

# STATE IN-SERVICE TRAINING PROGRAM COURSE CATALOG

**Fall 2016**

NOTE: This catalog was modified to reflect the Department of Mental Health and Addiction Services' program procedures and timelines.

**DMHAS Employee Registration Deadline: August 4, 2016**  
**Facility Training Approval Officer Deadline: August 8, 2016**  
**Seat Reservations Confirmed by Agency TAO as Early as: August 25, 2016**



CONNECTICUT STATE  
COLLEGES & UNIVERSITIES  
BOARD OF REGENTS FOR HIGHER EDUCATION



**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/in-service/>**

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?**

#### Essential Business Skills

- Balancing Time and Priorities 201
- Everything an Admin/Secretary/Executive Assistant Needs to Know
- 10 Ways to Bring Humanity Back to the Workplace
- Conflict Dynamics in the Workplace and Methods of Neutralization
- Getting a Grip on Gender: Working with Transgender Clients and Co-Workers
- Know Thyself
- Personal Strategic Planning
- Staying Calm, Cool and Collect Under Stress
- The ABCs of a Happy, Positive and Productive Workplace

#### Developing Leadership Skills

- Everyday Leadership

#### Technology Advancement

- Adobe Illustrator: Intro to Creating Flyers and Posters
- Adobe InDesign, Illustrator and Photoshop: Designing Print and Digital Documents
- Adobe InDesign: Creating Brochures and Marketing Materials
- Android Mobile Application Development
- Adobe Photoshop: Creating Powerful Marketing Materials
- Excel 2013 Dashboards and Reports
- SharePoint Site Collection and Administrator
- Windows 10 Introduction

### **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 at your facility. **DMHAS TAO contact information, registration and program details begin on page 4 of this catalog.**

### **How do I pay for courses?**

Please see your Facility Training Approval Officer regarding payment for your courses. You may be eligible to apply for union workshop funds for reimbursement as defined by your

collective bargaining agreements or professional development funds. Please be sure to gain prior approval for the course from your supervisor.

**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 an Office 2013 applications certification testing center located on MCC's campus. Each Microsoft Office application exam is a separate test and cost \$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 **Thursday, 10/6 and Tuesday, 11/15 in Fall 2016**. 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@mcc.commnet.edu](mailto:bmanning@mcc.commnet.edu), Voice: (860) 512-2808, Fax: (860) 512-2801.

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

Thank you for your time and interest, we look forward to serving you this Fall!

Pamela Coleman  
State In-Service Training Coordinator  
Connecticut State Colleges and Universities  
Phone: (860) 723-0602  
Fax: (860) 723-0886  
[pcoleman@commnet.edu](mailto:pcoleman@commnet.edu)

## Registration and Agency Contact Information

### DMHAS Registration Timeline

Employee Registration Deadline.....	08/04/16
Facility Training Approval Officer Registration Deadline.....	08/08/16
DMHAS Registration Deadline .....	08/11/16
Facility Training Approval Officers notify staff of seat reservations and provide maps & directions to each college as early as .....	08/25/16
Courses begin .....	09/12/16

**Important Employee and Facility Training Approval Officer Procedures  
Follow the Registration Information Outlined Below.**

### Eligibility and DMHAS Registration Information

#### Eligibility

- In-Service courses are open to all employees regardless of classification or job title. Individual agencies may elect to limit registrations in a way that best suits their organization.
- Where agency requirements allow, employees should be encouraged to attend classes other than those directly related to their present position, in order to foster mobility and skill enhancement.

### DMHAS Registration Contacts and Procedures

**The following people serve as DMHAS Agency and Facility TAOs. Please contact your Facility TAO for details regarding courses and the registration and approval process.**

#### **Agency Training Approval Officers:**

Edra Knight, Office of the Commissioner – Human Resources  
Binh Quach, OOC - Human Resources (*Will serve as a back-up*)

#### **DMHAS Facility Training Approval Officers:**

- |   |        |                  |                |
|---|--------|------------------|----------------|
| • | CMHC   | Donna Zwilling   | (203) 974-7632 |
| • | CRMHC  | Ramona Sablon    | (860) 297-0905 |
| • | CVH    | Doreen Clemson   | (860) 262-7116 |
| • | OOO    | Binh Quach       | (860) 418-6881 |
| • | RVS    | Doreen Clemson   | (860) 262-7116 |
| • | SMHA   | Mary Beth Jordan | (860) 859-4510 |
| • | SWCMHS | Vilmore Mills    | (203) 551-7019 |
| • | WCMHN  | Angela Baker     | (203) 805-6411 |

## Registration Information for DMHAS Employees

### How do I register

Staff should direct all questions regarding registration, timelines and procedures to their Facility Training Approval Officer (TAO). (Refer to page 4 of this catalog.) Each agency has unique policies concerning deadlines, eligibility, and the registration process.

- **Approved registrations for the In-service Training Program must be submitted to your Facility TAO by Thursday, August 4, 2016.** Your TAO will, in turn, submit them to the Agency In-Service Training Program Coordinator for processing. Upon receipt and confirmation of your facility's seat reservations, your TAO will provide you with written notification of your enrollment status, and direct you to the maps & driving directions for your course.
- **Upon notification of your acceptance, your payment and a completed Travel Authorization Request Form (Co-112) is due, for each course. Fall class notifications may be sent as early as August 25, 2016.**
- In most cases student names are not submitted with seat requests. Therefore, the State In-service Coordinator cannot tell you individually if a seat has been reserved for you!

### Attendance & Refund Policies

- **Before registering, students must be sure to check their schedules carefully and obtain their supervisor's permission to attend a course.**
- Once seats have been reserved for all classes, **withdrawals and course substitutions are not allowed.**
- If for any reason you cannot attend, a substitute from the agency may be sent to the course. It is the responsibility of the original registrant and the Facility's Training Approval Officer (TAO) to identify and select the substitute and ensures that **ALL** appropriate paperwork is submitted. Withdrawals or changes to course schedules are not allowed.
- Participants must be careful to attend the correct course section and location as assigned. **Facilities will incur additional charges when non-registered staff attends a course.**

### Course Postponements and Cancellations

- Inclement weather postponements: Check the college website or listen to radio and TV station announcements for individual college closings. **When in doubt, call the college in question. College telephone numbers, weather cancellation numbers and website addresses are listed on Page 9. They are also available through the Community College Maps link at <http://bor.ct.edu/in-service/docs/Maps%20and%20Directions.docx>.**

**When classes are held, students are expected to attend and no refunds or credits will be given for non-attendance.**

- When courses must be postponed due to inclement weather or unexpected instructor illness, Agency Training Approval Officers will be notified **by the college offering the course** as soon as the college is aware of the situation. **The Agency TAO will forward**

**information onto both the Facility TAO and their backup TAO who will ensure the employee receives the notification. NOTE: College representatives do not have student names or contact information prior to class and cannot contact students individually!**

### **Prerequisites**

- Prerequisites (if any) are included in course descriptions. For computer courses especially, these are very important! The learning of all participants is adversely affected by those who are unable to keep pace at the required skill level.  
Please adhere to the prerequisites.

### **Textbooks**

- In most cases textbooks are not required. When they are, a note is included in the course description and books will be available **at an extra cost at the college bookstore, unless stated otherwise.**

### **Certificate Requirements**

- To earn a certificate of completion, 100% participation is required for classes that meet for one day. 80% participation is required for more lengthy courses, if extenuating circumstances exist (illness, emergencies, etc.). Each college may set more stringent (100%) attendance requirements for multi-session programs when necessary.
- Certificates will be issued at the end of each course. **Employees who leave at any point before the instructor ends the program will not be given a certificate.**
- **Verification of employee attendance is required by DMHAS; therefore, employees must provide their Facility TAO with a copy of their completion certificate immediately upon course completion.**
- CEU's are granted for most In-Service courses and are included on the certificate of completion. One CEU measures 10 contact hours in class, so a course that includes 30 contact hours will be worth 3.0 CEU's. Contact hours are measured in clock hours, and do not include lunch or coffee breaks. In order to grant CEU's, each college must collect sufficient student data to track the student on our registration system.

### **Computer Courses**

- The CT State Colleges and Universities System abides by the Acceptable Use of State Systems Policy.

## DMHAS Training Approval Officer Procedures

### **Procedures and Timelines for DMHAS Facility Training Approval Officers How to Process, Submit and Confirm Registrations**

#### **Registration Process:**

The on-line registration system utilized by the Department of Administrative Services and Connecticut's State Colleges and University System allows Agency TAOs to request employee's seats throughout the designated registration period. The DMHAS Participant Registration Period begins with the distribution of the Fall 2016 In-service Training Catalog, **and ends August 4, 2016**. **As Facility TAOs receive employee applications, they should be reviewed and approved, as appropriate, and forwarded on a daily basis to the Agency TAO, Edra Knight, for processing.**

#### **Employee Individual Application Procedures:**

- Facility TAOs will ensure their employees are provided with the Commissioner's In-service Training Policy, Guidelines for Supervisors for Approving Applications, Catalog, Directions, and Individual Application Form for the current semester.
- **Thursday, August 4, 2016 is the employee deadline for submitting In-service Training Application(s) to their Facility TAO.**
- Facility TAOs must review each application for **accuracy and completeness**. Only complete applications will be processed by the Agency TAO. TAOs should ensure that:
  - ✓ All course information, including training date(s), class time(s) and fees, are accurate.
  - ✓ All requested applicant information is provided and **that each form is signed and dated by the employee.**
  - ✓ The employee's supervisor approved the application, by signing and dating the form.
  - ✓ **You, the facility TAO, have completed, signed and dated the Facility TAO Section found at the bottom of each application form.**
  - ✓ **Employees are reminded that payment is due upon receipt of notification of acceptance into their course(s). This may occur as early as August 25, 2016.**

#### **Notes Regarding the Facility TAO Registration Process**

- **Monday, August 8, 2016 is the Facility TAO Registration Deadline, however,** TAOs are reminded to submit approved employee "Individual Application Forms" to the Agency TAO, Edra Knight, **throughout the participant registration period.** All seats reserved by a facility, at the end of the reservation period, will be "owned" by that facility. **Facility Registration forms can either be scanned and emailed to [MHAOOCHR@ct.gov](mailto:MHAOOCHR@ct.gov) or faxed to (860) 730-8355.**
- Facility TAOs **MUST track Introductory, Intermediate and Advanced level courses with seats that must be assigned together.** Please indicate which seats should be assigned together on **all respective individual application forms as seats cannot be requested through DAS using employee names.**
- Upon the submission of ALL employee applications, the Facility TAO **must complete and submit a "Facility Registration Form," which has been signed and dated by the Facility's Fiscal Officer.** This form can be scanned and emailed, or faxed to Edra

Knight, with any remaining applications, by **August 8, 2016**. The TAO must sign and submit this form **even when they are not requesting courses for the term**.

- Facility TAOs **must** maintain a record of **all** application and program forms submitted on behalf of their facility.

### **Notes Regarding Enrollment Confirmation, Payment and Verification of Attendance**

- Facility “Enrollment and Payment Status Reports” will be sent to TAOs as early as **Thursday, August 25, 2016**. Upon receipt of this report, TAOs will provide employees with written notification of their enrollment status for each requested course. Payment and a completed Travel Authorization Request Form (CO-112 Rev. 5/2014) would then be requested and must be submitted, by the employee, **for each approved courses**.\* This form is available on the State Comptroller’s web site at <http://www.osc.ct.gov/agencies/forms/index.html>.

\*Your employee’s notifications should **ALSO** state that a copy of their course completion certificate(s) be completed and submitted to your office immediately upon their completion of training.

- Completed Facility “Enrollment and Payment Status Reports” must be returned to the agency TAO, Edra Knight by **Friday, September 9, 2016**.
- Facility “Final Status / Verification of Attendance Reports” will be sent to TAOs by **Friday, December 9, 2016 and are due Friday, December 23, 2016**.

### **Questions**

- Facility TAOs should call Edra Knight at (860) 418-6866 or email [MHAAOCHR@ct.gov](mailto:MHAAOCHR@ct.gov), should they have questions regarding agency procedures.
- Questions concerning other aspects of the program should be directed to Pamela Coleman, [pcoleman@commnet.edu](mailto:pcoleman@commnet.edu) or by calling (860) 723-0602.

College Name, Telephone Numbers, Website and Location

Abbreviation	College	Telephone #s and Web Site	Location
AS	Asnuntuck	(860) 253-3000 <b>Weather line</b> (800) 501-3967 <a href="http://www.asnuntuck.edu/">http://www.asnuntuck.edu/</a>	170 Elm Street Enfield, CT 06082
CA	Capital	(860) 906-5000 or (800) 894-6126 <b>Weather policy</b> – Check Contact Information through Main Menu at: <a href="http://www.ccc.commnet.edu/">http://www.ccc.commnet.edu/</a>	950 Main Street Hartford CT 06103
GW	Gateway	(203) 285-2049 <a href="http://www.gatewayct.edu/">http://www.gatewayct.edu/</a>	20 Church Street New Haven, CT 06510
MA	Manchester	(860) 512-3000 <b>Weather line</b> (860) 512-3016 <a href="http://www.manchestercc.edu/">http://www.manchestercc.edu/</a>	Great Path, P.O. Box 1046 Manchester, CT 06040
NV	Naugatuck Valley	(203) 575-8040 <b>Weather policy</b> – See Quick Links Menu at: <a href="http://www.nv.edu/">http://www.nv.edu/</a>	750 Chase Parkway Waterbury, CT 06708
NW	Northwestern CT	(860) 738-6300 <b>Weather line</b> (860) 738-6464 <a href="http://www.nwcc.edu/">http://www.nwcc.edu/</a>	Park Place Winsted, CT 06098
TR	Three Rivers	(860) 215-9000 <b>Weather policy</b> – See “About Us” Menu at: <a href="http://www.threerivers.edu/">http://www.threerivers.edu/</a>	574 New London Turnpike Norwich, CT 06360
TX	Tunxis	(860) 314-4700 <b>Weather line</b> (860) 773-1300 <a href="http://tunxis.edu/">http://tunxis.edu/</a>	<i>All In-service classes are held at the Bristol Campus:</i> 430 North Main Street Bristol, CT 06010

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## Essential Business Skills

### Everything an Admin/Secretary/Executive Assistant Needs to Know – NEW!

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

<b>Course # , Date(s) Time</b>
AS33505, 12/01/16, 9:00 AM to 4:00 PM   12/08/16, 9:00 AM to 4:00 PM   12/15/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
AS, Asnuntuck, Room 128
<b>Instructor:</b> Margaret DeMarino
<b>Fee:</b> 285
<b>Notes:</b> Class meets 12/1, 12/8, and 12/15

### The ABCs of a Happy, Positive, and Productive Workplace – NEW!

Did you know that Harvard's most popular course was on happiness? Or that you can earn a college degree (even a PhD.) in positive psychology? Positivity and Happiness are being viewed more and more as something you can work on and work toward rather than something that randomly happens. In this exciting, new workshop, we will take a look at how you can increase your happiness quotient, as well as influence your workplace (direct reports, coworkers, and clients) in a positive way. We will look at the work of groundbreaking experts like Harvard's Dr. Tal Ben-Shahar and others to find practical tools and strategies that you can bring back to the workplace, ‘everything including how to ‘frame’ language positively, how to apply the ‘three breaths per rule, how to approach productivity in a more mindful way, how to better connect with co-workers, how to deal with difficult people without depleting your energy, how to handle your own stress, and much more!

Required text: None

Prerequisite: None

CEUs: 1.8

<b>Course # , Date(s) Time</b>
AS33487, 09/13/16, 9:00 AM to 4:00 PM   09/20/16, 9:00 AM to 4:00 PM   09/27/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
AS, Asnuntuck, Room 128
<b>Instructor:</b> Margaret DeMarino
<b>Fee:</b> 285
<b>Notes:</b> Class meets 9/13, 9/20, and 9/27

### **10 Ways to Bring Humanity Back to the Workplace - New!**

Structure, policy and fear based beliefs can sometimes make us feel like we are one person during the work day and another when we leave the office. It doesn't have to be that way. This can leave us feeling stressed, disappointed in ourselves and others and disillusioned. It is within our control to create kinder, gentler more humane work environments so we can maintain our humanity all day through. With a little focus in the direction of mindfulness and shared intentions we can work together to bring about positive change and productive work centers. This workshop will guide students through the Ten Most Productive Ways to Bring Humanity Back to the Workplace.

Required text: None

Prerequisite: None

CEUs: 0.6

<b>Course # , Date(s) Time</b>
TX33517, 11/07/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
TX, Tunxis@Bristol, Room 1
<b>Instructor:</b> Lisa Crofton
<b>Fee:</b> 90
<b>Notes:</b> Course location: 430 North Main Street, Bristol, CT 860 314-4700

### **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 business transactions and the preparation of financial statements. Topics presented 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

<b>Course # , Date(s) Time</b>
MA33591, 09/16/16, 9:00 AM to 4:00 PM   09/23/16, 9:00 AM to 4:00 PM   09/30/16, 9:00 AM to 4:00 PM   10/07/16, 9:00 AM to 4:00 PM   10/14/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
MA, Learning Resource Center, LRC B141
<b>Instructor:</b> Charles Schwartz
<b>Fee:</b> 599
<b>Notes:</b> Course meets for 5 sessions: 9/16, 9/23, 9/30, 10/7, 10/14

## Accounting II: Managerial and Cost Accounting

This continuation of Accounting I will include a study of the accounting cycle of a service company, emphasizing the recording of business transactions relating to inventory and the preparation of financial statements. Emphasis is also placed on analysis of cost behavior, budgeting concepts, standard cost systems and variance analysis, and the operations of businesses. Coursework will utilize QuickBooks and Excel in our computer lab. Students are requested to bring a 4 GB flash drive to class.

Required text: Included in course fee.

Prerequisite: Accounting I CEUs: 3

<b>Course # , Date(s) Time</b>
MA33596, 10/21/16, 9:00 AM to 4:00 PM   10/28/16, 9:00 AM to 4:00 PM   11/04/16, 9:00 AM to 4:00 PM   11/18/16, 9:00 AM to 4:00 PM   12/2/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
MA, Learning Resource Center, LRC B142
<b>Instructor:</b> Charles Schwartz
<b>Fee:</b> 599
<b>Notes:</b> Course meets for 5 sessions: 10/21, 10/28, 11/4, 11/18, 12/2

## Achieving and Maintaining Work/Life Balance

There are simple activities that you can do to promote work/life balance in your daily routine. Developing a work/life balance action plan and following it will help you live a longer, healthier life. Learn ways to measure your progress in achieving work/life balance by implementing a simple process. Learn stretches, yoga poses, and mindfulness activities you can do at your desk and throughout your day to promote a healthy body, mind, and spirit. Dress comfortably.

Learning objectives: 1) Participants will explain the benefits of work life balance 2) Participants will recognize the signs of an unbalanced life 3) Participants will improve time management and goal setting 4) Participants will experience yoga movements for relaxation.

Required text: none

Prerequisite: none

CEUs: 1.2

<b>Course # , Date(s) Time</b>
AS33673, 11/04/16, 9:00 AM to 4:00 PM   11/18/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
AS, ACC, 170 Elm St., Enfield, Room 128
<b>Instructor:</b> Ira Revels
<b>Fee:</b> 190
<b>Notes:</b> Class meets on 11/4 and 11/18

## 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 "Lifescrpts" by Stephen M. Pollen and Mark Levine, this workshop will provide plenty of insight on how to effectively communicate while dealing with difficult workplace situations--from asking for a deadline extension to attending to matters of hygiene with someone you supervise to interacting effectively with an angry client. You will learn key phrases, statements, and questions that will help open the doors to communication, as well as learn strategies to adopt and statements to avoid. This workshop will provide plenty of practice sessions so that "knowing what to say and how to say it" will become an acquired skill you can rely on. You will learn: 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

<b>Course # , Date(s) Time</b>
AS33492, 10/17/16, 9:00 AM to 4:00 PM   10/24/16, 9:00 AM to 4:00 PM   10/31/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
AS, Asnuntuck, Room 128
<b>Instructor:</b> Margaret DeMarino
<b>Fee:</b> 285
<b>Notes:</b> Class meets 10/17, 10/24, and 10/31

## An Introduction to Grant Proposal Budgets

Do you want to learn how to conduct simple budget estimation for grants projects? Have you been tasked with creating a budget for a grant proposal and don't know where to start? Do you have limited experience with MS Excel and need a course to jumpstart your skills? Then, this course is for you! Learn how to quickly determine budget categories and set up a spreadsheet template using MS Excel. Learn how to use a variety of grant maker spreadsheets, complete a proposal budget and a budget justification. Gain insights into the budget planning process, including determining direct costs, indirect costs and cost sharing. Participants will also learn about cost sharing and documentation, allowable costs, budgeting for participant costs and consultants, and sub contract awards. Learning Objectives: 1) Develop an organized approach to responding to funding opportunities; 2) Defining budget line item categories; 3) Estimating costs for budget line items; 4) Writing a budget justification; 5) Calculating indirect and direct costs; 6) Researching allowable and unallowable costs.

Required text: None      Prerequisite: None      CEUs: 0.6

<b>Course # , Date(s) Time</b>
AS33670, 10/13/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
AS, ACC, 170 Elm St., Enfield, Room 128
<b>Instructor:</b> Ira Revels
<b>Fee:</b> 95
<b>Notes:</b>

**Art of Tact & Diplomacy**

Learn how to choose and use the most appropriate words and emotional tone for positive results. Practice techniques for receiving and transferring information, ideas, thoughts, feelings, and needs. Participants will understand how to navigate difficult situations, build consensus, and manage change with diplomacy and tact.

Required text: None      Prerequisite: None      CEUs: 0.6

<b>Course # , Date(s) Time</b>
CA33579, 10/07/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
CA, Capital Community College, Room 301
<b>Instructor:</b> Yasmin Shenoy
<b>Fee:</b> 90
<b>Notes:</b>

**Balancing Time and Priorities 201 - NEW!**

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

Required text: None

Prerequisite: Balancing Time, Priorities and Productivity      CEUs: 0.6

<b>Course # , Date(s) Time</b>
MA33523, 12/06/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
MA, Learning Resource Center, LRC B144
<b>Instructor:</b> V. Allison Reed
<b>Fee:</b> 90
<b>Notes:</b>

### **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

<b>Course # , Date(s) Time</b>
MA33524, 10/04/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
MA, Learning Resource Center, LRC B144
<b>Instructor:</b> V. Allison Reed
<b>Fee:</b> 90
<b>Notes:</b>

### **Become an Email Expert!**

The average office worker spends two and-a-half hours writing emails and receives 147 emails each day. This sets the scene for email overload! Explore the ABC's of email from writing to proofing to organizing along with getting rid of the excess emails. Learn to write emails like a pro and establish a rapport that can rival any face-to-face contact. Earn to “adjust” your email style to the recipient by considering their online personality.

Required text: None

Prerequisite: None

CEUs: 1.2

<b>Course # , Date(s) Time</b>
GW33528, 10/07/16, 9:00 AM to 4:00 PM   10/14/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
GW, Gateway, New Haven, Room N103
<b>Instructor:</b> Margaret DeMarino
<b>Fee:</b> 190
<b>Notes:</b> FREE Parking and easy on and off exit. Beautiful new campus in the heart of downtown New Haven.

### **Beyond Diversity: Cultural Humility for Organizational Change**

Develop the interpersonal skills you need to understand ethnic, religious, and gender-diversity in the workplace. Learn how to practice principles of communication and cultural humility. Topics such as policies and organizational strategies for improving service to communities will be discussed. Bias sensitivity and communicating effectively will be discussed. Improve your ability to understand what can go wrong in cross-cultural conversation and how to respond to these situations. Learning objectives: 1) Participants will understand the CT State Culturally and Linguistically Appropriate Service Standards (CLAS) 2) Participants will explain how cultural beliefs shape cultural encounters 3) Participants will demonstrate effective techniques in working with diverse individuals.

Required text: None

Prerequisite: None

CEUs: 1.2

<b>Course # , Date(s) Time</b>
AS33672, 10/07/16, 9:00 AM to 4:00 PM   10/14/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
AS, ACC, 170 Elm St., Enfield, Room 128
<b>Instructor:</b> Ira Revels
<b>Fee:</b> 190
<b>Notes:</b> Class meets 10/7 and 10/14

### **Budget Basics**

Understanding the budget process and the details of the annual budget are even more significant in these financially trying times. The “budget” seems to enter every workplace at every level. As a nonfinancial employee, this course will help you improve your knowledge of financial terms. Take this new knowledge to communicate more accurately and effectively with other departments and colleagues.

Required text: None

Prerequisite: None

CEUs: 0.6

<b>Course # , Date(s) Time</b>
NV33549, 10/03/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
NV, NVCC, Room E531
<b>Instructor:</b> Tonia Walker
<b>Fee:</b> 90
<b>Notes:</b>

## **Building Your Project Team: How to Get and Inspire Team Project Members**

Henry Ford once said, “Coming together is a beginning. Keeping together is progress. Working together is success.” During this lesson, you will understand the role of the project team, how to organize and encourage people for projects. You’ll also understand where to further develop project management skills and abilities. At the completion of this lesson you will understand the roles and abilities of the project manager, project team members, and support for executing a project. Learning objectives: 1) Participants will explain the characteristics of effective teamwork 2) Participants will understand how personality traits lead to effective leadership in problem solving, communications, and teamwork 3) Participants will demonstrate team member’s roles in planning a project 4) Participants will demonstrate team member’s roles in executing, monitoring and controlling, and closing a project.

Required text: None

Prerequisite: None

CEUs: 0.6

<b>Course # , Date(s) Time</b>
AS33674, 11/09/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
AS, ACC, 170 Elm St., Enfield, Room 128
<b>Instructor:</b> Ira Revels
<b>Fee:</b> 95
<b>Notes:</b>

## **Building a Dream Team! - NEW**

Having a great work team makes everyone's life easier and more enjoyable. Productivity increases, along with job satisfaction, employee retention, and overall happiness! This workshop will tell you how to build a team or become a more effective member of one. Imagine this: no drama or trauma, just results. This workshop will provide insight into the roles people play on teams and guide you in ways to “play” to each person's strengths and compensate for personal weaknesses. The workshop will take an in-depth look into personality and “processing” styles, as well as provide critical insight into how participants view themselves in terms of team. You will learn how to foster team spirit, motivate staff, and “supercharge” the workplace. You will also discover how to effectively use “turnaround questions,” how to “motivate without money,” how to detect “trigger points,” how to pinpoint and address the top ten morale-busting issues, how to effectively deal with office politics, and how to establish and maintain a positive workplace!

Required text: None

Prerequisite: None

CEUs: 1.8

<b>Course # , Date(s) Time</b>
AS33495, 11/07/16, 9:00 AM to 4:00 PM   11/14/16, 9:00 AM to 4:00 PM   11/21/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
AS, Asnuntuck, Room 128
<b>Instructor:</b> Margaret DeMarino
<b>Fee:</b> 285
<b>Notes:</b> Class meets 11/7, 11/14, and 11/21

### **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

<b>Course # , Date(s) Time</b>
MA33525, 11/02/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
MA, Learning Resource Center, LRC B144
<b>Instructor:</b> William Marut
<b>Fee:</b> 105
<b>Notes:</b>

### **Business Writing Boot Camp**

Tasked with generating reports and proposals for your management team or office? This “wordshop” will equip you with the tools and techniques you need to strengthen your proposals, procedures, reports, and other specialized correspondence to get the results you desire in the shortest amount of time! Eliminate writer's block and author's angst in this special class, which is designed to help you up your game by implementing proven organization and writing techniques, including clustering, targeted free-writing, nut shelling, and much more. A variety of writing exercises, along with one-on-one “training,” will be provided throughout the course to help you address key areas for improvement. Get in great writing shape and become a writing warrior, able to take on writing tasks in a more efficient and effective manner--without even breaking a sweat!

Required text: None

Prerequisite: None

CEUs: 1.8

<b>Course # , Date(s) Time</b>
GW33480, 09/16/16, 9:00 AM to 4:00 PM   09/23/16, 9:00 AM to 4:00 PM   09/30/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
GW, Gateway New Haven Campus, Room N103
<b>Instructor:</b> Margaret DeMarino
<b>Fee:</b> 285
<b>Notes:</b> FREE Parking in Temple Garage and easy on/off highway access. Beautiful state of the art campus in the heart of downtown New Haven.

### Career and Core Values Connection

Your thoughts have energy. In this workshop, you will learn to harness that energy to clarify your career and personal goals, analyze your belief system, learn strategies to alter your thinking, create an action plan to align your career and personal lives. Objectives: 1) Clarify your career and personal goals 2) Analyze your belief system and understand its impact on your choices, thought and emotions 3) Learn strategies to alter your thinking, reduce stress and improve decision-making 4) Create an action plan to align your career and personal lives so you can have it all.

Required text: None

Prerequisite: None

CEUs: 0.6

<b>Course # , Date(s) Time</b>
CA33681, 12/12/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
CA, Capital, Room 309
<b>Instructor:</b> Kristen Werblow
<b>Fee:</b> 90
<b>Notes:</b>

### Communication Skills a Must!

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

Required text: None

Prerequisite: None

CEUs: 1.8

<b>Course # , Date(s) Time</b>
AS33494, 11/03/16, 9:00 AM to 4:00 PM   11/10/16, 9:00 AM to 4:00 PM   11/17/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
AS, Asnuntuck, Room 128
<b>Instructor:</b> Margaret DeMarino
<b>Fee:</b> 285
<b>Notes:</b> Class meets 11/3, 11/10, and 11/17

### **Conflict Dynamics in the Workplace and Methods of Neutralization - NEW!**

Conflict is inevitable and can be healthy in the work environment. When we understand the dynamics of conflict and ways to reduce or utilize conflict it becomes manageable or eliminated altogether. Conflict arises between individuals, teams, management and staff and in our own minds. This class will offer unique perspectives on the origins of conflict and techniques for reducing internal and external conflict within mindsets, relationship, situations and hierarchies.

Required text: None

Prerequisite: None

CEUs: 0.6

<b>Course # , Date(s) Time</b>
TX33516, 10/31/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
TX, Tunxis@Bristol, Room 1
<b>Instructor:</b> Lisa Crofton
<b>Fee:</b> 90
<b>Notes:</b> Course location: 430 North Main Street, Bristol, CT 860 314-4700

### **Cultivating Resiliency**

Learn how to adapt to change--constant change. 1) Overcome the negative feelings that can come from change. 2) Identify how we can learn from, move on from, and become stronger after difficult times. 3) Demonstrate an understanding of how you can re-think a situation to become unstuck and to move forward. 4) Identify ways to re-energize. 5) Develop skills to help you transform your work place to a more adaptable and agile environment.

Required text: None

Prerequisite: None

CEUs: 0.6

<b>Course # , Date(s) Time</b>
TR33678, 10/28/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
TR, Three Rivers CC, Room B118
<b>Instructor:</b> Susan Greenleaf
<b>Fee:</b> 90
<b>Notes:</b>

### **Dealing with Difficult Situations and Challenges in the Professional Setting**

Completing tasks, obtaining information, successful inter-office communication, and productive teamwork all depend on mutual respect, cooperation and a willingness to work towards a common goal. Challenges and breakdowns in productivity occur when misunderstandings, unwelcome change or unexpected glitches interfere. How we deal with them makes all the difference; being comfortable having difficult conversations, putting competitiveness aside when solutions are necessary, strengthening communication skills and recognizing when things are not personal are just a few of the skills necessary for dealing with difficult challenges in the professional setting. Learning Objective: To learn effective techniques for handling difficult challenges in the workplace by understanding the power of interpersonal intelligence and how to apply it.

Required text: None

Prerequisite: None

CEUs: 0.6

<b>Course # , Date(s) Time</b>
TX33485, 09/26/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
TX, Tunxis@Bristol, Room 1
<b>Instructor:</b> Lisa Crofton
<b>Fee:</b> 90
<b>Notes:</b> Course location: 430 North Main Street, Bristol, CT 860 314-4700

### **Developing Emotional Intelligence @Capital**

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

<b>Course # , Date(s) Time</b>
CA33580, 09/20/16, 9:00 AM to 4:00 PM   09/27/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
CA, Capital Community College, Room 307
<b>Instructor:</b> Mark Petruzzi
<b>Fee:</b> 190
<b>Notes:</b> Class meets on 9/20, 9/27

### **Developing Emotional Intelligence @Asnuntuck**

Emotional Intelligence (EI) is cutting edge knowledge that sets the savvy business professional apart from the rest. Skills will get you just so far. EI involves your ability to read your own emotions, as well as those around you, and use this information to manage your behavior and responses around others. The real glass ceiling in leadership/career has more to do with a combination of emotional intelligence and attitude than any other factor. This is a 2-day class.

Required text: None                      Prerequisite: None                      CEUs: 1.2

<b>Course # , Date(s) Time</b>
AS33667, 10/12/16, 9:00 AM to 4:00 PM   10/19/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
AS, ACC, 170 Elm St., Enfield, Room 128
<b>Instructor:</b> Mark Petruzzi
<b>Fee:</b> 190
<b>Notes:</b> Class meets on 10/12, 10/19

### **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'll better understand the five major types of 'dramatic roles': whiners, 'primos,' complexers, chargers, and energy vampires. You'll discover how to create healthy boundaries for you and your staff, as well as to coach employees through personal drama to reduce on-the-job impact. This program will also guide you to greater understanding about dealing with negative emotions, about what you can do to protect yourself in a potentially hostile workplace, as well as about how you can support your staff or co-workers in a challenging environment. You'll gain tools to increase your 'emotional intelligence,' learn your 'anger system' and discover concrete tools and strategies for transforming anger and other strong emotions into productive 'fuel'. You'll also learn mediation tools for everyday work life, including the three key strategies for strategic management of conflict, the two cardinal rules of conflict resolution (no 'walk aways' or 'power plays'), and five essential 're-framing practices.' This program is designed to help you maintain or recover a positive, energetic attitude that can foster change for the better!

Required text: None                      Prerequisite: None                      CEUs: 1.8

<b>Course # , Date(s) Time</b>
AS33493, 11/01/16, 9:00 AM to 4:00 PM   11/08/16, 9:00 AM to 4:00 PM   11/15/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
AS, Asnuntuck, Room 128
<b>Instructor:</b> Margaret DeMarino
<b>Fee:</b> 285
<b>Notes:</b> Class meets 11/1, 11/8, and 11/15

## Effective Business Writing in Plain English

Do you struggle with writing emails and business correspondence? Would you like to learn better ways to streamline your writing, get to the point, but still maintain appropriate professionalism and courtesy? Do you worry if you have grammar and punctuation mistakes? Then this two-day class is for you! In this class, you will learn the importance of effective business writing, how to identify your audience and customize your messaging, and how to create business documents that say what you mean and achieve the results you want. This course not only covers the basics of how to improve your professional writing skills, but also how to achieve the right results from your written correspondence. Participants should be prepared to engage in hands-on, collaborative writing practice.

Required text: None

Prerequisite: None

CEUs: 1.2

<b>Course # , Date(s) Time</b>
CA33581, 10/28/16, 9:00 AM to 4:00 PM   11/04/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
CA, Capital Community College, Room 613
<b>Instructor:</b> Yasmin Shenoy
<b>Fee:</b> 180
<b>Notes:</b>

## Effective Teambuilding

It takes a strong team leader to build group cooperation and teamwork with so many unique individuals, and it takes an understanding of what the team needs from each other and from their leader. This session focuses on your role as a team leader. You'll learn what it takes to provide your team with the leadership, motivation, and guidance it needs to succeed. Learning objective: At the end of this session participants will be able to: 1) Assess your team's performance, develop and share ideas for promoting feelings of achievement and belonging in your team members 2) examine Maslow's Hierarchy of Needs and developing a list of practical motivators that you can use with your employees based on Maslow's theory 3) develop and share ideas for what you can do as a team leader to maximize performance as your team moves through the four stages in team development 4) evaluate your leadership skills and creating a personal action plan for change.

Required text: None

Prerequisite: None

CEUs: 0.6

<b>Course # , Date(s) Time</b>
TX33500, 10/14/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
TX, Tunxis@Bristol, Room 1
<b>Instructor:</b> Amy Blackwood
<b>Fee:</b> 90
<b>Notes:</b> Course location: 430 North Main Street, Bristol, CT 860 314-4700

### **Effective Writing on the Job**

Writing effectively and efficiently can save time for the writer and improve communication and efficiency in the organization. This course improves skill and confidence in mastering the essential craft of written communication in a manner that is empowering. Participants will review basic grammar and punctuation, streamline their writing by being more concise and clear, use email effectively, write memos and short reports efficiently, use formatting appropriately, and tailor communications for the designated audience.

Required text: None

Prerequisite: None

CEUs: 1.2

<b>Course # , Date(s) Time</b>
NV33547, 11/10/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
NV, NVCC, Room T641
<b>Instructor:</b> Judith Slisz
<b>Fee:</b> 180
<b>Notes:</b> This course meets for two sessions: 11/10 and 11/17

### **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

<b>Course # , Date(s) Time</b>
AS33504, 11/28/16, 9:00 AM to 4:00 PM   12/05/16, 9:00 AM to 4:00 PM   12/12/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
AS, Asnuntuck, Room 128
<b>Instructor:</b> Margaret DeMarino
<b>Fee:</b> 285
<b>Notes:</b> Class meets 11/28, 12/5, and 12/12

### **Everyday Application of the Four Agreements in the Workplace & Beyond - Part 2**

Understanding The Four Agreements is the first step to integrating them into your everyday life. Applying them is not as easy as understanding them however, as many individuals find out as they work on practicing them. This course explores each agreement and the many possible applications in everyday work situations. Implications for shifts in perspective and successful outcomes will be discussed. Learning Objective: To create a deeper understanding on how the Four Agreements work in everyday living to create personal emotional freedom.

Required text: None

Prerequisite: Introduction to the Four Agreements                      CEUs: 0.6

<b>Course # , Date(s) Time</b>
TX33484, 09/19/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
TX, Tunxis@Bristol, Room 1
<b>Instructor:</b> Lisa Crofton
<b>Fee:</b> 90
<b>Notes:</b> Course location: 430 North Main Street, Bristol, CT 860 314-4700

### **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

<b>Course # , Date(s) Time</b>
AS33490, 10/04/16, 9:00 AM to 4:00 PM   10/11/16, 9:00 AM to 4:00 PM   10/18/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
AS, Asnuntuck, Room 128
<b>Instructor:</b> Margaret DeMarino
<b>Fee:</b> 285
<b>Notes:</b> Class meets 10/4, 10/11, and 10/18

### **Fifth Agreement and The Five Levels of Attachment - Part III of the Four Agreements (Alternative I)**

The Fifth Agreement, Be Skeptical and Learn to Listen, learn to use the power of doubt to question everything you hear. Is it really the truth? If we begin to listen to the intent behind the words, we begin to really understand the message. This assists us in making better decisions in both life and the workplace, improving our communication and listening skills, becoming better aware of the truth around us, improving relationships with others around us. The Five Levels of Attachment, help us gain awareness of the agreements we have been implicitly making all our lives that shape our reality and affect our future and show us how to release the attachments which no longer reflect who you really are. As we gain a foothold on our authentic selves, we are improved communicators, team players, leaders, and innovators...bottom line: increased productivity, efficiency and overall workplace satisfaction. Learning Objective: Continuation of the Four Agreements and beyond...understanding how the attachment of thoughts, expectations and identity create resistance and how the benefit of 'letting go' achieves new understanding  
 Required text: None

Prerequisite: Introduction to the Four Agreements in the Workplace CEUs: 0.6

<b>Course # , Date(s) Time</b>
TX33486, 10/03/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
TX, Tunxis@Bristol, Room 1
<b>Instructor:</b> Lisa Crofton
<b>Fee:</b> 90
<b>Notes:</b> Course location: 430 North Main Street, Bristol, CT 860 314-4700

**Forensic Accounting: What You Don't Know Most Certainly CAN Hurt You!**

Forensic accountants are the sleuths who discover anything from poor accounting habits, to hidden assets and outright fraud. Learning the tricks of the trade has been very helpful to many state employees. Although not every scandal is as big as those associated with Enron, Worldcom, or Bernie Madoff, organizations have turned to forensic accounting to help them avoid similarly catastrophic fates. 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 abuses. Pedneault will draw upon his 26 years of experience and share accounts of actual cases so students can connect theory to practice. This course is an eye opener and can be a life saver for anyone who handles finances.

Required text: None                      Prerequisite: None                      CEUs: 0.6

<b>Course # , Date(s) Time</b>
MA33526, 11/03/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
MA, Learning Resource Center, LRC B144
<b>Instructor:</b> Stephen Pedneault
<b>Fee:</b> 90
<b>Notes:</b>

**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

<b>Course # , Date(s) Time</b>
MA33527, 10/17/16, 9:00 AM to 12:00 PM
<b>College, Campus &amp; Room:</b>
MA , Learning Resource Center , LRC B144
<b>Instructor:</b> Thomas Hennick
<b>Fee:</b> 55
<b>Notes:</b>

**Getting a Grip on Gender: Working with Transgender Clients and Co-Workers -NEW!**

Much of our society, and as a result, the systems within it, live as if the world exists in binary form. Male/female. Masculine/Feminine. Man/Woman. Either/or. The “both/and” identities inherit in transgender, gender creative and gender fluid clients (or coworkers) can bring up questions and concerns. This workshop is designed to address them. This engaging half day workshop will help participants: Differentiate between orientation, sex, gender, gender identity, gender expression. Identify the critical concerns and obstacles unique to transgender, gender fluid and non-binary people. Understand the expectations of CT’s non-discrimination statutes with regard to sexual and gender minority people. Develop a working understanding of gender identity and its impact on ourselves and our clients. Identify helping strategies, tools and ideas

Required text: None                      Prerequisite: None                      CEUs: 0.3

<b>Course # , Date(s) Time</b>
NW33586, 10/26/16, 9:00 AM to 12:00 PM
<b>College, Campus &amp; Room:</b>
NW, Northwestern, Room GW306
<b>Instructor:</b> Robin McHaelen
<b>Fee:</b> 50
<b>Notes:</b> Greenwoods Hall (119 North Main Street, Winsted, CT)

<b>Course # , Date(s) Time</b>
NW33647, 10/26/16, 1:00 PM to 4:00 PM
<b>College, Campus &amp; Room:</b>
NW, Northwestern, Room GW306
<b>Instructor:</b> Robin McHaelen
<b>Fee:</b> 50
<b>Notes:</b> Greenwoods Hall (119 North Main Street, Winsted, CT)

**Government Accounting - Part 1**

In this five-week course, students are introduced to accounting for governmental funds. Part I

will cover budgetary accounting, which is required for the General Fund and special revenue funds. This course will also cover accounting for other funds, such as special revenue, capital projects and debt service. Students will learn about basic accounting functions such as recording revenue, expenditures, budgets and encumbrances. Students are also introduced to external financial reporting through the Comprehensive Annual Financial Report (CAFR). Students will be looking at a recent State of Conn CAFR. This course is suitable for accounting, auditing and financial professionals in State and municipal government.

Required text: Essentials of Accounting for Governmental and Not-for-Profit Organizations, 12th edition. This book will be provided.

Prerequisite: Accounting 1 or equivalent. This should not be your first accounting course. CEUs: 1.5

<b>Course # , Date(s) Time</b>
TX33498, 09/14/16, 9:00 AM to 12:00 PM   09/21/16, 9:00 AM to 12:00 PM   09/28/16, 9:00 AM to 12:00 PM   10/05/16, 9:00 AM to 12:00 PM   10/12/16, 9:00 AM to 12:00 PM
<b>College, Campus &amp; Room:</b>
TX, Tunxis@Bristol, Comp. Lab
<b>Instructor:</b> Harold Colvocoresses
<b>Fee:</b> 395
<b>Notes:</b> Course location: 430 North Main Street, Bristol, CT 860 314-4700

### Government Accounting - Part 2

This five-week class is a continuation of Governmental Accounting-Part 1. In this class, students will learn about accounting for proprietary funds, fiduciary funds, fixed assets and long-term debt. Students will continue learning about preparing the government-wide financial statements (Comprehensive Annual Financial Report) in accordance with GASB 34. The last two classes may focus on accounting for not-for-profit organizations or governmental auditing.

Required text: Essentials of Accounting for Governmental and Not-for-Profit Organizations, 12th edition (provided to students who attended Part 1.)

Prerequisite: Governmental Accounting-Part 1 or equivalent CEUs: 1.5

<b>Course # , Date(s) Time</b>
TX33499, 10/19/16, 9:00 AM to 12:00 PM   10/26/16, 9:00 AM to 12:00 PM   11/02/16, 9:00 AM to 12:00 PM   11/09/16, 9:00 AM to 12:00 PM   11/16/16, 9:00 AM to 12:00 PM
<b>College, Campus &amp; Room:</b>
TX , Tunxis@Bristol , Comp. Lab
<b>Instructor:</b> Harold Colvocoresses
<b>Fee:</b> 240
<b>Notes:</b> Course location: 430 North Main Street, Bristol, CT 860 314-4700

### Grammatically Correct & Perfectly Punctuated

This easy-to-absorb two day workshop will end your grammar and punctuation woes. Time will

be allotted to put what you learn into practice using small group exercises and independent, online drills. The result of taking this class will provide the student with a comprehensive working knowledge of sentence structure, grammar and punctuation principles taught in a fun and functional way.

Required text: None                      Prerequisite: None                      CEUs: 1.2

<b>Course # , Date(s) Time</b>
GW33529, 10/21/16, 9:00 AM to 4:00 PM   10/28/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
GW, Gateway, New Haven, Room N103
<b>Instructor:</b> Margaret DeMarino
<b>Fee:</b> 190
<b>Notes:</b> FREE Parking with easy on and off access in Temple Garage. Meets: 10/21, 10/28

### Grant Writing Basics

Learn the basics of successful grant writing. Learn how to find funding opportunities, interpret requests for proposals (RFPs), and writing to meet the requested proposal criteria in specific grants. Samples of successful grants will be reviewed. This workshop focuses on the basic parts of a proposal, do's and don'ts, and follow up procedures.

Required text: None                      Prerequisite: None                      CEUs: 0.6

<b>Course # , Date(s) Time</b>
CA33587, 11/18/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
CA, Capital Community College, Room 616
<b>Instructor:</b> Amy Blackwood
<b>Fee:</b> 90
<b>Notes:</b>

### Grant Writing for Beginners

What do the funders of grants want to know or read? How do you identify and then fulfill the parts of a request for proposal? Grant Writing for Beginners will provide the basics of writing effective proposals to grant funding organizations and foundations including the National Science Foundation. You will learn how to get started and follow the process to completion. This course will discuss the parts of a generic proposal and give participants a chance to review some sample grant proposals. Your facilitator will share some tips for researching, cultivating contacts and meeting funders, grant reporting, and what to do if your grant proposal is rejected.

Required text: Course materials will be provided in class.      Prerequisite: None      CEUs: 0.6

<b>Grant Writing Workshop: Advanced</b>
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.
<b>College, Campus &amp; Room:</b>
NV, NVCC, Room T641
<b>Instructor:</b> Donna Albertario
<b>Fee:</b> 90
<b>Notes:</b>
Required text: Course materials will be provided in class.

Prerequisite: Grant Writing for Beginners or equivalent experience. CEUs: 0.6

<b>Course # , Date(s) Time</b>
NV33546, 11/21/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
NV, NVCC, Room T641
<b>Instructor:</b> Donna Albertario
<b>Fee:</b> 90
<b>Notes:</b> Students must bring program information to this class to enable them to write some components of a grant proposal.

### **Grant Writing: Advanced**

This course builds on the materials presented in Grant Writing Basics. It is designed to be the next stage for those looking to apply for state and federal grants. The course covers the online systems that one must navigate to find, research and successfully apply for state and federal grant funding.

Required text: None

Prerequisite: Grant Writing Basic or equivalent experience      CEUs: 0.6

<b>Course # , Date(s) Time</b>
CA33588, 12/09/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
CA, Capital Community College, Room 616
<b>Instructor:</b> Amy Blackwood
<b>Fee:</b> 90
<b>Notes:</b>

### **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: Mental Health First Aid USA, included in course costs.

Prerequisite: None      CEUs: 0.6

<b>Course # , Date(s) Time</b>
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CA33594, 11/22/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
CA, Capital Community College, Room 316
<b>Instructor:</b> Cecile Bailey
<b>Fee:</b> 190
<b>Notes:</b>

### **How Can I Control the Stress & Anxiety 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: Please bring a yoga mat or towel to class.

Prerequisite: None

CEUs: 0.6

<b>Course # , Date(s) Time</b>
TX33497, 11/08/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
TX, Tunxis@Bristol, Room 1
<b>Instructor:</b> Barbara Pinti
<b>Fee:</b> 90
<b>Notes:</b> Course location: 430 North Main Street, Bristol, CT 860 314-4700

### **Improving Cross-Cultural Communication in the Workplace**

In a multicultural work environment, how do you respond to the differing cultural norms and values of your customers and peers without taking those differences too personally and evaluating them negatively? The answer to that question is what you will explore in this fun and engaging intercultural communication skills workshop, which is open to all employees. By the end of this session, you will have gained a set of practical skills and concrete tools for communicating effectively with co-workers, clients, and suppliers across diverse cultures. You will also learn how to recognize key barriers to clear communication, and develop concrete strategies for overcoming those barriers.

Required text: None

Prerequisite: None

CEUs: 0.6

<b>Course # , Date(s) Time</b>
GW33532, 10/13/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
GW, Gateway, New Haven, Room N102
<b>Instructor:</b> Christie Ward
<b>Fee:</b> 95
<b>Notes:</b> FREE Parking in Temple Garage and easy on off highway access. Beautiful state of the art campus in the heart of downtown New Haven.

### Intergenerational Communication

In an ideal world members of each generation would learn from each other. Many organizations face the challenge of taking advantage of the strengths of the different generations and lessening the friction points. Acknowledging that someone is part of a specific generation is not about putting them into a box but may provide clues how to better understand and connect with them. This course will examine communication styles and strategies that may support getting the best value from all employees individually and working together.

Required text: None

Prerequisite: None

CEUs: 0.6

<b>Course # , Date(s) Time</b>
NV33556, 12/09/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
NV, NVCC, Room T515
<b>Instructor:</b> Amy Lenoce
<b>Fee:</b> 90
<b>Notes:</b>

### Internal Controls

Organizations have their own vision, mission, and objectives to achieve. An efficient internal controls system helps organizations to achieve these objectives, helps to improve performance, adapt to changes, mitigate risks to acceptable levels, and overall, helps in sound decision making. Participants will review the Committee of Sponsoring Organizations (COSO) Internal Control Integrated Framework to help design and implement effective internal controls.

Required text: None

Prerequisite: None

CEUs: 0.6

<b>Course # , Date(s) Time</b>
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NV33553, 10/17/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
NV, NVCC, Room E315
<b>Instructor:</b> Latha Nair
<b>Fee:</b> 90
<b>Notes:</b>

### Interpersonal Communication

This two-day program is strongly recommended for people at all organizational levels. Interpersonal skills form the basis of effective business and personal relationships. Learning Objectives: Participants discover their own behavioral/communication style, strengths and weaknesses. They also learn how their style contributes to or detracts from achieving their business or personal goals and enables them to improve performance. In addition, they will develop skills to identify the styles of others, "bridge" to them and build positive work relationships with them. The skills acquired in this program are critical for those working in a team or group environment. The foundation of the program is LIFO (Life Orientations) Training from Stuart Atkins, Inc. which has been used for more than 35 years by thousands of companies from American Express to Xerox.

Required text: None

Prerequisite: None

CEUs: 1.2

<b>Course # , Date(s) Time</b>
TX33650, 10/19/16, 9:00 AM to 4:00 PM   10/20/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
TX, Tunxis@Bristol, Room 2
<b>Instructor:</b> Larry Lindquist
<b>Fee:</b> 210
<b>Notes:</b> Course location: 430 North Main Street, Bristol, CT 860 314-4700

### Introduction to Business Analytics

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. Objectives: 1) Understand the basic concepts and terminology of business analytics and how it can be a competitive advantage to a business. 2) Have a better understanding of different analytics domains for accounting and finance professionals. 3) Be familiar with how to use data, statistical analysis, exploratory and predictive models, and fact-based management to make decisions and develop action plans.

Required text: None

Prerequisite: None

CEUs: 0.6

<b>Course # , Date(s) Time</b>
CA33543, 10/22/16, 9:00 AM to 4:00 PM (Incorrect date. In the process of being changed)
<b>College, Campus &amp; Room:</b>
CA, Capital, Room 301
<b>Instructor:</b>
Cecilia Walpole-Griffin
<b>Fee:</b>
90
<b>Notes:</b>

### **Introduction to the Four Agreements in the Workplace - Part 1**

As seen on Oprah and written by Don Miguel Ruiz, The Four Agreements, uses an ancient Toltec wisdom to apply simple agreement in one's life. 1. Be impeccable with your word. 2. Don't take anything personally. 3. Don't make assumptions. 4. Always do your best. These agreements while on the surface seem simple, once practiced and applied change lives and behaviors that affect us personally and by extension professionally. By overcoming limiting beliefs, improving the way you use your language, improving relationship skills, understanding others, decreasing misunderstandings and disagreements, increasing clarity and always doing your best, you improve both your personal and professional lives! Learning Objective: To create a new understanding/perspective about what we can/cannot control in life and learning to reduce mind chaos, stress, fear and worry.

Required text: None

Prerequisite: None

CEUs: 0.6

<b>Course # , Date(s) Time</b>
TX33483, 09/12/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
TX, Tunxis@Bristol, Room 1
<b>Instructor:</b>
Lisa Crofton
<b>Fee:</b>
90
<b>Notes:</b>
Course location: 430 North Main Street, Bristol, CT 860 314-4700

### **Know Thyself - NEW**

Spend some time adding to your knowledge of yourself! How can you make your strengths work to your advantage at home, at work, actually anywhere! How can you identify your limitations? How do you best learn? How are you at setting objectives and actually following through and accomplishing them? How do you react to difficult and positive situations? What about stress and its impact on you? How you may relieve some stress. We'll also discuss the power of communication, direction, goals and you. This seminar will touch upon several topics about you! The focus will be to offer some new perspective, expand your understanding, share ideas, and offer some solutions and takeaways to apply in your everyday lives.

Required text: None

Prerequisite: None

CEUs: 0.6

<b>Course # , Date(s) Time</b>
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AS33665, 11/16/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
AS, ACC, 170 Elm St., Enfield, Room 128
<b>Instructor:</b> Ed Vaghini
<b>Fee:</b> 95
<b>Notes:</b>

### Leading a Diverse Workforce

Diversity in the workplace is growing everyday as technology, travel, immigration, and social trends bring us all closer and closer together. Participants will explore the myriad diversities of age, race/ethnicity, religion, disability, and sexual preference that is part of our daily workplace interactions. Participants will examine ways to heighten their diversity and cultural awareness, to understand how this diversity strengthens the workplace, and to bridge communication gaps to create a more effective workforce.

Required text: None

Prerequisite: None

CEUs: 0.6

<b>Course # , Date(s) Time</b>
CA33590, 10/12/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
CA, Capital Community College, Room 307
<b>Instructor:</b> Stanley Beckford
<b>Fee:</b> 90
<b>Notes:</b>

### Learn How to Handle Challenging Conversations in the Workplace

...so you wish you had a "do-over" because you just said the wrong thing at the wrong time. Maybe you said nothing, concerned you would hurt the others feelings or ruin the relationship. This workshop will help you to find solutions to some of your toughest workplace communication problems. So bring your specific issues with you...maybe it's dealing with difficult people--an angry client, a backstabbing co-worker, a sexual harasser, asking for a raise. We will learn tools and techniques and will practice having that conversation. You will learn the right questions to ask yourself before that conversation takes place; you will learn the principles to guide you to know how to handle the situation if that conversation starts to take a downward spiral...you will learn statements to avoid.

Required text: None

Prerequisite: None

CEUs: 0.6

<b>Course # , Date(s) Time</b>
TR33676, 09/30/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
TR, Three Rivers CC, Room B118
<b>Instructor:</b> Susan Greenleaf
<b>Fee:</b> 90
<b>Notes:</b>

### **Learning to be a Great Public Speaker - Whether you Like it or Not!**

Public speaking is a professional necessity...whether you are reporting to a small group in a board meeting or a large group of constituents. Sharpening public speaking skills can help to morph you into a good public speaker, but understanding the mechanics of a great speech, gaining an understanding of what your audience is expecting from you and what truly makes a speaker someone people want to hear is even more important. This course is not your average Public Speaking class; come learn to make public speaking comfortable for you, what elements turn a presentation from good to amazing and which public speaking skills actually make a difference! Learning Objective: Putting the fun in public speaking...we are all story tellers...we just need to find our story!

Required text: None

Prerequisite: None

CEUs: 0.6

<b>Course # , Date(s) Time</b>
TX33491, 10/24/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
TX, Tunxis@Bristol, Room 1
<b>Instructor:</b> Lisa Crofton
<b>Fee:</b> 90
<b>Notes:</b> Course location: 430 North Main Street, Bristol, CT 860 314-4700

### **Managing Disagreement, Conflict & Confrontation**

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

effective in managing conflicts. Accept conflict as inevitable and benefit from it.  
Required text: None                      Prerequisite: None                      CEUs: 0.6

<b>Course # , Date(s) Time</b>
TX33649, 10/17/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
TX, Tunxis@Bristol, Room 2
<b>Instructor:</b> Larry Lindquist
<b>Fee:</b> 90
<b>Notes:</b> Course location: 430 North Main Street, Bristol, CT 860 314-4700

### **Mental Health First Aid Certification**

The adult Mental Health First Aid course is appropriate for anyone 18 years and older who wants to learn how to help a person who may be experiencing a mental health related crisis or problem. Topics covered include anxiety, depression, psychosis, and addictions. Learn a 5-step program to assessing risk, respectfully listening to and supporting the individual in crisis, and identifying appropriate professional help and other supports. Students will receive a certification from Mental Health First Aid USA. This is a 2-day course. Objectives 1) Learn about the signs of addictions and mental illnesses 2) The impact of mental and health disorders 3) Learn the 5-step action plan to assess a situation and help 4) Learn what local resources are available to help 5) Help support an individual until appropriate professional help arrives.  
Required text: Mental Health First Aid USA, included in course costs.  
Prerequisite: None                      CEUs: 0.8

<b>Course # , Date(s) Time</b>
CA33607, 12/07/16, 8:00 AM to 1:00 PM   12/14/16, 8:00 AM to 1:00 PM
<b>College, Campus &amp; Room:</b>
CA, Capital Community College, Room 307
<b>Instructor:</b> Patricia Graham
<b>Fee:</b> 250
<b>Notes:</b> Course meets for two sessions: 12/7/16 and 12/14/16 from 8:00 AM to 1:00 PM

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

Employers consider critical thinking skills to be increasingly necessary and important in the workplace and the U.S. Department of Labor has identified critical thinking as the raw material essential for problem solving, decision making, organizational planning and risk management. This workshop will look at two of the more recognized models of critical thinking: Pearson's RED model and DeBono's 6 Thinking Hats.  
Required text: None  
Prerequisite: None                      CEUs: 0.6

<b>Course # , Date(s) Time</b>
CA33568, 11/16/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>

CA, Capital Community College, Room 307
<b>Instructor:</b> Stanley Beckford
<b>Fee:</b> 90
<b>Notes:</b>

**Networking, Harness the Power**

Networking isn't just about making connections. It's about building sustaining and mutually beneficial relationships. In this day and age, it's more about who you know, versus what you know. Yet many people struggle to make strategic connections and tap into the ones they already have. Networking doesn't come easy and it's often uncomfortable. Knowing how to make connections and to put them to work for you are essential to your bottom line. In fact, for both businesses and individuals, networking is the key ingredient to success. This workshop explores the building blocks of networking from a perspective that makes it easy and relaxed. You will receive tools and tips to help you establish new connections and utilize existing ones. It will also, give you strategies to make networking feel more natural. Learn to get the most from the connections you make. At the end of the introduction session you will: 1) Network with more confidence and naturally 2) Think strategically about networking 3) Utilize your connections more effectively 4) Start and close conversations with ease.

Required text: None                      Prerequisite: None                      CEUs: 0.25

<b>Course # , Date(s) Time</b>
GW33522, 09/13/16, 9:00 AM to 11:30 AM
<b>College, Campus &amp; Room:</b>
GW, Gateway, New Haven, Room N103
<b>Instructor:</b> Robin Wilson
<b>Fee:</b> 95
<b>Notes:</b> FREE Parking in Temple Garage and easy on/off highway access. Beautiful state of the art campus in the heart of downtown New Haven.

**Personal Strategic Planning - NEW!**

Do you have a written Personal Strategic Plan? Step aside from another day of "doing" and let's do a day of "Planning" - it may change your life... This interactive course helps guide the attendee in personal development techniques and exercises to help them in creating a satisfying and successful life's path, of which one's career is an extremely important component. It is never too early or late to start! We will be breaking down life into different components, help you figure out where you are, and work with you on starting your own, specific, personal strategic plan to take with you and work on... Informative - personalized - interactive - fun is guaranteed!

Required text: None                      Prerequisite: None                      CEUs: 0.6

<b>Course # , Date(s) Time</b>
NW33503, 10/21/16, 9:00 AM to 4:00 PM

<b>College, Campus &amp; Room:</b>
NW, Northwestern, Room GW306
<b>Instructor:</b> Chip Janiszewski
<b>Fee:</b> 90
<b>Notes:</b> Greenwoods Hall (119 North Main Street, Winsted, CT)

### Planning Your Retirement

You are never too young to begin planning for your retirement. This class will show you how, at any age, setting goals and envisioning your retirement can help make your retirement planning easier. Discover strategies designed to help maximize your income and potentially earn more from investments. In addition, learn how to avoid losing ground to inflation, lower your income taxes, minimize your estate taxes, plan for the possibility of long-term health care and what are reverse mortgages. \*\*The information provided in this course is for educational purposes only, and is not intended to be and does not constitute financial advice. This information is general in nature, and not specific to you.

Required text: None

Prerequisite: None

CEUs: 0.6

<b>Course # , Date(s) Time</b>
CA33595, 11/17/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
CA, Capital Community College, Room 307
<b>Instructor:</b> Sharif Erik-Soussi
<b>Fee:</b> 90
<b>Notes:</b>

### Positive Assertiveness

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

Required text: None

Prerequisite: None

CEUs: 0.6

<b>Course # , Date(s) Time</b>
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CA33585, 10/17/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
CA, Capital Community College, Room 307
<b>Instructor:</b> Amy Blackwood
<b>Fee:</b> 90
<b>Notes:</b>

### Proactive, Positive Conflict Management

Conflict managed poorly is devastating to productivity and team wellbeing, while conflict managed well can spark creativity, innovation (new solutions!), and deeper mutual understanding amongst the involved parties. With the right mindset and bearing, we can set the stage for better conflict management before conflicts even come up, and resolve them more productively once they happen. By the end of this course, you will: 1. Learn the different types of conflict, and personal styles of handling conflict. 2. Understand how to develop an attitude and physical bearing that increases your chance of making conflict productive, or achieving mutual solutions before reaching the point of conflict. 3. Learn how to use positive assertiveness towards win-win, instead of win-lose or lose-win outcomes.

Required text: None

Prerequisite: None

CEUs: 1.2

<b>Course # , Date(s) Time</b>
AS33666, 10/26/16, 9:00 AM to 4:00 PM   11/02/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
AS, ACC, 170 Elm St., Enfield, Room 128
<b>Instructor:</b> Mark Petruzzi
<b>Fee:</b> 190
<b>Notes:</b> Class meets 10/26 and 11/2

### Project Management @Naugatuck Valley

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

<b>Course # , Date(s) Time</b>
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NV33555, 10/07/16, 9:00 AM to 4:00 PM   10/21/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
NV, NVCC, Room T511
<b>Instructor:</b> Juan De La Rosa
<b>Fee:</b> 180
<b>Notes:</b> Class meets 10/7/16 and 10/21/16

### **Project Management @Asnuntuck**

Do you have some project management experience? Do you want to improve your understanding of the professional tools and techniques necessary to manage project tasks, teams, and deliverables? This course will help you improve how you plan and delegate project tasks using Project Management Institute PMBOK 5th edition standards. Understand the 24 processes across all ten knowledge areas involved in managing projects. Then use a project management tool such as MS Project or freely available online tools to define tasks and milestones, budget and Gantt charts. Next, learn how to apply SCRUM Agile project management principles and techniques to handle change, risks, or to manage short-term projects. Learning objectives: 1) Participants will define project management 2) Participants will understand the five project management processes 3) Participants will understand the 10 project management knowledge areas 4) Participants will be familiar with the planning, execution, monitoring and controlling aspects of a project

Required text: None

Prerequisite: None

CEUs: 1.2

<b>Course # , Date(s) Time</b>
AS33675, 12/07/16, 9:00 AM to 4:00 PM   12/14/16, 9:00 to 4:00 PM
<b>College, Campus &amp; Room:</b>
AS, ACC, 170 Elm St., Enfield, Room 128
<b>Instructor:</b> Ira Revels
<b>Fee:</b> 180
<b>Notes:</b> Class meets 12/7/16 and 12/14/16

### **Public Speaking in an Organizational Setting**

The ability to speak on short notice and to shine at the same time empowers the audience and frees the speaker to connect naturally. A valuable skill for leadership development or employee growth is learning how to speak clearly. In this class, learn how to state facts and opinions in conversation or in a formal presentation. Discover tools to put your audience and yourself at ease in any environment.

Required text: None

Prerequisite: None CEUs: 0.6

<b>Course # , Date(s) Time</b>
CA33583, 09/16/16, 9:00 AM to 4:00 PM

<b>College, Campus &amp; Room:</b>
CA, Capital Community College, Room 307
<b>Instructor:</b> Yasmin Shenoy
<b>Fee:</b> 90
<b>Notes:</b>

### Results Based Accountability for Agencies & Organizations

This two-day workshop will introduce participants to the RBA framework and helps participants learn how to promote disciplined ways of thinking and taking action that will enable individuals and communities to improve the lives of children, youth, families, and adults and the community as a whole. This course is intended for those who are involved in policymaking, goal setting, program development and implementation. The workshops include hands-on exercises in identifying performance measures and moving from theory to practice. Learning objectives: 1) Participants will define RBA and its framework components such as “Turning the Curve” 2) Participants will understand the role of data-driven decision making in developing RBA outcomes and measures 3) Participants will understand the role of community in implementing RBA outcomes and measures 4) Participants will understand how to report using RBA as an underlying assessment measure

Required text: None

Prerequisite: None

CEUs: 1.2

<b>Course # , Date(s) Time</b>
AS33668, 09/14/16, 9:00 AM to 4:00 PM   09/21/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
AS, ACC, 170 Elm St., Enfield, Room 128
<b>Instructor:</b> Ira Revels
<b>Fee:</b> 190
<b>Notes:</b> Class meets 9/14 and 9/21

### Retirement: Ready or Not? @Tunxis

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, you've got some unique and specific factors to consider before making this important choice. 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. 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. The workshop will also offer you important information about the proximate steps to take before retirement. You'll receive handouts that will help you know where and to whom you can turn for more specific questions about retirement from State employment. Topics to be covered also include the history of retirement, the "retirement generation," issues facing us as we get older, an exploration of skills and interests, and the development of an action

plan. Please note that this course does not include individual counseling regarding retirement.  
 Required text: None                      Prerequisite: None                      CEUs: 0.6

<b>Course # , Date(s) Time</b>
TX33515, 10/21/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
TX, Tunxis@Bristol, Room 1
<b>Instructor:</b> Ralph Braithwaite
<b>Fee:</b> 90
<b>Notes:</b> Course location: 430 North Main Street, Bristol, CT 860 314-4700

**Retirement: Ready or Not? @Manchester**

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

<b>Course # , Date(s) Time</b>
MA33533, 09/30/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
MA, Student Services Center, SSC L240
<b>Instructor:</b> Ralph Braithwaite
<b>Fee:</b> 90
<b>Notes:</b>

<b>Course # , Date(s) Time</b>
MA33537, 09/28/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
MA, Learning Resource Center, LRC B144
<b>Instructor:</b> Richard Siena
<b>Fee:</b> 90
<b>Notes:</b>

### **Safety: Be More Secure in an Insecure World**

We hear about it in the news. We see images of workplace violence, school shootings, theater killings, and other horrific incidents. Being prepared can literally mean the difference between life and death for you, your family and your colleagues. While hopefully these situations will never happen to you or those you know, why not be prepared? Using case studies, a security expert and former police commander shares techniques that can be utilized in a variety of threatening situations, from those posed by armed intruders to those caused by angry coworkers. Using his 27 years of experience, the instructor also covers workplace procedures for emergencies and prevention methods to avert such emergencies. He shares proven methods that can help you when faced with fire, a medical emergency, appearance of suspicious persons, vehicles or packages, or other dangerous situations. This interesting, interactive course will increase your confidence in your ability to respond appropriately in times of crisis. This is a course that everyone can benefit from!

Required text: None      Prerequisite: None      CEUs: 0.6

### **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

<b>Course # , Date(s) Time</b>
MA33538, 09/23/16, 9:00 AM to 4:00 PM   09/30/16, 9:00 AM to 4:00 PM (new date)
<b>College, Campus &amp; Room:</b>
MA, Learning Resource Center, LRC B210
<b>Instructor:</b> Linda Burk, Ph.D.
<b>Fee:</b> 180
<b>Notes:</b> Course meets 9/23, 9/30 and will be held in LRC B210 (Language Lab). Was originally scheduled for 9/16, 9/23

### **Speech Communication Made Simple and Effective!**

There's a good chance that you've observed people from different employment and educational backgrounds who possess impressive speaking skills. They handle a variety of public speaking and interpersonal communication situations with ease. You may have wondered whether there is a way for you to join the "confident speakers' club." This class may be an important step toward that goal. This program is built to gently but effectively build upon the verbal and nonverbal strengths that you already have. Our time in class will be spent taking a look at how to transition from fearful and even dreadful presentations to effective speaking. You will learn about use of voice (volume, inflection, and other behaviors), examining appropriate body language, and

exploring the artful simplicity of effective communication and presentations. We will employ some enjoyable in-classroom exercises to help build your verbal and nonverbal know-how and confidence. We will also spend some time discussing strategies designed to help you connect better with your audience no matter the size.

Required text: None

Prerequisite: None

CEUs: 0.6

<b>Course # , Date(s) Time</b>
MA33539, 12/15/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
MA, Learning Resource Center, LRC B144
<b>Instructor:</b> Kenneth Adamson
<b>Fee:</b> 90
<b>Notes:</b>

### **Staying Calm, Cool and Collect Under Stress-NEW!**

Success in our work environment depends both on our ability to accomplish tasks and to manage relationships with our peers, direct reports and supervisors. Stress is inherent in relationship management because of multiple and often conflicting perspectives. However, we have far more control of our reactions than we realize. Emotions and the development of emotional competencies is the primary predictor in improving our situation. In this workshop you will 1) complete an EQ self-assessment 2) learn how to benefit from your emotions “both positive and negative” 3) examine a challenge area and re-frame your response 4) learn to recognize and reroute emotional hijacking 5) learn to better recognize and respond to others emotions 6) identify a personal action plan to increase your EQ and 6) pay it forward to apply your EQ support others. This workshop will combine the most current research on emotional intelligence with experiential and interactive activities.

Required text: None

Prerequisite: None

CEUs: 0.6

<b>Course # , Date(s) Time</b>
NW33661, 10/28/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
NW, Northwestern, Room GW306
<b>Instructor:</b> Deene Morris
<b>Fee:</b> 90
<b>Notes:</b> Greenwoods Hall (119 North Main Street, Winsted, CT)

### **Stock Market and Investment Fundamentals**

Have you always wanted to invest, but didn't know where to start? Do you have a stock portfolio that you'd like to diversify? This one-day class can teach you some effective investing strategies on how to increase your wealth wisely. You'll learn the basics of investing and the rules for wealth creation, discuss investment options that work for most people, how they differ in risk and benefits, and get tips on how to find your own financial advisor. \*The information provided in this course is for educational purposes only, and is not intended to be and does not constitute financial advice. This information is general in nature, and not specific to you.

Required text: None

Prerequisite: None

CEUs: 0.6

<b>Course # , Date(s) Time</b>
CA33598, 12/01/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
CA, Capital Community College, Room 307
<b>Instructor:</b> Sharif Erik-Soussi
<b>Fee:</b> 90
<b>Notes:</b>

### **Successfully Riding the Waves of Change**

We live in a world of constant changes and challenges. Being aware and being proactive can help you survive these changes. This workshop will focus on specific theories and techniques to accomplish this goal in the workplace. Understanding and utilizing: Emotional Intelligence, Self-Care, and Interpersonal Skills are major components of preparing for, and planning for change. This workshop will assist employees in identifying transitions within their work environments and how to successfully cope with those transitions. This course is designed for employees in any workplace setting.

Required text: None

Prerequisite: None

CEUs: 0.6

<b>Course # , Date(s) Time</b>
TR33677, 10/14/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
TR, Three Rivers CC, Room B118
<b>Instructor:</b> Deirdre Sabastian
<b>Fee:</b> 90
<b>Notes:</b>

### **Succession Planning**

If your boss were to leave tomorrow could you name two qualified replacements ready to step into their role? Succession planning is a process whereby an organization ensures that employees are recruited and developed to fill each key role within the company. Learn how to build a succession plan that includes current best practices. Join your colleagues to discuss the impact of hiring practices, professional development strategies and the value of building diversity to secure a sustainable future for the organization.

Required text: None

Prerequisite: None

CEUs: 0.6

<b>Course # , Date(s) Time</b>
NV33554, 10/13/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
NV, NVCC, Room T655
<b>Instructor:</b> Ramona Harrison
<b>Fee:</b> 90
<b>Notes:</b>

### **Support Your Boss: Creating Effective Workplace Relationships When Reporting "Up"**

Ever wonder how to best support your boss's objectives? Or how to present information to him or her in the most effective way? Are you being groomed for or considering working toward a 'next level' job. This workshop will provide practical pointers and proven communication techniques and work practices to help you improve your interpersonal professional skills while building a better relationship with your boss(es) and boosting your effectiveness as an employee. It will also explore the often-intricate relationship between boss and employee and will show you how to resolve every day 'boss-blocks' from hidden agendas to blaming. You will learn ways to adjust communication and work practices according to workplace style and needs. You will also learn how to: make sure you're in tune with your boss' goals, build networking and mentoring relationships, better handle criticism and provide feedback, and much more.

Required text: None

Prerequisite: None

CEUs: 1.8

<b>Course # , Date(s) Time</b>
AS33506, 12/02/16, 9:00 AM to 4:00 PM   12/09/16, 9:00 AM to 4:00 PM   12/16/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
AS, Asnuntuck, Room 128
<b>Instructor:</b> Margaret DeMarino
<b>Fee:</b> 285
<b>Notes:</b> Class meets 12/2, 12/9, and 12/16

### **The Art of Client Interviewing**

Every productive client relationship begins with dialogue and client interviewing forms an essential activity to create that dialogue. The ability to interview sensitively and in a client-focused way is vital to determining needs and options for support. Skillful interviewing involves the abilities to: 1) Listen actively 2) Know when to ask general or open questions and when to probe more deeply 3) Offer guidance in a clear and caring manner 4) Empathize and relate to the client.

Required text: None

Prerequisite: None

CEUs: 0.6

<b>Course # , Date(s) Time</b>
CA33566, 11/01/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
CA, Capital Community College, Room 316
<b>Instructor:</b> Joette Johnson
<b>Fee:</b> 90
<b>Notes:</b>

### **The Art of Communication: Observing, Listening, Being Understood**

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

Required text: None

Prerequisite: None

CEUs: 0.6

<b>Course # , Date(s) Time</b>
TX33488, 11/14/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
TX, Tunxis@Bristol, Room 1
<b>Instructor:</b> Lisa Crofton
<b>Fee:</b> 90
<b>Notes:</b> Course location: 430 North Main Street, Bristol, CT 860 314-4700

### **The Making of an Excellent Supervisor**

In this workshop, supervisors will explore the many ways in which we communicate. Attendees will discuss the communication process, the different types of communication, and methods that we use. The group will also examine in detail the positive or negative impact of communication. By learning how to convey clear and positive verbal and non-verbal messages, supervisors are able to motivate and encourage employees to achieve workplace goals. Superior employee performance is a direct result of a combination of factors resulting from strong leadership

including: clearly stated goals and expectations; performance feedback; information sharing; help in achieving goals; removal of barriers to success, and great mentors as role models. By learning to supply all of the factors that influence effective performance and avoid common performance feedback errors, attendees will learn to provide more accurate, objective, and helpful appraisals and create employee/employer relationships that produce. Learning Objective: Supervisors are not born, they are made...this course takes the burden from supervising by offering a look at supervising as a position of guidance, mentorship and leadership and teaches the tools to back it up.

Required text: None

Prerequisite: None

CEUs: 0.6

<b>Course # , Date(s) Time</b>
TX33489, 10/17/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
TX, Tunxis@Bristol, Room 1
<b>Instructor:</b> Lisa Crofton
<b>Fee:</b> 90
<b>Notes:</b> Course location: 430 North Main Street, Bristol, CT 860 314-4700

### Thriving in the Uncertain Workplace

Every work environment has its ups and downs. Learn to navigate through tough situations such as disagreements with co-workers, uncertainty about position, and anxiety in approaching leadership. Attitude can make or break a career and it's a fact that 85% of the workforce is unhappy in their current job. Events that cause stress and lead to poor job performance can be easily controlled. With the correct attitude, the path to greater success and job satisfaction are within reach.

Required text: None

Prerequisite: None

CEUs: 0.6

<b>Course # , Date(s) Time</b>
CA33603, 11/30/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
CA, Capital Community College, Room 307
<b>Instructor:</b> Stanley Beckford
<b>Fee:</b> 90
<b>Notes:</b>

### Time Out: Powerful Time Management

Many people have difficulty achieving peak performance because there never seems to be enough time to get everything done. They need to take a Time Out and get control of their time and their lives. This program is based on the expertise of time management guru, Alan Lakein. Participants will learn how to plan, organize, prioritize and manage their time for greater productivity and less stress. They will analyze how they currently spend their time, determine what their time wasters are and develop a new approach for efficient use of their time. This

program eliminates the need to purchase a costly "time management & planning system" that requires you to carry a planning calendar with you everywhere you go. At the conclusion of this program you will be able to: Measure how effective you are at using your time, currently. Identify the Myths of Time that limit your effectiveness. Analyze your present use of time. Identify your personal time thieves and techniques to catch them. Employ six easy ideas for overcoming your poor time habits. Set short and long term time objectives. Develop a plan with strategies to improve your use of time on a continuing basis.

Required text: None

Prerequisite: None

CEUs: 0.6

<b>Course # , Date(s) Time</b>
TX33648, 10/18/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
TX, Tunxis@Bristol, Room 2
<b>Instructor:</b> Larry Lindquist
<b>Fee:</b> 90
<b>Notes:</b> Course location: 430 North Main Street, Bristol, CT 860 314-4700

### Today's Customer Service Essentials

What external factors make today's customer service 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? This workshop will help improve the service experience for the customer and for you. There's enough information for frontline staff and supervisors. Learning Objectives: 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 (2) identify ways to improve customer service at the office and make a personal action plan.

Required text: None

Prerequisite: None

CEUs: 0.6

<b>Course # , Date(s) Time</b>
TX33519, 11/16/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
TX, Tunxis@Bristol, Room 1
<b>Instructor:</b> Waldemar Kostrzewa
<b>Fee:</b> 90
<b>Notes:</b> Course location: 430 North Main Street, Bristol, CT 860 314-4700

### Understanding Grant Guidelines & Responding to Requests for Proposals (RFPs)

Careful review and response to grant guidelines are critical elements to winning a grant award. This course provides greater detail about the grant proposal submission process. It covers the basics such as: organizing grant documents, determining whether and how to respond to a grant request for proposal, reading and reviewing grant guidelines, forming organizational talking points, delegating grant writing tasks to a team and more. The course covers weighted review

criteria popular with grant makers today and how to address exactly the points presented. Participants will walk away with a criteria checklist and process that can be applied to any guidelines or RFP process. Learning Objectives: 1) Participants will develop an organized approach to responding to funding opportunities; 2) Participants will organize grant writing projects and teams; 3) Participants will set up a grants management process; 4) Participants will collect supporting documentation; 5) Participants will determine organizational competencies; 6) Participants will estimate project costs and schedule.

Required text: None            Prerequisite: None            CEUs: 0.6

<b>Course # , Date(s) Time</b>
AS33669, 10/05/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
AS, ACC, 170 Elm St., Enfield, Room 128
<b>Instructor:</b> Ira Revels
<b>Fee:</b> 95
<b>Notes:</b>

### **Whole Foods for a Healthier You**

In this life-changing workshop, you will learn how a whole food diet can heal, transform, and enhance your life, as well as learn how to cook delicious, healthy whole food recipes. At the end of this workshop, you will: have knowledge about the benefits of whole foods; understand essential super foods and their healing properties; be able to cook quick, healthy, and delicious whole food recipes; and practice eating mindfully.

Required text: None            Prerequisite: None            CEUs: 0.6

<b>Course # , Date(s) Time</b>
CA33600, 11/21/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
CA, Capital Community College, Room 309
<b>Instructor:</b> Kristen Werblow
<b>Fee:</b> 90
<b>Notes:</b>

## Win-Win Negotiation Skills

Negotiation skills are important when selling a product, providing customer service, or obtaining resources for projects. Individuals with effective negotiation skills work more productively with customers, colleagues, partners, vendors, and others. Successful negotiators possess the knowledge and skills that will leave everyone in a win-win situation. In this workshop individuals will learn the tactics used by successful negotiators, develop their personal negotiating style, and understand strategies to bargain successfully and ethically. The material will be delivered through lectures, group exercises, and individual feedback.

<b>Course # , Date(s) Time</b>
CA33563, 09/28/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
CA, Capital Community College, Room 307
<b>Instructor:</b> Stanley Beckford
<b>Fee:</b> 90
<b>Notes:</b>
Required text: None      Prerequisite: None      CEUs: 0.6

## Developing Leadership Skills

### Everyday Leadership - NEW

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

<b>Course # , Date(s) Time</b>
AS33496, 11/22/16, 9:00 AM to 4:00 PM   11/29/16, 9:00 AM to 4:00 PM   12/06/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
AS, Asnuntuck, Room 128
<b>Instructor:</b> Margaret DeMarino
<b>Fee:</b> 285

**Notes:** Class meets 11/22, 11/29, and 12/6

### **Effective Leadership Techniques for Women**

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

<b>Course # , Date(s) Time</b>
TX33502, 09/14/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
TX, Tunxis@Bristol, Room 1
<b>Instructor:</b> Amy Blackwood
<b>Fee:</b> 90
<b>Notes:</b> Course location: 430 North Main Street, Bristol, CT 860 314-4700

### **First Time Supervisor/Manager**

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 manager as well as the success of your team and your department. This two-day training will provide you with solid management skills and supervisory "how-tos" that you need to be successful in your new management role. At the end of the session you will: 1) Understand how to build morale and a stronger team 2) Manage perceptions and conflicts 3) Gain strategies for time-management and improve your problem-solving skills 4) Smoothly make the transition from co-worker/friend to supervisor 5) Coach employees to excellence and recognize when to coach and when to discipline. Required text: None Prerequisite: None CEUs: 1.2

<b>Course # , Date(s) Time</b>
GW33534, 12/06/16, 9:00 AM to 4:00 PM   12/07/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
GW, Gateway, New Haven, Room N102
<b>Instructor:</b> Frank Dixon
<b>Fee:</b> 190
<b>Notes:</b> FREE Parking in Temple Garage and easy on/off highway access. Beautiful state of the art campus in the heart of downtown New Haven. Class meets 12/6, 12/7

### **Inclusive Leadership: Successfully Managing a Multicultural Workforce**

Develop techniques for anticipating and preventing cross-cultural conflicts before they happen! If you are a supervisor or manager, this dynamic hands-on workshop will help you develop and practice the knowledge and skills necessary to become a more effective and inclusive workforce leader in today's multicultural environment. By the end of this session, you will have a complete understanding of the impact of culture and values in the workplace, incorporate the positive characteristics of an inclusive leadership style and practice concrete strategies for communicating more effectively across cultures.

Required text: None                      Prerequisite: None                      CEUs: 0.6

<b>Course # , Date(s) Time</b>
GW33531, 10/11/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
GW, Gateway, New Haven, Room N102
<b>Instructor:</b> Christie Ward
<b>Fee:</b> 95
<b>Notes:</b> FREE Parking in Temple Garage and easy on/off highway access. Beautiful state of the art campus in the heart of downtown New Haven.

### **Introduction to Strategic Planning**

If you're brand new to strategic planning or it's been a while since you developed a strategic plan, this basic workshop will help. It's both an intro and refresher to craft a plan that works for you. You'll see why strategic planning is an effective management tool, how it differs from other planning processes, what a strategic plan contains, and who should lead it. Learning Objectives: Participants will explore strategic planning from its initial framework to its commitment to accountability; (2) shape their own approaches to coordination, SWOT analysis, goals, outcomes, evaluation, distribution, follow up, and plan sustainability; and (3) see sample plans and use templates to assemble tailored pieces for their own strategic plan.

Required text: None                      Prerequisite: None                      CEUs: 0.6

<b>Course # , Date(s) Time</b>
TX33518, 09/21/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
TX, Tunxis@Bristol, Room 1
<b>Instructor:</b> Waldemar Kostrzewa
<b>Fee:</b> 90
<b>Notes:</b> Course location: 430 North Main Street, Bristol, CT 860 314-4700

### **Leadership for Project Management**

Project management leadership skills differ from other leadership skills. A project manager is responsible for managing the project, and the successful completion of it, depends on his ability to look at the big picture. As a project manager, you must have the ability to engage all members of the team, and the other stakeholders involved in the project. They must have excellent communication skills and be able to get other members to collaborate. A project manager must be able to guide the other members of the team. They must possess integrity, enthusiasm, empathy, team-building and problem solving skills.

Required text: None

Prerequisite: None

CEUs: 0.6

<b>Course # , Date(s) Time</b>
CA33569, 12/22/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
CA, Capital Community College, Room 316
<b>Instructor:</b> Stanley Beckford
<b>Fee:</b> 90
<b>Notes:</b>

### **Leading Effective Meetings**

For some, attending meetings is painful and unproductive. Yet, well-managed meetings are possible. Leading Effective Meetings addresses the common pitfalls of poor meetings and suggests ways to make better meetings worth the valuable time they take. The workshop covers what needs attention before, during, and after various kinds of meetings, beginning with the first question: Do we really need a meeting? Participants learn to set an agenda, prepare materials, and influence who should attend. During the meeting, participants establish ground rules, take notes, and work with teams or committees. Meeting leadership topics include discussion techniques, dealing with difficult personalities, and staying on track. Post-meeting topics help with recording minutes, follow-up tasks, and an action agenda. The workshop also explores the uses of technology and change management as they relate to meeting objectives and outcomes. Participants will make an action plan to target their personal and professional goals toward effective meetings.

Required text: None

Prerequisite: None

CEUs: 0.6

<b>Course # , Date(s) Time</b>
TX33541, 10/19/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
TX, Tunxis@Bristol, Room 1
<b>Instructor:</b> Waldemar Kostrzewa
<b>Fee:</b> 90

**Notes:** Course location: 430 North Main Street, Bristol, CT 860 314-4700

### **Managing with Positive Discipline**

Discipline = punishment. It's been like that for ages. But that old formula wastes time and money. The focus for leaders needs to be on solving the problem behavior, not necessarily punishing it. This workshop focuses on how to work with the staff member with respect, creating a dialogue and platform for the employee to take personal responsibility for solving the issue.

Required text: None

Prerequisite: None

CEUs: 0.6

<b>Course # , Date(s) Time</b>
CA33593, 09/23/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
CA, Capital Community College, Room 307
<b>Instructor:</b> Amy Blackwood
<b>Fee:</b> 90
<b>Notes:</b>

### **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

<b>Course # , Date(s) Time</b>
MA33540, 10/07/16, 9:00 AM to 4:00 PM   10/14/16, 9:00 AM to 4:00 PM   10/21/16, 9:00 AM to 4:00 PM   10/28/16, 9:00 AM to 4:00 PM   11/04/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
MA, Learning Resource Center, LRC B144
<b>Instructor:</b> Ralph Braithwaite
<b>Fee:</b> 399
<b>Notes:</b> Course meets for 5 sessions: 10/7, 10/14, 10/21, 10/28, 11/4

### Performance Coaching

Good managers get things done, but good leaders inspire others to give their best. In this program you will learn how to create and share your vision, generate buy-in and support, communicate positively and effectively, identify what motivates others and how to harness that motivation, and keep everyone's focus on moving forward. Participants will also identify the traits, motives, and characteristics of leaders and determine a preferred leadership style. Finally, each participant will develop an action plan and a follow-up system.

Required text: None                      Prerequisite: None                      CEUs: 0.6

<b>Course # , Date(s) Time</b>
CA33567, 11/09/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
CA, Capital Community College, Room 307
<b>Instructor:</b> Stanley Beckford
<b>Fee:</b> 90
<b>Notes:</b>

### **Project Management Essentials**

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. This 12-hour workshop requires registrants to attend both sessions: Part 1 and Part 2.

Required text: None                      Prerequisite: None                      CEUs: 1.2

<b>Course # , Date(s) Time</b>
TX33671, 09/28/16, 9:00 AM to 4:00 PM   10/05/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
TX, Tunxis@Bristol, Room 1
<b>Instructor:</b> Waldemar Kostrzewa
<b>Fee:</b> 180
<b>Notes:</b> Course location: 430 North Main Street, Bristol, CT 860 314-4700

### **Project Management: All the Essentials**

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

Required text: None                      Prerequisite: None                      CEUs: 1.2

<b>Course # , Date(s) Time</b>
MA33530, 09/12/16, 9:00 AM to 4:00 PM   09/14/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
MA, Learning Resource Center, LRC B144
<b>Instructor:</b> John Lombardo
<b>Fee:</b> 180
<b>Notes:</b> Class meets on Monday 9/12 & Wednesday 9/14. Recommended follow-up course for Project Management: All the Essentials is MA33637 Project 2013: Introduction

### **Rewarding Employees When Budgets Are Tight**

How do you foster an environment where employees want to come to work and achieve their potential even when there is no budget for overtime or raises? Arguably more money is great (it's hard to imagine employees saying no to a raise!), but you can reward and incent people in meaningful ways that don't involve financial compensation. In this session participants will: learn about employee recognition as a way to strengthen their organization; discuss how and why companies offer non-financial compensation; and will explore some successful examples of no-cost rewards.

Required text: None

Prerequisite: None

CEUs: 0.6

<b>Course # , Date(s) Time</b>
MA33536, 12/13/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
MA, Learning Resource Center, LRC B144
<b>Instructor:</b> V. Allison Reed
<b>Fee:</b> 90
<b>Notes:</b>

### 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 also attend two additional half-day follow-up sessions at six week intervals.

Required text: None            Prerequisite: None            CEUs: 1.8

<b>Course # , Date(s) Time</b>
MA33542, 10/05/16, 9:00 AM to 4:00 PM   10/12/16, 9:00 AM to 4:00 PM   11/16/16, 9:00 AM to 12:00 PM   01/04/17, 9:00 AM to 12:00 PM
<b>College, Campus &amp; Room:</b>
MA, Learning Resource Center, LRC B144
<b>Instructor:</b> Ralph Braithwaite
<b>Fee:</b> 300
<b>Notes:</b> Course meets: 10/5, 10/12, 9:00 - 4:00. Follow-up sessions: 11/16, 1/4/17, 9:00 - 12:00

<b>Course # , Date(s) Time</b>
GW33520, 09/20/16, 9:00 AM to 4:00 PM   09/27/16, 9:00 AM to 4:00 PM   10/18/16, 9:00 AM to 12:00 PM   11/15/16, 9:00 AM to 12:00 PM
<b>College, Campus &amp; Room:</b>
GW, Gateway, New Haven, Room N102
<b>Instructor:</b> Frank Dixon
<b>Fee:</b> 300
<b>Notes:</b> Course meets: 9/20, 9/27, 9:00 – 4:00. Follow-up sessions 10/18, 11/15, 9:00 – 12:00

<b>Course # , Date(s) Time</b>
NV33557, 09/30/16, 9:00 AM to 4:00 PM   10/14/16, 9:00 AM to 4:00 PM   11/18/16 9:00 AM to 12:00 PM   12/16/16, 9:00 AM to 12:00 PM
<b>College, Campus &amp; Room:</b>
NV, NVCC, Room T515

<b>Instructor:</b> Angela Chapman
<b>Fee:</b> 300
<b>Notes:</b> Course meets 9/30, 10/14, 9:00 – 4:00. Follow-up sessions 11/18 and 12/16, 9:00 – 12:00

**The Science of Leadership**

The “Science of Leadership?” Yes Science! In this case the study of observable behavior. We have heard the term ‘leadership’ all of our lives, growing up, at work, in sports, in the media etc. In this workshop explore some myths, pitfalls, and successes that you can apply at work and in your everyday lives. This fast paced and informative session will provide some insights, common sense, and commonly overlooked basics of leadership. Although we only scratch the surface you will leave with some valuable tools, techniques, and a more personal understanding of leadership.

Required text: None                      Prerequisite: None                      CEUs: 0.6

<b>Course # , Date(s) Time</b>
AS33662, 10/20/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
AS, ACC, 170 Elm St., Enfield, Room 128
<b>Instructor:</b> Ed Vaghini
<b>Fee:</b> 95
<b>Notes:</b>

**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

<b>Course # , Date(s) Time</b>
AS33481, 09/12/16, 9:00 AM to 4:00 PM   09/19/16, 9:00 AM to 4:00 PM   09/26/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
AS, Asnuntuck, Room 128
<b>Instructor:</b> Margaret DeMarino
<b>Fee:</b> 285
<b>Notes:</b> Class meets 9/12, 9/19, and 9/26

## Technology Advancement

### Access 2013: 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: Basic computer knowledge      CEUs: 0.6

<b>Course # , Date(s) Time</b>
TX33501, 09/23/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
TX, Tunxis@Bristol, Comp. Lab
<b>Instructor:</b> Amy Blackwood
<b>Fee:</b> 95
<b>Notes:</b> Course location: 430 North Main Street, Bristol, CT 860 314-4700

### Access 2013: 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 2013 software, 2007 and 2010 are very similar. Questions regarding 2007 and 2010 will be addressed as time allows. Students also have the option of taking the internationally recognized Microsoft Office Specialist (MOS) 2013 exams at our approved MCC testing center for an additional fee. See exam information and schedule on the Welcome page in the State In-Service Training Program Course Catalog.

Required text: None

Prerequisite: Access 2007, 2010 or 2013 Intermediate, or permission of instructor or computer coordinator. CEUs: 0.6

<b>Course # , Date(s) Time</b>
MA33582, 11/15/16, 9:00 AM to 4:00 PM

**Access 2013: Intermediate @ Manchester****College, Campus & Room:**

MA, Learning Resource Center, LRC B141

**Instructor:** George Pillar

Using Application Parts as well as fields, create a multi-table database containing a relationship and learn the significance of relationships in databases. Create select queries, data entry forms, having forms and discover how form layout is similar to report layout. Utilize built-in tools

to split databases, find and replace data, attach and detach documents, import data, and more.

**Notes:** Understand the differences between the templates and Web templates. Although this course uses Access 2013 software, 2007 and 2010 are very similar. Questions regarding 2007 and 2010 will be addressed as time allows. Students also have the option of taking the internationally recognized Microsoft Office Specialist (MOS) 2013 exams at our approved MCC testing center for an additional fee. See exam information and schedule on the Welcome page in the State In-Service Training Program Course Catalog.

Required text: None

Prerequisite: Access 2007, 2010 or 2013 Introduction, or permission of instructor or computer coordinator. CEUs: 1.8

**Course # , Date(s) Time**

MA33584, 10/07/16, 9:00 AM to 4:00 PM | 10/14/16, 9:00 AM to 4:00 PM | 10/21/16, 9:00 AM to 4:00 PM

**College, Campus & Room:**

MA, Learning Resource Center, LRC B222

**Instructor:** George Pillar**Fee:** 285**Notes:** Course meets for 3 sessions: 10/7, 10/14, 10/21**Access 2013: Intermediate @Capital**

You are familiar with the basics of creating an Access database, but you are looking to learn about the advanced functions in Access. With Access forms and reports, you can create automatic letters (without having to use the mail merge function in Word), or labels from a customer database; you can create a form that pulls information in order to send an email directly from your database. Create reports that calculate totals from your queries. And using query parameters, you can filter your data by adding parameters (for example, in an inventory table, you can show only records that are valued over a certain amount, or records that show only if they are made in a certain country). Access is a great tool for your data analysis, and it can help you save time with all of its features. Objectives: 1) Create a relationships between two tables 2) Create a query that automatically calculates totals between rows based on linked tables 3) Create parameter queries 4) Create letters automatically using reports 5) Create labels using reports 6) Use report groupings to show calculated totals, including subtotals 7) Import and export data to Excel.

Required text: None

Prerequisite: Access Introduction

CEUs: 0.6

**Course # , Date(s) Time**

CA33680, 12/05/16, 9:00 AM to 4:00 PM

**College, Campus & Room:**

CA, Capital, Room 616

**Instructor:** Michael Montgomery**Fee:** 95**Notes:**

**Access 2013: Introduction @Manchester**

Learn the new features of Access 2013 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. Learn how to customize the Access interface to best suit your needs. Although this course uses Access 2013 software, 2007 and 2010 are very similar. Questions regarding 2007 and 2010 will be addressed as time allows. Students are eligible to receive free Access 2013 software.

Required text: None

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

<b>Course # , Date(s) Time</b>
MA33589, 09/27/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
MA, Learning Resource Center, LRC B141
<b>Instructor:</b> George Pillar
<b>Fee:</b> 95
<b>Notes:</b>

**Access 2013: Introduction @Capital**

Learn the basics of creating and updating an Access database. You will learn how to create tables and queries, to prepare basic forms and to create reports based on your queries and tables. Use queries to pull information from different tables, and help you in your data analysis.

Required text: None

Prerequisite: None CEUs: 0.6

<b>Course # , Date(s) Time</b>
CA33608, 11/28/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
CA, Capital Community College, Room 616
<b>Instructor:</b> Michael Montgomery
<b>Fee:</b> 95
<b>Notes:</b>

### **Adobe Acrobat DC: Introduction**

Explore the Acrobat DC interface and learn the many ways to customize it to suit your needs. Create Adobe PDF files from Word, Excel, emails or web pages while maintaining formatting and fonts. Use a variety of tools to edit, combine pages, place graphics, import and export content and assign security. Create electronic forms for easy, secure distribution, collaboration, and data collection. Create interactive text fields, check boxes, drop-down menus and more! Students are requested to bring a 4 GB flash drive to class.

Required text: None

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

<b>Course # , Date(s) Time</b>
MA33597, 09/30/16, 9:00 AM to 4:00 PM   10/07/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
MA, Learning Resource Center, LRC B142
<b>Instructor:</b> Jennifer Gutterman
<b>Fee:</b> 190
<b>Notes:</b> Course meets for 2 sessions: 9/30, 10/7

### **Adobe Acrobat Pro Advanced**

In this follow up course, students will explore the more advanced features of Adobe Acrobat Pro. Topics include: making documents accessible and flexible, creating PDFs from Word, combining PDFs, creating portfolios, editing text from scanned PDFs; adding interactivity, annotations, bookmarks, hyperlinks, digital signature, and security settings. We will also explore using calculations and Javascript calculations in forms, submitting forms to a web server, shared folder and by email; streamline collaborative workflow, using barcodes, and extend reader features. Objectives: 1) Learn how to use the accessible features in Adobe Acrobat Pro 2) Learn how to create PDFs from Word 3) Learn how to add annotations, bookmarks, hyperlinks, digital signature and security settings to your document 4) Learn how to apply calculations to forms.

Required text: None

Prerequisite: Adobe Acrobat Pro Introduction CEUs: 0.6

<b>Course # , Date(s) Time</b>
CA33679, 09/19/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
CA, Capital, Room 617
<b>Instructor:</b> Michael Montgomery
<b>Fee:</b> 95
<b>Notes:</b>

### **Adobe Acrobat Pro Introduction**

This course will cover the basics of Adobe Acrobat Pro. 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 and bookmarks. Also learn about headers, footers, page numbers, dates, comments, sticky notes, PDF portfolios, protecting documents, creating forms, emailing forms, embedding multimedia objects, creating watermarks, and optimizing file size.

Required text: None

Prerequisite: Adobe Acrobat Pro Basic or equivalent experience is required. CEUs: 0.6

<b>Course # , Date(s) Time</b>
CA33572, 09/12/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
CA, Capital Community College, Room 617
<b>Instructor:</b> Michael Montgomery
<b>Fee:</b> 95
<b>Notes:</b>

### **Adobe Dreamweaver CC: Introduction**

Dreamweaver CC 2015 is a versatile and powerful tool for building or editing websites. It is used by web designers and developers, as well as professionals for whom creating or editing a website is only part of their job duties. The 2015 release makes designing mobile-friendly pages easier than ever. While we will cover some HTML and CSS code, the focus of the course will be on using Dreamweaver's capabilities as a visually based tool. Dreamweaver can be used to author sites for the internet or for an organization's intranet. It can also be used to create HTML email or newsletters. By the end of the course, participants will be able to create sites and pages, add text, images, tables and links, format and style a page, design for mobile device, add movement to a page, and insert video files. Intended audience: This hands-on course is designed for those who have little or no experience using Dreamweaver.

Required text: Included in course fee.

Prerequisite: Basic windows skills. While some experience with HTML and CSS is helpful, it is not required. CEUs: 1.2

<b>Course # , Date(s) Time</b>
MA33652, 10/28/16, 9:00 AM to 4:00 PM   11/04/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
MA, Learning Resource Center, LRC B220
<b>Instructor:</b> Gayle Pignone
<b>Fee:</b> 250
<b>Notes:</b> Course meets for 2 sessions: 10/28, 11/04

### **Adobe Illustrator: Intro to Creating Flyers and Posters - NEW!**

Create effective marketing pieces using Adobe Illustrator! In this class participants will learn the tools of Adobe Illustrator used to make printed flyers or posters. Document layout, page guides, margins and bleed will be covered. Participants will learn to create shapes, colors, patterns, and format blocks of text with images. By the end of the workshop, participants will have a completed digital file and letter-sized printed piece ready for use.

Required text: None                      Prerequisite: None      CEUs: 0.6

<b>Course # , Date(s) Time</b>
GW33552, 11/07/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
GW, Gateway, New Haven, Room N303
<b>Instructor:</b> Kris Tonski
<b>Fee:</b> 95
<b>Notes:</b> FREE Parking in Temple Garage and easy on/off highway access. Beautiful state of the art campus in the heart of downtown New Haven.

### **Adobe InDesign CC: Introduction @Manchester - 2 day course**

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, keyboarding and mouse skills.      CEUs: 1.2

<b>Course # , Date(s) Time</b>
MA33602, 10/21/16, 9:00 AM to 4:00 PM   10/28/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
MA, Learning Resource Center, LRC B141
<b>Instructor:</b> Kathleen Smits
<b>Fee:</b> 250
<b>Notes:</b> Course meets for 2 sessions: 10/21, 10/28

## **Adobe InDesign, Illustrator and Photoshop: Designing Print and Digital Documents - NEW!**

This two-day intensive workshop will focus on intermediate techniques and work flow for creating digital assets for use in print, digital print and interactive deployment. Students will create digital assets for use in multi-page catalogues, books, interactive digital pages for use on the internet and digital print. Use a variety of tools available to create graphics, logos and type setting for a variety of uses and output for professional and personal use. Focus will be made on creative vector based graphics in Illustrator, editing images for appropriate output in Photoshop and layout of page design for print and digital output using InDesign. Students are requested to bring a 4 GB flash drive to class.

Required text: None

Prerequisite: Adobe InDesign CC: Introduction, equivalent experience or permission of instructor or computer coordinator. CEUs: 1.2

<b>Course # , Date(s) Time</b>
MA33611, 12/09/16, 9:00 AM to 4:00 PM   12/16/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
MA, Learning Resource Center, LRC B141
<b>Instructor:</b> Jennifer Gutterman
<b>Fee:</b> 190
<b>Notes:</b> Course meets for 2 sessions: 12/9, 12/16

## **Adobe InDesign, Introduction @Capital - 1 day course**

Amplify your promotional and outreach efforts! In this workshop you will be introduced to desktop publishing techniques using Adobe InDesign to create and format documents. InDesign is one of the most widely used desktop publishing programs used by graphic designers and publishers and companies today because it performs. Your catalogs, brochures, newsletters, and other printed materials will take on a whole new dimension when you begin working with InDesign. Bring a USB Flash Drive to class. Recommendations: Basic understanding of the Mac environment.

Required text: None

Prerequisite: None CEUs: 0.6

<b>Course # , Date(s) Time</b>
CA33570, 10/24/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
CA, Capital Community College, Room 308
<b>Instructor:</b> Michael Montgomery
<b>Fee:</b> 95
<b>Notes:</b>

### **Adobe InDesign: Creating Brochures and Marketing Materials - NEW!**

Create professional brochures using Adobe InDesign. In this class participants will learn the basic tools of Adobe InDesign used to make eye catching brochures for use in printed applications. Page layout including margins, guides and bleeds will be covered. Participants will also learn how to format blocks of text, including text wrapping with images, and creation of paragraph and character styles. At the end of this workshop, participants will have a completed digital file and printed piece ready for use.

Required text: None

Prerequisite: None

CEUs: 0.6

<b>Course # , Date(s) Time</b>
GW33550, 12/12/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
GW, Gateway, New Haven, Room N303
<b>Instructor:</b> Kris Tonski
<b>Fee:</b> 95
<b>Notes:</b> FREE Parking in Temple Garage and easy on/off highway access. Beautiful state of the art campus in the heart of downtown New Haven.

### **Adobe Photoshop CC: Introduction**

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

<b>Course # , Date(s) Time</b>
MA33604, 09/16/16, 9:00 AM to 4:00 PM   09/23/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
MA, Learning Resource Center, LRC B220
<b>Instructor:</b> Kathleen Smits
<b>Fee:</b> 250
<b>Notes:</b> Course meets for 2 sessions: 9/16, 9/23

### **Adobe Photoshop: Creating Powerful Marketing Materials - NEW!**

Create eye catching flyers using Adobe Photoshop. In this class participants will learn the tools of Adobe Photoshop used to make dynamic and "professional looking" flyers. The use of shapes, special effects, colors, photos and text will be covered. Participants will learn file formats for both print and web applications. By the end of this workshop, participants will have a completed digital file and printed piece ready for use.

Required text: None

Prerequisite: None

CEUs: 0.6

<b>Course # , Date(s) Time</b>
GW33551, 10/17/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
GW, Gateway, New Haven, Room N303
<b>Instructor:</b> Kris Tonski
<b>Fee:</b> 95
<b>Notes:</b> FREE Parking in Temple Garage and easy on/off highway access. Beautiful state of the art campus in the heart of downtown New Haven.

### **Adobe Premiere CC: Introduction**

One-day workshop that focuses on the Premiere Pro workspace, creating project files, how video is created and edited, using clips and transitions. Learn how to work in the Premiere Pro timeline and create a short video using still pictures and video clips. Instructor provides handouts.

Students are requested to bring a 4 GB flash drive to class.

Required text: None

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

<b>Course # , Date(s) Time</b>
MA33605, 12/02/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
MA, Learning Resource Center, LRC B220
<b>Instructor:</b> Jennifer Gutterman
<b>Fee:</b> 95
<b>Notes:</b>

### **Android Mobile Application Development - 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: 0.6

<b>Course # , Date(s) Time</b>
MA33653, 10/12/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
MA, Learning Resource Center, LRC B142
<b>Instructor:</b> Kristin Violette
<b>Fee:</b> 95
<b>Notes:</b>

### **Business Analytics Using Excel 2013**

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 formulae, 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, Power Pivots, and Macros.

Required text: None

Prerequisite: None CEUs: 0.6

<b>Course # , Date(s) Time</b>
CA33561, 10/28/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
CA, Capital Community College, Room 616
<b>Instructor:</b> Cecilia Walpole-Griffin
<b>Fee:</b> 90
<b>Notes:</b>

## Certified Ethical Hacking Exam Certification

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

<b>Course # , Date(s) Time</b>
MA33606, 09/19/16, 9:00 AM to 4:00 PM   09/20/16, 9:00 AM to 4:00 PM   09/21/16, 9:00 AM to 4:00 PM   09/22/16, 9:00 AM to 4:00 PM   09/23/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
MA, Learning Resource Center, LRC B142
<b>Instructor:</b> Jayson Ferron
<b>Fee:</b> 1500
<b>Notes:</b> Course meets for 5 sessions: 9/19, 9/20, 9/21, 9/22, 9/23

## Cloud Computing

Noun - The practice of using a network of remote servers hosted on the Internet to store, manage, and process data, rather than a local server or a personal computer. If a dictionary definition doesn't cut it for you, this class will! Get up and running on your own clouds: Google Drive, Dropbox, iCloud, OneDrive and more. This class will explain what cloud computing is and how it works and will even get you started with your own accounts! Use online apps (which are free) to create and store documents, spreadsheets and presentations without having to buy expensive software for your computer. Then access them from other computers, tablets, pads and phones that have Internet connections. We'll even look at collaborating and sharing files and answering your questions.

Required text: None

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

<b>Course # , Date(s) Time</b>
CA33573, 12/09/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
CA, Capital Community College, Room 604
<b>Instructor:</b> Michael Montgomery
<b>Fee:</b> 95
<b>Notes:</b>

## Creating Forms/Templates with Adobe Acrobat Pro & MS Word

Adobe Acrobat Pro can help you turn your paper forms into electronic ones that can be saved after the form has 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: Basic computer skills and knowledge of MS Word. CEUs: 0.6

<b>Course # , Date(s) Time</b>
NV33544, 10/07/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
NV, NVCC, Room T641
<b>Instructor:</b> Teresa Smith
<b>Fee:</b> 95
<b>Notes:</b>

## Cybersecurity Awareness For Non-IT Personnel

Cybersecurity attacks are on the rise. Every day we see in the news stories from companies that suffered some type of cyber-attack, and how thousands of records have been exposed. From stolen laptops and hacked smartphones, to emails with viruses, there are many ways a company can become a victim. Hackers are becoming more innovative in the ways they are stealing information, and employees need to be better aware of what cybersecurity means for their company. Employees can, unknowingly, be an integral part of a cyber-attack. Prevention measures should include training employees to recognize these attacks, and what the proper steps are after they have identified it. Some methods used by hackers are: sending emails with links or attachments that can cause the computer to become infected; downloading free toolbars, hacking an employee's smartphone to gain access to the company's network when the employee uses WI-FI; giving out free computer hardware (flash drives, for example) with a virus; and more. We will explore the possible ways attackers can access your computer, and what you can do to prevent this. We will review viruses, malware, adware, Trojans, phishing sites and how these work. We will explore previous cyber-attack cases, their consequences, and steps taken by the companies affected.

Required text: None

Prerequisite: None

CEUs: 0.6

<b>Course # , Date(s) Time</b>
CA33578, 12/30/16, 9:00 AM to 4:00 PM
<b>Excel 2013: Advanced</b>
<b>College, Campus &amp; Room:</b>
This hands-on two-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
<b>Instructor:</b> STAFF
<b>Fee:</b> 95
<b>Notes:</b>

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 2013 software, 2007 and 2010 are very similar. Questions regarding 2007 and 2010 will be addressed as time allows. Students also have the option of taking the internationally recognized Microsoft Office Specialist (MOS) 2013 exams at our approved MCC testing center for an additional fee. See exam information and schedule on the Welcome page in the State In-Service Training Program Course Catalog.

Required text: None

Prerequisite: Excel 2007, 2010 or 2013 Intermediate, or permission of instructor or computer coordinator. CEUs: 1.2

<b>Course # , Date(s) Time</b>
MA33609, 11/22/16, 9:00 AM to 4:00 PM   11/29/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
MA, Learning Resource Center, LRC B142
<b>Instructor:</b> Gayle Pignone
<b>Fee:</b> 190
<b>Notes:</b> Course meets for 2 sessions: 11/22, 11/29

### **Excel 2013: Basic @Naugatuck Valley**

MS Excel is an electronic spreadsheet used to store, organize, calculate, and manipulate data. This course will improve your competency on creating worksheets, using basic formulas and functions and creating and modifying charts an asset in any job where the budget and the collection and tracking of data is essential.

Required text: None

Prerequisite: None

CEUs: 0.6

<b>Course # , Date(s) Time</b>
NV33558, 11/04/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
NV, NVCC, Room T641
<b>Instructor:</b> Cathy Poehler
<b>Fee:</b> 95
<b>Notes:</b> Students need to be familiar with basic computer navigation; using the mouse, opening and closing windows.

### **Excel 2013: Basic Skills @Tunxis**

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

<b>Course # , Date(s) Time</b>
TX33511, 09/16/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
TX, Tunxis@Bristol, Comp. Lab
<b>Instructor:</b> Laura Higgins
<b>Fee:</b> 95
<b>Notes:</b> Course location: 430 North Main Street, Bristol, CT 860 314-4700

### **Excel 2013: Dashboards and Reports - NEW!**

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. Topics in this course expand upon and streamline the concepts taught in MCC's Excel intermediate through advanced courses.

Required text: Included in course fee.

Prerequisite: Excel Introduction required or equivalent knowledge. Knowledge of writing simple formulas and functions, basic charts, basic sorting and filtering. CEUs: 0.6

<b>Course # , Date(s) Time</b>
MA33654, 12/02/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
MA, Learning Resource Center, LRC B221
<b>Instructor:</b> Gayle Pignone
<b>Fee:</b> 135
<b>Notes:</b>

### **Excel 2013: Data and Functions @Tunxis (1Day Course)**

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 CEUs: 0.6

<b>Course # , Date(s) Time</b>
TX33651, 10/21/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
TX, Tunxis@Bristol, Comp. Lab
<b>Instructor:</b> Laura Higgins
<b>Fee:</b> 95
<b>Notes:</b> Course location: 430 North Main Street, Bristol, CT 860 314-4700

### **Excel 2013: Data and Functions @Manchester (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 2013 software, 2007 and 2010 are very similar. Questions regarding 2007 and 2010 will be addressed as time allows.

Required text: None

Prerequisite: Excel 2007, 2010 or 2013 Introduction, or permission of instructor or computer coordinator. CEUs: 1.2

<b>Course # , Date(s) Time</b>
MA33610, 12/01/16, 9:00 AM to 4:00 PM   12/08/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
MA, Learning Resource Center, LRC B142
<b>Instructor:</b> Gayle Pignone
<b>Fee:</b> 190
<b>Notes:</b> Course meets for 2 sessions: 12/1, 12/8

### **Excel 2013: Intermediate**

Using Microsoft's latest release of their leading spreadsheet software, this accelerated course builds upon the fundamentals presented in the Excel 2013 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 2013 software, 2007 and 2010 are very similar.

Questions regarding 2007 and 2010 will be addressed as time allows. Students also have the option of taking the internationally recognized Microsoft Office Specialist (MOS) 2013 exams at our approved MCC testing center for an additional fee. See exam information and schedule on the Welcome page in the State In-Service Training Program Course Catalog.

Required text: None

Prerequisite: Excel 2007, 2010 or 2013 Introduction, or permission of instructor or computer coordinator. CEUs: 1.2

<b>Course # , Date(s) Time</b>
MA33612, 11/08/16, 9:00 AM to 4:00 PM   11/15/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
MA, Learning Resource Center, LRC B142
<b>Instructor:</b>
Gayle Pignone
<b>Fee:</b>
190
<b>Notes:</b>
Course meets for 2 sessions: 11/8, 11/15

### **Excel 2013: Introduction @ Manchester**

Excel Introduction is designed for people new to spreadsheets and for self-taught users who wish to expand their knowledge. Using Microsoft's Excel 2013 version of their renown 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 2013 software, versions 2007 and 2010 are similar. Questions regarding versions 2007 and 2010 will be addressed as time allows.

Required text: None

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

<b>Course # , Date(s) Time</b>
MA33616, 11/01/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
MA, Learning Resource Center, LRC B142
<b>Instructor:</b>
Gayle Pignone
<b>Fee:</b>
95
<b>Notes:</b>

### **Excel 2013: Introduction @Capital**

Basic skills are taught in this introductory course using the new ribbon interface system for selecting tools. Learn the difference between a workbook, and spreadsheet; how to enter data, select cells; modify rows, columns and cells; format cells and create simple formulas and charts.

Required text: None

Prerequisite: Students need to have basic computer skills, which include opening and closing

programs, creating, saving and opening documents, and using a mouse.

CEUs: 0.6

<b>Course # , Date(s) Time</b>
CA33574, 10/21/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
CA, Capital Community College, Room 616
<b>Instructor:</b> STAFF
<b>Fee:</b> 95
<b>Notes:</b>

### **Excel 2013: 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

<b>Course # , Date(s) Time</b>
CA33575, 11/04/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
CA, Capital Community College, Room 616
<b>Instructor:</b> STAFF
<b>Fee:</b> 95
<b>Notes:</b>

### **Excel 2013: Using Visual Basic for Applications (VBA) to Enhance Excel Productivity**

Take control of Office 2013 with Microsoft's Visual Basic for Applications (VBA) and this hands-on course. Learn how to use Office 2013's built-in Macro Recorder, the Visual Basic Editor, VBA syntax, loops and functions, and the Office 2013 Ribbon, and much more. Target audience is for beginning to intermediate Excel users who would like to learn how to leverage VBA to automate and add versatility to their spreadsheets. Coverage includes an introduction to the essentials of VBA syntax. Students learn recording, writing, and running macros in Office

2013; creating code from scratch with the Visual Basic® Editor.

Required text: None

Prerequisite: Excel versions 2007-2013 Introduction required, Excel versions 2007-2013

Intermediate course recommended. Experienced Excel users who have not taken these courses and would like to attend the course should check with the Computer Program Coordinator, Bruce Manning, [bmanning@mcc.commnet.edu](mailto:bmanning@mcc.commnet.edu), 860-512-2808. CEUs: 0.6

<b>Course # , Date(s) Time</b>
MA33618, 11/30/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
MA, Learning Resource Center, LRC B142
<b>Instructor:</b> Nicholas Nocida
<b>Fee:</b> 95
<b>Notes:</b>

### **Fundamentals of Turning Data into Effective Presentations**

Data informs but it's the stories that convey message. In the age of "big data" and metadata, how we communicate what that data means is increasingly important. It is critical to be able to distill this data into meaningful information that is easily digestible and captures your audience's attention. This workshop will teach you how to turn your data into informative presentations using Excel and PowerPoint.

Required text: None

Prerequisite: Working familiarity with Excel and PowerPoint CEUs: 0.6

<b>Course # , Date(s) Time</b>
CA33577, 12/16/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
CA, Capital Community College, Room 616
<b>Instructor:</b> STAFF
<b>Fee:</b> 95
<b>Notes:</b>

### **Intermediate Microsoft PowerPoint**

This course will build upon the basics of PowerPoint to teach you how to develop a more dynamic, interactive and productive presentation. Following a review of the use of graphics, animation and sound, you'll learn how to include clipart, graphs, diagrams and animations to bring your presentations to life. Learn to control global settings by using slide masters and to apply effects such as transitions and timings. Work with images and discover how to include media files and animation in a presentation as well as embed external resources, and create hyperlinks. Prerequisite: Experience with the basics of PowerPoint.

Required text: None

Prerequisite: Basic Understanding of PowerPoint CEUs: 0.25

<b>Course # , Date(s) Time</b>
GW33521, 11/15/16, 9:00 AM to 11:30 AM
<b>College, Campus &amp; Room:</b>
GW, Gateway, New Haven, Room N103
<b>Instructor:</b> Robin Wilson
<b>Fee:</b> 95
<b>Notes:</b> FREE Parking in Temple Garage and easy on/off highway access. Beautiful state of the art campus in the heart of downtown New Haven.

### **Macintosh: Introduction to Mac - NEW!**

The fundamentals of the Macintosh Operating System will be covered in this class. This class is suited for those who are new to the Mac that have prior experience in a PC environment. Macintosh systems are gaining popularity in the business world due to their compatibility with mobile devices, virus protection, and ease of use. Navigating the interface, using applications, keyboard shortcuts, connecting accessories, internet/WiFi, printing, and setting system preferences will be covered.

Required text: None

Prerequisite: None

CEUs: 0.6

<b>Course # , Date(s) Time</b>
GW33548, 09/12/16, 9:00 AM to 2:00 PM
<b>College, Campus &amp; Room:</b>
GW, Gateway, New Haven, Room N303
<b>Instructor:</b> Kris Tonski
<b>Fee:</b> 95
<b>Notes:</b> FREE Parking in Temple Garage and easy on/off highway access. Beautiful state of the art campus in the heart of downtown New Haven.

### **Office 2013: MCC Certificate**

Increase your employability. MS Office certification helps you stand out! This hands-on workshop will include in-depth training on Word, Excel, Access, PowerPoint, and Outlook - all skills employers are looking for today. Students will have the option to take each internationally recognized Microsoft Office Specialist Exam at our Microsoft-approved MCC testing center for an additional fee.

Required text: None

Prerequisite: Basic Windows, keyboard and mouse skills required. CEUs: 3.6

<b>Course # , Date(s) Time</b>
MA33622, 09/30/16, 9:00 AM to 4:00 PM   10/07/16, 9:00 AM to 4:00 PM   10/14/16, 9:00 AM to 4:00 PM   10/21/16, 9:00 AM to 4:00 PM   10/28/16, 9:00 AM to 4:00 PM   11/04/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
MA, Learning Resource Center, LRC B221
<b>Instructor:</b> Dorothy Weiner
<b>Fee:</b> 599
<b>Notes:</b> Course meets for 6 sessions: 9/30, 10/7, 10/14, 10/21, 10/28, 11/4

### **OneNote 2013: Introduction**

Microsoft OneNote can help you organize all of your notes into one easy to use location, putting an end to scattered information and the frustration of searching for necessary details. OneNote notebooks can be accessed by multiple devices, and can include embedded or linked files. By the end of this course, you will be able to create a Notebook, enter and format notes, embed content, efficiently organize and search notes, integrate OneNote with Outlook tasks and meeting notes, and collaborate with others through shared Notebooks.

Required text: None

Prerequisite: Basic Windows, keyboard and mouse skills, with some exposure to Microsoft Office helpful. CEUs: 0.6

<b>Course # , Date(s) Time</b>
MA33628, 09/16/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
MA, Learning Resource Center, LRC B221
<b>Instructor:</b> Gayle Pignone
<b>Fee:</b> 95
<b>Notes:</b>

### **Outlook 2013: Introduction**

From basic e-mail features to advanced calendaring options, the skills taught in this all-encompassing two-day course are: managing messaging (e-mails, signatures, automation, attachments, importance, security and delivery); managing scheduling (appointments, meetings, recurring events, requests, responses, custom calendar settings, sharing calendars); managing tasks (create, modify, mark, assign, update, respond); managing contacts (personal, electronic business cards, distribution lists, address books); and organizing information (categories, data

files, folders, search, rules and customizing). Although this course uses Outlook 2013 software, Outlook 2010 is very similar. Questions regarding 2010 will be addressed as time allows. Students also have the option of taking the internationally recognized Microsoft Office Specialist (MOS) 2013 exams at our approved MCC testing center for an additional fee. See exam information and schedule on the Welcome page in the State In-Service Training Program Course Catalog.

Required text: None

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

<b>Course # , Date(s) Time</b>
MA33631, 09/21/16, 9:00 AM to 4:00 PM   09/28/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
MA, Learning Resource Center, LRC B141
<b>Instructor:</b> Michael Januska
<b>Fee:</b> 190
<b>Notes:</b> Course meets for 2 sessions: 9/21, 9/28

### PC 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), 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

<b>Course # , Date(s) Time</b>
MA33635, 10/13/16, 9:00 AM to 4:00 PM   10/20/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
MA, Learning Resource Center, LRC B141
<b>Instructor:</b> Bruce Manning
<b>Fee:</b> 190
<b>Notes:</b> Course meets for 2 sessions: 10/13, 10/20

### PowerPoint 2013: Introduction

Create and modify SmartArt diagrams; convert text to SmartArt; customize slide masters; add elements to slide masters; add and link existing content to presentations; apply, customize, modify, and remove animations; insert illustrations and shapes; insert and modify charts; insert and modify tables; secure, share and protect presentations; prepare printed materials; and rehearse presentation delivery. Although this course uses PowerPoint 2013 software, 2010 and

2007 are very similar. Questions regarding 2010 or 2007 will be addressed as time allows. Students also have the option of taking the internationally recognized Microsoft Office Specialist (MOS) 2013 exams at our approved MCC testing center for an additional fee. See exam information and schedule on the Welcome page in the State In-Service Training Program Course Catalog.

Required text: None

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

<b>Course # , Date(s) Time</b>
MA33636, 10/19/16, 9:00 AM to 4:00 PM   10/26/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
MA, Learning Resource Center, LRC B141
<b>Instructor:</b> Dorothy Weiner
<b>Fee:</b> 190
<b>Notes:</b> Course meets for 2 sessions: 10/19, 10/26

### **Project 2013: Introduction**

Learn the major features of Microsoft Project 2013, 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 2013 software.

Required text: Included in course fee.

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

<b>Course # , Date(s) Time</b>
MA33637, 09/29/16, 9:00 AM to 4:00 PM   10/06/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
MA, Learning Resource Center, LRC B142
<b>Instructor:</b> Gayle Pignone
<b>Fee:</b> 225
<b>Notes:</b> Course meets for 2 sessions: 9/29, 10/6. Recommended related training for Project 2013 Introduction is MA33530 Project Management: All the Essentials.

### **Publisher 2013: Introduction**

You can easily create distinctive, professional newsletters, brochures, cards, fliers and more. Even if you don't have any design or graphics experience, you will learn desktop publishing basics. This class will cover the essential elements of using Microsoft Publisher 2013, including page-layout commands, working with frames, using graphics, templates and wizards.

Required text: None

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

<b>Course # , Date(s) Time</b>
MA33638, 10/05/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
MA, Learning Resource Center, LRC B142
<b>Instructor:</b> Dorothy Weiner
<b>Fee:</b> 95
<b>Notes:</b>

### **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 getting started; 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; exchanging data with other programs, 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

<b>Course # , Date(s) Time</b>
MA33639, 12/09/16, 9:00 AM to 4:00 PM   12/16/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
MA, Learning Resource Center, LRC B142
<b>Instructor:</b> Charles Schwartz
<b>Fee:</b> 230
<b>Notes:</b> Course meets for 2 sessions: 12/9, 12/16

### **SharePoint Site Collection and Administrator - NEW!**

This five-day instructor-led course is intended for power users, who are tasked with working within the SharePoint 2013 environment. This course will provide a deeper, narrowly-focused training on the important and popular skills needed to be an administrator for SharePoint site collections and sites. SharePoint deployment or farm administration skills and tasks, which are required for IT professionals to manage SharePoint 2013, are included in Microsoft Official

Courseware. **Audience profile** - This course is intended for SharePoint site collection administrators, site administrators and power users who are tasked with working within the SharePoint environment. **After completing this course** - Students will be able to: Design and implement a company portal structure using SharePoint 2013 objects including sites, libraries, lists and pages; Explain the role of security and permissions throughout SharePoint 2013; Implement guidelines for consistency in building a company portal to aid in the day-to-day administration of content in SharePoint 2013; Enhance the design of and content on a company portal using SharePoint 2013 themes and web parts; Explain the importance of governance for the planning and managing future growth of the SharePoint 2013 implementation; Identify options to integrate data from other systems as well as preserve existing data; Explain the role of social networking in SharePoint 2013 and its impact on collaboration.

Required text: Included in course fee. Prerequisite: It is highly recommended that students have certifications in Network+ or Security+, or possess equivalent professional experience upon entering CISSP training. It will be beneficial if students have one or more of the following security-related or technology-related certifications or equivalent industry experience: MCSE, MCTS, MCITP, SCNP, CCNP, RHCE, LCE, CNE, SSCP®, GIAC, CISA™, or CISM®. CEUs: 3

<b>Course # , Date(s) Time</b>
MA33640, 11/28/16, 9:00 AM to 4:00 PM   11/29/16, 9:00 AM to 4:00 PM   11/30/16, 9:00 AM to 4:00 PM   12/01/16, 9:00 AM to 4:00 PM   12/02/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
MA, Learning Resource Center, LRC B141
<b>Instructor:</b> Jayson Ferron
<b>Fee:</b> 1250
<b>Notes:</b> Course meets for 5 sessions: 11/28, 11/29, 11/30, 12/1, 12/2

### **Social Media and Your Professional Identity**

Once it's on the internet it stays on the internet. There really is no "erase" or "scrub" button. This hands-on class will explore the big four social media applications (Facebook, LinkedIn, Twitter, and Instagram) and how to use them wisely and responsibly. Program highlights include using the sharing and security features of these applications, making the most of 140 characters (Twitter), polishing up your LinkedIn and Facebook profiles, connecting applications for maximum efficiency and how to make the most out of your connections, networks and recommendations. Attendees should already have, at minimum, a LinkedIn account upon arriving to class.

Required text: None Prerequisite: LinkedIn account CEUs: 0.6

<b>Course # , Date(s) Time</b>
CA33576, 12/19/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
CA, Capital Community College, Room 616
<b>Instructor:</b> STAFF
<b>Fee:</b> 95

### **SQL Server 2012: Introduction**

This in-depth training will provide students with the knowledge and skills needed to understand the concepts behind relational database systems, data structure design, the SQL query language, and basic SQL Server Database Management. Students will gain a firm understanding of how

relational database systems work, proper database design, database optimization, the SQL query language, and basic SQL Server Database Administration. The SQL Server Administration skills include installation and configuration of a working SQL Server database, creating table spaces and files, managing security and user access, updating the database structure and data, and writing SQL queries. Students are eligible to receive free Microsoft SQL Server 2012 software.  
 Required text: None

Prerequisite: Database Introduction course, or familiarity with databases. CEUs: 1.2

<b>Course # , Date(s) Time</b>
MA33641, 10/27/16, 9:00 AM to 4:00 PM   11/03/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
MA, Learning Resource Center, LRC B142
<b>Instructor:</b> George Pillar
<b>Fee:</b> 190
<b>Notes:</b> Course meets for 2 sessions: 10/27, 11/3

### SQL Server 2012: Queries Introduction

This two-day course will cover querying MS SQL Server 2012. 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 2012; 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 2012 software.

Required text: None

Prerequisite: Database Introduction course, or familiarity with databases. CEUs: 1.2

<b>Course # , Date(s) Time</b>
MA33642, 11/10/16, 9:00 AM to 4:00 PM   11/17/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
MA, Learning Resource Center, LRC B142
<b>Instructor:</b> George Pillar
<b>Fee:</b> 190
<b>Notes:</b> Course meets for 2 sessions: 11/10, 11/17

### Windows 10: Introduction - NEW!

Learn the new features of this powerful operating and file-management system from Microsoft's latest operating system, Windows 10. Topics include - the new desktop in Windows 10, new start

menu, set up and configuring, personalization and settings, saving and syncing content, apps and store, Cortana assistant and Windows Hello identification app. Students are eligible to receive free Windows 10 software.

Required text: None

Prerequisite: Keyboarding and mouse skills CEUs: 0.6

<b>Course # , Date(s) Time</b>
MA33644, 10/13/16, 9:00 AM to 4:00 PM (new date)
<b>College, Campus &amp; Room:</b>
MA, Learning Resource Center, LRC B142 (new room number)
<b>Instructor:</b> Jayson Ferron
<b>Fee:</b> 95
<b>Notes:</b> Date and room changed to 10/13, LRC B142. Was 10/10, LRC B141

### Windows PowerShell

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.

Required text: None

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@mcc.commnet.edu](mailto:bmanning@mcc.commnet.edu) or call 860-512-2808, regarding your experience. CEUs: 0.6

<b>Course # , Date(s) Time</b>
MA33645, 10/11/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
MA, Learning Resource Center, LRC B141
<b>Instructor:</b> Jayson Ferron
<b>Fee:</b> 150
<b>Notes:</b>

### Word 2013: Basic Skills

This hands-on course covers the basic skills and concepts needed to use Microsoft Word productively and efficiently. After an introduction to Word's window components, students will learn how to create, navigate, and save documents. They will edit, copy and paste, and find and

replace text. They will also learn how to enhance the appearance of a document by using various fonts, formatting and paragraph options, themes and templates. In addition, they will create tables, adjust page setup, work with graphics, and proof and print documents. Course objectives: Create and save documents; navigate a document; select text using the keyboard and mouse; insert and delete text; use undo and redo; cut, copy and paste text; use find and replace; apply character formatting; use tabs; format paragraphs; create and modify tables; add headers and footers; adjust document margins and page orientation; insert page breaks; insert and modify graphics and clip art; proof a document using spell and grammar check, preview and print documents; create PDFs.

Required text: None

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

<b>Course # , Date(s) Time</b>
TX33512, 09/30/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
TX, Tunxis@Bristol, Comp. Lab
<b>Instructor:</b> Laura Higgins
<b>Fee:</b> 95
<b>Notes:</b> Course location: 430 North Main Street, Bristol, CT 860 314-4700

### **Word 2013: Intermediate Skills**

In this course, students will further build on the skills beyond the basics of Microsoft Word. Students will learn to use styles and outlines, and how to format tables. Then they will insert SmartArt diagrams, work with shapes, and format text graphically. They will also learn how to format a document by adding sections, columns, and design elements such as watermarks and themes. In addition, students will learn how to work with fields and perform a mail merge. Finally, students will learn to create fillable forms and protect them from modification. Course objectives: Examine and compare text formatting; work with character styles and a document outline; apply table formatting and styles, and work with data in a table; use SmartArt to create and modify a diagram; insert shapes, WordArt, drop caps, and text boxes ; Insert section breaks, format section headers, footers and page numbering; format multiple columns; apply backgrounds, watermarks and themes; use Mail Merge options to create form letters, envelopes, and labels; create and protect fillable forms.

Required text: None

Prerequisite: Microsoft Word Basic Skills or equivalent CEUs: 0.6

<b>Course # , Date(s) Time</b>
TX33513, 11/18/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
TX, Tunxis@Bristol, Comp. Lab
<b>Instructor:</b> Laura Higgins
<b>Fee:</b> 95
<b>Notes:</b> Course location: 430 North Main Street, Bristol, CT 860 314-4700

### **WordPress Web Design: Introduction**

WordPress is an easy-to-learn, easy-to-use, free content management system 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. We will also discuss the wide range of additional capabilities available through free add-ins.

Required text: None

Prerequisite: Basic Windows, keyboard and mouse skills, with some exposure to Microsoft Office helpful. CEUs: 0.6

<b>Course # , Date(s) Time</b>
MA33646, 10/19/16, 9:00 AM to 4:00 PM
<b>College, Campus &amp; Room:</b>
MA, Learning Resource Center, LRC B142
<b>Instructor:</b> Gayle Pignone
<b>Fee:</b> 95
<b>Notes:</b>

# **Instructor Biographies**

## **Fall 2016 DAS In-service Training Programs**

### **Adamson, Kenneth**

Kenneth Adamson, B.A., M.A., is adjunct professor of communications at Manchester Community College and Charter Oak State College. Ken is a communications consultant and successful voice actor, composer-arranger, copywriter, and producer. His online presence has played an important role in his recent success. Ken received his B.A. in psychology and M. A. in communications from the University of Massachusetts in Amherst.

### **Ahearn, Kirstin**

Kirstin Ahearn founded Ahearn Ink in 1996 to provide professional writing services to agencies and businesses. Prior to starting Ahearn Ink she worked on the Nissan Automotive account at Chiat/Day Advertising in Venice, California. While in Los Angeles, she also held high-level positions at Rogers & Associates (working on Universal Studios, Philips Interactive, WarnerActive and Toshiba) and The Spindler Organization (working on Microsoft, IBM, Lucky Grocery Stores, and Siemens Pacemakers). Kirstin is past president of the Connecticut Chapter of the American Marketing Association and was named a Forty-Under-Forty recipient in 2000 by the Hartford Business Journal. Her work has been recognized by the Connecticut Chapter of the Association of Business Communicators, and other business groups.

### **Albertario, Donna**

Donna Albertario has worked in grants management for close to twenty years. She has experience in researching grants, grant applications, and grant cycle compliance. She assists grantees with tools for successful applications and is responsible for vetting grant applications. She oversees grantee reporting and also conducts conversations with applicants whose requests were not approved.

### **Backus, Randall**

Randall Backus is an IT Operations and Communication Coordinator for Charter Oak State College, dealing with Change Management, Business Continuity and Communications. Randall was employed as CTO and IT director in the K-12 environment for 12 years overseeing all aspects of technology, including hardware, software, telephones, video, help desk and staff training.

### **Beckford, Stanley**

Dr. Stanley Beckford aka Dr. B resides in Groton, Connecticut Dr. B served in the US Army as a Field Artillery Officer. He retired as a Lieutenant Colonel. During his career of 22 years, he has served in a variety of command and staff positions. His overseas assignments include combat tours in Afghanistan and Iraq in support of Operations Enduring and Iraqi Freedom. His various awards and decorations include the Legion of Merit, Bronze Star, the Connecticut Medal of Merit, and a Combat Action Badge. Dr. B has earned the following degrees: Doctor of Education, Ed.D from the University of Hartford, Hartford Connecticut; MS Organizational Management, Eastern Connecticut State University, Willimantic, Connecticut; BS Business Administration, College of Saint Rose, Albany, New York. Teaching experience (School of Continuing Education) Adjunct Instructor - Eastern Connecticut State University, Willimantic,

CT, Undergraduate Courses: Management of Organizations, Human Resource Management, Organizational Behavior Business Report Writing with Microcomputer Applications. Graduate Courses: Performance Management and Appraisals, Workplace Bullying.

**Blackwood, Amy**

Amy Blackwood has 20 years' experience as a corporate trainer, with a background in organizational training and development. She is currently the Executive Director for the John J. Driscoll United Labor Agency. This 501 (c) 3, non-profit agency, provides counseling, advocacy and safety net services for over 7,000 clients a year and survives by writing winning grants.

**Braithwaite, Ralph**

Ralph focuses on organizational consulting and training to help individuals and teams in organizations (both profit and not-for-profit) improve their effectiveness. Ralph works with organizations on strategic plans, assesses the organizational structure, conducts surveys to measure areas like morale and attitudes, and evaluates various processes within the organization. He has an MBA in Organizational Behavior from the University of Hartford, and an MS and BA from Central Connecticut State University. He is an active member of the American Society for Training and Development (ASTD) and the Organization Development Network (ODN).

**Burk, Ph.D., Linda**

Linda Burk, Ph.D., professor of romance languages at MCC, has a master's in Spanish language and literature and a doctorate in Latin American literature.

**Cartwright, Glendia**

Glendia Cartwright is an adjunct faculty member at Naugatuck Valley Community College. She served over ten years teaching information technology (IT) courses at various postsecondary institutions. Ms. Cartwright's areas of interest include applications software, object-oriented programming, and network security concepts. Ms. Cartwright's IT experience began in the early 1980's, working as a Computer Programmer/Analyst at the U.S. Treasury Department (USTD), Bureau of the Public Debt, located in Washington, DC. She also held positions as a Computer Specialist and an IT Manager/ Contracting Officer's Technical Representative (COTR) at the U.S. General Services Administration in Washington, DC. In addition, Cartwright worked with the USTD IRS, serving as a System Analysis. Education: Doctoral Candidate (Ed.D), Northeastern University, Boston, MA; M.A. in Educational Communication & Technology, Steinhardt School of Culture, Education, and Human Development, New York University; B.S. in Computer Science, Sacred Heart University, Fairfield, CT.

**Chapman, Angela**

Angela Chapman is currently employed with Charter Oak State College as the Director of Institutional Advancement and Assistant to the President. She also serves as the Executive Director of the Charter Oak State College Foundation. In her dual role, she reports directly to the President of the College. She provides leadership, supervision and management for the Office of Institutional Advancement. She creates and oversees all fundraising activities, including the annual fund, capital and major gift campaigns, planned giving and grant writing. In addition, she is responsible for managing and overseeing the areas of special events. She is charged with the responsibility of Chief Liaison Officer between the College and its Foundation, working collaboratively with the President, the Foundation Board, and other members of the college community in all major fundraising activities. In addition, she manages the daily administrative

operations of the President's office. Ms. Chapman earned her Bachelors of Science in Business Management from Albertus Magnus College and her Master's in Business Administration from the University of New Haven.

**Cisto, Joseph**

Joe has degrees from local universities, earning his BS from Quinnipiac and his MBA from University of New Haven. He has over thirty years of senior financial experience including several Fortune 500 Companies, holding positions of Director of Finance, Controller, and VP of Finance and Operations. Joe's expertise in cost management, budgets, and internal control has helped organizations realize operational efficiencies leading to attaining and surpassing financial performance objectives. Joe has been involved at NVCC in various state and federal programs making accounting methodology understandable to non-financial personnel.

**Colucci, Debbie**

Debbie Colucci has been developing and implementing workshops and courses for campuses, schools, and workplaces in the areas of diversity & respect, team-building, communication, supervision, mediation, conflict resolution, employee success, and student success for many years. She has a B.A. in Art and Psychology from Bowling Green State University and an M.S. in College Student Personnel from Western Illinois University. She is currently the Equity Compliance Director and Deputy Title IX Coordinator at Wesleyan University.

**Crofton, Lisa**

Lisa Crofton is a marketing specialist, columnist, mentor and entrepreneur having spent over twenty-five years in the marketing/communications field. Lisa's inspirational verses have been published many times over and as creator of a popular 'Positive Living Series' as well as a 'Confidence Building Series' Lisa teaches courses that inspire individuals of all ages to live, work and play at their best.

**DeMarino, Margaret**

Margaret DeMarino has designed and led hundreds of workshops for the State of Connecticut, corporations, and financial institutions. While specializing in verbal and written communication, she also offers motivational seminars and workshops focusing on bettering organizational skills. A professional writer with a background in journalism and advertising, she also heads her own writing services business.

**Ferron, Jayson**

Jayson Ferron is principal for Interactive Security Training, LLC where his responsibilities include meeting customers' requirements, including security designs, network infrastructures, enterprise security solutions and mobility issues. His customers include Microsoft, Department of Defense, banks, government agencies, health agencies and service providers. He is a Microsoft Step member.

**Glaviano, Angelo**

Angelo Glaviano is an Associate Professor of Foreign Languages at Middlesex Community College.

**Graham, Patricia C.**

Patty is a graduate of the University of Saint Joseph with a Bachelor's degree in Psychology and has earned credits towards her Master's degree in Clinical Mental Health Counseling. While receiving her undergraduate degree, she was afforded an opportunity to do a field study at the Institute of Living (IOL) and continued to volunteer for more than a year until applying and accepting the position she now holds today. She has been a case worker at the IOL's Family Resource Center since January 2013. As a case worker, she has planned, coordinated, and implemented lectures, support groups, and other events for the community and family members impacted by mental health. Recently, Patty has been heavily involved in implementing peers and family peers into the various programs at the IOL, creating a Patient and Family Advisory Council, and Suicide Prevention Initiatives including recently attending the National Zero Suicide Academy. She is an active member of the Connecticut Suicide Advisory Board and an Executive Board Member for the newly formed American Foundation for Suicide Prevention Connecticut Northern Chapter.

Patty is the chair of the Employees' Council at Hartford Hospital and is the coordinator for the Mental Health First Aid training for Hartford HealthCare's Behavioral Health Network (IOL, Rushford, Natchaug, HOCC, and Backus) which includes supporting trainers, ensuring trainings are offered on a consistent basis throughout the state, as well as continuing to offer community forums for the National Dialogue on Mental Health.

**Greenleaf, Susan**

Sue Greenleaf is an Organizational/Leadership Development Professional. She holds certifications in numerous nationally recognized Leadership and Communications Trainings including, "Crucial Conversations," "High Reliability," BE's Essentials of Leadership Excellence, Bridge's Change and Transition, and SEI's Emotional Intelligence.

**Gyurko, Jan**

Jan is an energetic and dynamic trainer and consultant. She has been a technology and software instructor for more than 25 years. Her clients include the Connecticut Community College system, and area businesses and organizations. Jan's expertise is in both Windows and Mac operating systems, as well as devices such as iPad, iPhone, Chromebook and more.

**Hennick, Thomas**

Thomas Hennick is the Public Education Officer at the Freedom of Information Commission. He conducts FOI seminars and workshops statewide, educating members of the public as well as public officials about their rights and duties under the Act.

**Kostrzewa, Waldemar**

Waldemar Kostrzewa has spent nearly 35 years in state service, most of which was with the Community College System as Director of Community Services and as Director of Government Relations. He is familiar with the needs of business and industry in Connecticut and has had extensive experience in presenting workshops on strategic planning, setting goals, project management, and business writing.

**Lindquist, Larry**

Larry is a management/training consultant. He has a B.S. degree in Business Administration and minor degrees in Economics and Insurance. Additionally, he has acquired a broad background in the behavioral sciences, communications, negotiating and management through extensive research and education. His expertise is supported by over 25 years of work experience in business and government. He has held positions in marketing/sales, recruiting/personnel, supervision/management, consumer affairs and training/education.

**Lombardo, John**

John Lombardo is certified in project management through the American Management Association. He has been a project management leader for more than 20 years and has led teams of up to 150 members. His projects have included infrastructure replacement, Y2K compliance and implementation of new technology. John has lead a number of teams both as a Project Manager and a Functional Manager throughout a long 33 year career in private industry.

**MacIntryre, Glenn**

Glenn MacIntryre, CIPI, CIPM, has a Bachelor of Arts degree in Criminal Justice with memberships in 3 professional associations and over 10 instructor certifications. He worked as a Private Investigator and has 26 years in private security with positions ranging from entry level to his current position as Area Manager of Training and Development. (CIPI - Certified Institutional Protection Instructor; CIPM - Certified Institutional Protection Manager)

**Manning, Bruce**

Bruce Manning, Computer Coordinator for MCC's Continuing Education Division, designed, installed and maintained the networking, business and instructional applications for two public school districts in Connecticut. He has provided training for Quinebaug Valley Community College; UConn, CREC, public, private and technical schools; businesses; municipalities; and state agencies.

**Marut, William**

William Marut has many years of experience as an Informational Technology professional. He has worked for many different companies, with a diverse set of clients, and across several different industries. Bill has held a number of roles, including business analyst, as well as professional instructor in business analysis and related subjects. He holds a BA in Mathematics and an MBA.

**Mon, Carol**

Carol Mon is a Corporate Storyteller. Carol worked for 13 years at a major Hartford insurance company, 8 years as the Payroll Manager, before turning her energies to the art of story. Her unique background now enables her to help organizations such as Pfizer, US Coast Guard Academy, and the National Association of Insurance Women to improve communication skills through more persuasive stories. For these organizations and others she provides keynote presentations and workshops on using stories to effectively communicate a message.

**Montgomery, Michael**

Michael Montgomery is the owner of, Picture This Productions, where he leads a Web Design & Development Team of Design, Programming & Marketing Professionals to build digital brands using web 2.0 technology and magnificent design. He has worked with a broad range of clients,

being involved with all aspects of internet marketing, web technology and design, including eCommerce design, logos, Search Engine Optimization and web system integrations. Michael studied Electronics Technology & Microprocessor Electronics at Computer Processing Institute where he received the Award of Excellence. He also studied Classical Percussion Performance at The Hartt School of The University of Hartford. He lives with his family in Newington Connecticut where he is the Marketing Chairperson of the Newington Chamber of Commerce, and the chairperson of the annual Newington Home & Business Showcase and is on the Newington Waterfall Festival committee. Michael is a member of these organizations: AIGA Professional Association for Design International Webmasters Association Percussive Arts Society Connecticut State Music Teachers Association Music Teachers National Association

### **Nocida, Nicholas**

Nick Nocida has extensive experience teaching Microsoft Office products in corporate and non-profit settings. He currently works for Cyient as a team lead for the technical publications department. He develops interactive technical manuals and spreadsheet applications for their customer, Pratt & Whitney.

### **Pedneault, Stephen**

Stephen Pedneault, CPA/CFF, CFE is the founder and owner of a public accounting firm focused solely on fraud, forensic accounting and litigation support. Stephen is the author of four books, has lectured nationally, authored or contributed to many articles, and teaches forensic accounting at the University of Connecticut.

### **Petruzzi, Mark**

Mark is the founder of Success Waypoint, LLC, and is also a managing partner in a sales and marketing firm that represents premier professional production lighting and audio equipment to retailers, production companies, and contractors. His work with Success Waypoint included Executive coaching; designing and delivering professional and personal development workshops; and speaking about stress management, emotional intelligences, self-leadership, and wellbeing to anyone interested. Because Mark is also currently active in business, he can bring this experience into his coaching, classroom, and speaking engagements. All techniques, concepts, practices and perspectives are those he has tried himself. It's all intended for practical effect, right now and the benefits of the teachings increase patience. Marks background also includes leadership or team leadership positions in consumer electronics, information technology services, and financial services industries. He has held performance consulting, training, and program/project management positions in the information technology services, business services, and financial services (health insurance) industries. He has enjoyed more than 15 year in corporate training, including time with IBM, CIGNA Corporation, and IKON Office Solutions. Mark has formal training in personality type (both the Enneagram of Personality and Jungian-Meyers typologies), and is a certified independent trainer for SpeedREACHingPeople interpersonal communication programs. He is a lifelong learner with a special interest in communication, general psychology, metaphysics and personal wellbeing. Mark lives in the Hartford area with his wife of 34 years. You can connect with Mark via this contact page or reach out to him on LinkedIn.com

**Phaneuf, Allison**

Allison L. Phaneuf, M.S., C.A.G.S. is committed to the education and self-improvement of others, and incorporates the use of experiential learning techniques into her seminars as tools for increasing knowledge and retention of information by way of a fun and interactive environment. She facilitates workshops, team development trainings, and career development seminars for the corporate sector, as well as many colleges and academic settings in the New England area.

**Pignone, Gayle**

Gayle Pignone has over 15 years' experience as an instructor. Gayle has taught a range of computer applications since 1997 in corporate, non-profit, and higher education settings, including IBM, Nortel, and United Technologies. She has designed websites and created databases for businesses and government agencies; her web design and access classes are enlivened with real-world examples and practical tips.

**Pillar, George**

George Pillar is an adjunct faculty member at MCC and the University of New Haven. An IT professional for 39 years, George has worked in electronics, hardware repair, programming and management. He has taught Microsoft Office products MIS, and graphics, Java and C programming. George holds a Master's degree from RPI - Hartford, a Bachelor's degree from Eastern CT State University and an Associate's degree from Thames Valley State Technical College.

**Pinti, Barbara**

Barbara is a licensed psychotherapist who has also been an Adjunct Faculty member with St. Joseph College Counseling Institute. She has been a public speaker and workshop presenter with a focus on stress management, crisis intervention, and group facilitation.

**Revels, Ira**

Ira Revels is the Principal and Managing Director of her own consulting firm. She specializes in project management and training for non-profits and small businesses. Currently, Revels volunteers as a Development Associate for The Conference of Churches in Hartford, Connecticut. Prior to moving to Hartford, Revels was an associate librarian at Cornell University in Ithaca, New York for ten years. While at Cornell, she managed a digital library initiative funded by The Andrew W. Mellon Foundation for \$1.25 million dollars. The initiative involved over twenty-five partner institutions and organizations. The goal of the initiative was to train library and IT professionals to build a collaborative digital archive of founding organizational documents. Revels is a 2007 Frye Leadership Institute Fellow. In 2007 the Black Caucus of the American Library Association awarded her the John C. Tyson Young Professional Award. Revels published a book, "Managing Digital Projects" by ALA Editions. The book takes a multidisciplinary approach to the nuances of digital project management in both large and small libraries and cultural heritage organizations.

**Sabastian, Deirdre**

Deirdre Sebastian has combined her knowledge and experience as a career teacher and mental health practitioner in multiple settings. Understanding and responding to the subtleties of communication is paramount to successful behavior in all aspects of life, particularly the workplace. She holds graduate degrees from Boston University and Columbia University and is currently a counselor at Three Rivers Community College.

**Schwartz, Charles**

Charles Schwartz has more than 20 years of experience in computer applications, programming, database development, management information systems, website design, and as a professor at Manchester Community College. He has owned and operated an accounting and tax preparation company since 1987.

**Shapiro, Deanne**

Deanne Shapiro has 35+ years' experience in diversity training, working with many corporations and more than 25,000 state employees in her career.

**Shenoy, Yasmin**

Yasmin Shenoy brings an excellent mix of corporate and academic experience to her training program for students of business writing. A Public Relations professional with 15 years of communications experience with Shell multinational and a communications educator at the University of Hartford, she can relate to specific writing needs of students at different levels.

**Siena, Richard**

Richard Siena has 27 years of police experience, including being a commander and instructor. For the last 7 years, he has owned a private investigation firm that conducts security assessments, executive protection and tactical security training, and criminal/civil investigations.

**Slisz, Judith**

Judith Slisz has a BA in English from the University of Connecticut; an MA from Trinity College, Hartford, and an MBA from Western New England University. She has served as Dean of Accelerated Degree Programs at Post University; Associate Dean of Academic Affairs at Marymount Manhattan College; and Director of Assessment and Institutional Effectiveness at Manhattan College. Currently, she is Program Coordinator at Naugatuck Valley Community College. She has taught writing at a number of Connecticut colleges.

**Smith, Teresa**

Teresa is an adult education professional, with over 17 years of experience in the education field. She has a business in website design and development, and has been teaching computer courses since 1997. She specializes in courses in website design applications, Microsoft Office, Dreamweaver, Photoshop, Fireworks, Acrobat and Windows. She is easy-going, and a natural trainer, always receiving outstanding evaluations from her students.

**Smits, Kathleen**

Kathleen Smits has taught over five years as Media Arts adjunct faculty at Manchester Community College teaching computer graphics. She was an instructor at Connecticut Public Broadcasting Network's Learning Lab Veterans Program teaching digital media. She has also taught at Farmington Valley Art Center and the West Hartford Art League.

**Sprinthall, Rick**

A financial advisor for 29 years, Rick's background has given him the knowledge and experience to teach Personal Finance and Investments courses at various local colleges over the past 10 years. An M.B.A. has also broadened his knowledge in the business area, so that he also has been able to teach accounting and management courses at local colleges as well.

**Vaghini, Ed**

Ed is a lifelong educator with more than 30 years of experience in learning organizations. He has also spoken at several national conferences and is known for injecting his sense of humor into his presentations.

**Weiner, Dorothy**

Dorothy Weiner is an MCP-and MOUS-certified instructor with more than 20 years' experience teaching Microsoft products and various other applications and operating systems.

**Werblow, Kristen**

Kristen Werblow M.A. is a Certified Professional Life Coach, an inspirational speaker, writer, and the founder of Balance Living Now. She is also an Energy Leadership Index Master Practitioner, Reiki Master, and holds a Master's Degree in Health and Healing, including the curriculum completion from the Institute of Integrative Nutrition. Kristen became a Life Coach and started Balanced Living Now as a result of her own successful journey, and over 15 years of work, study, and development in mental health, nutrition, and spiritual development. Her own personal struggle and successful transformation gave her the key to unlocking a life that is full of joy, health, success, and fulfillment and she is passionate about helping others to do the same.

**Werner, Robert**

Robert Werner is a Senior Executive with over thirty years' experience in KAIZEN/Continuous Improvement, Quality/Business Management Systems, and founder of EG International. Mr. Werner was mentored by Dr. W. Edwards Deming, Dorian Shainin, Masaaki Imai, renowned authorities on Quality, KAIZEN/Continuous Improvement, Dr. Yoji Akao, leading expert in Hoshin Kanri, also called Policy Deployment, and Yoshiki Iwata (Shingijutsu), expert in the Toyota Global Production System, also called Lean.