This two-day training will provide you with solid management skills and supervisory "how-to's" that you need to be successful in your new management role.
Required text: None
Prerequisite: None   CEUs: 1.2

Course # , Date(s) Time
GW14092, 04/05/18, 9:00 AM to 4:00 PM	04/06/18, 9:00 AM to 4:00 PM
College, Campus & Room:
GW, Gateway, Room N102
Instructor: Frank Dixon
Fee: 300
Notes: Easy on/off access to I95 and FREE Parking in Temple Garage.

Boot Camp for Leaders, Managers, and Supervisors

Exercise your workplace skills (don't worry no push-ups or planks required) in this three-session 'boot camp' designed to help leaders pump up their people management skills. You will learn tips, scripts, and strategies that will help you meet and exceed key leadership criteria such as the ability to get along with everyone, to practice self-control under pressure, to communicate diplomatically, to motivate and energize your staff, to foster a positive working environment, to delegate effectively, and to encourage a strong work ethic among employees. The emphasis is on the practical, with students responsible for developing a Boot Camp 'Routine' and reporting back both during the class, as well as after the class ends, via email with the instructor and other classmates.
Required text: None
Prerequisite: None CEUs: 1.8

Course # , Date(s) Time
AS14082, 04/23/18, 9:00 AM to 4:00 PM	04/30/18, 9:00 AM to 4:00 PM	05/07/18, 9:00 AM to 4:00 PM
College, Campus & Room:
AS, Asnuntuck, Room 128
Instructor: Margaret DeMarino
Fee: 285
Notes: class meets 4/23, 4/30, 5/7

Building Rapport & Influencing Others

Dale Carnegie knew this well: Being able to connect with people and build rapport, no matter the industry, can help you attain your goals. Conflict is more easily resolved, and it can provide for stronger relationships, both in the workplace and your personal life. Rapport helps us work towards 'Yes' to company mission. 'Yes' to shared goals and objectives. 'Yes' to esprit de corps. When you have rapport with people, they are more interested in what you have to say and how they can help you. It can be easier for you to influence the decisions the person is making because of the rapport that you have mutually created.
Required text: None
Prerequisite: None   CEUs: 0.6

Course # , Date(s) Time
CA14109, 04/24/18, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital, Room 307
Instructor: Juantray Easmon
Fee: 90
Notes:

Critical Thinking: Understanding Critical Vs. Non-Critical Thinking

Critical thinking skills are increasingly becoming a necessity for employees. The U.S. Department of Labor has identified critical thinking as the raw material essential for problem solving, decision making, organizational planning and risk management. But what is critical thinking exactly? How can you differentiate between critical thinking and non-critical thinking?
Required text: None
Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
CA14111, 03/28/18, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital, Room 307
Instructor: Christopher Service, Sr.
Fee: 90
Notes:

Developing Emotional Intelligence

Everything you need to know to take your team from ordinary to extraordinary. Emotional Intelligence (EI) is cutting edge knowledge that sets the savvy business professional apart from the rest. Learn the five aspects of EI and how to integrate this knowledge into your leadership style for goal setting, supervising, coaching, motivating and leading your team towards organizational goals. Learn to read your own emotions, as well as those around you, and use this information to manage your behavior and responses around others. This is a 2-day class.
Required text: None
Prerequisite: None CEUs: 1.2

Course # , Date(s) Time
CA14138, 05/08/18, 9:00 AM to 4:00 PM | 05/15/18, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital, Room 307
Instructor: Mark Petruzzi
Fee: 180
Notes: class meets on 5/8 and 5/15

Effective Leadership Skills for Women

This session is designed to help women assess their current leadership skills and improve those that they see as needing the most improvement. It stresses confidence, power and the natural skills that women bring to leadership. The session also helps women become more successful dealing with conflicts, interactions that make them feel powerless and with difficult people. Techniques for ways to manage conflicting priorities are also discussed. Learning Objective: At the end of this session participants will be able to: Gain respect through the effective use of power; become authoritative, self-possessed and in control; become more assertive in your use of decision-making and problem solving; discuss the benefits and skills that women bring to leadership; practice effective techniques for dealing with difficult people and conflicts; become better at managing conflicting priorities; use practice activities to make yourself more powerful.
Required text: None   Prerequisite: None   CEUs: 0.6

Course # , Date(s) Time
TX14152, 05/04/18, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, TXCC, Tunxis@Bristol, CR1
Instructor: Amy Blackwood
Fee: 90
Notes: Class Location, 430 North Main St., Bristol, CT 06010 phone 860-314-4700

Everyday Leadership

You don't have to be an agency director or a CEO of a billion dollar company to be a leader. Leadership can start right here, right now, in the day-to-day practices and strategies you bring to the workplace. In this lively and inspiring workshop, we will take an in-depth look of how leadership 'translates' into working life. You will learn to develop a toolkit of strategies and practices that you can apply in the office, everything from developing advanced listening skills to using diplomatic and encouraging language to adopting inspiring motivational practices. We will explore what makes great leaders, taking a key look at legendary business leaders, like Steve Jobs. In addition to learning cornerstone practices of motivating, mentoring, and maximizing performance, this class will teach you: 11 leadership lessons you didn't learn in school; 7 personality traits of a great leader; 6 key 'stop, start, continue' practices of leadership; 6 rules for leading with intention, and much more. We will explore the strengths and challenges of your individual personality as it influences leadership style. Each participant will leave inspired and knowledgeable in how to bring leadership to their everyday life, whether leading projects, encouraging co-workers, or inspiring those you supervise.
Required text: None   Prerequisite: None   CEUs: 1.8

Course # , Date(s) Time
AS14085, 05/15/18, 9:00 AM to 4:00 PM | 05/22/18, 9:00 AM to 4:00 PM | 05/29/18, 9:00 AM to 4:00 PM
College, Campus & Room:
AS, Asnuntuck, Room 128
Instructor: Margaret DeMarino
Fee: 285
Notes: class meets 5/15, 5/22, 5/29

Grant Writing: Prospecting & Sustainability

Discover new and innovative ideas for securing more grant funding and identifying right fit funding opportunities for that competitive gain you are seeking. Strengthen your grant writing skills by researching specific funding opportunities that complement your mission and support your organization's fund development goals for a long sustainable future.
Required text: None
Prerequisite: Grant Writing Basics or equivalent experience   CEUs: 0.6

Course # , Date(s) Time
CA14122, 04/20/18, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital, Room 604
Instructor: Rebecca Tuttle
Fee: 95
Notes:

Leading Through Change: How to Keep Your Team Engaged

Most managers are faced with the challenges and demands of a job that requires multi-tasking within an accelerated pace of change. Despite this workplace reality and its related challenges, leaders at all levels need to ensure a consistently high level of employee engagement. This class focuses on strategies to keep your team engaged during times of change. Fundamentals of leadership, interpersonal and intercultural communication skills, conflict management, and managing organizational change will also be discussed.
Required text: None
Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
CA14101, 04/04/18, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital, Room 307
Instructor: Domenic Gugliotti
Fee: 90
Notes:

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

Course # , Date(s) Time
CA14117, 03/20/18, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital, Room 307
Instructor: Mark Petruzzi
Fee: 90
Notes:

Managing Disagreements, Conflicts, Confrontation

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

Course # , Date(s) Time
TX14134, 04/18/18, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, TXCC, Tunxis@Bristol, CR 2
Instructor: Larry Lindquist
Fee: 90
Notes: Class Location, 430 North Main St., Bristol, CT 06010 phone 860-314-4700

Managing the Stress of Being a Manager

This interactive session helps managers assess their own stress levels and work on strategies to

reduce their stress and better manage their employees. The course focuses on honestly assessing the manager's work environment and accepting the realities both good and bad in the current work environment. Techniques to help with self-care for managers are stressed. Management techniques that effective managers use to reduce their own stress, including various management and leadership styles are covered.
Required text: None
Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
TX14167, 03/22/18, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, TXCC, Tunxis@Bristol, CR 1
Instructor: Amy Blackwood
Fee: 90
Notes: Class Location, 430 North Main St., Bristol, CT 06010 phone 860-314-4700

Mastering Emotional Intelligence

Emotional Mastery goes beyond traditional emotional intelligence seminars, inviting participants to consider a lasting change of perspective that will make a real difference in how they read their emotions, and harness them towards making better choices, and communicating with more authenticity and effectiveness. More than the standard set of self-help dot-points and to-dos, the workshop inspires making new and better choices from the inside, out. Everything changes when we do. We change, when our perspective changes. Emotional Mastery builds on the learnings of Developing Emotional Intelligence; adding additional depth for advanced students of Ei. It is helpful, but not necessary, to take Developing Emotional Intelligence before taking Emotional Mastery. The workshop is crafted so that attendees experience many 'ah ha' moments, in interactive blend of lecture and fun exercises that allow them to view themselves and their emotional natures in a new, expanded way.
Required text: None
Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
CA14116, 05/22/18, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital, Room 307
Instructor: Mark Petruzzi
Fee: 90
Notes:

Middle Management Skills Certificate

This program is aimed at individuals who are experienced managers, people who are managing

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

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

Course # , Date(s) Time
MA14040, 04/06/18, 9:00 AM to 4:00 PM	04/13/18, 9:00 AM to 4:00 PM	04/20/18, 9:00 AM

Course # , Date(s) Time
to 4:00 PM	04/27/18, 9:00 AM to 4:00 PM	05/04/18, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B144
Instructor: Ralph Braithwaite
Fee: 399
Notes: Course meets for 5 sessions: 4/06, 4/13, 4/20, 4/27, 5/04

Project Management Essentials, the Facts!

Whether small or large, projects share a number of essential elements. They are temporary and often unique, but all require focus to create a product, service, or other result. Project Management Essentials follows the development and management of a project from start to finish. The workshop details the essentials and covers leadership in project management. Participants are encouraged to bring their project ideas or active projects to the workshop.
Required text: None
Prerequisite: Desire to think outside the box. CEUs: 0.6

Course # , Date(s) Time
TX14137, 04/25/17, 9:00 AM to 4:00 PM
College, Campus & Room:
TX , TXCC, Tunxis@Bristol , CR 1
Instructor: Waldemar Kostrzewa
Fee: 90
Notes: Class Location, 430 North Main St., Bristol, CT 06010 phone 860-314-4700

Project Management: All the Essentials @Manchester

Project management is a widely recognized discipline. It has become a key ingredient to ensuring successful, on-time and on-budget projects. You should attend this course if you have led a project or will lead one in the future. The course is also recommended for anyone who will be actively participating in a project. You will learn how to determine the scope, characteristics and success of a well-defined project; how to gather and document requirements; leadership essentials; what a work breakdown session is all about; and how to schedule, estimate and handle project closure.
Required text: None
Prerequisite: None CEUs: 1.2

Course # , Date(s) Time
MA14041, 05/08/18, 9:00 AM to 4:00 PM	05/15/18, 9:00 AM to 4:00 PM
College, Campus & Room:
MA , Learning Resource Center , LRC B144
Instructor: John Lombardo
Fee: 180
Notes: Course meets for 2 sessions: 5/08, 5/15. Recommended follow-up course for Project Management: All the Essentials is MA14064 Project 2016: Introduction.

State Supervisory Skills Training

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

Required text: None
Prerequisite: None CEUs: 1.8

Course # , Date(s) Time
MA14045, 03/21/18, 9:00 AM to 4:00 PM | 03/28/18, 9:00 AM to 4:00 PM | 04/25/18, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B144
Instructor: Ralph Braithwaite
Fee: 300
Notes: Course meets 3/21, 3/28, 9:00-4:00 PM. Follow-up session: 4/25, 9:00-4:00 PM

The Leadership Quest Certificate Program

John F. Kennedy once said, 'Leadership and learning are indispensable to each other.' In this invigorating, uber-interactive certificate program, you will learn how to nurture and enhance your leadership skills, thus increasing the effectiveness of interpersonal workplace relationships and professional productivity. You will gain a better understanding of the strengths and weaknesses of your leadership style, as well as acquire an abundance of 'take aways' that you can immediately put into practice. Prior to the start of the first class, you will be provided a 360 degree survey to complete, which will help you to conduct a customized professional development plan. The program will focus on a variety of instructional formats including assessment tools, small group exercises, and case studies. There will be five points of emphasis: self-growth; workplace ethics; communication with your manager, coworkers, and staff: team building; and change management. You will learn how to develop five key habits of successful leaders: challenge the existing process, create a collective vision, motivate others toward action, become a role model, and encourage the energy flow. This program will empower you to become a leader who can inspire yourself, acquire solid leadership skills, and fire up your staff!

Required text: None   Prerequisite: None   CEUs: 1.8

Course # , Date(s) Time
AS14087, 05/25/18, 9:00 AM to 4:00 PM | 06/01/18, 9:00 AM to 4:00 PM | 06/08/18, 9:00 AM to 4:00 PM
College, Campus & Room:
AS, Asnuntuck, Room 128
Instructor: Margaret DeMarino
Fee: 285
Notes: class meets 5/25, 6/1, 6/8

The Upward Mobility & Supervisory Skills Toolkit

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

Required text: None   Prerequisite: None   CEUs: 1.8

Course # , Date(s) Time
AS14076, 03/12/18, 9:00 AM to 4:00 PM | 03/19/18, 9:00 AM to 4:00 PM | 03/26/18, 9:00 AM to 4:00 PM
College, Campus & Room:
AS, Asnuntuck, Room 128
Instructor: Margaret DeMarino
Fee: 285
Notes: class meets 3/12, 3/19, 3/26

Time Out - POWERFUL Time Management

Many people have difficulty achieving peak performance because there never seems to be enough time to get everything done. They need to take a Time Out and get control of their time and their lives. This program is based on the expertise of time management guru, Alan Lakein. Participants will learn how to plan, organize, prioritize and manage their time for greater productivity and less stress. They will analyze how they currently spend their time, determine what their time wasters are and develop a new approach for efficient use of their time. This program eliminates the need to purchase a costly "time management & planning system" that requires you to carry a planning calendar with you everywhere you go. At the conclusion of this program you will be able to: Measure how effective you are at using your time, currently. Identify the Myths of Time that limit your effectiveness. Analyze your present use of time. Identify your personal time thieves and techniques to catch them. Employ six easy ideas for overcoming your poor time habits. Set short and long-term time objectives. Develop a plan with strategies to improve your use of time on a continuing basis.
Required text: none
Prerequisite: Willingness to Change CEUs: 0.6

Course # , Date(s) Time
TX14133, 04/17/18, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, TXCC, Tunxis@Bristol, CR 2
Instructor: Larry Lindquist
Fee: 90
Notes: Class Location, 430 North Main St., Bristol, CT 06010 phone 860-314-4700

A+ Certification 220-901 Exam Preparation - NEW!

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+ 220-901, measures necessary competencies for an entry-level IT professional. This course will prepare you for the CompTIA A+ 220-901 certification exam. CompTIA A+ 220-901 covers PC hardware and peripherals, mobile device hardware, networking and troubleshooting hardware and network connectivity issues. Required program material is included in course fee. The cost also includes the electronic texts, hands-on labs and practice exams for both the 901 and 902 exams. The A+ 220-901 or A+ 220-902 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 220-901 and 220-902 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. Students are eligible to receive free Windows 10 software.
Required text: Included in course fee.
Prerequisite: Basic knowledge of hardware and operating systems recommended. CEUs: 3

Course # , Date(s) Time
MA14093, 04/06/18, 9:00 AM to 4:00 PM	04/13/18, 9:00 AM to 4:00 PM	04/27/18, 9:00 AM to 4:00 PM	05/04/18, 9:00 AM to 4:00 PM	05/11/18, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B141
Instructor: George Pillar
Fee: 750
Notes: Course meets for 5 sessions: 4/06, 4/13, 4/27, 5/04, 5/11, (does not meet 4/20)

A+ Certification 220-902 Exam Preparation - NEW!

CompTIA A+ 220-902 will prepare you for the second required CompTIA A+ 220-902 certification exam. CompTIA A+ 220-902, covers installing and configuring operating systems including Windows, iOS, Android, Apple OS X and Linux. It also addresses security, the fundamentals of cloud computing, operational procedures and the basics of networking and security/forensics. In this course, students will learn the skills and knowledge necessary to install, configure and maintain devices, PCs, and software for end users, while properly and safely diagnosing, resolving, and documenting common hardware and software issues. Students will also learn the principles of physical and TCP/IP networks and operational and professional procedures and understand the basics of virtualization, desktop imaging, and deployment. Lastly, students will learn to assemble components based on customer requirements, apply troubleshooting skills, and how to provide appropriate customer support. Required program material is included in course fee. The cost also includes the electronic texts, hands-on labs and practice exams for both the 901 and 902 exams. The A+ 220-901 or A+ 220-902 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 220-901 and 220-902 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. Students are eligible to receive free Windows 10 software.

Required text: Included in course fee.

Prerequisite: A+ 220-901 Certification Prep, equivalent training, or contact Bruce Manning at bmanning@manchestercc.edu. CEUs: 3

Course # , Date(s) Time
MA14095, 05/18/18, 9:00 AM to 4:00 PM	05/25/18, 9:00 AM to 4:00 PM	06/01/18, 9:00 AM to 4:00 PM	06/08/18, 9:00 AM to 4:00 PM	06/15/18, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B141
Instructor: George Pillar
Fee: 750
Notes: Course meets for 5 sessions: 5/18, 5/25, 6/01, 6/08, 6/15

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. Although this course uses Access 2016 software, version 2013 is very similar. Questions regarding earlier versions will be addressed as time allows. Students also have the option of taking the internationally recognized Microsoft Office Specialist (MOS) 2016 exams at our approved MCC testing center for an additional fee. See exam information and schedule on page 3.

Required text: None

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

Course # , Date(s) Time
MA14046, 05/09/18, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B141
Instructor: George Pillar
Fee: 95
Notes:

Access 2016: Intermediate

Using Application Objects, create a multi-table database containing a relationship and learn the significance of relationships in databases. Create select queries, data entry forms, navigation forms, sub-forms and discover how form layout is similar to report layout. Utilize built-in tools to find and replace data, import data, and more. Understand the use of templates. Although this course uses Access 2016 software, version 2013 is very similar. Questions regarding earlier versions will be addressed as time allows. Students also have the option of taking the internationally recognized Microsoft Office Specialist (MOS) 2016 exams at our approved MCC testing center for an additional fee. See exam information on page 3.
Required text: None
Prerequisite: Access Introduction course, or permission of instructor or computer coordinator.   CEUs: 1.2

Course # , Date(s) Time
MA14047, 04/10/18, 9:00 AM to 4:00 PM	04/24/18, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B142
Instructor: George Pillar
Fee: 190
Notes: Course meets for 2 sessions: 4/10, 4/24, (does not meet 4/17)

Access 2016: Introduction

Learn the new features of Access 2016 and enjoy how much faster you can build databases in this program. Start with learning how to create tables, the laws of field definitions, create a simple data entry form, filter records with queries and print the data to a report. Although this course uses Access 2016 software, version 2013 is very similar. Questions regarding earlier versions will be addressed as time allows. Students are eligible to receive free Access 2016 software.
Required text: None
Prerequisite: Basic Windows, keyboard and mouse skills. CEUs: 0.6

Course # , Date(s) Time
MA14048, 04/03/18, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B141
Instructor: George Pillar
Fee: 95
Notes:

Access 2016: MOS Certification Preparation - NEW!

The audience for this course are those students who would like to demonstrate their expertise with Microsoft Access! This course is designed to help you practice and prepare for Microsoft Office Specialist (MOS): Access 2016 certification exam 77-730. Course covers the following skills: in-depth preparation for each 77-730 exam objective; detailed procedures to help build the skills measured by the exam; hands-on tasks to practice what you've learned; create and manage databases; build tables; create queries; create forms; create reports. A Microsoft Office Specialist (MOS) certification validates your proficiency with Microsoft Office programs, demonstrating that you can meet globally recognized performance standards. Course cost includes practice exam, certification exam and retake exam. Instructor provides handouts. Students are eligible to receive free Access 2016 software.
Required text: None
Prerequisite: Basic Windows, keyboard and mouse skills required. Microsoft Office 2016 MCC Certificate course or equivalent experience recommended.   CEUs: 0.6

Course # , Date(s) Time
MA14096, 05/29/18, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B142
Instructor: Gayle Pignone
Fee: 250
Notes:

Access for Beginners-NEW

This interactive session uses hands on instruction to teach the participant on a basic level about how to use Microsoft Access. The session will instruct on creating databases, tables, queries, forms and reports. By the end of the two day session you will be able to: review the benefits and purpose of Access databases; practice using Access; create your own database; review data management; practice querying data and creating forms and reports. This course is geared toward a new Access user.
Required text: None
Prerequisite: None CEUs: 1.2

Course # , Date(s) Time
NV14164, 03/16/18, 9:00 AM to 4:00 PM	03/23/18, 9:00 AM to 4:00 PM
College, Campus & Room:
NV, Waterbury, Room T641
Instructor: Amy Blackwood
Fee: 180
Notes: The class meets on the Waterbury Campus in Technology Hall on two dates; 03/16 and 03/23.

Access, an Introduction

This beginner Access course will cover: Why Use Access' What's New in the 2013 version, How Access 2013 works and how you work with it, navigating your way around Database basics, Data management, querying your data, Report basics. This class will review the basics of Access and teach you how to create your own databases. It is a beginners session designed to get you started using the program and the new features of Access 2013. It is not a high level programming course and is not designed to create databases for you as the participant. It will give you building blocks to move on to higher level usage. Learning Objective: By the end of the session the participants will be able to: review the benefits and purpose of Access databases, discuss what's new with Access 2013, practice using Access 2013, create your own database, review data management, practice querying data, create forms and reports, discuss reporting basics.

Required text: none
Prerequisite: General Computer, MS, skills CEUs: 0.6

Course # , Date(s) Time
TX14159, 05/17/18, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, TXCC, Tunxis@Bristol, Lab
Instructor: Amy Blackwood
Fee: 95
Notes: Class Location, 430 North Main St., Bristol, CT 06010 phone 860-314-4700

Adobe Acrobat DC: PDF Files, Formats and Forms

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

Course # , Date(s) Time
MA14050, 03/16/18, 9:00 AM to 4:00 PM | 03/23/18, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B220
Instructor: Michael Lavoie
Fee: 250
Notes: Course meets for 2 sessions: 3/16, 3/23

Adobe Acrobat Pro DC Introduction

This course will cover the basics of Adobe Acrobat Pro DC. Topics covered are: the Portable Document Format (PDF), the difference between Adobe Reader and Adobe Acrobat, navigating the menus and panels of the program, working with pages, combining PDFs, creating PDFs from other programs, scanning documents to PDF, printing to PDF, exporting data, and creating hyperlinks.

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

Course # , Date(s) Time
CA14103, 05/11/18, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital, Room 617
Instructor: Michael Montgomery
Fee: 95
Notes:

Adobe Dreamweaver: Adobe Certified Associate (ACA) Certification Prep - NEW!

Student will learn the skills to prepare for the Adobe Certified Associate (ACA) certification for Dreamweaver. Increase your employability and success. This hands-on course is led by a Certified Adobe Instructor and delivers classroom instruction supplemented with exam prep sample questions.

Required text: Included in course fee.

Prerequisite: Basic Windows, keyboard, mouse and Internet skills. While some experience with HTML and CSS is helpful, it is not required. CEUs: 2.4

Course # , Date(s) Time
MA14098, 04/19/18, 9:00 AM to 4:00 PM	04/26/18, 9:00 AM to 4:00 PM	05/03/18, 9:00 AM to 4:00 PM	05/10/18, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B142
Instructor: Robert Thornton
Fee: 500
Notes: Course meets for 4 sessions: 4/19, 4/26, 5/03, 5/10

Adobe InDesign 2017 CC: Introduction

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

Course # , Date(s) Time
MA14051, 04/06/18, 9:00 AM to 4:00 PM	04/13/18, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B220
Instructor: Kathleen Smits
Fee: 250
Notes: Course meets for 2 sessions: 4/06, 4/13

Adobe Photoshop 2017 CC: Introduction

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

Course # , Date(s) Time
MA14052, 04/20/18, 9:00 AM to 4:00 PM	04/27/18, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B220
Instructor: Kathleen Smits
Fee: 250
Notes: Course meets for 2 sessions: 4/20, 4/27

Adobe: Creating Marketing Materials

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

Course # , Date(s) Time
MA14053, 05/04/18, 9:00 AM to 4:00 PM	05/11/18, 9:00 AM to 4:00 PM	05/18/18, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B220
Instructor: Michael Lavoie
Fee: 320
Notes: Course meets for 3 sessions: 5/04, 5/11, 5/18

Android Programming: Introduction - NEW

You can create applications for your Google Phone or Android Tablet. This course introduces you to building Android applications by using MIT's free programming tool, App Inventor, as well as Android fundamentals, the Eclipse IDE and ADT plug-in and emulator (AVD), and the Android SDK, NDK and Tools. Applications will be developed that include graphics, animations, data entry and manipulation. We will also cover Icon Design and publishing Android applications.
Required text: None
Prerequisite: Basic computer skills and some programming experience helpful. Java programming or Object Oriented programming desirable. CEUs: 1.2

Course # , Date(s) Time
MA14073, 03/14/18, 9:00 AM to 4:00 PM	03/16/18, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B141
Instructor: George Pillar
Fee: 190
Notes: Course meets for 2 sessions: 3/14, 3/16

Business Analytics Using Excel 2016

In today's business world, understanding business analytics can give your organization a competitive advantage. This course uses MS Excel, the foundational data analysis tool, to cover advanced Excel formulas, concepts, and applications using larger and more professional worksheets, and focuses on the data modeling approach using Excel vs. the calculator approach. Topics include if-then modeling, built-in functions, charting, transferring data across applications, PivotTables, Spark Lines, Slicers, and Power Pivots.

Required text: None

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

Course # , Date(s) Time
CA14097, 04/06/18, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital, Room 616
Instructor: Cecilia Walpole-Griffin
Fee: 95
Notes:

Certified Ethical Hacker Exam Certification Preparation

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

Required text: Included in course fee.

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

Course # , Date(s) Time
MA14054, 05/21/18, 9:00 AM to 4:00 PM | 05/22/18, 9:00 AM to 4:00 PM | 05/23/18, 9:00 AM to 4:00 PM | 05/24/18, 9:00 AM to 4:00 PM | 05/25/18, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B141
Instructor: Jayson Ferron
Fee: 1500

Notes: Course meets for 5 sessions: 5/21, 5/22, 5/23, 5/24, 5/25. LRC B141 (5/21-5/24), LRC B142 (5/25).

Creating Electronic Forms with MS Word 2016 and Google Drive Forms

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

Course # , Date(s) Time
CA14106, 03/23/18, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital, Room 616
Instructor: Michael Montgomery
Fee: 95
Notes:

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

Adobe Acrobat Pro can help you turn your paper forms into electronic ones that can be saved after the form is been completed, and emailed back to the sender. This time saving feature from Adobe, allows you to email/upload your form, and users can save it and submit electronically. You can design a new form from scratch, convert a MS Word form to PDF, or scan a paper form and create a new electronic form from it. MS Word allows you to create electronic forms that the end-user can fill out on their computer, save it and return it electronically. You can create a form by starting with a new template, or download one, and adding content controls, including check boxes, text boxes, date pickers, and drop-down lists.
Required text: None
Prerequisite: Knowledge of MS Word and basic computer ability. CEUs: 0.6

Course # , Date(s) Time
NV14166, 03/23/18, 9:00 AM to 4:00 PM
College, Campus & Room:
NV, Waterbury, Room T641
Instructor: Teresa Smith

Fee: 95
Notes: Class meets in Technology Hall computer lab on the Waterbury Campus.

Database Fundamentals: Microsoft Technology Associate (MTA) Certification Prep (Exam 98-364) - NEW!

This three-day MTA Training course helps you prepare for Microsoft Technology Associate Exam 98-364. The Microsoft Technology Associate (MTA) is Microsoft's newest suite of technology certification exams that validate fundamental knowledge needed to begin building a career using Microsoft. This course leverages the same content as found in the Microsoft Official Academic Course (MOAC) for this exam. Learning objectives include: understand core database concepts; create database object; manipulate data; understand data storage; and administer a database. This program provides an appropriate entry point to a future career in technology and assumes some hands-on experience or training but does not assume on-the-job experience. Students are eligible to receive free Microsoft SQL Server 2016 and Microsoft Access 2016 software.

Required text: Included in course fee.

Prerequisite: Windows, mouse and keyboard skills. An understanding of database concepts recommended.   CEUs: 1.8

Course # , Date(s) Time
MA14074, 03/21/18, 9:00 AM to 4:00 PM | 03/28/18, 9:00 AM to 4:00 PM | 04/04/18, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B141
Instructor: George Pillar
Fee: 399
Notes: Course meets for 3 sessions: 3/21, 3/28, 4/04

Excel 2013, In the Beginning

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

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

Course # , Date(s) Time
TX14130, 03/27/18, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, TXCC, Tunxis@Bristol, Lab
Instructor: Laura Higgins
Fee: 95
Notes: Class Location, 430 North Main St., Bristol, CT 06010 phone 860-314-4700

Excel 2013: Data and Functions

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

Required text: None

Prerequisite: Microsoft Excel Basic Skills or equivalent, familiarity with Excel   CEUs: 0.6

Course # , Date(s) Time
TX14132, 04/10/18, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, TXCC, Tunxis@Bristol, Lab
Instructor: Laura Higgins
Fee: 95
Notes: Class Location, 430 North Main St., Bristol, CT 06010 phone 860-314-4700

Excel 2016: Advanced

This hands-on one-day intensive course integrates the features of Excel in real-world scenarios and provides a detailed overview of a wide range of Excel topics. Trendlines; What-if Analysis; Goal Seek; Scenarios and Summary Report; Solver; Inserting, Editing and Deleting Comments; Track Changes and setting options; Formula Auditing; MegaFormula Functions; pivot tables in-depth (with additional info about Slicers); pivot charts; simple macros; running a macro when a workbook is open; running a macro when a button is clicked; creating a custom macro button on the Quick Access Toolbar; Custom Functions (UDFs); and other helpful skills. Although this course uses Excel 2016 software, version 2013 is very similar. Questions regarding earlier versions will be addressed as time allows. Students also have the option of taking the internationally recognized Microsoft Office Specialist (MOS) 2016 exams at our approved MCC testing center for an additional fee. See exam information and schedule on page 3.
Required text: None
Prerequisite: Excel Intermediate course, or permission of the instructor or computer coordinator. CEUs: 0.6

Course # , Date(s) Time
MA14055, 05/04/18, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B222
Instructor: Gayle Pignone
Fee: 95
Notes:

Excel 2016: Data and Functions (2 Day Course)

This comprehensive course on data handling will ensure that you are tapping the full power of Excel. Features to be examined include: data sorting and filtering; everyday shortcuts; setting iterative calculation options; intentional circular references, recursion, solving simultaneous equations; enabling or disabling automatic workbook calculation; 3D formulas, SERIES formula, animating a chart using iteration, what-if analysis, using Logical, Lookup, Custom, Statistical, Date and Time, Financial, Text, Cube, and Megaformula functions; import/export of tables, and analyzing statistics. Managing information in tables and using pivot table reports, conditional formatting, data validation, formula auditing and simple macro creation will also be addressed to provide what no frequent user should go without. Although this course uses Excel 2016 software, version 2013 is very similar. Questions regarding earlier versions will be addressed as time allows.　　　　Required text: None
Prerequisite: Excel Introduction course, or permission of instructor or computer coordinator.　 CEUs: 1.2

Course # , Date(s) Time
MA14056, 04/20/18, 9:00 AM to 4:00 PM	04/27/18, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B222
Instructor: Gayle Pignone
Fee: 190

Notes: Course meets for 2 sessions: 4/20, 4/27

Excel 2016: Intermediate

Using Microsoft's latest release of their leading spreadsheet software, this accelerated course builds upon the fundamentals presented in Excel 2016 Introduction. Concepts include applying hyperlinks and cell formats; hide and unhide rows and columns; manipulate page setup options for worksheets; manipulate window and workbook views; create and use named ranges in formulas; apply Sparklines, use Quick Analysis; filter and sort data; SumIf and SumIfs family of functions as well as utilizing Concatenate, Right, Left, Mid, Trim and other functions; apply conditional formatting; creating a basic Pivot Table; understanding error values; as well as other helpful skills. Although this course uses Excel 2016 software, version 2013 is very similar. Questions regarding earlier versions will be addressed as time allows. Students also have the option of taking the internationally recognized Microsoft Office Specialist (MOS) 2016 exams at our approved MCC testing center for an additional fee. See exam information and schedule on page 3.
Required text: None
Prerequisite: Excel Introduction course, or permission of instructor or computer coordinator. CEUs: 1.2

Course # , Date(s) Time
MA14057, 04/06/18, 9:00 AM to 4:00 PM | 04/13/18, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B222
Instructor: Gayle Pignone
Fee: 190
Notes: Course meets for 2 sessions: 4/06, 4/13

Excel 2016: Introduction

Excel 2016 Introduction is designed for people new to spreadsheets and for self-taught users who wish to expand their knowledge. Using Microsoft's Excel 2016 version of their renowned spreadsheet software, students will learn to recognize the main areas of the Excel worksheet and workbook; enter, edit and delete data; create basic formulae and functions, including SUM, AVERAGE, MAX and MIN; enhance the presentation of workbook data; create, display and manipulate simple charts; work with multiple worksheets; freeze titles and add comments. Although this course uses Excel 2016 software, version 2013 is very similar. Questions regarding earlier versions will be addressed as time allows.
Required text: None
Prerequisite: Basic Windows, keyboard and mouse skills. CEUs: 0.6

Course # , Date(s) Time
MA14058, 03/16/18, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B142
Instructor: Gayle Pignone
Fee: 95

Notes:

Excel 2016: MOS Certification Preparation - NEW!

Demonstrate your expertise with Microsoft Excel! The course is designed to help you practice and prepare for Microsoft Office Specialist (MOS): Excel 2016 certification exam 77-727. Course covers the following skills: detailed procedures to help build the skills measured by the exam; hands-on tasks to practice what you've learned; create and manage worksheets and workbooks; manage data and cell ranges; create tables and lists; perform operations with formulas and functions. A Microsoft Office Specialist (MOS) certification validates your proficiency with Microsoft Office programs, demonstrating that you can meet globally recognized performance standards. Course cost includes practice exam, certification exam and retake exam. Instructor provides handouts.
Required text: None
Prerequisite: Basic Windows, keyboard and mouse skills required. Microsoft Office 2016 MCC Certificate course or equivalent experience recommended.   CEUs: 0.6

Course # , Date(s) Time
MA14099, 05/08/18, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B142
Instructor: Gayle Pignone
Fee: 250
Notes:

Excel 2016: Pivot Tables, Dashboards and Reports

Excel dashboards help you get the right information to the right people at the right time. They provide an organized way to view and report large amounts of changing data in real time. This course will cover constructing dashboards, including importing data, functions that select and aggregate, charts, pivot tables, recording Macros and interactive filters.
Required text: Included in course fee.
Prerequisite: Excel Introduction course required or equivalent knowledge. Knowledge of writing simple formulas and functions, basic charts, basic sorting and filtering. CEUs: 0.6

Course # , Date(s) Time
MA14059, 05/11/18, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B222
Instructor: Gayle Pignone
Fee: 135
Notes:

Excel 2016: Pivot Tables, Power Pivots & Pivot Charts

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

Required text: None

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

Course # , Date(s) Time
CA14104, 04/20/18, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital, Room 616
Instructor: Michael Montgomery
Fee: 95
Notes:

Information Technology Infrastructure Library (ITIL) Certification Preparation

Information Technology Infrastructure Library (ITIL) is a public framework that describes Best Practice in IT service management. It provides a framework for the governance of IT, the 'service wrap', and focuses on the continual measurement and improvement of the quality of IT service delivered. Some of these benefits include, increased user and customer satisfaction with IT services and improved service availability, directly leading to increased business profits and revenue, improved time to market for new products and services, improved decision making and optimized risk. The Foundation level is the entry-level qualification which focuses on knowledge and comprehension of the key elements, concepts and terminology used in the ITIL service lifecycle, including the links between lifecycle stages, the processes used, and their contribution to service management practices. Complete review of the five lifecycle phases and methodologies, including deeper discussions of all lifecycles; processes and functions; and best practices surrounding ITSM concepts and theory will also be covered. Examples and discussion of real world applications will be included. Students will have access to hundreds of Foundation Certification exam questions, including study tips, exam key words and hints.

Required text: None

Prerequisite: Basic Windows, keyboard, and mouse skills. Familiarity with helpdesk or service desk functions. CEUs: 1.8

Course # , Date(s) Time
MA14060, 05/23/18, 9:00 AM to 4:00 PM	05/24/18, 9:00 AM to 4:00 PM	05/25/18, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B222
Instructor: Joseph Cutuli
Fee: 399
Notes: Course meets for 3 sessions: 5/23, 5/24, 5/25

JAVA Programming: Introduction - NEW!

Java is one of the most popular programming languages used by software developers today. It is the core language used in developing Android apps, and is also commonly used in back-end web development. If you're new to programming or just interested in Java then this course is a great place to get started. In this introductory course, you'll learn and practice essential computer science concepts using the Java programming language. You'll learn about Object Oriented Programming, a technique that allows you to use code written by other programmers in your own programs. You'll put your new Java programming skills to the test by solving real-world problems faced by software engineers. Java programming is a great option for first-time coders due to its popularity and ease of use. This course will provide you with a solid foundation in Java Programming and Object Oriented Programming concepts. Topics include: The Java Programming Environment; Introduction to Classes and Objects; Graphics; Fundamental Data Types; Decisions; Iterations; Arrays, ArrayLists and Simple Array Algorithms; Methods (Parameter Passing, Instance vs. Static Methods); and Inheritance.

Required text: None

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

Course # , Date(s) Time
MA14071, 03/12/18, 9:00 AM to 4:00 PM | 03/13/18, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B141
Instructor: George Pillar
Fee: 190
Notes: Course meets for 2 sessions: 3/12, 3/13

Office 2016: MCC Certificate

Increase your employability with this intensive 36-hour course and receive a Microsoft Office 2016 MCC Certificate on completion. This hands-on workshop will include practice time on Word, Excel, Access, PowerPoint and Outlook. Students will learn the basics of all Office programs, including merges, tables, graphics and sharing documents in Word; formulas, data management, formatting and printing in Excel; database creation, criteria in queries, report and form design, grouping data, and establishing relationships in Access; creating slide shows, importing from Word, adding tables/graphics, animation, and advanced formatting in PowerPoint; and e-mail management, creating folders, adding signatures/attachments, scheduling appointments with others, organizing contact lists, and creating/updating tasks in Outlook.
Required text: None
Prerequisite: Basic Windows, keyboarding and mouse skills. CEUs: 3.6

Course # , Date(s) Time
MA14061, 04/04/18, 9:00 AM to 4:00 PM | 04/11/18, 9:00 AM to 4:00 PM | 04/18/18, 9:00 AM to 4:00 PM | 04/25/18, 9:00 AM to 4:00 PM | 05/02/18, 9:00 AM to 4:00 PM | 05/09/18, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B142
Instructor: Gayle Pignone
Fee: 599
Notes: Course meets for 6 sessions: 4/04, 4/11, 4/18, 4/25, 5/02, 5/09

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

Take control of Office 2016 with Microsoft's Visual Basic for Applications (VBA) and this hands-on course. Learn how to use Office 2016's built-in Macro Recorder, the Visual Basic Editor, VBA syntax, loops and functions, the Office 2016 Ribbon, and much more. Target audience is for those Microsoft Office 2016 users who would like to learn how to leverage VBA to automate and add versatility to their applications. Coverage includes an introduction to the essentials of VBA syntax. Students learn recording, writing, and running macros in Office 2016; and creating code from scratch with the Visual Basic Editor.
Required text: Included in course fee.
Prerequisite: Fluency with Microsoft Office 2016 required. CEUs: 1.2

Course # , Date(s) Time
MA14075, 03/19/18, 9:00 AM to 4:00 PM | 03/26/18, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B141
Instructor: George Pillar
Fee: 235
Notes: Course meets for 2 sessions: 3/19, 3/26

Outlook 2016: MOS Certification Preparation - NEW!

The audience for this course are those students who would like to demonstrate expertise with Microsoft Outlook! The course is designed to help you practice and prepare for Microsoft Office Specialist (MOS): Outlook 2016 certification exam 77-731. Course covers the following skills: detailed procedures to help build the skills measured by the exam; hands-on tasks to practice what you've learned; manage the Outlook environment for productivity; manage messages; manage schedules; organize and manage appointments, meetings, and events; manage contacts and groups. A Microsoft Office Specialist (MOS) certification validates your proficiency with Microsoft Office programs, demonstrating that you can meet globally recognized performance standards. Course cost includes practice exam, certification exam and retake exam. Instructor provides handouts.

Required text: None

Prerequisite: Basic Windows, keyboard and mouse skills required. Microsoft Office 2016 MCC Certificate course or equivalent experience recommended.   CEUs: 0.6

Course # , Date(s) Time
MA14105, 05/22/18, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B142
Instructor: Gayle Pignone
Fee: 250
Notes:

PC Repair and Maintenance

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

Required text: None

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

Course # , Date(s) Time
MA14062, 03/15/18, 9:00 AM to 4:00 PM | 03/22/18, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B141
Instructor: George Pillar
Fee: 190
Notes: Course meets for 2 sessions: 3/15, 3/22

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

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

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

Course # , Date(s) Time
MA14063, 04/09/18, 9:00 AM to 4:00 PM | 04/23/18, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B141
Instructor: George Pillar
Fee: 240
Notes: Course meets for 2 sessions: 4/09, 4/23, (does not meet 4/16)

PowerPoint 2016: MOS Certification Preparation - NEW!

The audience for this course are those students who would like to demonstrate expertise with Microsoft PowerPoint! This course is designed to help you practice and prepare for Microsoft Office Specialist (MOS): PowerPoint 2016 certification exam 77-729. Course covers the following skills: In-depth preparation for each 77-729 exam objective; detailed procedures to help build the skills measured by the exam; hands-on tasks to practice what you've learned; create and manage presentations; insert and format text, shapes, and images; insert tables, charts, SmartArt, and media; apply transitions and animations; manage multiple presentations. A Microsoft Office Specialist (MOS) certification validates your proficiency with Microsoft Office programs, demonstrating that you can meet globally recognized performance standards. Course cost includes practice exam, certification exam and retake exam. Instructor provides handouts. Required text: None

Prerequisite: Basic Windows, keyboard and mouse skills required. Microsoft Office 2016 MCC Certificate course or equivalent experience recommended.   CEUs: 0.6

Course # , Date(s) Time
MA14108, 05/15/18, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B142
Instructor: Gayle Pignone
Fee: 250
Notes:

PowerPoint: Presenting the Presentation, More Than Just Pictures

Free your audiences from the boredom and fatigue known as Death by PowerPoint! Creating a winning presentation doesn't need to be a time consuming task. Today you'll learn to plan effective slides using design principals and use sophisticated techniques to make your presentation look and feel like it came straight from a design studio. You'll also see how to connect with your audience using sound, video and animation. Get ready to learn lots of fun tips and tricks to make your presentations pop! Course objectives: 1) Planning Effective Slides Using Design Principals: The Rule of 3; 2) PowerPoint Efficiency 3) Sophisticated Tools and Techniques That Make Your Job Easier 4) Customizing Your Presentation 5) Media Objects
Required text: None
Prerequisite: None CEUs: 0.6

Course # , Date(s) Time
TX14171, 05/22/18, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, TXCC, Tunxis@Bristol, Lab
Instructor: Laura Higgins
Fee: 95
Notes: Class Location, 430 North Main Street, Bristol, CT 06010, phone 860-314-4700

Project 2016: Introduction

Learn the major features of Microsoft Project 2016, the world's most popular project management tool. Students will learn how to develop project plans and define tasks and resources. Students will detail, track and report the progress of projects. Skills learned in the course include creating task lists, durations, phases; linking tasks, documenting tasks and project plans; setting up resources, capacity, cost pay rates, documenting; assigning resources to tasks, scheduling, applying cost resources to tasks; sharing your plan, Gantt Charts, Timeline views, reporting; tracking progress on tasks, project baselines, task completion percentage; troubleshooting time, schedule, cost, resource, and scope of work problems. Students are eligible to receive free Microsoft Project 2016 software.
Required text: Included in course fee.
Prerequisite: Basic Windows, keyboard and mouse skills, with some exposure to Microsoft Office helpful. CEUs: 1.2

Course # , Date(s) Time
MA14064, 03/19/18, 9:00 AM to 4:00 PM	03/26/18, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B142
Instructor: Gayle Pignone
Fee: 230
Notes: Course meets for 2 sessions: 3/19, 3/26. Recommended related training for Project 2016:

Introduction is MA14041 Project Management: All the Essentials.

QuickBooks: Certification Preparation - NEW!

A recent survey of accounting instructors at two-year colleges revealed that 84% believe students who are preparing for an accounting career should be conversant in QuickBooks. QuickBooks Certification validates knowledge and skills for a position in professional accountancy; demonstrate bookkeeping skills acumen in a tangible, measurable way; position students as a credible job candidate to employers. This course will prepare students for QuickBooks certification with tailored learning materials, practice tests, and Intuit Education Program endorsed certification exams. Course costs include QuickBooks User Study Guide, QuickBooks practice exam, QuickBooks Certification Exam, retake of QuickBooks Certification exam.
Required text: None
Prerequisite: MCC QuickBooks Introduction course, equivalent experience or consent of the program coordinator, Bruce Manning, bmanning@manchestercc.edu. CEUs: 0.6

Course # , Date(s) Time
MA14115, 04/30/18, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B142
Instructor: Michael Rotondo
Fee: 250
Notes:

QuickBooks: Introduction

Discover the most effective methods for accomplishing essential business tasks and customizing QuickBooks. We will explore best practices for tracking finances; managing payroll; processing invoices; controlling inventory; managing sales and expenses; and maximizing the software's other features. Topics include: how to properly set up your accounts, customers, jobs, and invoice items quickly; following the money; how to track everything from billable time and expenses to income and profit; keeping your company financially fit with methods to examine budgets and actual spending, income, inventory, assets, and liabilities; spending less time on bookkeeping and learning how to use QuickBooks to create and reuse bills, invoices, sales receipts, and timesheets; finding key info fast using QuickBooks' search and find functions, as well as the vendor, customer, inventory, and employee centers; and moving data between QuickBooks, Microsoft Office, and other programs.
Required text: Included in course fee.
Prerequisite: Basic Windows, keyboard and mouse skills. CEUs: 1.2

Course # , Date(s) Time
MA14065, 04/02/18, 9:00 AM to 12:00 PM	04/09/18, 9:00 AM to 12:00 PM	04/16/18, 9:00 AM to 12:00 PM	04/23/18, 9:00 AM to 12:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B142
Instructor: Michael Rotondo
Fee: 230

Notes: Course meets for 4 sessions: 4/02, 4/09, 4/16, 4/23, 9 AM-12 noon

Software Development Fundamentals (MTA) Certification Prep - NEW!

This three-day MTA Training course helps you prepare for Microsoft Technology Associate Exam 98-361. The Microsoft Technology Associate (MTA) is Microsoft's newest suite of technology certification exams that validate fundamental knowledge needed to begin building a career using Microsoft technologies. This course leverages the same content as found in the Microsoft Official Academic Course (MOAC) for this exam. Learning objectives include: understand core programming; understand object-oriented programming; understand general software development; understand web applications; understand desktop applications; understand databases. This program provides an appropriate entry point to a future career in technology and assumes some hands-on experience or training but does not assume on-the-job experience. Students are eligible to receive free Microsoft Visual Studio 2017 software. Required text: Included in course fee.
Prerequisite: Windows, keyboard and mouse skills. An understanding of programming concepts recommended. CEUs: 1.8

Course # , Date(s) Time
MA14118, 03/05/18, 9:00 AM to 4:00 PM | 03/07/18, 9:00 AM to 4:00 PM | 03/09/18, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B142
Instructor: George Pillar
Fee: 399
Notes: Course meets for 3 sessions: 3/05, 3/07, 3/09

SQL Server 2016 Queries: Introduction

This two-day course will cover querying MS SQL Server 2016. We will work with SQL Server Management Studio. Students will learn to create and organize T-SQL scripts that include sets and predicates; T-SQL querying; querying multiple tables with joins, sorting and filtering data, identifying different data types in MS SQL Server 2016; using DML to modify data, built-in functions, grouping and aggregating data, using sub-queries, set operators, table expressions and the union operator. Students are eligible to receive free Microsoft SQL Server 2016 software. Required text: None
Prerequisite: Database Introduction course, or familiarity with databases. CEUs: 1.2

Course # , Date(s) Time
MA14066, 05/08/18, 9:00 AM to 4:00 PM | 05/15/18, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B141
Instructor: George Pillar
Fee: 190
Notes: Course meets for 2 sessions: 5/08, 5/15

Web Design: MCC Certificate

Build new skills to start or advance your career as a web developer in our Web Communication and Design program. Courses in this program start with the core areas of HTML and CSS and move on to the use of Adobe desktop tools for web design - ending with exposure to Web Content Management Systems. Your Web design portfolio at the end of the Professional certificate program will include published Web sites that showcase your front-end designs and your cross-platform experience with multiple toolsets. Students who successfully complete this program will be awarded the Web Communication and Design MCC Certificate. Instructor will provide handouts and a USB drive with the complete course installed on it. Please note the following web design courses are included in the Web Design MCC Certificate program: Web Design: HTML5/CSS3 Introduction; Web Design: Adobe Dreamweaver and Muse Introduction; and Web Design: Word Press Introduction.

Required text: None

Prerequisite: Basic Windows, keyboard, mouse and web browser skills.   CEUs: 3

Course # , Date(s) Time
MA14067, 03/15/18, 9:00 AM to 4:00 PM | 03/22/18, 9:00 AM to 4:00 PM | 03/29/18, 9:00 AM to 4:00 PM | 04/05/18, 9:00 AM to 4:00 PM | 04/12/18, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B142
Instructor: Robert Thornton
Fee: 545
Notes: Course meets for 5 sessions: 3/15, 3/22, 3/29, 4/05, 4/12

Windows 10: Deploying and Managing Using Enterprise Services - NEW!

This course is intended for IT professionals who are interested in specializing in Windows 10 desktop and application deployments, and in managing cloud-based application and data service environments for medium-to-large enterprise organizations. These professionals typically work with networks that are configured as Windows Server domain-based environments with managed access to the Internet and cloud services. This course provides administrators with the knowledge and skills necessary to deploy and manage Windows 10 desktops, devices, and applications in an enterprise environment. Students learn how to plan and implement Windows 10 deployments in large organizations. Students also learn how to manage the Windows 10 installations after deployment to provide secure identity and data access using technologies related to Group Policy, Remote Access, and Workplace Join. To support a variety of device and data management solutions, Microsoft Azure Active Directory, Microsoft Intune, and Microsoft Azure Rights Management are introduced. These services are part of the Enterprise Mobility Suite, which provides identity and access management, and cloud-based device, application, and update management. In addition, Enterprise Mobility Suite offers more secure data access to information stored both in the cloud and on location within corporate networks. Students are eligible to receive free Windows Server 2016 software.
Required text: Included in course fee.
Prerequisite: Students should have at least two years of experience in the IT field and should already have the following technical knowledge: Networking fundamentals, including Transmission Control Protocol /Internet Protocol (TCP/IP), User Datagram Protocol (UDP), and Domain Name System (DNS), Microsoft Active Directory Domain Services (AD DS) principles, Windows Server 2012 R2 fundamentals. CEUs: 3

Course # , Date(s) Time
MA14072, 04/30/18, 9:00 AM to 4:00 PM | 05/01/18, 9:00 AM to 4:00 PM | 05/02/18, 9:00 AM to 4:00 PM | 05/03/18, 9:00 AM to 4:00 PM | 05/04/18, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B141
Instructor: Jayson Ferron
Fee: 999
Notes: Course meets for 5 sessions: 4/30, 5/01, 5/02, 5/03, 5/04. LRC B141 (4/30-5/03), AST C139 (5/04).

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. Instructor provides handouts.
Required text: Curriculum included in course fee.
Prerequisite: Keyboarding and mouse skills required. CEUs: 0.6

Course # , Date(s) Time
MA14068, 04/11/18, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B141
Instructor: Jayson Ferron
Fee: 135
Notes:

Windows PowerShell: Introduction

This course is intended for Windows and/or network administrators and professionals. PowerShell is an automation platform and scripting language for Windows and Windows Server that allows you to simplify the management of your systems. Unlike other text-based shells, PowerShell harnesses the power of the .NET Framework, providing rich objects and a massive set of built-in functionality to take control of your Windows environments. Students are eligible to receive free Windows Server 2016 software.

Required text: Curriculum included in course fee.

Prerequisite: It is highly recommended that students have certifications in either Network+ or Microsoft MCSA or equivalent experience. Experienced Network or Windows professionals who are not certified and would like to attend the course should first e-mail MCC Computer Program Coordinator, Bruce Manning at bmanning@manchestercc.edu or call 860-512-2808, regarding your experience. CEUs: 0.6

Course # , Date(s) Time
MA14069, 04/12/18, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B141
Instructor: Jayson Ferron
Fee: 225
Notes:

Windows Server 2016: Networking - NEW!

This course helps to prepare a student for the Microsoft MCSA certification exam 70-741. The course focuses on the networking features and functionality available in Windows Server 2016. It covers DNS, DHCP, and IPAM implementations, in addition to remote access solutions, such as VPN and Direct Access. It also covers DFS and BranchCache solutions, high performance network features and functionality, and implementation of software-defined networking (SDN) solutions, such as Hyper-V Network Virtualization (HNV) and Network Controller. Students are eligible to receive free Microsoft Windows Server 2016 software.

Required text: Included in course fee.

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

Course # , Date(s) Time
MA14123, 06/25/18, 9:00 AM to 4:00 PM | 06/26/18, 12:00 AM to 12:00 AM | 06/27/18, 12:00 AM to 12:00 AM | 06/28/18, 12:00 AM to 12:00 AM | 06/29/18, 12:00 AM to 12:00 AM
College, Campus & Room:
MA, Learning Resource Center, LRC B141
Instructor: Jayson Ferron
Fee: 999
Notes: Course meets for 5 sessions: 6/25, 6/26, 6/27, 6/28, 6/29

Word 2016: MOS Certification Preparation - NEW!

Demonstrate your expertise with Microsoft Word! This course is designed to help you practice and prepare for Microsoft Office Specialist (MOS): Word 2016 certification exam 77-725. Course covers the following skills: in-depth preparation for each 77-725 exam objective; detailed procedures to help build the skills measured by the exam; hands-on tasks to practice what you've learned; create and manage documents; format text, paragraphs, and sections; create tables and lists; create and manage references; insert and format graphic elements. A Microsoft Office Specialist (MOS) certification validates your proficiency with Microsoft Office programs, demonstrating that you can meet globally recognized performance standards. Course cost includes practice exam, certification exam and retake exam. Instructor provides handouts. Required text: None
Prerequisite: Basic Windows, keyboard and mouse skills required. Microsoft Office 2016 MCC Certificate course or equivalent experience recommended.   CEUs: 0.6

Course # , Date(s) Time
MA14121, 05/01/18, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B142
Instructor: Gayle Pignone
Fee: 250
Notes:

WordPress Web Design: Introduction

WordPress is an easy-to-learn, easy-to-use, Content Management System (CMS) for creating and managing websites. Originally designed for blogs, its capabilities have expanded to creating complete websites. By the end of this course you will be able to create a template-based website, apply certain customizations, add page elements such as links, images, and videos, enhance a flexible built-in search tool for your site, and empower yourself and your colleagues to add ongoing updates. Students are requested to bring a 4GB flash drive to class. Course extended to 12 hours, due to student demand.
Required text: None
Prerequisite: Basic Windows, keyboard and mouse skills, with some exposure to Microsoft Office helpful. CEUs: 1.2

Course # , Date(s) Time
MA14125, 05/17/18, 9:00 AM to 4:00 PM | 05/24/18, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B142
Instructor: Robert Thornton
Fee: 190
Notes: Course meets for 2 sessions: 5/17, 5/24