In-Service Training Course Catalog

Spring 2007

Agency Registration Deadline: 01/30/07

Staff Development Courses

offered by

The State of Connecticut Community College System

in partnership with

Department of Administrative Services

www.commnet.edu/inservice

Connecticut Community Colleges

Education That Works For a Lifetime

DAS

Welcome!

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.

Where are courses held?

All courses are provided by Connecticut's Community Colleges and are held on campuses located throughout the state. Specific locations are listed following each course description. Maps & directions are included at the back of the printed catalog or online at www.commnet.edu.

How do I register?

All registrations are coordinated and submitted by agency Training Approval Officers (TAOs) to the In-Service coordinator. See your agency's TAO for details about deadlines and the approval process within your agency. Don't know who your TAO is? Please check our website or call 860-244-7614.

How is this catalog organized?

This catalog is divided into major categories including Technology Advancement, Business Skills, Productivity Solutions, and Developing Leadership Skills. Courses are further organized into easy-to-follow subcategories to help staff quickly find what they are looking for.

What's NEW this term?

To quickly identify new offerings, look for the **NEW!** symbol next to course titles in the Table of Contents and in the body of the catalog.

Visit our web-site:

www.commnet.edu/inservice. Or, to visit the Community College System page or any college's individual page, check out: www.commnet.edu.

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Registration Information

Registration Timeline

- Agency Registration Deadline 01/30/07
  Registrations submitted after the deadline will be assigned on an "as-available" basis.
- Course confirmations / seat reservations returned to agencies no later than.....02/26/07
- Training Approval Officers notify staff of seat reservations
  and provide maps & directions to each college .....02/26 - 03/09
- Courses begin as early as 03/12/07

The *next* In-Service catalog will be published in June, for classes scheduled during the fall of 2007.

General Registration & Program 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.

Registration

- Agency registration forms are submitted by each agency's Training Approval Officer (TAO) to the In-Service Training Program Coordinator. Upon receipt of confirmation of seat reservations, TAOs will notify staff and supply maps & driving directions as appropriate.
- Staff should direct all questions regarding timelines and procedures to their agency TAO, as each agency has unique policies concerning the program. Don't know who your TAO is? Visit the InService website or call (860) 244-7614, or inquire in your Human Resources Department.
- In most cases student names are not submitted with seat requests. Each agency must keep track of which seats are associated with which staff members or departments, and staff should direct questions concerning seat reservation status to their TAO.

Attendance & Refund Policies

- Once seats have been reserved for all classes**, withdrawals and course substitutions are not allowed.**
- Agencies "own" reserved seats and are required to pay for reserved seats even if a staff member does not attend.
- Before registering, students must be sure to check their schedules carefully and obtain supervisor's permission to attend a course.
- If for any reason the the original registrant cannot attend, a substitute from the agency may be sent. It is the responsibility of the original registrant and the agency Training Approval Officer (TAO) to identify and select the substitute. No waiting lists for classes are generally kept by the In-Service Coordinator.
- Participants must be careful to attend the correct course section and location as assigned. **Additional fees will be charged to agencies when non-registered staff attend courses.**

Course Cancellations and Postponements

- We reserve the right to cancel any course with insufficient enrollment, during the initial registration period. Course status will be communicated to Training Approval Officers at the conclusion of the registration period, along with the status of all seat reservations.
- Inclement weather postponements: Students should listen to radio and TV stations for individual college closings. When in doubt students should call the college in question. Telephone numbers and detailed cancellation information is listed on each map in the map section. 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 inlement weather or unexpected instructor illness, Training Approval Officers will be notified by the college offering the course as soon as the college is aware of the situation. If registrants cannot attend the new class date(s), the agency must notify the college right away. If no notice is given at least 48 hours prior to the new course date, credit for a future course may not be issued. **NOTE:** College representatives do not have student names or contact information prior to class and cannot contact students individually!

Billing Procedures

- The Community College System Office handles registrations & billing centrally.
- Invoices will be prepared upon completion of the registration process. We ask that all Invoices be processed and returned within thirty days.
- Billing will be based upon the number of seats reserved for each agency.

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. **We strongly urge you to screen your employees for prerequisite skills!**

Textbooks

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

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.
- CEUs 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 CEUs. Contact hours are measured in clock hours, and do not include lunch or coffee breaks. In order to grant CEUs, each college must collect sufficient student data to enable them to track the student on our registration system.

Instructors

- Instructor names and biographies are published in the catalog. We reserve the right to make instructor substitutions when necessary without notification, and we will not give refunds or allow course substitutions if substitutions are made.

Special Needs Students

- If special accommodations are required for any individuals, the Training Approval Officer *must* contact Sharon Chamberland at (860) 244-7614 at least four weeks in advance of the course.

For Training Approval Officers: How to Submit Agency Registrations

Complete the "Agency Registration Form" found in the Appendices section at the back of this catalog. Submit the registration along with the summary pages that follow, by e-mail or by fax to (860) 566-1308. No applications will be processed without a completed Agency Registration Form.

- On the registration form, fill in the total number of seats you're requesting. This will help us verify that we have entered your seat requests accurately into our database.
- Select a course substitution option for your agency. If no selection is made, "None" will be used.
- If you have seats that must be assigned together in Introductory, Intermediate and Advanced levels, kindly make a note on your application. Because seats are usually submitted without names it is impossible for us to know which seats must be assigned together.
- An "Individual Application for In-Service Training Programs" is included in the appendices section. If your agency has an internal application form, disregard the one provided.
- Double check your reqeusts prior to submitting the forms! No adjustments will be made because of seat request errors.
- It is not necessary to submit individual applications.

Substitution Options

Most seats are assigned as requested but when courses must be canceled, or seat requests exceed course maximums, it may not be possible. When this happens we can either reserve a seat in an alternate class or not assign a seat at all. The choice is yours based on your agency's preference.

We ask that you communicate your preference to us by choosing one of the following options:

1) For all seats requested, allow substitutions into another section of the same course at the same college. This option includes any NEW courses that are arranged to meet high demand.

2) For all seats requested, do not make any substitutions. The courses, dates and times selected are the only acceptable choices.

3) A different option is chosen for each seat requested based upon individual registrant preference.

Looking for a customized solution?

Do you have a large number of staff to be trained? We can arrange a course just for your staff to be delivered at your location or on campus. Regular per-seat fees apply. Our colleges can also customize courses to suit your specific needs. Contact Sharon Chamberland at schamberland@commnet.edu or (860) 244-7614 for additional information.

Questions

Training Approval Officers should feel free to call or write with questions concerning substitution options or any other aspect of the program. Questions should be directed to Sharon Chamberland, schamberland@commnet.edu or (860) 244-7614. We thank you for your time, energy, and commitment to helping your agency's staff become more knowledgeable and efficient!

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Online Programs

Instructor-facilitated online courses are informative, convenient, and highly interactive. Each course runs over a number of weeks, and students are able to log on and complete course work at any time. Once seats have been reserved Training Approval Officers will be asked to distribute detailed registration forms to all participants. Each participant must complete the registration and return it to the sponsoring college in order to receive an ID number and logon instructions.

Those enrolling in online courses should consider the appropriateness of their studying online during the workday. Individuals are also asked to check with supervisors and / or their agency IT department to insure that system requirements can be met. For additional system requirements, visit: http://ctdlc.org/Help/productindex.cfm?ProductID=26 scroll to bottom of page for requirement list.

System Requirements:

Windows Operating System

Windows 98 SE or higher

Browsers: Internet Explorer* 5.5 SP2 & 6.0, Netscape Communicator 7.0-7.2, AOL 8.0 & 9.0, Mozilla 1.5, 1.6, & 1.7, Firefox 1.0-1.5

Mac Operating System

OS 10.1.x & 10.2.x

Browsers: Internet Explorer 5.1 (OS 10.1 Only), Netscape 7.0, 7.1, & 7.2, AOL OS X, Mozilla 1.5, 1.6, & 1.7
Firefox 1.0, Safari 1.2, 1.3.1, & 2.0.1 or higher

Networking

Port 2304 must be open for Chat/Whiteboard access.

Editing Under Pressure NEW!

You have a document to edit, a crunch deadline, not nearly enough time to do all the editing that's needed, a mandate to make the document look uber-polished, and no idea how you're going to pull this off. What's an editor to do? Editing in crunch mode is more than just proofreading and knowing grammar rules by heart. It's about knowing how to make the most impact on a document in whatever time is available, what judgment calls you need to make, and when and how to do all this while everything else is falling on your shoulders. This course will give you the tools you need for successful editing! CEUs 1.5

Participants in this online course must complete an NCCC registration form prior to the course start date. NCCC will then email your Banner ID and the directions for accessing this course at http://vista.ctdlc.org CEUs: 1.5

Course #	***Date(s)***	***Time***
001NW804	05/07 - 06/15	Online Program

College, Campus & Room:
Northwestern CC, http://vista.ctdlc.org

Instructor: Whitney Potsus

Fee: *$* 245.

Online Programs

Fundamentals of Public Relations

Do you have an event or a valuable, but little known, service that you want to publicize? Need to get something on the public's radar? Have to do it on a tight budget? You don't need to hire expensive outside help – there's a lot you can do yourself with a little time, effort, know-how, and creativity. Learn the basics of public relations writing and planning, and start spreading your message! This online course features weekly writing exercises drawn from real-world business and offers checklists you can put to immediate use in your job. Weekly reading assignments ("lectures") can be downloaded and read at any time. A course chat room lets you ask questions, collaborate with classmates, and even look for solutions to challenges in your own on-the-job projects.

Participants in this online course must complete an NCCC registration form prior to the course start date. NCCC will then e-mail your Banner ID and the directions for accessing this course at http://vista.ctdlc.org" CEUs: 1.5

Course #	***Date(s)***	***Time***
002NW720	03/26 - 04/27	Online Program

College, Campus & Room:
Northwestern CC, http://vista.ctdlc.org

Instructor: Whitney Potsus

Fee: *$* 245.

Real-World Procedure Writing

Tasked with writing procedures and looking for a manageable approach? Is call volume increasing on your help line? Are you getting repeat questions and wish you had a document to point to? Not sure what constitutes a "good" procedure? This grounded-in-reality course will teach you how to write procedures that are painless, manageable, and usable. Learn:

- Effective strategies for pre-writing and writing
- Guidelines for using graphics and design
- Requirements for writing procedures that will be used online (intranet or internet)
- Techniques for editing, revising, and proofreading

This online course features weekly writing and editing exercises drawn from real-world business, and offers job aids and checklists you can put to immediate use in your job. Weekly reading assignments ("lectures") can be downloaded and read at any time. A course chat room lets you ask questions, collaborate with classmates, and even look for solutions to challenges in your own on-the-job projects.

Participants in this online course must complete an NCCC registration form prior to the course start date. NCCC will then e-mail your Banner ID and the directions for accessing this course at http://vista.ctdlc.org" CEUs: 1.5

Course #	***Date(s)***	***Time***
003NW719	03/12 - 04/13	Online Program

College, Campus & Room:
Northwestern CC, http://vista.ctdlc.org

Instructor: Whitney Potsus

Fee: *$* 245.

Writing Web Content that Works NEW!

Writing for the Web isn't just about writing to be read - it's also about writing to be found! The Web requires us to take what we know about language and presentation and adapt it to ever-changing technologies and to the ever-decreasing attention spans of readers. While it's an exciting environment to write for, it presents new challenges for business writers. Whether you're writing e-zines or e-newsletters, marketing or public relations materials, or general business communications, this course will help you develop the skills you need. CEUs: 1.5

Participants in this online course must complete an NCCC registration form prior to the course start date. NCCC will then email your Banner ID and the directions for accessing this course at http://vista.ctdlc.org CEUs: 1.5

Course #	***Date(s)***	***Time***
004NW803	04/30 - 06/08	Online Program

College, Campus & Room:
Northwestern CC, http://vista.ctdlc.org

Instructor: Whitney Potsus

Fee: *$* 245.

Basic Keyboarding

Participants will develop effective keyboarding skills within a minimum amount of time and learn how to operate alpha and numeric keyboards by the touch typing method. CEUs: 0.6

Course #	*Date(s)*	*Time*
005CA24	03/27 & 03/29 (2 sessions)	9:00am-12:00pm

College, Campus & Room:
Capital / 950 Main St. Hartford, Room number will be posted in main elevator lobby on plasma screen

Instructor: Elizabeth Burke

Fee: *$* 90.

Be Your Own PC Tech I

Why pay for expensive upgrades when you can learn how to do them yourself? This class covers hardware issues from the motherboard to the operating system. 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. This class is for the beginner or intermediate PC user. **Prerequisite:** Basic Windows and PC hardware knowledge. CEUs: 0.6

Course #	*Date(s)*	*Time*
006MA164	04/17	9:00am-4:00pm

College, Campus & Room:
Manchester CC, Learning Resource Ctr., Rm. B141

Instructor: Stuart Lipman

Fee: *$* 90.

Be Your Own PC Tech II

This class is for the more advanced PC user and will focus on the operating system. Learn how to reformat a hard drive, partition a hard drive, and load Windows. Participants will discover how to add new cards such as video, sound or modem, and add new peripherals, including printers and scanners. Learn how to download and install driver updates from the manufacturer's website. **Prerequisite:** Be Your Own PC Tech Part I, or some knowledge of PC hardware. CEUs: 0.6

Course #	*Date(s)*	*Time*
007MA412	05/08	9:00am-4:00pm

College, Campus & Room:
Manchester CC, Learning Resource Ctr., Rm. B141

Instructor: Stuart Lipman

Fee: *$* 90.

Internet Navigation

Do you want to learn how to navigate your way around this vast "network of networks"? Learn what makes up the Internet, including FTP, Gopher, Telnet, E-mail, and the World Wide Web. Connect to library databases, structure queries, and download files. Learn the differences between Netscape for Windows 3.1, Netscape for Windows 95, and Explorer. See how MS-mail, Eudora, and Netscape handle e-mail differently. In-class assignments allow you to search for and find specific information. **Prerequisites:** Introduction to the Internet, Windows 95 introduction or equivalent experience, and reasonable typing skills. CEUs: 0.9

Course #	*Date(s)*	*Time*
008CA47	05/02, 05/16, & 05/30 (3 sessions)	9:00am-12:00pm

College, Campus & Room:
Capital / 950 Main St. Hartford, Room number will be posted in main elevator lobby on plasma screen

Instructor: Elizabeth Burke

Fee: *$* 145.

Computer Fundamentals & Internet

Introduction to Personal Computers

Learn about software, hardware, and how the computer operates. There is no need for computer anxiety; this course will remove the mystery of the personal computer by examining history and terminology and through hands-on exploration of basic operations. CEUs: 0.6

Course #	***Date(s)***	***Time***
009CA43	03/15	9:00am-4:00pm

College, Campus & Room:
Capital / 950 Main St. Hartford, Room number will be posted in main elevator lobby on plasma screen

Instructor: Elizabeth Burke

Fee: *$* 90.

Learn the Basics of Windows XP and Internet Searching NEW!

This introductory course covers the basics of working with the Windows operating systems; file handling, and searching for information on the Internet. **Prerequisite:** None CEUs: 0.6

Course #	***Date(s)***	***Time***
010TR785	03/30	9:00am-4:00pm

College, Campus & Room:
Three Rivers CC, Thames Valley Campus, Room 208

Instructor: Betti Gladue

Fee: *$* 126.

Adobe InDesign - Introduction

InDesign is Adobe's advanced publishing software program. It is used for page layout and design. InDesign is tightly integrated with Adobe Photoshop and Illustrator. This course will provide an overview of the InDesign workspace, import and edit graphics and text and apply precise typographic control. **Prerequisite:** Basic computer knowledge. CEUs: 0.6

Course #	***Date(s)***	***Time***
015MA707	05/15	9:00am-4:00pm

College, Campus & Room:
Manchester CC, Learning Resource Ctr., Rm. B141

Instructor: Valerie Scott

Fee: *$* 90.

Adobe InDesign - Intermediate NEW!

This course examines the remarkable tools of the world's most popular page layout program, Adobe InDesign. It is designed to build upon the foundation established in the Adobe InDesign Introduction course. Some of the topics covered in the course include: importing and editing graphics, tabs, clipping paths, frame points, multi-page documents, colors, gradients, tints, and exporting to PDF. **Prerequisite:** Adobe InDesign Introduction. CEUs: 0.6

Course #	***Date(s)***	***Time***
016MA797	05/22	9:00am-4:00pm

College, Campus & Room:
Manchester CC, Learning Resource Ctr., Rm. B141

Instructor: Valerie Scott

Fee: *$* 90.

Front Page 2003 - I (Introduction)

Create your own Web pages without any HTML tags. This hands-on course explores built-in templates. Familiar Microsoft tool bars easily create all the latest special effects for Web pages. FrontPage is considered the standard in Web page development and maintenance. **Prerequisite:** Students should understand files, file types, folders, and have a basic knowledge of the Internet and word processing. CEUs: 0.6

Course #	***Date(s)***	***Time***
017MA40	05/03	9:00am-4:00pm

College, Campus & Room:
Manchester CC, Learning Resource Ctr., Rm. B141

Instructor: Margaret Gordon

Fee: *$* 90.

Front Page 2003 - II (Intermediate)

A continuation of FrontPage Introduction, this class takes you beyond the basics. Learn HTML tags, including critical META tags. Discover how to import a web; how to use shared borders; and the fundamentals of administering a web. Learn how to create frames; forms; dynamic pages; and web-based databases. FrontPage is an important and useful product for anyone considering establishing a web presence. **Prerequisite:** FrontPage Introduction, equivalent experience, or permission of the PC coordinator. CEUs: 0.6

Course #	***Date(s)***	***Time***
018MA165	05/31	9:00am-4:00pm

College, Campus & Room:
Manchester CC, Learning Resource Ctr., Rm. B141

Instructor: Margaret Gordon

Fee: *$* 90.

Graphics & Multimedia

Macromedia Dreamweaver - Introduction

Macromedia Dreamweaver is a cutting-edge application for creating a polished & professional website. In this course, participants will learn the basics that will enable them to create a web page, design a web site, and work with text, links, images, and tables. Students will also learn how to build a site with frames and how to upload their new site. CEUs: 0.6

Course #	***Date(s)***	***Time***
019TX338	06/01	9:00am-4:00pm

College, Campus & Room:
Tunxis, Bristol Career Center in Bristol, CT, Computer Lab

Instructor: Adrianne Kelly

Fee: *$* 95.

Macromedia Dreamweaver - Intermediate

A continuation of the introductory level that will help the user develop further the necessary skills to polish and edit their web pages, in addition to enhancing skills used in working with texts, links images, and tables. CEUs: 0.6

Course #	***Date(s)***	***Time***
020TX622	06/08	9:00am-4:00pm

College, Campus & Room:
Tunxis, Bristol Career Center in Bristol, CT, Computer Lab

Instructor: Adrianne Kelly

Fee: *$* 95.

Macromedia Flash - Introduction

Make your Website exciting and interactive with Macromedia Flash! In this course, students will learn the basics of the Flash environment and how to work with drawing and painting, objects, text, and multiple layers. Should sufficient class time remain, students will also learn about creating animation, and publishing their Flash movie. CEUs: 0.6

Course #	***Date(s)***	***Time***
021TX339	05/11	9:00am-4:00 pm

College, Campus & Room:
Tunxis, Bristol Career Center in Bristol, CT, Computer Lab

Instructor: Jan Gyurko

Fee: *$* 95.

Publisher 2003 - I (Introduction)

You can easily create distinctive, professional newsletters, brochures, cards, flyers, 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, including page-layout commands, working with frames, using graphics, and using templates and wizards. **Prerequisite:** Basic Windows, typing, & mouse skills are required. CEUs: 0.6

Course #	***Date(s)***	***Time***
022MA58	04/26	9:00am-4:00pm

College, Campus & Room:
Manchester CC, Learning Resource Ctr., Rm. B141

Instructor: Diana Lemcoff

Fee: *$* 90.

Publisher 2003 - II (Intermediate)

Designed for those familiar with Publisher fundamentals, topics include using Wizards; manipulating clip art, WordArt and drawn objects; perfecting newsletters; creating four-fold publications; designing calendars and certificates; creating websites; mail merge; working with columns and tables; and extended formatting skills. **Prerequisite:** Publisher Introduction, equivalent experience, or permission of PC coordinator. CEUs: 0.6

Course #	***Date(s)***	***Time***
023MA236	05/17	9:00am-4:00pm

College, Campus & Room:
Manchester CC, Learning Resource Ctr., Rm. B141

Instructor: Diana Lemcoff

Fee: *$* 90.

Video Editing

This two day hands-on seminar will cover the primary steps in using a non-linear editing system for capturing video through editing it, to authoring and burning a DVD.

Morning of Day 1: Video filming of participants in front of a green screen to produce a tape to be downloaded (captured) by the software package. A download of the video to each computer will be done. Afternoon of Day 1: Using that video and another one supplied by the instructor, the class will edit the raw footage by adding in/out transitions, titles, and special effects.

Morning of Day 2: Additional features including "Green Screen", music, and advanced special effects using frame grabs, pan and zoom, will be introduced followed by hands-on experimentation by the students. Afternoon of Day 2: DVD menuing and rendering followed by burning a DVD of the finished video. CEUs: 1.2

Course #	***Date(s)***	***Time***
024GW733	03/15 & 03/16 (2 sessions)	9:00am-4:00pm

College, Campus & Room:
Gateway, North Haven, Computer Lab 128

Instructor: Dennis Carnine

***Fee**: $* 99.

Web Page Design I

Effective Web pages are the results of clear goals, good organization, reasonable linkages, as well as appropriately selected text and images. You will consider these key factors as you develop a story board for a company's web presentation. Learn how to design and code your own web page with text, images, and hyperlinks. Work with Notepad to test and view your pages. Learn how to work with image maps, buttons, and thumb nail image and hyperlinks to enhance your web pages. CEUs: 1.8

Course #	***Date(s)***	***Time***
027CA45	05/10, 05/17, & 05/24 (3 sessions)	9:00am-4:00pm

College, Campus & Room:
Capital / 950 Main St. Hartford, Room number will be posted in main elevator lobby on plasma screen

Instructor: Gayle Pignone

Fee: $ 265.

Visio 2003 (XP) Essentials

They say a picture is worth a thousand words. If so, Microsoft's Visio software would make a great screenplay. Visio 2003 is diagramming software that is used to create flowcharts, organization charts, network diagrams, database diagrams, and other business diagrams. Learn how to use this powerful software package to create your own, easy to read diagrams, flowcharts and network layouts. Students will learn how to plan diagrams, navigate the program, connect shapes, introduce text, utilize drawing tools, format drawings and learn other essential features; in a hands-on setting using existing sample files and then creating their own project files. Required text: ILT: Visio Professional 2003: Basic, 2nd Edition, is included in course fee. **Prerequisite:** Familiarity with Windows operating system and several of the following desktop applications--Access, Excel, Outlook, PowerPoint and Word. CEUs: 0.9

Course #	***Date(s)***	***Time***
025MA489	05/02, 05/09, & 05/16 (3 sessions)	9:00am-12:00pm

College, Campus & Room:
Manchester CC, Learning Resource Ctr., Rm. B141

Instructor: Russell Sabadosa

***Fee**: $* 210.

Visio 2002 (XP) & 2003 - Next Step

This course builds on the fundamentals taught in Visio Essentials. Students will learn, how to create, assign, and customize drawing layers; create complex shapes; create and edit formulas and functions; add predefined actions and custom shape behaviors; and create custom stencils. The manual is designed for quick scanning in the classroom and filled with interactive exercises that help ensure student success. Also available with a companion CBT program. Required text: ILT: Visio Professional 2003: Advanced, 2nd Edition, is included in course fee. **Prerequisite:** Visio Essentials, equivalent experience, or permission of PC coordinator. CEUs: 0.9

Course #	***Date(s)***	***Time***
026MA708	05/23, 05/30, & 06/13 (does not meet 06/06)	9:00am-12:00pm

College, Campus & Room:
Manchester CC, Learning Resource Ctr., Rm. B141

Instructor: Russell Sabadosa

Fee: $ 210.

Introduction to 4D

4D is a relational database that was one of the first RAD (rapid application development) databases. It was originally written for the Mac and has been ported to Windows. It is similar in operation to Visual Basic in that buttons are placed on a form and functions are assigned to them. We will quickly create a simple movie database as described in the textbook (provided) and CD. 4D offers free academic versions of their software so the student may continue on their own using the book and CD after the intro. **Prerequisite:** Students should have some background in database fundamentals and know what is meant by a table, record, and field. CEUs: 0.6

Course #	***Date(s)***	***Time***
030GW734	05/30	9:00am-4:00pm

College, Campus & Room:
Gateway, North Haven, Computer Lab 136

Instructor: Dennis Carnine

Fee: *$* 99.

Network+ Certification Preparation NEW!

Do your agency's computer personnel need relevant network training to help them become more skillful in creating an effective computing environment? The Network+ Certification is the standardized, internationally recognized credential for people who are striving to become network professionals. This course provides people with a structured setting in which to review for CompTIA's Network+ Certification examination. The course is designed for professionals who would benefit from a review before taking the Network+ exam.

Required text: Network+™ Study Guide, 4th Edition, David Groth & Toby Skandier, Sybex, ISBN: 0-7821-4406-3. (Cost of text, approximately $50 is not included in course fee. Textbooks are available at the college bookstore). **Prerequisite:** Working knowledge of hardware and Windows XP. One to two years minimum experience in networking is required. Certification testing is done through an authorized COMPTIA Network+ testing center such as Prometric, www.prometric.com. CEUs: 3.0

Course #	***Date(s)***	***Time***
031MA794	04/20, 04/27, 05/04, 05/11, & 05/18 (5 sessions)	9:00am-4:00pm

College, Campus & Room:
Manchester CC, Learning Resource Ctr., Rm. B142

Instructor: Fred D'Angelo

Fee: *$* 475.

Information Technology

PHP & MySQL - How to Create Web Forms and Capture Information NEW!

PHP & MySQL are popular, open-source technologies that are ideal for quickly developing database-driven Web applications. This intensive, hands-on course introduces the participants to the basics of PHP, explains how to set up and work with a MySQL database, and then demonstrates interactions between PHP and the database. Learn programming and database development techniques, build MySQL database driven web applications with PHP, and apply your learning to sample projects. **Prerequisite:** Basic Windows, keyboard and mouse skills required. Knowledge of basic database concepts is recommended. CEUs: 1.8

Required text: PHP Programming with MySQL, Gosselin, Thomson/Course Technology, ISBN: 0-619-21687-5 © 2006. (Cost of text, approximately $72 is not included in course fee. Textbooks are available at the college bookstore).

***Note: No late registration can be accepted for this course.**

Course #	*Date(s)*	*Time*
032MA795	03/16, 03/23, & 03/30 (3 sessions)	9:00am-4:00pm

College, Campus & Room:
Manchester CC, Learning Resource Ctr., Rm. B141

Instructor: Charles Schwartz

***Fee**: $* 295.

VB.Net - Introduction NEW!

Visual Basic.Net (or VB.NET) is the latest generation of Visual Basic. It is designed to be the easiest and most productive tool for creating .NET applications, including Windows applications, web services and web applications. This course covers the basic information participants need to get started using VB.NET. There will be discussions of Windows' user interfaces and how to create those interfaces with VB forms and controls. Learn basic programming techniques in the VB.NET language. Learn advanced topics such as modules and classes. Each concept will be demonstrated on VB.NET software in a hands-on environment. **Prerequisite:** Some experience with programming. CEUs: 1.8

Required text: Programming VB.Net 2005 + CD + 180 day trial software, 6th Edition, Bradley & Millspaugh, McGraw-Hill, ISBN: 0073304271. (Cost of the text, approximately $90 is not included in course fee. Textbooks are available at the college bookstore).

Course #	*Date(s)*	*Time*
033MA796	04/13, 04/20, & 04/27 (3 sessions)	9:00am-4:00pm

College, Campus & Room:
Manchester CC, Learning Resource Ctr., Rm. B141

Instructor: Charles Schwartz

***Fee**: $* 295.

An Important Note on Prerequisites for Computer Courses

Most introductory programs teach application program skills but *do not teach basic computer skills*. This is the case for Microsoft Access, Excel, PowerPoint and Word. To enroll in the introductory classes, you should have the following basic computer skills and knowledge:

- Be able to use the mouse and keyboard to perform basic commands
- Know specific names for parts of the application program screens such as the menu bar, insertion point and close button
- Have a basic understanding of file and folder organization on your hard drive
- Be able to open and close a program, and save and open a file

Access 2000 - I (Introduction)

Are you looking for a database that's easy to learn in the Windows environment yet powerful enough to handle serious business needs?

In this class you'll learn the basic features of Access. Create a database complete with forms, tables, queries and reports. Use wizards and the design view to create different database objects and preview reports. **Prerequisite:** Working knowledge of the Windows operating system. CEUs: 0.6

Course #	***Date(s)***	***Time***
035CA6	03/21	9:00am-4:00pm

College, Campus & Room:
Capital / 950 Main St. Hartford, Room number will be posted in main elevator lobby on plasma screen

Instructor: Gayle Pignone

Fee: *$* 90.

Access 2000 - II (Intermediate)

Modify tables in design view, use multiple data types and Office Clipboard. Also, create multiple table queries, calculated fields and web documents. Learn how to add controls to forms and reports and use hyperlinks. **Prerequisite:** Introduction to Access 2000 or equivalent experience. CEUs: 0.6

Course #	***Date(s)***	***Time***
036CA9	04/12	9:00am-4:00pm

College, Campus & Room:
Capital / 950 Main St. Hartford, Room number will be posted in main elevator lobby on plasma screen

Instructor: Gayle Pignone

Course #	***Date(s)***	***Time***
036CA7	04/24	9:00am-4:00pm

College, Campus & Room:
Capital / 950 Main St. Hartford, Room number will be posted in main elevator lobby on plasma screen

Instructor: Gayle Pignone

Fee: *$* 90.

Access 2000 - III (Advanced)

Learn validation, input masks, and lookup lists to make data entry. Work with forms, create switchboards, one-to-one and many-to-many relationships, specify join properties, and set startup options. Create totals, parameter and action queries to update, delete, and append data. Create macros and assign them form control. **Prerequisite:** Intermediate Access 2000 or equivalent experience. CEUs: 0.6

Course #	***Date(s)***	***Time***
037CA598	05/08	9:00am-4:00pm

College, Campus & Room:
Capital / 950 Main St. Hartford, Room number will be posted in main elevator lobby on plasma screen

Instructor: Gayle Pignone

Fee: *$* 90.

Access 2000 Certificate

Database basics and gradual introduction to advanced features of Access 2000. **Prerequisite:** Knowledge of Windows and keyboarding skills of at least 25 wpm strongly recommended.
Topics Covered:

- Introduction to Access 2000
- Intermediate Access 2000
- Advanced Access 2000

CEUs: 1.8

Course #	***Date(s)***	***Time***
038CA602	04/25, 05/09, & 05/23 (3 sessions)	9:00am-4:00pm

College, Campus & Room:
Capital / 950 Main St. Hartford, Room number will be posted in main elevator lobby on plasma screen

Instructor: Gayle Pignone

Fee: *$* 230.

Access 2002 (XP) - I (Introduction)

Microsoft Office 2002 (XP) is also referred to as the XP version. In this class you will learn the basic features of Access. Create a database complete with forms, tables, queries and reports. Use wizards and the design view to create different database objects and preview reports. **Prerequisite:** Basic Windows, typing and mouse skills are required. CEUs: 0.6

Course #	***Date(s)***	***Time***
039MA195	04/02	9:00am-4:00pm

College, Campus & Room:
Manchester CC, Learning Resource Ctr., Rm. B141

Instructor: James Healy

Fee: *$* 90.

Access 2002 (XP) - II (Intermediate)

This intermediate level course is designed for users who are already familiar with the basics in Access. Students will learn about creating and using databases, creating and modifying queries, creating and modifying tables, creating and modifying forms, viewing and organizing information, defining relationships, producing reports, and integrating Access with other applications. **Prerequisite:** Access Introduction, equivalent experience, or permission of PC coordinator. CEUs: 0.6

Course #	***Date(s)***	***Time***
040MA646	04/10	9:00am-4:00pm

College, Campus & Room:
Manchester CC, Learning Resource Ctr., Rm. B141

Instructor: James Healy

Fee: *$* 90

This term Microsoft Office courses are being offered in three different versions, to accommodate the varying needs of our state agencies. You will generally find that the Microsoft Office versions are much more alike than they are different. The majority of the functions found in the applications such as Word, Excel, PowerPoint, Access and Outlook in Office 2000 can also be found in the later versions of Office 2002 (XP) or Office 2003.

Access 2003 - I (Introduction)

Obtain the skills you need to update records in a database and to use Access to create a simple database. You will learn to design tables and queries and to create forms and reports using built-in tools. Learn how to enter and work with table data; create databases and tables; create relationships; use forms; filter data; run queries; and work with reports.**Prerequisite:** Basic Windows, typing, & mouse skills are required. CEUs: 0.6

Course #	***Date(s)***	***Time***
041CA5	03/16	9:00am-4:00pm

College, Campus & Room:
Capital / 950 Main St. Hartford, Room number will be posted in main elevator lobby on plasma screen

Instructor: Gayle Pignone

Course #	***Date(s)***	***Time***
041MA703	04/05	9:00am-4:00pm

College, Campus & Room:
Manchester CC, Learning Resource Ctr., Rm. B141

Instructor: James Healy

Fee: *$* 90.

Access 2003 - II (Intermediate)

Build on the skills you acquired in Access Introduction, and learn how to create a relational database. Topics will include moving and deleting fields; modifying table structure; multiple data types; using hyperlinks in tables; creating lookup lists and input masks; modifying field properties; importing and exporting data; creating and modifying queries; customizing forms; modifying reports; creating basic data access pages; and managing database files.**Prerequisite:** Access Introduction, equivalent experience, or permission of the PC coordinator. CEUs: 0.6

Course #	***Date(s)***	***Time***
042CA12	04/16	9:00am-4:00pm

College, Campus & Room:
Capital / 950 Main St. Hartford, Room number will be posted in main elevator lobby on plasma screen

Instructor: Debbie Lamont

Course #	***Date(s)***	***Time***
042MA704	04/12	9:00am-4:00pm

College, Campus & Room:
Manchester CC, Learning Resource Ctr., Rm. B141

Instructor: James Healy

Fee: *$* 90.

Access Certification Preparation NEW!

This course will prepare the participant to effectively use Microsoft Office Access 2003 in an agency. Training will meet all of Microsoft's learning objectives to become certified as an MOS (Microsoft Office Specialist – Access).

Databases are an essential tool in any working environment. If you are in a position where Access is one of the major tools used, take advantage of this training to advance your database skills and get certified in a critical application that will continue to expand and offer new opportunities. Certification testing is done through authorized Office testing centers, such as Certiport, www.certiport.com.

Some of the learning objectives that the course will cover are: create Access databases, create and modify tables, create and modify one-to-many relationships, create and modify queries, create forms, create reports, import and export data in Access, sort and filter records, back up a database, compact and repair databases. **Prerequisite:** Access 2000, 2002 or 2003 Introduction, keyboard, mouse and Windows skills. Permission of PC coordinator required for those who have not taken an Access Introduction course. CEUs: 2.4

Required Text: Benchmark Microsoft Access 2003: Specialist, Nita Rutkosky, EMC Paradigm, ISBN: 0-7638-2041-5. (**Cost of the text, approximately $55 is not included in course fee.** Textbooks are available at the college bookstore).

Course #	***Date(s)***	***Time***
043MA792	04/30, 05/07, 05/14, & 05/21 (4 sessions)	9:00am-4:00pm

College, Campus & Room:
Manchester CC, Learning Resource Ctr., Rm. B141

Instructor: James Healy

Fee: *$* 390.

Microsoft Office Skills

Access Database Design - The Finishing Touches

Polish your Access database skills by exploring such advanced functions as fine-tuning reports with subtotals and grand totals, grouping and parameter fill-ins to print only the records needed, creating a main menu switchboard, programming macros to automate events, and designing easy user-prompts for better input. **Prerequisite:** Access Introduction and experience in designing basic Access tables and forms. CEUs: 0.3

Course #	***Date(s)***	***Time***
044MA652	05/17	1:00pm-4:00pm

College, Campus & Room:
Manchester CC, Learning Resource Ctr., Rm. B142

Instructor: Margaret Gordon

Fee: *$* 65.

Access Database Skills for Non-Programmers

This course teaches novice users how to create a full-featured Access relational database. Students will learn basic database concepts and progress to advanced database functions. The class will include discussion of database design concepts, tables, views, sorts, filters, relationships, queries, writing accurate criteria, report design, creating subtotals and totals, and creating lookups. This is a comprehensive course and includes topics covered in the course "Access Database Design - The Finishing Touches." **Prerequisite:** Windows, typing and mouse skills. Note: This course was formerly titled. "Access Business Skills for Non-Programmers" CEUs: 1.8

Course #	***Date(s)***	***Time***
045MA192	03/15, 03/22, & 03/29 (3 sessions)	9:00am-4:00pm

College, Campus & Room:
Manchester CC, Learning Resource Ctr., Rm. B141

Instructor: Margaret Gordon

Fee: *$* 260.

Access Queries

Do you already have all your data in Access but find it frustrating to extract the information you need? Do you suspect there's a quicker way to find data that meets several different criteria? This 3-hour workshop presents multiple shortcuts for using action queries to manipulate your data based on criteria you specify. Query tips include: programming "fill in the blank" prompts to queries, understanding cross tab queries, writing clear criteria statements, and creating queries that produce totals. **Prerequisite:** Knowledge of designing and maintaining tables and creating a basic select query. CEUs: 0.3

Course #	***Date(s)***	***Time***
046MA411	05/10	1:00pm-4:00pm

College, Campus & Room:
Manchester CC, Learning Resource Ctr., Rm. B142

Instructor: Margaret Gordon

Fee: *$* 65.

Access Queries: Basic to Advanced

Data is useful only if you can successfully find it, extract it, or manipulate it to solve the questions that arise on a daily basis. Queries are the most powerful tool within the Access program, yet are seldom used to their fullest. This course will start you with learning (or refreshing) basic selection queries. You will then advance to parameter queries, action queries, and joining queries. Totaling and cross tab queries will also be covered, and exact match, wildcard searches, parameters, and action & relational queries skills will also be discussed and developed. Take the time to learn how to make your job easier and increase productivity and efficiency in retrieving and summarizing your collected data. **Prerequisite:** This is a two-day course that requires all participants to already have a comfortable working knowledge of Access. CEUs: 1.2

Course #	***Date(s)***	***Time***
047TX621	05/18 & 05/25 (2 sessions)	9:00am-4:00pm

College, Campus & Room:
Tunxis, Bristol Career Center in Bristol, CT, Computer Lab

Instructor: Jan Gyurko

Fee: *$* 180.

Access Report Writing - Basics to Advanced

This class is for anyone wishing to write reports off an Access database. The course will begin with some basic, rather simple reports and progress into the more complex reports. The following concepts will be covered in this course:

- Database functions (formulas & sum, avg, dlookup, dcount, dsum)
- Creating subreports
- Reports off a table vs. a query
- Referencing fields and data across object types
- Using Pass-through forms for passing variables to reports

Prerequisite: This is a two-day course that requires all participants to already have a comfortable working knowledge of Access. Previous understanding/experience with report writing helpful but not required. CEUs: 1.2

Course #	***Date(s)***	***Time***
048TX409	04/27 & 05/04 (2 sessions)	9:00am-4:00pm

College, Campus & Room:
Tunxis, Bristol Career Center in Bristol, CT, Computer Lab

Instructor: Jan Gyurko

Fee: *$* 180.

Access XP - Macro Design

Macros are similar to recording your favorite television program on videotape: you first record, then replay. They're a great way to streamline repeated functions, yet the average user seldom explores this powerful tool.

This class will focus solely on the creation of macros in Access. Computer users will learn to successfully create and edit macros using the Macro Builder, and Visual Basic Editor.

Recording and reusing your commands will help you get more out of less by automating monotonous, time-consuming tasks. They're also the perfect way to enhance accuracy and speed! CEUs: 0.6

Course #	***Date(s)***	***Time***
049TX540	06/15	9:00am-4:00pm

College, Campus & Room:
Tunxis, Bristol Career Center in Bristol, CT, Computer Lab

Instructor: Jan Gyurko

Fee: *$* 85.

Access, Excel, & Word - Choosing the Right Tool for the Job

Microsoft's palette of software programs, chief among them Access, Excel, and Word, have become universal tools for computer users in the workplace and at home. But which program is most suited to the specific job you're doing?

Participants will be given a brief review of Microsoft Access, Excel, and Word. The first session will review general functionality of each application, including toolbars, menu commands, and common features. Participants will also learn clear definitions of the purpose of each program.

In the second session, participants will explore the "overlapping" features of these applications (e.g. filtering and sorting data). There will be specific "best" usage examples of Access objects (tables, queries, etc.), Excel spreadsheets, and Word tables. The participant will also learn how to move information between the three programs and why you might do that; and how to link data between these applications. **Prerequisite:** Basic knowledge and experience in using Access and Excel. CEUs: 0.6

Course #	***Date(s)***	***Time***
050MA488	04/11 & 04/18 (2 sessions)	1:00pm-4:00pm

College, Campus & Room:
Manchester CC, Learning Resource Ctr., Rm. B141

Instructor: Carla Adams

Fee: *$* 90.

An Important Note on Prerequisites for Computer Courses

Please pay special attention to all course prerequisites! These are included to help individuals identify which courses are most appropriate for them. All students are adversely affected when the entire class does not have a similar skill level.

Microsoft Office Skills

Access: Creating an Effective & Efficient Database

This course is for anyone who needs to design a fully functional, efficient, and effective database in Access. The participant will learn how to create multi-functional queries, parameter queries, searchable forms, reports, basic macros, and switchboard creation. Participants will also learn how to create basic and complex calculations in queries, forms, and reports.

Prerequisite: This is a two-day course that requires all participants to already be comfortable with the basics of Access (including creating a table in Access). Upon completion of this course, you will have created a fully functional database to take with you. CEUs: 1.2

Course #	***Date(s)***	***Time***
051TX336	04/13 & 04/20 (2 sessions)	9:00am-4:00pm

College, Campus & Room:
Tunxis, Bristol Career Center in Bristol, CT, Computer Lab

Instructor: Jan Gyurko

Fee: *$* 180.

Excel 2000 - I (Introduction)

Use the Microsoft Excel spreadsheet to combine number-crunching capabilities and database operations into an outstanding report output. This course will cover the basic elements of Excel including workbooks, worksheets, menus and toolbars. Learn a variety of formatting tools and techniques to change the appearance of your work, create a chart and prepare to print your work. **Prerequisite:** Working knowledge of the Windows operating system. CEUs: 0.6

Course #	***Date(s)***	***Time***
055CA292	03/28	9:00am-4:00pm

College, Campus & Room:
Capital / 950 Main St. Hartford, Room number will be posted in main elevator lobby on plasma screen

Instructor: Debbie Lamont

Fee: *$* 90.

Excel 2000 - II (Intermediate)

Enhance your skills to create more complicated projects, collect and analyze large amounts of information, and automate tasks you perform often. Work with databases and lists and learn to use logical, financial, and date functions. Link worksheets with 3-D references and use Excel with the Web. Create and modify maps with Microsoft Map. **Prerequisite:** Introduction to Excel or equivalent experience. CEUs: 0.6

Course #	***Date(s)***	***Time***
056CA28	04/11	9:00am-4:00pm

College, Campus & Room:
Capital / 950 Main St. Hartford, Room number will be posted in main elevator lobby on plasma screen

Instructor: Debbie Lamont

Fee: *$* 90.

Excel 2000 - III (Advanced)

Create and edit templates, use data forms, include name ranges in formulas, and create custom number formats. Also learn to use conditional formatting and sort lists, how to record, run and edit macros, import text and HTML files, query databases, and audit worksheets. Create and use PivotTables and PivotCharts. Use Solver, Goal Seek, and scenarios and link workbooks. **Prerequisite:** Intermediate Excel 2000 or equivalent experience. CEUs: 0.6

Course #	***Date(s)***	***Time***
057CA31	04/23	9:00am-4:00pm

College, Campus & Room:
Capital / 950 Main St. Hartford, Room number will be posted in main elevator lobby on plasma screen

Instructor: Debbie Lamont

Fee: *$* 90.

Excel 2002 (XP) - I (Introduction)

Use the Microsoft Excel spreadsheet to combine number-crunching capabilities and database operations into an outstanding report output. This course will cover the basic elements of Excel including workbooks, worksheets, menus and toolbars. Learn a variety of formatting tools and techniques to change the appearance of your work, create a chart and prepare to print your work. **Prerequisite:** Basic Windows, typing and mouse skills are required. CEUs: 0.6

Course #	***Date(s)***	***Time***
058MA196	03/20	9:00am-4:00pm

College, Campus & Room:
Manchester CC, Learning Resource Ctr., Rm. B141

Instructor: Elizabeth Thomas

Fee: *$* 90.

Excel 2002 (XP) - II (Intermediate)

The Intermediate Excel 2002 XP course targets users who are already familiar with the basics in Excel. Students will learn about working with cells and cell data, managing workbooks, formatting and printing worksheets, modifying workbooks, creating and revising formulas, creating and modifying graphics, and workgroup collaboration. **Prerequisite:** Excel Introduction, equivalent experience, or permission of the PC coordinator. CEUs: 0.6

Course #	***Date(s)***	***Time***
059MA647	03/27	9:00am-4:00pm

College, Campus & Room:
Manchester CC, Learning Resource Ctr., Rm. B141

Instructor: Elizabeth Thomas

Fee: *$* 90.

This term Microsoft Office courses are being offered in three different versions, to accommodate the varying needs of our state agencies. You will generally find that the Microsoft Office versions are much more alike than they are different. The majority of the functions found in the applications such as Word, Excel, PowerPoint, Access and Outlook in Office 2000 can also be found in the later versions of Office 2002 (XP) or Office 2003.

Excel 2003 - I (Introduction)

This course is designed to help students develop the basic skills required to create and use a spreadsheet with Microsoft Excel. You will learn to enter and edit data; create formulas; format elements of a worksheet; and insert charts. Topics include working with cells, rows and columns; moving and copying data; formulas; functions; formatting charts; and printing. **Prerequisite:** Basic Windows, typing, & mouse skills are required. CEUs: 0.6

Course #	***Date(s)***	***Time***
060CA26	03/30	9:00am-4:00pm

College, Campus & Room:
Capital / 950 Main St. Hartford, Room number will be posted in main elevator lobby on plasma screen

Instructor: Debbie Lamont

Course #	***Date(s)***	***Time***
060MA705	03/21	9:00am-4:00pm

College, Campus & Room:
Manchester CC, Learning Resource Ctr., Rm. B141

Instructor: Elizabeth Thomas

Fee: *$* 90.

Excel 2003 - II (Intermediate)

In this intermediate course, students will learn to use more advanced functions and create more complex formulas, and apply more advanced formatting to charts. Topics will include using worksheets; using lists; freezing; hiding rows or columns; logical functions; styles; working with objects; 3D references; using Excel with the web; and using templates. **Prerequisite:** Excel introduction, equivalent experience, or permission of the PC coordinator. CEUs: 0.6

Course #	***Date(s)***	***Time***
061CA29	04/17	9:00am-4:00pm

College, Campus & Room:
Capital / 950 Main St. Hartford, Room number will be posted in main elevator lobby on plasma screen

Instructor: Debbie Lamont

Course #	***Date(s)***	***Time***
061MA706	03/28	9:00am-4:00pm

College, Campus & Room:
Manchester CC, Learning Resource Ctr., Rm. B141

Instructor: Elizabeth Thomas

Fee: *$* 90.

Microsoft Office Skills

Excel and Word XP: Macro Design

Macros are similar to recording your favorite television program on videotape: you first record, then replay. They're a great way to streamline repeated functions, yet the average user seldom explores this powerful tool.

In this class, computer users will learn to successfully create and edit macros, using the macro builder and Visual Basic Editor. Recording and reusing your commands will help you get more out of less by automating monotonous, time-consuming tasks. They're also the perfect way to enhance accuracy and speed! CEUs: 0.6

Course #	***Date(s)***	***Time***
062TX497	03/23	9:00am-4:00pm

College, Campus & Room:
Tunxis, Bristol Career Center in Bristol, CT, Computer Lab

Instructor: Jan Gyurko

***Fee**: $* 85.

Excel Data and Functions

Make sure you are tapping the full power of Excel with the features examined in this workshop. A comprehensive unit on data utilities including data filter, data form, and subtotals make this a course no frequent-user should go without. Special intermediate functions include using IF and Vertical Lookup in formulas, understanding financial functions and connecting formulas from many worksheets. **Prerequisite:** Excel Introduction. CEUs: 0.6

Course #	***Date(s)***	***Time***
063MA193	05/11	9:00am-4:00pm

College, Campus & Room:
Manchester CC, Learning Resource Ctr., Rm. B141

Instructor: Charles Schwartz

***Fee**: $* 90.

Excel Smart Charts

A picture is worth a thousand numbers. Delve into Excel's charting facilities beginning with the basics and learn many different ways to handle a variety of charts. Users will investigate how to create charts and print them either with or without the data; change basic chart defaults; and work with high level commands to control scaling, legend, axis, and data series. **Prerequisite:** Basic Excel skills. CEUs: 0.3

Course #	***Date(s)***	***Time***
064MA413	04/24	1:00pm-4:00pm

College, Campus & Room:
Manchester CC, Learning Resource Ctr., Rm. B142

Instructor: Carla Adams

***Fee**: $* 65.

Excel Tips & Tricks

Discover the tricks that the pros use and learn how to work smarter, easier and faster. This course is designed for participants who know the basics of Excel and want to become more proficient. Topics include shortcut commands, quick input tricks, strategies for wide worksheets, and formulas designed to help you on your job. **Prerequisite:** Some Excel experience. CEUs: 0.3

Course #	***Date(s)***	***Time***
065MA653	04/30	1:00pm-4:00pm

College, Campus & Room:
Manchester CC, Learning Resource Ctr., Rm. B142

Instructor: Carla Adams

Fee: $ 65.

File and Folder Management: Managing Your Work in Windows 2000 / XP

Tired of "losing" files? Learn how to organize your documents into a manageable system, move and copy existing files into their appropriate folders, and delete unwanted files and folders. An organized file system will save you endless hours of searching for those files you know that you created but cannot find. Each participant will learn how to use both My Computer and Windows Explorer in order to accomplish these tasks. CEUs: 0.6

Course #	***Date(s)***	***Time***
066TX38	03/16	9:00am - 4:00pm

College, Campus & Room:
Tunxis, Bristol Career Center in Bristol, CT, Computer Lab

Instructor: Jan Gyurko

Course #	***Date(s)***	***Time***
066TX839	04/09	9:00am - 4:00pm

College, Campus & Room:
Tunxis, Bristol Career Center in Bristol, CT, Computer Lab

Instructor: Jan Gyurko

Fee: *$* 85.

Outlook 2000

Learn how to effectively send and receive mail messages, manage contact records, and keep track of completed and uncompleted tasks. Use mail management tools. View, create, edit, and use contacts. Schedule appointments, meetings, and events in calendar. Enter and update task information. Create and edit notes. Customize menus and toolbars. Sort and filter items in a folder. CEUs: 0.6

Course #	***Date(s)***	***Time***
067CA51	04/13	9:00am-4:00pm

College, Campus & Room:
Capital / 950 Main St. Hartford, Room number will be posted in main elevator lobby on plasma screen

Instructor: Debbie Lamont

Fee: *$* 90.

PowerPoint 2000 - I (Introduction)

With unprecedented ease, this presentation software package lets users create graphics and slides. During this course you will create a professionally designed presentation using AutoContent and the Office Assistant. Modify the sequence of slides, promote and demote text, add speaker notes, format text for one slide and for all slides at the same time using slide and title masters, select several types of preset presentation designs, add clip art and drawing objects, create and format a table. **Prerequisite:** Windows experience. CEUs: 0.6

Course #	***Date(s)***	***Time***
070CA53	03/26	9:00am-4:00pm

College, Campus & Room:
Capital / 950 Main St. Hartford, Room number will be posted in main elevator lobby on plasma screen

Instructor: Debbie Lamont

Fee: *$* 90.

PowerPoint 2000 - II (Intermediate)

Create a more sophisticated presentation from a template; create new presentations using existing slides, modify Slide Masters, and add bullets. Enhance presentations through WordArt and the Drawing toolbar using Format Painter. How to add speaker notes, print audience handouts and publish presentations on the Web. **Prerequisite:** Introduction to PowerPoint 2000 or equivalent experience. CEUs: 0.6

Course #	***Date(s)***	***Time***
071CA54	04/10	9:00am-4:00pm

College, Campus & Room:
Capital / 950 Main St. Hartford, Room number will be posted in main elevator lobby on plasma screen

Instructor: Debbie Lamont

Course #	***Date(s)***	***Time***
071CA467	05/04	9:00am-4:00pm

College, Campus & Room:
Capital / 950 Main St. Hartford, Room number will be posted in main elevator lobby on plasma screen

Instructor: Debbie Lamont

Fee: *$* 90.

Microsoft Office Skills

Creating Eye Catching Presentations using Microsoft PowerPoint 2003 NEW!

Prerequisite: General knowledge of windows operating system. This course is designed for students who want to develop the knowledge and skills to use a powerful presentation software package. This course teaches students how to use the software program, not how to write presentations. CEUs: 0.6

Course #	***Date(s)***	***Time***
052TR786	04/13	9:00am-4:00pm

College, Campus & Room:
Three Rivers CC, Thames Valley Campus, Room 209

Instructor: Betti Gladue

Fee: *$* 126.

Word 2000 - I (Introduction)

Explore one of the most popular and powerful word processing packages available to business users.Basic word-processing as well as new features of Word 2000. Navigate through screens, menus and toolbars. Create, edit and delete files. Learn formatting techniques and templates and wizards. **Prerequisite:** Working knowledge of the Windows operating system. CEUs: 0.6

Course #	***Date(s)***	***Time***
072CA63	03/22	9:00am-4:00pm

College, Campus & Room:
Capital / 950 Main St. Hartford, Room number will be posted in main elevator lobby on plasma screen

Instructor: Debbie Lamont

Fee: *$* 90.

Word 2000 - II (Intermediate)

Enhance your Word documents and explore new features of Word 2000. Work with tabs and automatic page numbers, AutoText, Table AutoFormat, and WordArt. Save documents for the Web and add hyperlinks. **Prerequisite:** Working knowledge of the Windows operating system and prior experience with Word. CEUs: 0.6

Course #	***Date(s)***	***Time***
073CA64	04/30	9:00am-4:00pm

College, Campus & Room:
Capital / 950 Main St. Hartford, Room number will be posted in main elevator lobby on plasma screen

Instructor: Debbie Lamont

Fee: *$* 90.

Word 2003 - I (Introduction)

Learn the basic skills required to create documents using Microsoft Word 2003. Learn how to create, edit, format, review, and print documents such as letters and memos and how to apply basic page, paragraph, header, footer, and character formatting functions. **Prerequisite:** Basic Windows, typing, & mouse skills are required. CEUs: 0.6

Course #	***Date(s)***	***Time***
074CA65	04/02	9:00am-4:00pm

College, Campus & Room:
Capital / 950 Main St. Hartford, Room number will be posted in main elevator lobby on plasma screen

Instructor: Elizabeth Burke

Course #	***Date(s)***	***Time***
074MA712	03/19	9:00am-4:00pm

College, Campus & Room:
Manchester CC, Learning Resource Ctr., Rm. B141

Instructor: Bruce Manning

Fee: *$* 90.

Word 2003 - II (Intermediate)

Move beyond your basic word processing skills in this class. Here you will learn how to set up complex documents that include indents, columns, bullets, numbering, tables, graphics and more. Learn to merge and create labels, so you can send custom form letters. **Prerequisite:** Word Introduction, or permission of instructor or PC coordinator. CEUs: 0.6

Course #	***Date(s)***	***Time***
075CA681	04/18	9:00am-4:00pm

College, Campus & Room:
Capital / 950 Main St. Hartford, Room number will be posted in main elevator lobby on plasma screen

Instructor: Debbie Lamont

Course #	***Date(s)***	***Time***
075MA713	03/26	9:00am-4:00pm

College, Campus & Room:
Manchester CC, Learning Resource Ctr., Rm. B141

Instructor: Bruce Manning

Fee: *$* 90.

Word - Master Documents

There are many good reasons to create Microsoft Word master documents when working with large documents. Learn how to separate components of a large document into several smaller files, making information more manageable and easier for teams to work on a document simultaneously. Documents can then be saved on a network where everyone can access them. Learn how to create, manage, and protect master and subdocuments during collaboration.
Prerequisite: Word Intermediate or permission of instructor or PC coordinator. CEUs: 0.3

Course #	*Date(s)*	*Time*
076MA714	05/01	1:00pm-4:00pm

College, Campus & Room:
Manchester CC, Learning Resource Ctr., Rm. B141

Instructor: Carla Adams

***Fee**: $* 65.

Word - Tips & Tricks

Designed for individuals who know the basics of Word and want to become more proficient, this course will cover such topics as templates, shortcut keys, customizing their menus, styles, and more. Learn to work smarter, easier, and faster. **Prerequisite:** Basic skills using Microsoft Word. CEUs: 0.3

Course #	*Date(s)*	*Time*
077MA654	05/29	1:00pm-4:00pm

College, Campus & Room:
Manchester CC, Learning Resource Ctr., Rm. B142

Instructor: Carla Adams

***Fee**: $* 65.

This term Microsoft Office courses are being offered in three different versions, to accommodate the varying needs of our state agencies. You will generally find that the Microsoft Office versions are much more alike than they are different. The majority of the functions found in the applications such as Word, Excel, PowerPoint, Access and Outlook in Office 2000 can also be found in the later versions of Office 2002 (XP) or Office 2003.

Word 2000 Certificate

This course includes one day each of Introduction, Intermediate, and Advanced Training as follows:

Day 1: You will learn how to create, open, edit, save, and print documents; use copy, cut and paste techniques; incorporate spell check, thesaurus and grammar checker; master formatting skills - fonts, alignment, borders, numbers, graphics, and the painter; create templates, adjust print settings, and incorporate time saving tips. Prerequisite: Windows 98 or equivalent experience.

Day 2: You will learn how to: master tabs, headers and footers, page numbering, borders and shading. Use time saving techniques such as AutoText, styles, and paragraph formatting; work with columns, graphics frames, and tables; organize using outlining; manage databases in Word; and create merge documents as well as labels. Prerequisite: Windows 98, Word 97 Intro., or equivalent experience.

Day 3: You will learn how to: Customize Word with custom toolbars, create and edit templates, and record macros; use editing techniques - annotations, highlights, document comparison, and revision marks; create Master documents and use special formats such as drop caps and callouts; insert footnotes and generate an index and table of contents. **Prerequisite:** Windows, Word Intro and Intermediate, or equivalent experience. CEUs: 1.8

Course #	*Date(s)*	*Time*
078CA69	04/05, 04/19, & 05/03 (3 sessions)	9:00am-4:00pm

College, Campus & Room:
Capital / 950 Main St. Hartford, Room number will be posted in main elevator lobby on plasma screen

Instructor: Debbie Lamont

***Fee**: $* 139.

Word 2003 - Revision and Collaboration Tools NEW!

How easy is it for you to collaborate with team members on a document? Are you able to identify your proposed changes? Can others do the same? In this class you will learn how to be a more effective team member by using Word 2003's built in feature to track changes. See how different document views change the appearance of revisions. Understand the ways to hide vs. the true deletion of the changes. Learn about marking up documents with either format changes or inserting and deleting text. Explore the use of balloons, comments, user information and the Reviewing Pane for a more comprehensive exiting process in Word! **Prerequisite:** Word Introduction, or permission of PC coordinator. CEUs: 0.3

Course #	***Date(s)***	***Time***
079MA793	05/24	1:00pm-4:00pm

College, Campus & Room:
Manchester CC, Learning Resource Ctr., Rm. B142

Instructor: Margaret Gordon

Fee: *$* 65.

Word Forms, Templates, and Macros

Students will learn how to analyze proper form layout and design; create fill-in forms with prompts for user input; and completely automate forms with default text and entry guidelines. Learn multiple processing shortcuts by using templates and customizing special toolbars within them. Create your own Word routines through macros to eliminate repetitive processing of commands. **Prerequisite:** Word Introduction or permission of instructor or PC coordinator. CEUs: 0.6

Course #	***Date(s)***	***Time***
080MA194	05/10	9:00am-4:00pm

College, Campus & Room:
Manchester CC, Learning Resource Ctr., Rm. B141

Instructor: Diana Lemcoff

Fee: *$* 90.

MS Project 2003 - Introduction

This Microsoft Project workshop presents the course participants with an overview of Microsoft Project as a Project Management tool. The participants will undergo hands-on training in inputting resources and data into Microsoft Project as a Project Management tool. They are encouraged to bring to this class a unique project that they are currently working on. The instructor will provide working data for a participant project in the absence of a unique project. All materials will be provided. CEUs: 0.6

Course #	***Date(s)***	***Time***
081GW735	05/01	9:00am-4:00pm

College, Campus & Room:
Gateway, North Haven, Computer Lab 128

Instructor: Dennis Carnine

***Fee**: $* 90.

MS Project 2003 - Advanced NEW!

This course involves the integration of the Project Management processes and covers Project cost estimating Methods, the basics of Project Time Management – PERT, CPM, Network Analysis, Earned Value Analysis, Responsibility Matrix and Change Control and project closeout.

This course completes the Project Management picture and is directed to individuals that have taken the Basic Practices Project Management Course. These individuals will get practical knowledge on how to execute, monitor and evaluate a projects performance. **Prerequisite:** Introduction to MS Project CEUs: 0.6

Course #	***Date(s)***	***Time***
082GW782	05/22	9:00am-4:00pm

College, Campus & Room:
Gateway, North Haven, Computer Lab 128

Instructor: Dennis Carnine

***Fee**: $* 90.

Project Management with MS Project

The goal of this course is to enable project managers to increase their productivity. Students will be introduced to the basic features and tools of Microsoft® Project 2002/2003, including creating task lists; setting up and assigning resources; formatting and printing your plan; tracking progress on tasks; fine-tuning task details; fine-tuning resource and assignment details; fine-tuning a project plan; organizing and formatting project details; publishing project information; sharing project information with other programs; sorting, grouping, and filtering project information; tracking project progress; and consolidating projects and resources. Required text: MS Official Academic Course, MS Office Project 2002 & 2003, is included in course fee. **Prerequisite:** Windows, typing and mouse skills are required.

***Note: NO late registration can be accepted for this course.** CEUs: 2.1

Course #	***Date(s)***	***Time***
083MA709	03/16, 03/23, & 03/30 (3 sessions)	8:30am-4:30pm

College, Campus & Room:
Manchester CC, Learning Resource Ctr., Rm. B142

Instructor: Diana Lemcoff

***Fee**: $* 575.

Business Skills

Administrative Support

Office Professional Certificate - I (Introductory Program)

Today's executive assistant possesses a mastery of office skills: the ability to assume responsibility without supervision, taking the initiative and making decisions. They may play the role of business partner, problem solver; someone who can look at a challenge and find a creative solution. Topics:

- Write Away!
- Proofreading
- How To Get Your Boss' Ear
- Telephone Communication Skills
- Managing Multiple Priorities
- PowerPoint 2000 Introduction
- Access 2000 Introduction

Course #	*Date(s)*	*Time*
085CA144	03/16, 03/23, 03/30, 04/13, 04/20, & 04/27 (6 sessions)	9:00am-4:00pm

College, Campus & Room:
Capital / 950 Main St. Hartford, Room number will be posted in main elevator lobby on plasma screen

Instructors: Margaret DeMarino, Gail Pignone, & Elizabeth Burke

Fee: *$* 395.

Office Professional Certificate - II (Intermediate Program)

Today's secretary is a true administrator, an office leader with skills that help foster teamwork, communication, and productivity. Today's office pro is really in the know and can organize offices, write effectively, give presentations, facilitate meetings, and much more. This certificate program will enable you to gain an entrepreneurial frame of mind that will lead you forward on the path to promotion. Topics covered:

- Shortcuts of Secretaries
- Confidence 101
- Talking on Your Feet
- Leadership

Course #	*Date(s)*	*Time*
086CA141	04/20, 04/27, 05/04, & 05/11 (4 sessions)	9:00am-4:00pm

College, Campus & Room:
Capital / 950 Main St. Hartford, Room number will be posted in main elevator lobby on plasma screen

Instructor: Margaret DeMarino

Fee: *$* 285.

Office Professional Certificate - III (Advanced Program) NEW!

Office Professional III is designed for the office professional on the grow! It will delve into improving communication, interpersonal, and supervisory skill that will help you increase your job effectiveness, as well as to meet and exceed the needs of your department. Whether you're handling "sticky situations," tackling front-line supervisory responsibilities, or representing your department at meetings or business events, this certificate program is packed with tips and techniques that will put you and your career on the fast track.

- Sticky Situations: The Art of Positive Communications
- How to Avoid the Top Supervisory Snafus
- Networking In and Out of the Office: The "Givers Gain" Theory

Prerequisite: Office Professional Certificate I and II CEUs: 1.8

Course #	*Date(s)*	*Time*
087CA801	06/15, 06/22, & 06/29 (3 sessions)	9:00am-4:00pm

College, Campus & Room:
Capital / 950 Main St. Hartford, Room number will be posted in main elevator lobby on plasma screen

Instructor: Margaret DeMarino

Fee: *$* 255.

Managing Multiple Priorities: Creating Time Efficiency

Maximize the hours and productivity of your day while maintaining your attitude and ability to cope. Regain valuable hours that you lose each day and recapture a sense of accomplishment. Eliminate frustration and burnout by learning to: analyze and assess time patterns; set priorities and delegate; differentiate between the necessary and the urgent; become results-oriented; set deadlines; handle multiple deadlines efficiently and effectively; take advantage of dead time; create time by multi-tasking; develop a plan of action; and eliminate distractions, time-wasters and avoidance behaviors. CEUs: 0.6

Course #	***Date(s)***	***Time***
088TX342	03/26	9:00am-4:00pm

College, Campus & Room:
Tunxis, Bristol Career Center in Bristol, CT, Rm. BR1

Instructor: Anne Peck

Fee: *$* 85.

Grammar & Punctuation - I (Introduction)

This course will cover the fine art of using language properly and making sure that all letters, memos, and other presentations are punctuated properly. Learn about the correct use of punctuation and how the meanings of words may be changed by the punctuation. (See Grammar & Punctuation Levels II & III also). CEUs: 0.6

Course #	***Date(s)***	***Time***
089CA136	03/29	9:00am-4:00pm

College, Campus & Room:
Capital / 950 Main St. Hartford, Room number will be posted in main elevator lobby on plasma screen

Instructor: Margaret DeMarino

Fee: *$* 85.

Grammar & Punctuation II - (Intermediate)

This is a follow-up course for all those who have completed the Introduction to Grammar and Punctuation. It will have the same old rules (rules of grammar, after all, seldom change) presented in a brand new way. It will also have all new exercises to help you continue to improve your understanding and daily usage of grammar and punctuation. CEUs: 0.6

Course #	***Date(s)***	***Time***
090CA137	04/16	9:00am-4:00pm

College, Campus & Room:
Capital / 950 Main St. Hartford, Room number will be posted in main elevator lobby on plasma screen

Instructor: Margaret DeMarino

Fee: *$* 85.

Proofreading

Proofreading is a skill that is more important than ever before. Even computer-based spelling and grammatical checking devices leave room for error. Every secretary is required to make sure that no letter, no piece of correspondence, leaves the office without being proofread. Learn the skills and techniques that are vital to the operation of an effective office. CEUs: 0.6

Course #	***Date(s)***	***Time***
091CA147	04/05	9:00am-4:00pm

College, Campus & Room:
Capital / 950 Main St. Hartford, Room number will be posted in main elevator lobby on plasma screen

Instructor: Margaret DeMarino

Fee: *$* 85.

Taking Minutes

Meetings and more meetings. How does one know what's going on? Minutes! Learn how to note who spoke, what was said, how to develop a flow, and what kinds of minutes are to be taken. CEUs: 0.6

Course #	***Date(s)***	***Time***
092CA150	04/09	9:00am-4:00pm

College, Campus & Room:
Capital / 950 Main St. Hartford, Room number will be posted in main elevator lobby on plasma screen

Instructor: Margaret DeMarino

Fee*: $* 85.

Writing for Business

This course is a primer in business writing. We will focus on basic writing theory - essentially on how to communicate in a simple and direct way. We will learn techniques to eliminate writer's block and also examine rules of thumb for writing effectively. We will also discuss the connection between writing and thinking and the ways to better use your brainpower to create communication. We will learn whether we write with a right brain, left brain or integrated brain style and learn how to use writing techniques to develop our weaknesses and enhance our strengths. CEUs: 0.6

Course #	***Date(s)***	***Time***
093CA152	03/22	9:00am-4:00pm

College, Campus & Room:
Capital / 950 Main St. Hartford, Room number will be posted in main elevator lobby on plasma screen

Instructor: Margaret DeMarino

Fee*: $* 85.

Excuses, Excuses, Excuses

This workshop identifies everyday excuses for why customers don't receive first class service - and suggests what reps on the front-line should do or say instead. Attendees will be given a practical guide containing 117 excuses commonly heard and used along with alternate appropriate responses. No longer will customer reps be "lost for words", or angered by a customer's verbiage, but will have an appropriate response within fingertip reach to insure good service and reduce their stress. CEUs: 0.6

Course #	***Date(s)***	***Time***
094CA599	03/29	9:00am-4:00pm

College, Campus & Room:
Capital / 950 Main St. Hartford, Room number will be posted in main elevator lobby on plasma screen

Instructor: Maria Ricciardelli

Fee: *$* 85.

Mastering the Art of Outstanding Customer Service

Workshop Goals: Getting and retaining customers is the heartbeat of business. This full-day comprehensive workshop will assist anyone who deals with customers – which is just about every one of us – from telephone service representatives, to service staff, salespeople, to volunteers in service organizations, by building good rapport, providing outstanding service, and maintaining customer goodwill. Program Highlights:

- Active Listening Skills
- Staying Calm in a Crisis
- Going the Extra Mile: Exceeding Customer Expectations
- Self Presentation Skills: Body Language, Eye contact, Tone of Voice, Power Dressing
- Dealing with All Types of Customers: The Complainer; The Tyrant; The Gabber; The Loose Goose; The King (and Queen); The Intimidator; Establishing rapport, lending support and building trust;
- Winning back unsatisfied customers

CEUs: 0.6

Course #	***Date(s)***	***Time***
095CA119	05/01	9:00am-4:00pm

College, Campus & Room:
Capital / 950 Main St. Hartford, Room number will be posted in main elevator lobby on plasma screen

Instructor: Ralph Braithwaite

Fee: *$* 85.

Public Relations for Office Support Staff

Public service, professionalism, and clerical duties are defined and discussed. Participants will identify and practice time management skills, define three communications styles and practice responding assertively, discuss how the telephone affects communication and public image, practice professional telephone techniques, and learn how to deal with difficult and problem people. CEUs: 0.6

Course #	***Date(s)***	***Time***
096CA148	06/08	9:00am-4:00pm

College, Campus & Room:
Capital / 950 Main St. Hartford, Room number will be posted in main elevator lobby on plasma screen

Instructor: Margaret DeMarino

Fee: *$* 85.

Telephone Customer Service

This course provides practical pointers to get the most out of your phone work including voice inflection, effective listening, managing objectives, negotiations, delivering bad news, and understanding and managing caller behavior. Note: This course was formerly titled, "Hello! Telephone Communication Skills". CEUs: 0.6

Course #	***Date(s)***	***Time***
097CA140	03/19	9:00am-4:00pm

College, Campus & Room:
Capital / 950 Main St. Hartford, Room number will be posted in main elevator lobby on plasma screen

Instructor: Margaret DeMarino

Fee: *$* 85.

Business Skills

Effective Presentations

Professional Speaking Certificate Program

Do you often find yourself in a situation where you have to "say a few words"? Do you want to put your best foot forward when you're in the limelight? This certificate program is aimed at improving speaking skills in both informal and formal settings. We'll focus on developing becoming more articulate whether we have to speak "off the cuff" or in situations that allow for plenty of practice. Students will get plenty of practice and learn techniques to bring out the best in their public speaking styles. Come and conquer one of Americans' greatest fears—the fear of public speaking.

Speech Writing: When you have to "say a few words," do the butterflies work overtime in your stomach? Help win the battle of the nerves by learning how to give a great speech. Increase your verbal presentation power by preparation. This workshop will help you to pre-write speeches, develop and support key concepts with interesting anecdotes, insert humor (without forgetting punch lines), etc. Students will prepare a speech to be presented at a later session.

Off the Cuff: The Art of Impromptu Speaking: Make a hit speaking in public even when you don't have days to prepare. This course helps you to develop impromptu speaking skills. We'll teach you techniques and skills in warming up the audience, gathering your thoughts quickly, gathering audience participation, and much more.

What's my Line? Using Improvisation Theatre Techniques to Enhance Public Speaking: Come, get in the act! This course will use improvisational theatre techniques to help develop professional speaking skills. It will help you gain confidence in front of a group and take the risks that all successful speakers take. CEUs: 1.8

Course #	***Date(s)***	***Time***
100CA180	04/19, 04/26, & 05/03 (3 sessions)	9:00am-4:00pm

College, Campus & Room:
Capital / 950 Main St. Hartford, Room number will be posted in main elevator lobby on plasma screen

Instructor: Margaret DeMarino

Fee: *$* 255.

Thinking on Your Feet: Developing the Power to Persuade

Have you ever been tongue-tied or at a loss for words? Have you wished that you replied differently to something that caught you off-guard? Make even the most challenging situations winning ones. Master powerful persuasive techniques that expand your sphere of influence and open up channels of communication to get your ideas heard and implemented. Create win-win interactions by learning the art of: what, when and how to say it; communicating clearly and confidently; gaining compliance and consensus; responding versus reacting; developing the tools of persuasion; creating rapport and trust; recognizing and canceling objections; interpreting what is said and what is not; and making effective proposals rather than demands. CEUs: 0.6

Course #	***Date(s)***	***Time***
101TX331	04/02	9:00am-4:00pm

College, Campus & Room:
Tunxis, Bristol Career Center in Bristol, CT, Rm. BR1

Instructor: Anne Peck

Fee: *$* 85.

Creating an Effective Presentation

Do you have to make presentations to your boss, your organization, your customers, or others? Do you have difficulty getting up in front of a group? Do your PowerPoint slides lack pizzazz? Does your audience fall asleep? If you answered "yes" to any of these questions, this workshop is for you. You will learn some basic techniques for making your presentation more interesting and exciting and learn to be more comfortable in front of a group. Some of the topics that will be covered include hints for a successful presentation, key aspects of a dynamic presentation, elements of an effective speech, overcoming speaking anxiety, developing effective PowerPoint slides, tips for communicating in stressful situations, handling hostile questions, effectively leading discussions, tips for being memorable, and more. You will receive a workbook full of useful information and guidelines to help you make your next presentation one that people won't soon forget. You need to bring a sample of a PowerPoint slide you currently use to the session for feedback. Bring it on a diskette or in another electronic format so that it can be displayed. Class time will be split between the PC lab and classroom. CEUs: 0.6

Course #	***Date(s)***	***Time***
102MA643	04/26	9:00am-4:00pm

College, Campus & Room:
Manchester CC, Learning Resource Ctr., Rm. B144

Instructor: Ralph Braithwaite

Fee: *$* 85.

Spontaneous Speaking

Have you been tongue tied or unable to answer a question that was thrown at you unexpectedly? Learn how to handle yourself more effectively in meetings, one-on-one conversations, or fielding questions during a presentation. This class will give you the practical experience you need to be more spontaneous, quick on your feet, and more successful at handling unexpected situations. The course will start out at a slow, relaxed pace and then accelerate later in the day. The seminar is designed to put you at ease, stretch your skill level, and help you gain more confidence. CEUs: 0.6

Course #	***Date(s)***	***Time***
103MA163	04/20	9:00am-4:00pm

College, Campus & Room:
Manchester CC, Learning Resource Ctr., Rm. B144

Instructor: Noreen Reilly

Fee: *$* 85.

Talk, Talk, Talk!

This course offers even more hands-on experience communicating. You'll learn how to speak to persuade, inform, and inspire. You will understand how to debate an issue, handle unexpected questions and redirect a conversation. The class atmosphere will be relaxed, comfortable, and fun. Participants will have an opportunity to try out their skills in class doing impromptu speaking and mini prepared presentations. You will receive feedback from the instructor and other members of the group. The focus of the class will be on positive ways to improve your speaking and communication ability. You will learn how to feel more confident and comfortable thinking on your feet! CEUs: 0.6

Course #	***Date(s)***	***Time***
104AS687	05/23	9:00am-4:00pm

College, Campus & Room:
Asnuntuck CC, Room number will be posted inside the lobby

Instructor: Noreen Reilly

Fee: *$* 85.

Effective Presentations

Talking on Your Feet

Do you freeze up when you have to talk off the cuff? The art of extemporaneous speaking is a vital business skill. This course will help you be able to roll ideas off the tip of your tongue when you find yourself in a situation where you have to give a presentation without much prior warning. It will show you techniques that will help you "brainstorm" a speech in minutes. We'll focus on how to channel your nervous energy effectively (without anyone even knowing you're nervous), and more. This course gives you opportunity to practice--and improve--your speaking skills. CEUs: 0.6

Course #	***Date(s)***	***Time***
105CA100	05/21	9:00am-4:00pm

College, Campus & Room:
Capital / 950 Main St. Hartford, Room number will be posted in main elevator lobby on plasma screen

Instructor: Margaret DeMarino

Fee: *$* 85.

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Polish your Presentations Using PowerPoint

During this one day introduction to PowerPoint, students will develop a simple presentation lead step-by-step by the instructor. Students will then have an opportunity to develop a similar presentation on their own. Late in the afternoon a demonstration of advanced features will be done. CEUs: 0.6

Course #	***Date(s)***	***Time***
106GW732	04/02	9:00am-4:00pm

College, Campus & Room:
Gateway, North Haven, Computer Lab 128

Instructor: Dennis Carnine

Fee: *$* 90

Accounting II

Learn basic concepts and practices of an accountant's role in providing managers with information to assist in their planning, control and decision-making activities. Topics include cash flow, cost accounting, analyses for managerial decisions and the budget process. Course work and practice will utilize QuickBooks and Excel in our computer lab. **Prerequisite:** Accounting I. CEUs: 3.0

Required text: Financial Accounting, 4th Edition (Tools for Business Decision Making), Kimmel, Weygandt & Kieso, Wiley, ISBN: 0-471-73051-3. Hardcover version is required. **Cost of the text, approximately $149 is not included in course fee**. Textbooks are available at the college bookstore.

Course #	***Date(s)***	***Time***
110MA76	05/18, 05/25, 06/01, 06/08, & 06/15 (5 sessions)	9:00am-4:00pm

College, Campus & Room:
Manchester CC, Learning Resource Ctr., Rm. B141

Instructor: John Kelly

Fee: *$* 225.

Budgeting Basics

Have you been asked to prepare a budget for a project or program and don't know where to begin? If yes, than this workshop is for you. This three-hour program is targeted for non-financial employees who want to learn the basics of preparing a budget. CEUs: 0.3

Course #	***Date(s)***	***Time***
111CA177	04/10	9:00am-12:00pm

College, Campus & Room:
Capital / 950 Main St. Hartford, Room number will be posted in main elevator lobby on plasma screen

Instructor: Carl Christie

Fee: *$* 65.

Invest for Your Future

Learn about the different types of investment options such as mutual funds, stocks, bonds, and annuities as well as the benefits and drawbacks of each. Review the benefits of tax-deferred programs (i.e. State of CT deferred compensation program and IRAs). Learn about volatility, the effect of inflation on your monies, and ways to decrease your risk. CEUs: 0.3

Course #	***Date(s)***	***Time***
112CA187	03/20	9:00am-12:00pm

College, Campus & Room:
Capital / 950 Main St. Hartford, Room number will be posted in main elevator lobby on plasma screen

Instructor: Carl Christie

Fee: *$* 65.

Business Skills

Speech & Language

Perfect Pronunciation

Speaking English is often difficult because it looks one way on paper but sounds another way in speech. This workshop is designed for non-native speakers of English that would like to work on their American accents. In this workshop, participants will be introduced to the major components of American English pronunciation: Consonant and vowel sounds, stress, rhythm, and intonation.

The ultimate goal of the workshop is to enable participants to recognize those patterns that create misunderstandings so that they can continue to work on self-correction once the workshop is concluded. Participants should be prepared to speak in class and to be taped for self-assessment. Students who have already participated in this course are welcome to do so again, should they wish to refresh and refine their skills. CEUs: 1.8

Course #	***Date(s)***	***Time***
115TX173	04/13, 05/11, & 06/08 (3 sessions)	9:00am-4:00pm

College, Campus & Room:
Tunxis, Main campus in Farmington, Room TBA

Instructor: Regina Berube

Fee: *$* 245.

Sign Language I - for Beginners

Experience the culture and language shared by millions of Americans, deaf and hearing. American Sign Language is the third most used form of communication in the United States. Basic communication skills, grammar and vocabulary, along with cultural aspects of the deaf community, will be taught by a certified instructor endorsed through SLIP (Sign Language Instructors Pool). Text "Sign of the Times" is included. CEUs: 1.8

Course #	***Date(s)***	***Time***
116TX86	03/23, 03/30, & 04/13 (3 sessions)	9:00am-4:00pm

College, Campus & Room:
Tunxis, Main Campus in Farmington, Room TBA

Instructor: Janice Bernard

Fee: *$* 265.

Sign Language II - Intermediate

This is a continuation of the beginner's course with a greater emphasis on visual communication, culture, and artistic interpreting. CEUs: 1.8

Course #	***Date(s)***	***Time***
117TX87	04/20, 04/27, & 05/04 (3 sessions)	9:00am-4:00pm

College, Campus & Room:
Tunxis, Main Campus in Farmington, Room TBA

Instructor: Janice Bernard

Fee: *$* 240.

Spanish for the Workplace I

The objective of this course is to present realistic situations and the specialized vocabulary that workplace professionals need to communicate with Spanish-speaking employees, clients, and co-workers. Personalized questions, basic Spanish grammar exercises, role-plays, and reality-based activities will provide you with opportunities to practice the basics of Spanish. CEUs: 0.6

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
- Critical verbs
- Cross-cultural communication including do's and taboos.

Course #	***Date(s)***	***Time***
118MA88	04/04 & 04/11 (2 sessions)	1:00pm-4:00pm

College, Campus & Room:
Manchester CC, Learning Resource Ctr., Rm. B144

Instructor: Linda Burk, Ph.D.

Fee: *$* 85.

Spanish for the Workplace II

The object of this course is to offer a continuation of Spanish for the Workplace. More time will be spent practicing situations using the key phrases and vocabulary that were presented in the initial course. Personalized questions, basic Spanish grammar exercises, role-playing and reality-based activities will provide more opportunities to practice beginning basic Spanish. Topics include refining correct Spanish pronunciation, asking for information and making requests, the grammatical point of "ir + a + an infinitive" to express the idea of future action and "acabar + de + an infinitive" to express recently completed action. This course will also practice critical verbs and cross-cultural communication. Prerequisite: Spanish for the Workplace or permission of the instructor. CEUs: 0.6

Course #	***Date(s)***	***Time***
119MA189	04/27 & 05/04 (2 sessions)	9:00am-12:00pm

College, Campus & Room:
Manchester CC, Learning Resource Ctr., Rm. B210

Instructor: Linda Burk, Ph.D.

Fee: *$* 85.

Spanish: On the Job - I (Introduction)

If you are responsible for providing services to Spanish speaking individuals, then you do not want to miss this very practical workshop. Learn how to communicate more effectively when gathering information, giving directions, providing advice, and making appointments. There will also be discussions on culture and customs. Note: Students should plan to take introductory and intermediate level courses at the same college. Formerly Spanish for Social Services Level I. CEUs: 2.4

Course #	***Date(s)***	***Time***
120CA126	03/20, 03/27, 04/03, 04/10, 04/17, 04/24, 05/01, & 05/08 (8 sessions)	9:00am-12:00pm

College, Campus & Room:
Capital / 950 Main St. Hartford, Room number will be posted in main elevator lobby on plasma screen

Instructor: Maria Gonzalez

Fee: *$* 285.

Spanish: On the Job - II (Intermediate)

This course will focus on realistic situations and specialized vocabulary that service professionals need to communicate with Hispanic people. The course will include grammar exercises, dialogue completions, and roll playing, as well as reading and translating the Spanish language. Oral and written expression will be emphasized. Prerequisite: Spanish: On the Job - I (Introduction). Note: Students should plan to take introductory and intermediate level courses at the same college. Formerly Spanish for Social Services Level II. CEUs: 3.0

Course #	***Date(s)***	***Time***
121CA127	03/15, 03/22, 03/29, 04/05, 04/12, 04/19, 04/26, 05/03, 05/10, & 05/17 (10 sessions)	1:00pm-4:00pm

College, Campus & Room:
Capital / 950 Main St. Hartford, Room number will be posted in main elevator lobby on plasma screen

Instructor: Maria Gonzalez

Fee: *$* 335.

Business Skills

Training Efficiency

Train the Trainer: Course Development & Evaluation

Participants will learn to develop a training needs assessment, design a training curriculum, establish measurable goals, anticipate and handle potential problems, and create a course evaluation. In addition, learn ways to present and promote training programs to management and staff members.

Development:
- Organizing a presentation
- Knowing the benefits of various instructional techniques
- Determining when to hire outside trainers
- Customizing your presentation to fit your audience
- Determining the cost and benefits of training
- Miscellaneous:
    - Room/location checklist
    - Outside trainer booking sheet
    - Evaluation forms (designing)

CEUs: 0.6

Course #	***Date(s)***	***Time***
122AS688	03/28	9:00am-4:00pm

College, Campus & Room:
Asnuntuck CC, Room number will be posted inside the lobby

Instructor: Noreen Reilly

Fee: *$* 85.

Train the Trainer: Platform & Delivery Skills

Learn what it takes to deliver successful training programs. Participants will learn a variety of techniques including: understanding adult learning styles, working with group dynamics, creating a conducive learning environment, and other training do's and don'ts. Discover ways to feel more comfortable delivering any type of presentation.

Delivery Skills:
- Using visual aides
- Tips for reducing anxiety
- Verbal and non-verbal communication
- Analyzing audience needs
- Dealing with the unexpected
- Managing difficult participants
- Handling questions

CEUs: 0.6

Course #	***Date(s)***	***Time***
123AS640	04/11	9:00am-4:00pm

College, Campus & Room:
Asnuntuck CC, Room number will be posted inside the lobby

Instructor: Noreen Reilly

Fee: *$* 85.

Games Trainers Play: Increasing Training Effectiveness with Icebreakers, Energizers, and Training Games

Come and create a game plan for more effective training! Using icebreakers, energizers, and training games can add another dimension of learning and increase retention levels! This fun and functional class is a must for anyone who presents instructional material. CEUs: 0.6

Course #	***Date(s)***	***Time***
124CA604	06/07	9:00am-4:00pm

College, Campus & Room:
Capital / 950 Main St. Hartford, Room number will be posted in main elevator lobby on plasma screen

Instructor: Margaret DeMarino

Fee: *$* 95.

Advanced Business Writing

Communication can make or break a career or an organization. Led by a professional writer, this course is designed to provide a quick fix and a healthy start for tackling business communication problems. Participants will be given an overview of common obstacles to good writing in the workplace and will be provided with hands-on techniques to solve them. Typical problems to be addressed include: How to write (and get others to write) letters and memos that are concise and convincing, how to deal with difficult people and negative situations in writing, avoiding jargon and sexist language, and a list of grammatical and style references that are useful in the workplace. Participants are requested to bring in writing samples from their offices. CEUs: 0.6

Course #	***Date(s)***	***Time***
125CA91	05/14	9:00am-4:00pm

College, Campus & Room:
Capital / 950 Main St. Hartford, Room number will be posted in main elevator lobby on plasma screen

Instructor: Margaret DeMarino

Fee: *$* 85.

Building Writing Basics

This refresher course is designed to reacquaint you with the basics of writing and grammar while increasing your comfort level with the writing process. We will focus on a variety of topics you might not have thought about since high school! These include active vs. passive voice, parallel construction, subject and verb agreement, and more. There will also be a comprehensive but practical grammar review. Participants will learn the building blocks of writing in order to produce clear, concise, and accurate materials. There will be plenty of room for hands-on practice and feedback. CEUs: 0.6

Course #	***Date(s)***	***Time***
126CA94	03/26	9:00am-4:00pm

College, Campus & Room:
Capital / 950 Main St. Hartford, Room number will be posted in main elevator lobby on plasma screen

Instructor: Margaret DeMarino

Fee: *$* 85.

Editing 101

Learning how to get rid of clutter and condense complex material into readable copy are two of the most important skills you can take to the editing table. This workshop provides you with plenty of tips, techniques, and exercises that will help you better edit your own work - or the work of others. CEUs: 0.6

Course #	***Date(s)***	***Time***
127CA95	04/02	9:00am-4:00pm

College, Campus & Room:
Capital / 950 Main St. Hartford, Room number will be posted in main elevator lobby on plasma screen

Instructor: Margaret DeMarino

Fee: *$* 85.

Grammar and Punctuation for Managers, Supervisors and Engineers

Does a period go inside or outside of quotation marks? Is it "If I was" or "If I were"? And just what is a semicolon anyway? Business writing can be filled with grammar and punctuation pitfalls. Learn how to avoid them and gain a working knowledge of grammar and punctuation in this one day workshop. CEUs: 0.6

Course #	***Date(s)***	***Time***
128CA96	03/21	9:00am-4:00pm

College, Campus & Room:
Capital / 950 Main St. Hartford, Room number will be posted in main elevator lobby on plasma screen

Instructor: Candace Routh

Fee: *$* 85.

Grant Writing: Writing Winning Grant Proposals

This course provides an overview of the grant-writing process to the novice grant writer. It covers identification of grant sources and resources, components of a grant, how to tailor your proposal, and follow-up activities. CEUs: 0.6

Course #	Date(s)	Time
129TX325	04/16	9:00am-4:00pm

College, Campus & Room:
Tunxis, Bristol Career Center in Bristol, CT, Rm. BR1

Instructor: Margi Winters, Ph.D.

***Fee**: $* 85.

Grant Writing: Advanced Grant Writing

This is a course designed for individuals who have worked on at least one grant proposal and/or completed the course "Grant Writing: Writing Winning Grant Proposals." Learners typically find this course more challenging than the first. Concepts presented in this course tend to be more abstract. CEUs: 0.6

Course #	Date(s)	Time
130TX326	04/23	9:00am-4:00pm

College, Campus & Room:
Tunxis, Bristol Career Center in Bristol, CT, Rm. BR1

Instructor: Margi Winters, Ph.D.

***Fee**: $* 85.

Improving the Bottom Line with the Written Line: How to Cut the Time for Anything You Write in Half

The bottom line of writer's block is costing your organization money; so is the time you take for rewrites. One study shows that the average letter at one major U.S. corporation goes through 44 drafts! That's time - and money - that could be better spent. This workshop presents an effective no-nonsense approach to tackling business communication problems. Participants will learn to write crisp, effective letters, memos, e-mail, and reports in no time at all.
You will learn how to:

- Eliminate Writer's Block
- "Cluster" to brainstorm on paper
- "Prewrite" letters first to save time
- Implement a writing system that will help you get a framework for letters, reports, etc. within minutes.
- Create a set of sample letters so you won't need to continuously re-invent the writing wheel
- Eliminate clutter from your thinking and from your letters
- Learn the five most common "time stealers" and how to avoid them
- "Power edit" in a matter of minutes

CEUs: 0.6

Course #	Date(s)	Time
131CA97	06/04	9:00am-4:00pm

College, Campus & Room:
Capital / 950 Main St. Hartford, Room number will be posted in main elevator lobby on plasma screen

Instructor: Margaret DeMarino

***Fee**: $* 85.

N'ettiquette: The Art of the E-Mail

Writing effective e-mails is an important workplace tool. Writing them quickly and efficiently is a great way to improve your productivity. This workshop will show you how. It will give you the tips, techniques, and pointers you need to become an e-mail wiz! You'll learn the ten top e-mail tips as well as how to avoid the ten most common e-mail blunders! CEUs: 0.6

Course #	Date(s)	Time
132AS563	04/04	9:00am-4:00pm

College, Campus & Room:
Asnuntuck CC, Room number will be posted inside the lobby

Instructor: Margaret DeMarino

***Fee**: $* 85.

Notes, Minutes & Status Reports: Techniques for Professionals

Professionals learn techniques for taking meeting notes and converting them into concise and useful reports or minutes. Consider different approaches to note taking for different situations. Determine how much information to include in the report or minutes, what format to use, and how best to distribute the report. Come with a real meeting situation in mind. CEUs: 0.6

Course #	***Date(s)***	***Time***
133CA120	04/18	9:00am-4:00pm

College, Campus & Room:
Capital / 950 Main St. Hartford, Room number will be posted in main elevator lobby on plasma screen

Instructor: Candace Routh

Fee: *$* 85.

Proposal & Report Writing

You need to write a report of your findings in the field...your boss wants a proposal on a new project...you have a brainstorm but you have to put it in writing. You've gathered the information, done the leg work, but now, where to start? This special writing course will help you create attention-getting openings that get to the point, organize large amounts of information, develop a persuasive strategy, and make smooth transitions. Participants learn how to eliminate writer's block; develop a professional, easy-to-read writing style; and more. CEUs: 0.6

Course #	***Date(s)***	***Time***
134CA98	03/15	9:00am-4:00pm

College, Campus & Room:
Capital / 950 Main St. Hartford, Room number will be posted in main elevator lobby on plasma screen

Instructor: Margaret DeMarino

Fee: *$* 85.

Tackling the Five Most Common Writing Problems

This course takes a look at the biggest stumbling blocks for most business writers -- writer's block, wordiness, structural problems, lengthy writing, and tone. Specially designed writing exercises are given along with practical techniques to tackle each of these problems. Feedback is given in a nurturing setting. CEUs: 0.6

Course #	***Date(s)***	***Time***
135CA401	04/23	9:00am-4:00pm

College, Campus & Room:
Capital / 950 Main St. Hartford, Room number will be posted in main elevator lobby on plasma screen

Instructor: Margaret DeMarino

Fee: *$* 85.

Writing Capability

Writing Certificate for Professionals

You are what you write! Producing effective written communication reflects on your competence. Knowing what to say, how to say it, and which way to punctuate it are important requirements for just about any job. This certificate program is designed to build writing, grammar, punctuation, editing, and proofreading skills. Participants will learn how to think like a writer, composing clear and simple writing. You will work on group assignments as well as "real-life" writing from work.

Topics covered:

- Professional Writing for Business
- Grammar & Punctuation for Managers
- Improving the Bottom Line with the Written Line
- The Writing Clinic

CEUs: 2.4

Course #	***Date(s)***	***Time***
136CA102	05/10, 05/17, 05/24, & 05/31 (4 sessions)	9:00am-4:00pm

College, Campus & Room:
Capital / 950 Main St. Hartford, Room number will be posted in main elevator lobby on plasma screen

Instructor: Margaret DeMarino

Fee*: $* 279.

Writing Effective Marketing Materials

Do you want to develop a marketing letter to promote your agency's services? Or do you need to create content for a brochure that will get the results you want? This course reviews the basics of persuasive writing and marketing copy writing. Participants should come with background material to develop content for several marketing letters or other materials that they can actually use! CEUs: 0.6

Course #	***Date(s)***	***Time***
137CA605	04/30	9:00am-4:00pm

College, Campus & Room:
Capital / 950 Main St. Hartford, Room number will be posted in main elevator lobby on plasma screen

Instructor: Margaret DeMarino

Fee*: $* 85.

Writing Skills for Engineers & Technical Support

Many times English feels like a second language for engineers and others dealing with technical ideas and mathematical concepts. This course is designed to address the specific needs of people in technical areas by providing a solid foundation in the basics of grammar, punctuation, and writing. It will employ a system of sequential strategies that will appeal to the technical-minded, while encouraging the writing process to flow naturally. Participants will learn how to eliminate writer's block;write letters, memos, and reports that are professional and easy-to-read; and employ the basics of rewriting to sharpen their own and employees' work. CEUs: 0.6

Course #	***Date(s)***	***Time***
138CA103	06/01	9:00am-4:00pm

College, Campus & Room:
Capital / 950 Main St. Hartford, Room number will be posted in main elevator lobby on plasma screen

Instructor: Margaret DeMarino

Fee*: $* 85.

Stephen Covey's "Seven Habits of Highly Effective People"®

New Revised format! No company can succeed until individuals within it succeed. No group can achieve its objectives until its people achieve theirs. That's what the "Seven Habits" workshop is all about—making people effective so that they, in turn, can make their organizations effective. The principles taught in "The Seven Habits of Highly Effective People"® are brought to life in this powerful workshop. It has helped transform thousands of organizations throughout the world by transforming the people they depend on. This course is being taught by a Covey-certified instructor. A working lunch will be provided.
CEUs: 2.4

Course #	***Date(s)***	***Time***
140GW129	04/10, 04/17, 04/24, & 05/08 (4 sessions)	9:00am-4:00pm

College, Campus & Room:
Gateway, North Haven, Room 113

Instructor: John Vincze

Fee: *$* 276.

7 Habits Maximizer® NEW!

Maximize Your 7 Habits Training Investment. The 7 Habits of Highly Effective People Maximizer Workshop is a one-day application experience for past participants of other 7 Habits workshops. It makes an ideal "refresher" or renewal course by not only reviewing the principles, but by focusing on specific applications of The 7 Habits in the workplace.

Participants will learn how to:

- Focus on the high-leverage projects they can influence in their current role
- Identify the unique talents, skills, and contribution they have to offer
- Align their individual work with their organization's Wildly Important Goals
- Successfully enlist support from others in the achievement of important objectives
- Apply the best of their talents and skills to their work role

The 7 Habits of Highly Effective People Maximizer Workshop follows a reinforced learning process that includes the following:

- A rich participant guidebook.
- A "Maximizer Action Plan" tool to help participants apply The 7 Habits to goals and initiatives at work.
- A Work Matters booklet featuring an excerpt from A. Roger Merrill's book, "Life Matters"
- A pocket reference card.

CEUs: 0.6

Course #	***Date(s)***	***Time***
142GW726	06/06	9:00am-4:00pm

College, Campus & Room:
Gateway, North Haven, Room 133

Instructor: John Vincze

Fee: *$* 99.

Covey Solutions

7 Habits of Highly Effective People for Managers NEW!

This course focuses exclusively on the management applications of The 7 Habits, giving managers the tools to take initiative, resolve conflicts, and unleash the talents and passions of their teams.

Designed to help managers and supervisors perform their roles effectively, this workshop will help you apply principles from The 7 Habits of Highly Effective People to create balance in a healthy, cohesive work environment. CEUs: 0.6

Course #	***Date(s)***	***Time***
143GW777	05/30	9:00am-4:00pm

College, Campus & Room:
Gateway, North Haven, Room 133

Instructor: John Vincze

Fee: *$* 189.

Franklin Covey Focus®

Competing priorities. Multiple deadlines. A hundred unanswered e-mails. Sound familiar? If so, you're not alone. The operating word of today's workplace is speed. There are still only 24 hours in every day, but the amount of things you have to do in that time has expanded exponentially. At the end of the day, how do you know you've accomplished not just some things, but the right things?

Focus unleashes the power of people by enabling them to identify, focus on, and execute top priorities. The Focus workshop teaches productivity skills integrated with a powerful planning system to help employees clarify, focus on, and execute the highest priorities—personally and professionally. CEUs: 0.6

Course #	***Date(s)***	***Time***
144TX699	03/23	9:00am-4:00pm

College, Campus & Room:
Tunxis, Bristol Career Center in Bristol, CT, Rm. BR1

Instructor: Dr. Donna LaGanga

Fee: *$* 196.

7 Habits Fundamentals®

For over 20 years the 7 Habits of Highly Effective People have been influencing the lives of millions of people. Now you can experience those 7 Habits in a highly-concentrated, one-day workshop.

The 7 Habits Fundamentals workshop provides the foundation necessary to strengthen the human side of performance. It introduces key principles and teaches skills needed to work effectively with and through others. The facilitation and content fosters measurable change and improvement at the personal, managerial and organizational levels.

The 7 Habits of Highly effective People training course is based on the best selling business book by the same name. It provides all employees the skills and training to recognize leadership characteristics and apply their principles to business success. It helps build stronger organizations by strengthening and exercising the character and competence of the individuals who comprise them. CEUs: 0.6

Course #	***Date(s)***	***Time***
145TX698	04/12	9:00am-4:00pm

College, Campus & Room:
Tunxis, Bristol Career Center in Bristol, CT, Rm. BR1

Instructor: Waldemar Kostrzewa

Fee: *$* 225.

Stephen Covey's NEW "4 Roles of Leadership"®

Effective leadership deals with two basic areas: what a leader is and what a leader does. Principle-Centered Leadership is comprised of four specific roles: modeling, pathfinding, aligning, and empowering. As living personal roles can help us better implement our personal missions, effectively living the roles of leadership can help us better accomplish the mission and purpose of the organization. This course demonstrates the organizational leadership model and illustrates how a leader's character meshes with the four leadership roles. A working lunch will be provided. CEUs: 2.4

Course #	***Date(s)***	***Time***
146GW159	05/29, 05/31, 06/05, & 06/07 (4 sessions)	9:00am-4:00pm

College, Campus & Room:
Gateway, North Haven, Room 133

Instructor: John Vincze

Fee: *$* 199.

Apply Your Myers-Briggs Type Indicator: Goals, Relationships, Stress

Often people wonder why they connect instantly with some people and have instant conflict with others. The Myers-Briggs Type Indicator is a valuable tool that will help you understand the personality differences in all of us. This interactive one-day workshop will help you:

- Understand, validate, & value your MBTI results;
- Use your Type more effectively in work situations; and
- Develop your type for a more satisfying life.

This workshop includes all materials, scoring & interpretation of the Myers-Briggs Type indicator, group exercises, and action planning. Take advantage of this opportunity to enhance all of your interpersonal relationships throughout your life. CEUs: 0.6

Course #	***Date(s)***	***Time***
150TX154	04/30	9:00am-4:00pm

College, Campus & Room:
Tunxis, Bristol Career Center in Bristol, CT, Rm. BR1

Instructor: Ralph Braithwaite

Fee: *$* 122.

Are You Really Listening?

Listening accounts for 45-55% of all communication, yet most of us receive very little training in effective listening. Discover your listening skills style, your barriers to listening, and identify ways to overcome these barriers and become a better listener. CEUs: 0.6

Course #	***Date(s)***	***Time***
151CA104	05/16	9:00am-4:00pm

College, Campus & Room:
Capital / 950 Main St. Hartford, Room number will be posted in main elevator lobby on plasma screen

Instructor: Candace Routh

Fee: *$* 85.

Bringing Out the Best in Others When They Are at Their Worst

Develop the ability to get along well with just about everybody and bring out the best in them. Get others to cooperate with you even when they are at their most challenging. Develop a communication toolkit to recognize and maximize the assets of others while turning differences into cooperation. Learn simple no-nonsense techniques for dealing with challenges tactfully and skillfully. Utilize strategies that empower you to get winning results when dealing with people. Gain authority, trust, and respect by recognizing and appreciating diverse personalities and behavior patterns. Become a people-builder by rewarding desired behavior, redirecting inappropriate behavior, and giving corrective feedback. Enhance morale, performance and positive change in yourself and others by: using cooperative communication techniques, generating open communication, and reducing miscommunication; minimizing and resolving problems quickly and effectively; disagreeing without causing arguments and dissention; and distinguishing between beneficial and destructive coping techniques. CEUs: 0.6

Course #	***Date(s)***	***Time***
152TX700	05/21	9:00am-4:00pm

College, Campus & Room:
Tunxis, Bristol Career Center in Bristol, CT, Rm. BR1

Instructor: Anne Peck

Fee: *$* 85.

Interpersonal Communications

Business Etiquette

Presenting yourself in the proper professional light is important. Whether its putting together the appropriate "office casual" wardrobe, making proper introductions, or using the right fork at a business luncheon, the things you do speak volumes about you. This seminar presents tips and insights for understanding the do's and don'ts of today's ever-changing workplace. You'll learn: the ten most common table-manner "sins," the etiquette of seating, ordering, the way to shake hands confidently, the basics of body language, the art of making great conversation, and much more. CEUs: 0.6

Course #	***Date(s)***	***Time***
153AS689	06/13	9:00am-4:00pm

College, Campus & Room:
Asnuntuck CC, Room number will be posted inside the lobby

Instructor: Margaret DeMarino

Fee*: $* 85.

Communicating Across the Generations X,Y,Z: Bridging the Communication Gaps

Objectives:
Attendees at this workshop will:

- consider the forces shaping today's and yesterday's workplaces
- gain a heightened awareness of the differences shaping the communication styles of baby boomers, generation x, and generation y & z.
- learn the motivating factors and values of each of the generations
- become aware of techniques designed to bridge the gaps
- review some of the communication pitfalls preventing the bridging of the gaps
- practice communication skills using this heightened awareness with persons from each generation.

CEUs: 0.6

Course #	***Date(s)***	***Time***
154CA348	05/07	9:00am-4:00pm

College, Campus & Room:
Capital / Main St., Room number will be posted in main elevator lobby on plasma screen

Instructor: Maria Ricciardelli

Fee*: $* 85.

Communication Workshop: From Process to Problem Solving NEW!

The Communications Workshop is intended for professionals who wish to engage in a broad continuum of communications skills and human relations stances that begin with the basics of effective communication and culminate in case studies dealing with critical workplace communication challenges. Participants will learn to identify and apply the elements of communication and human relations theories and skills that contribute to a productive and harmonious work environment. The workshop experience will maximize "hands on" activities using individual as well as small group exercises designed to enhance participants' ability to quickly master and apply learned skills to today's challenging work environment. CEUs: 0.6

Course #	***Date(s)***	***Time***
155TR784	04/19 & 04/26 (2 sessions)	9:00am-4:00pm

College, Campus & Room:
Three Rivers CC, Thames Valley Campus, Room 207

Instructor: Louise Summa

Fee*: $* 170.

Decoding Body Language

Can you interpret the real message in a conversation? Solve the mystery of reading non-verbal cues and finding their hidden meanings. Discover ways of interpreting facial expressions, posture, gestures, tone of voice, and word choice. Understand the underlying messages that you and others are sending. Learn how your body language and tone of voice convey your true emotions and feelings. Develop new ways to interact with others more successfully. This will be an interactive class. CEUs: 0.6

Course #	***Date(s)***	***Time***
156AS557	03/23	9:00am-4:00pm

College, Campus & Room:
Asnuntuck CC, Room number will be posted inside the lobby

Instructor: Noreen Reilly

Fee*: $* 85.

Improving Communication Effectiveness

It's a no-brainer to say that communication is an essential ingredient for an organization to be successful. But, all too often, people make assumptions that communication has taken place and are surprised when tasks are not accomplished. This seminar will address some of the key components to effective communication, including defining the message, language, listening, assumptions, feedback and non-verbal communication skills. An action plan will also be developed by participants that will identify some steps to take back to work. CEUs: 0.6

Course #	***Date(s)***	***Time***
157MA274	06/05	9:00am-4:00pm

College, Campus & Room:
Manchester CC, Learning Resource Ctr., Rm. B144

Instructor: Ralph Braithwaite

Fee*: $* 85.

Interpersonal Effectiveness

This program is strongly recommended for people at all organizational levels. Interpersonal skills form the basis of effective business & personal relationships. 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' which has been used for more than 30 years by thousands of companies from American Express to Xerox.

The major benefits of this program for participants are that they will:

- Identify their personal communication/behavioral style and those of others.
- Identify their personal strengths and weaknesses and those of others.
- Learn how to capitalize on their strengths and control their weaknesses.
- Learn how to "connect" with and quickly establish and maintain rapport with internal and external customers to create long-term relationships.
- Be able to take a more positive approach to stress and conflict.
- Be able to influence their communication process with others in a positive, non-manipulative manner.
- Learn how to increase their emotional intelligence by applying specific interpersonal techniques.
- Be able to apply what they learn to their daily lives outside of the workplace to achieve greater personal success.

CEUs: 1.2

Course #	***Date(s)***	***Time***
158TX498	05/22 & 05/23 (2 sessions)	9:00am-4:00pm

College, Campus & Room:
Tunxis, Bristol Career Center in Bristol, CT, Rm. BR1

Instructor: Lawrence Lindquist

Fee*: $* 195.

Interpersonal Communications

It's Who You Know: How to Successfully Network

Creating and maintaining a wide network of contacts can help your agency promote its services. Networking, according to many experts, is "the most effective marketing tool today." Learn the traits of some of the country's most successful networkers, and discover how you can build a successful networking approach. This workshop will help you to overcome your reservations so that you can really "work a room," be it a chamber function, a community event, a convention, or a conference. You'll get noticed, get leads, and get on your way to becoming a master networker. You'll learn the top ten networking myths, discover ten networking questions that work every time, avoid the top-ten networking turn-offs, and much more! CEUs: 0.6

Course #	***Date(s)***	***Time***
159AS617	04/12	9:00am-4:00pm

College, Campus & Room:
Asnuntuck CC, Room number will be posted inside the lobby

Instructor: Margaret DeMarino

Fee: *$* 85.

Mastering Office Politics

Are you working hard but not smart? Develop the skills to deal confidently and successfully with the maneuvers of office politics. Learn to implement tips and techniques to survive and thrive in spite of the challenges that you encounter. Discover career-building tactics and skills such as: dealing with organizational change, common mistakes to avoid, strategies for winning with the boss and others, understanding others' motives, differentiating between allies and foes, avoiding becoming a victim, being proactive with game players, hidden rules of negotiating and winning, coping with stress and burnout, career challenges to avoid, developing the art of networking, and managing the inevitable conflicts that will arise. CEUs: 0.6

Course #	***Date(s)***	***Time***
160TX492	03/19	9:00am-4:00pm

College, Campus & Room:
Tunxis, Bristol Career Center in Bristol, CT, Rm. BR1

Instructor: Anne Peck

Fee: *$* 85.

Packaging Yourself Professionally

Getting yourself and your talents known is essential to success. Focus attention on yourself and your team by learning how to:

- Find beneficial support groups
- Create mentor relationships
- Develop dynamic networking sills.
- Discover and maximize your assets by:
    - Projecting an image of confidence and capability
    - Dressing for success
    - Re-energizing yourself and your team with positive thinking and enthusiasm
    - Changing your self-talk to overcome doubt and fear
    - Concentrating on solutions, not complaints
    - Determine how your appearance, attitude and demeanor affect your opportunities and achievements

CEUs: 0.6

Course #	***Date(s)***	***Time***
161TX549	04/30	9:00am-4:00pm

College, Campus & Room:
Tunxis, Bristol Career Center in Bristol, CT, Rm. BR1

Instructor: Anne Peck

Fee: *$* 85.

People Smart Skills Workshop

People smart individuals have a wide array of skills to bring out the best in colleagues, customers, direct reports and management. When people in organizations are people smart, they like their jobs more, increase their prospect in advancement, and contribute to organizational performance.

Course objectives:

- Assess your skill levels for each of the eight PeopleSmart skills
- Select specific job-related situations in which you want to improve your skills
- Practice and apply three ways to develop each skill and
- Develop action plans to further practice each skills
- Participants gain:
- Awareness of their interpersonal strength and weaknesses
- Inspiration to work on their interpersonal developement
- Strategies that are immediately useful to start

CEUs: 0.6

Course #	***Date(s)***	***Time***
162GW725	03/22 & 03/29 (2 sessions)	9:00am-4:00pm

College, Campus & Room:
Gateway, North Haven, Room 133

Instructor: Andy DeLaura

Fee: *$* 85.

Positive and Negative Aspects of Office Politics

Office politics is so common to workers at all levels. This workshop will provide an explanation of why political situations are so common, and will show you how to use them to your benefit. Learn how to confidentially and diplomatically respond to unfair situations, how to recover from other blunders, and discover five simple rules of office politics that will enhance a career. CEUs: 0.6

Course #	***Date(s)***	***Time***
163CA121	05/15	9:00am-4:00pm

College, Campus & Room:
Capital / 950 Main St. Hartford, Room number will be posted in main elevator lobby on plasma screen

Instructor: Maria Ricciardelli

Fee: *$* 85.

Power Communication

What one key do all successful people possess? Being able to communicate in a succinct, powerful, effective manner is the edge that separates successful people from those that flounder. Through the time-proven techniques covered in this course, you will develop the skill of delivering a message that captures the other person's attention and motivates them to action. CEUs: 0.6

Course #	***Date(s)***	***Time***
164CA122	05/15	9:00am-4:00pm

College, Campus & Room:
Capital / 950 Main St. Hartford, Room number will be posted in main elevator lobby on plasma screen

Instructor: Vicki Gallon-Clark

Fee: *$* 85.

That's Not What I Said

Did you know that 75% of all relationship problems are the result of communication breakdowns? Listening to people and interpreting what they are saying is hard work, but the benefits from doing this well are remarkable. Learn more about the way you communicate, barriers, and how to communicate more effectively. CEUs: 0.6

Course #	***Date(s)***	***Time***
166CA178	04/11	9:00am-4:00pm

College, Campus & Room:
Capital / 950 Main St. Hartford, Room number will be posted in main elevator lobby on plasma screen

Instructor: Ralph Braithwaite

Fee: *$* 85.

Productivity Solutions

Personal Productivity

Time Out!

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 every where you go. CEUs: 0.6

Course #	***Date(s)***	***Time***
170TX543	05/25	9:00am-4:00pm

College, Campus & Room:
Tunxis, Bristol Career Center in Bristol, CT, Rm. BR1

Instructor: Lawrence Lindquist

Fee: *$* 85.

Tackling Procrastination

Have you ever wondered why you put things off, year after year? Just waiting for the time to do it, then you get the time and you still don't do it? Discover your procrastination personality type and why you put things off. Understand how indecision, fear, disorganization, and perfectionism can get in the way of your success. Discover clever ways to change your behavior using unique goal setting strategies and games. Gain an understanding of how your thinking and your behaviors influence your decision to procrastinate. Understand easy ways to change your mind-set and take action – now! CEUs: 0.6

Course #	***Date(s)***	***Time***
171AS685	05/30	9:00am-4:00pm

College, Campus & Room:
Asnuntuck CC, Room number will be posted inside the lobby

Instructor: Noreen Reilly

Fee: *$* 85.

Making the Most of Your Time

We all have the same 24 hours in a day. So why is it some people manage to accomplish more in a day than others? If you feel that you never have enough time to do all that is expected of you, then this workshop is for you. In this workshop, participants will learn to:

- Design a personal time management plan
- Get things done with optimal results
- Identify and eliminate time wasters
- onquer procrastination for peak performance
- Delegate effectively
- Organize your thoughts, your desk, your office, and your home
- Strike balance between your work and home life

CEUs: 0.6

Course #	***Date(s)***	***Time***
172CA118	05/09	9:00am-4:00pm

College, Campus & Room:
Capital / 950 Main St. Hartford, Room number will be posted in main elevator lobby

Instructor: Ralph Braithwaite

Fee: *$* 85.

Maximizing Your Memory

Discover ways to get your memory in peak condition. Learn how the memory functions inside the brain and the importance memory plays in everyday life. Develop strategies for improving and maximizing your brainpower. Explore ways to enhance your ability to remember: names and faces, where you put things, words, and what you were doing or saying before you were interrupted. Be prepared to give your memory and your mind a workout in a fun, relaxed environment. CEUs: 0.6

Course #	***Date(s)***	***Time***
173AS251	06/06	9:00am-4:00pm

College, Campus & Room:
Asnuntuck CC, Room number will be posted inside the lobby

Instructor: Noreen Reilly

Fee: *$* 85.

Organizational Skills for the Creative Person

Do you have a lot of terrific skills, but organization doesn't happen to be one of them? Are you tired of the same old organizational and time management methods that you don't use or that don't seem to work? Then come learn tips from someone who has devised unique strategies for overcoming the tendency of non-organization. Learn ways to get things done, accomplish your goals, save time, and have fun! Discover innovative ideas for motivating and rewarding yourself. We'll discuss creative ways for dejunking your home and office using mind maps, color, timers, and other unconventional techniques. CEUs: 0.6

Course #	***Date(s)***	***Time***
174AS162	03/30	9:00am-4:00pm

College, Campus & Room:
Asnuntuck CC, Room number will be posted inside the lobby

Instructor: Noreen Reilly

Fee*: $* 85.

Organizational Skills for the Creative Person - Advanced

This seminar is designed as a follow-up to reinforce skills learned in other organization courses. The group will share their successes organizing and review how well they did achieving their goals over the past 30 days. Participants will identify and discuss which techniques they found the easiest and most effective to use. We will also explore how to change your mind-set, set priorities, and modify your behavior. Learn how to get more done in less time. Discover innovative right brain approaches for conquering clutter, mastering time, and reaching your goals. This class is designed to motivate participants to get past mental barriers and achieve results! (Please note: Organizational Skills for the Creative Person is recommended, but not required). CEUs: 0.6

Course #	***Date(s)***	***Time***
175AS684	04/27	9:00am-4:00pm

College, Campus & Room:
Asnuntuck CC, Room number will be posted inside the lobby

Instructor: Noreen Reilly

Fee*: $* 85.

Recovering from Career Setbacks: Positioning Yourself for a Comeback

Is your career not advancing as quickly or as well as you once expected? Has your career hit some unexpected snags or blockages? Have you been passed over when others who are no more talented than you have moved on? Major career disappointments happen even when you seem to be doing all the right things. Eliminate frustration and get the results you want and deserve. Position yourself for success by learning to: analyze the root causes of your career challenges and how to surmount them; overcome being irreplaceable; discover where to make effective changes; expand and fine-tune essential skills; evaluate your options; make an action plan for success; set achievable goals; and develop alliances and support networks. CEUs: 0.6

Course #	***Date(s)***	***Time***
176TX674	04/23	9:00am-4:00pm

College, Campus & Room:
Tunxis, Bristol Career Center in Bristol, CT, Rm. BR1

Instructor: Anne Peck

Fee*: $* 85.

Your Untapped Source of Success: Emotional Intelligence

Experts now acknowledge that emotional intelligence (EI) is the major determinant of leadership success in the workplace. Emotional Intelligence goes beyond general intellectual intelligence and technical competency. It is the ability to make your emotions work for you by using them in ways to produce the results you want. This course will assist the participant assess where she or he is weak and give concrete suggestions to strengthen EI, resulting in a more successful career and a more satisfying life. Participants learn:

- 7 Steps to Emotional Intelligence
- How plan for success

CEUs: 0.6

Course #	***Date(s)***	***Time***
177GW731	05/02 & 05/09 (2 sessions)	9:00am-4:00pm

College, Campus & Room:
Gateway, North Haven, Room 133

Instructor: Andy DeLaura

Fee: *$* 187.

Organizing Yourself Personally and Professionally - Conquering the Clutter in Your Life!

Have you ever found yourself drowning in the clutter of your life? Confused? Discouraged? Don't know where to begin? Take charge of your life—get yourself organized! Reduce stress, save time and money, and increase self-esteem by learning uncomplicated, practical tips and techniques to simplify and unclutter your life. Regain time and energy for the people and things that you enjoy and love. Are you discouraged because you've tried and failed before? Remove the obstacles that are keeping you from fully enjoying and experiencing your life. Develop a road map that you can easily implement to help you achieve success and satisfaction. CEUs: 0.6

Course #	***Date(s)***	***Time***
178TX550	05/07	9:00am-4:00pm

College, Campus & Room:
Tunxis, Bristol Career Center in Bristol, CT, Rm. BR1

Instructor: Anne Peck

Fee: *$* 85.

Resiliency: Developing the Ability to Bounce Back with Ease

How well do you adapt to change, crisis, adversity, or the everyday onslaught of other people's situations? How do you deal with difficult events and people who affect your personal and professional life? You can develop the ability to bounce back from stressful conditions with ease. Being resilient does not mean that a person doesn't experience difficulty or distress. Resilience is a learned trait. Develop strategies to build resilience by: assessing your coping capacity, re-energizing yourself with positive thinking and enthusiasm, changing your self-talk, setting goals and action plans to create positive change, becoming a more clear and confident communicator, shifting from being problem-driven to solution-oriented, differentiating between imposed and self-induced stress, distinguishing between what we can and can't control, developing support networks, and embracing the positive aspects of changing options. CEUs: 0.6

Course #	***Date(s)***	***Time***
179TX495	03/27	9:00am-4:00pm

College, Campus & Room:
Tunxis, Bristol Career Center in Bristol, CT, Rm. BR1

Instructor: Anne Peck

Fee: *$* 85.

When do the Good Things Start?

The objectives of this course are:
- Overcoming low self-esteem
- Building Self-Confidence
- Putting Guilt In its Place
- Dispelling Loneliness

Using Peanuts cartoon strips created by Charles Schultz, participants in this seminar will find that wit and wisdom in comic strips are just what we need to see ourselves in a new light. Some people may not comprehend nor appreciate the message of Peanuts and the application of lessons learned to our lives. . . Certainly the strips are entertaining, but, precisely because of that, most people may think it is only entertaining. The characters speak in many different ways to different people. For that reason, I invite participants to share a variety of human experiences with Charlie Brown and his friends. Who knows? Perhaps we might become just a bit happier and more efficient if we not only listen to, but also see what Charles Schultz is telling us, and if not, we will be entertained and amused.

Contents covered are:
- Assessing Yourself
- Facing Reality
- Self esteem
- Love and Friendship
- Emotions
- Worry
- Guilt
- Depression
- Responsibility
- Coping
- Taking Positive Action
- Values
- Dealing With Others

CEUs: 0.6

Course #	***Date(s)***	***Time***
180GW673	03/19	9:00am-4:00pm

College, Campus & Room:
Gateway, North Haven, Room 133

Instructor: Maria Ricciardelli

Fee: *$* 85.

Ethical Reasoning

The Seminar on Ethical Reasoning provides a strong foundation for understanding and resolving ethical dilemmas. The seminar uses The Ethical Type Indicator to help participants identify, understand, and explore their own ethical constitutions, core values, and preferences. Six classical ethical belief systems are explained, and a process of reflective judgment is presented. At the conclusion of the seminar, each participant will be able to:
- Identify the various factors that influence a person's ethical belief system.
- Explain the six major ethical belief systems used to resolve ethical dilemmas.
- Identify their personal ethical type and preferences.
- Identify their core ethical values.
- Describe the process of reflective judgment.

CEUs: 0.6

Course #	***Date(s)***	***Time***
181GW730	04/01	9:00am-4:00pm

College, Campus & Room:
Gateway, North Haven, Room 133

Instructor: Andy DeLaura

Fee: *$* 85.

Rejuvenating Your Mind, Body, & Spirit

Take relaxation to a whole new level. Discover ways to really relax, refresh, and rejuvenate yourself. Learn proven relaxation techniques including: guided imagery, yoga, Tai Chi, breathing exercises, self hypnosis, autogenic relaxation, acupressure, self massage, meditation, and more. These innovative techniques will help promote deep relaxation within you and enhance a sense of overall well-being. Discover ways to shift your mental focus and refresh your mind. Use these techniques to bounce back and cope more effectively with life's ups and downs. This is a holistic approach to wellness. This course will help you feel rejuvenated and be more focused in your personal and professional life. (Dress comfortably. A mat or 2 towels is recommended.) CEUs: 0.6

Course #	***Date(s)***	***Time***
184AS562	05/18	9:00am-4:00pm

College, Campus & Room:
Asnuntuck CC, Room number will be posted inside the lobby

Instructor: Noreen Reilly

Fee: *$* 85.

Personal Productivity

Bringing Your Spirit to Work

Do you enjoy your work, but feel something is missing? Or is your job unfulfilling and your workplace stressful? Wherever we work and whatever we do, we all yearn for that deeper connection and sense of meaning in our life and work.

The workplace is fertile ground for nurturing our spiritual development. By learning and applying a few simple practices, you can deepen your connection with others, feel more fulfilled and improve your attitude and effectiveness at work. This workshop provides a supportive environment in which to explore, learn and practice approaches to being your full Self - and how to bring that person to work every day!

Topics covered:

- What does it mean to be spiritual at work?
- The Impact of Beliefs, Intention and Attention
- Your Real Work: Bringing Your True Value and Talents to Whatever Work You Do
- Separation/Integration/Connection and the 4 Aspects of Self
- Connecting at a Deeper Level
- Mindfulness in Every Day Life
- Relaxation and Visualization Exercises
- The Wisdom Wheel: A tool for practicing spirituality at work

CEUs: 1.2

Course #	***Date(s)***	***Time***
182CA474	05/17 & 05/18 (2 sessions)	9:00am-4:00pm

College, Campus & Room:
Capital / 950 Main St. Hartford, Room number will be posted in main elevator lobby on plasma screen

Instructor: David Zacchei

Fee: *$* 220.

Reclaiming Choice NEW!

Reclaiming Choice is about authority and choice—yours. Most of us have given at least some of our authority away—relinquishing our choice. Sometimes we are aware of doing this, but very often we are not. When we "give away" our choosing—our power to decide—it costs us. It shows up as lowered energy, resentment, shame, and more…

> "Reclaiming Choice is a workshop exploring the '9 Points of Choice' and placing the responsibility for our job and life satisfaction squarely with each of us. Nothing can take away our ability to choose, and Reclaiming Choice participants will experience and learn practical techniques to leverage choice towards a freer, more powerful, and more prosperous approach to work and life."
>
> —Mark Petruzzi

Reclaiming Choice is about becoming aware of how we relinquish our choices; taking back authority where we've given it away; knowing how and when to grant authority when we choose to, and how to always keep at least part of the choice with us. CEUs: 1.2

Course #	***Date(s)***	***Time***
183CA800	03/15 & 03/16 (2 sessions)	9:00am-4:00pm

College, Campus & Room:
Capital / 950 Main St. Hartford, Room number will be posted in main elevator lobby on plasma screen

Instructor: Mark Petruzzi

Fee: *$* 220.

Using Both Sides of Your Brain

Left Brain? Right Brain? Have you ever wondered which side of your brain is more dominant? Discover why you make the choices you do. If you love personality profiles, you'll love this one! You will begin to understand the mystery of the brain and how it works. Discover new techniques for stretching and strengthening the non-dominant side of your brain. CEUs: 0.6

Course #	***Date(s)***	***Time***
185AS475	04/25	9:00am-4:00pm

College, Campus & Room:
Asnuntuck CC, Room number will be posted inside the lobby

Instructor: Noreen Reilly

Fee: *$* 85.

Regaining your Mental Edge

Discover ways to increase your memory, enhance your concentration, and feel more alert. Understand how sleep, physical exercise, relaxation, and food play a part in your brain's ability to function. Learn 1 - 5 minute "mental cross-training" exercises to improve brain functioning. Discover games and exercises to stimulate your brain's memory ability. Optimize your brain functioning using: creativity, physical activity, mini-breaks, spatial exercises, language, art, and other mental aerobics to stretch your mind. CEUs: 0.6

Course #	***Date(s)***	***Time***
186AS221	06/13	9:00am-4:00pm

College, Campus & Room:
Asnuntuck CC, Room number will be posted inside the lobby

Instructor: Noreen Reilly

Fee: *$* 85.

Developing Your Many Intelligences: You're Smarter Than You Think

Discover your hidden intelligences. You will learn about the many ways you are intelligent: verbally, visually, musically, bodily/kinesthetically, logically, interpersonally, and intrapersonally (self smart). Celebrate your gifts and talents as we explore the many ways you are smart. Discover ways to unleash your potential by enhancing areas in your life that are underdeveloped or untapped. Use your new knowledge to understand the importance of matching your multiple intelligences to your career. CEUs: 0.6

Course #	***Date(s)***	***Time***
187AS436	05/11	9:00am-4:00pm

College, Campus & Room:
Asnuntuck CC, Room number will be posted inside the lobby

Instructor: Noreen Reilly

Fee: *$* 85.

Getting Out of Your Own Way: Overcoming Self Defeating Behaviors

Get out of your own way and become the person that you were meant to be. Develop a plan for self-fulfillment by identifying and overcoming traps such as regrets, past mistakes, and missed opportunities. Effectively transform negative thought patterns into a positive, enhancing, can-do attitude. Reach your potential by: focusing on your strengths and overcoming your weaknesses, seeing possibilities beyond the obstacles, recognizing and minimizing self-defeating behaviors, developing success habits, and letting go of the past. Empower yourself by learning to: recognize and maximize the opportunity in every challenge; set, adjust, prioritize, and achieve goals; eliminate procrastination and self-doubt; and develop proactive methods to respond rather than react to situations and crises. CEUs: 0.6

Course #	***Date(s)***	***Time***
188TX702	06/11	9:00am-4:00pm

College, Campus & Room:
Tunxis, Bristol Career Center in Bristol, CT, Rm. BR1

Instructor: Anne Peck

Fee*: $* 85.

Discovering Your Creative Genius

Be more creative at work. Tap into your creative genius by learning a variety of innovative brainstorming and problem solving techniques. Use creative thinking to solve the right problems. Discover ways to better "see" solutions. Learn fresh ways to view situations, understand core issues, and present ideas. Understand how creative thinking actually enhances your ability to solve real life problems. CEUs: 0.6

Course #	***Date(s)***	***Time***
189MA558	06/08	9:00am-4:00pm

College, Campus & Room:
Manchester CC, Learning Resource Ctr., Rm. B144

Instructor: Noreen Reilly

Fee*: $* 85.

Project Planning and Management

To meet the needs of today's rapidly changing business climate and increased customer demands, an increasing number of the most effective organizations are focusing on project management to address a variety of issues. This seminar provides an introduction to the concepts of the Strategic Management Process to develop comprehensive project management plans, and a practical approach to managing projects in a team environment

Particular focus will be towards issue identification and analysis, including internal and external factors, as well as developing comprehensive implementation plans. This seminar also addresses using the project plan document as a common communications vehicle throughout the organization as well as for managing upward and downward.

CONTENTS:

- Understanding the project planning proces
- Understanding and developing the project's mission
- Identifying the critical success factors and sub-components
- Scanning and describing the environment including analysis (techniques)
- Developing primary strategies
- Understanding GAPs
- Developing and Implementing objectives and action steps including:
- Measurement criteria
- Time frames
- Accountability and Authority
- Monitoring for Success

OBJECTIVES: Upon completion of this seminar, participants will be able to:

- Understand the importance of a clearly defined mission and level of authority.
- Function as an effective team member.
- Clearly identify these factors that are critical to the project's success.
- Identify all pertinent issues (e.g. customer's needs strengths and weaknesses, budgetary constraints, technologies, staff, resources)
- Develop overall strategies
- Identify Gaps
- Develop an effective implementation plan
- Understand the need to monitor the project's progress in order to make adjustments as necessary

CEUs: 1.4

Course #	***Date(s)***	***Time***
191CA669	05/08 & 05/09 (2 sessions)	9:00am-4:00pm

College, Campus & Room:
Capital / 950 Main St. Hartford, Room number will be posted in main elevator lobby

Instructor: John Birch

Fee: *$* 229.

Project Management

Essentials of Project Management

Project management is an industry-wide, recognized discipline. It has become a key ingredient to insuring successful, on-time and on-budget projects. You should attend this course if you have or will lead a project in the future or if you 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. CEUs: 0.6

Course #	***Date(s)***	***Time***
192MA575	03/19	9:00am-4:00pm

College, Campus & Room:
Manchester CC, Learning Resource Ctr., Rm. B144

Instructor: John Lombardo

Fee: *$* 100.

Leadership in Project Management

Whether you aspire to being a leader, or have had leadership thrust upon you as a project leader, teacher, or coach, this class will help you to build and flex your leadership muscles. You will see opportunity amid change and crisis; develop you own leadership style; lead with communication, encouragement, and promotion; recognize the ten telltale behaviors of true leaders; earn greater respect, success, and recognition; understand your own leadership potential. You will learn how to be flexible and adaptive without compromising your principles; how to understand leadership as an ongoing process and prepare to assume the role of leader; what vision is, and how to develop it; and how to create winning teams and keep them following your lead. Essentials of Project Management is recommended but not required. CEUs: 0.6

Course #	***Date(s)***	***Time***
193MA710	04/23	9:00am-4:00pm

College, Campus & Room:
Manchester CC, Learning Resource Ctr., Rm. B144

Instructor: John Lombardo

Fee: *$* 100.

Project Risk Management

Risk assessment is stressful for every organization. Groups that cannot properly assess risk are unprepared to plan for and react to uncertainty due to the combination of tangible and intangible information involved in risk assessment. Further, it's difficult to show an audit trail that can explain how decisions about risk get made. We will take a Project Manager viewpoint during the class. Essentials of Project Management is recommended but not required. CEUs: 0.3

Course #	***Date(s)***	***Time***
194MA711	04/09	9:00am-12:00pm

College, Campus & Room:
Manchester CC, Learning Resource Ctr., Rm. B144

Instructor: John Lombardo

Fee: *$* 60.

White Water World
The Challenge of Change: Helping Yourself and Others Confront it

In today's organizations, change is the rule rather than the exception. Downsizing, reengi¬neering, rapid growth, new technology, and a diverse workforce are creating more pressures and placing more demands on employees at all levels to confront the challenge of change. As an everyday, ongoing occurrence, change can be exhilarating or frightening. This program will provide participants with the tools and techniques to help them successfully navigate through the murky and often turbulent waters of change.

Participants will have the following opportunities:
- To define their roles and responsibilities in managing change
- To develop strategies for coping with and managing chang;
- To identify ways to involve others in the change process
- To use a model to introduce change.

CEUs: 0.6

Course #	***Date(s)***	***Time***
195GW729	04/26	9:00am-4:00pm

College, Campus & Room:
Gateway, North Haven, Room 133

Instructor: Andy DeLaura

***Fee**: $* 97.

Power Negotiations

The ability to successfully negotiate with employees and vendors is a key factor in managing your agency or department. Successful negotiators spend a considerable amount of time fine tuning their skills. This program is designed to provide you with the tools to identify, use, and readily adapt to various negotiating styles in order to achieve win/win results. Topics include:
- Definitions / Traits / Basic Ingredients
- Approaches to Negotiating
- Negotiating as a Range of Dilemmas
- Ways in Which People Deal: Cooperating, Negotiating, Fighting
- The Four Processes
- Influencing the Balance of Power
- Manipulation, Intended Efforts and Counteractions
- Competetive Negotiator vs. Problem Solver
- Tactics and Ethics of Persuasion
- 25 Ways to Make Anyone See it Your Way
- Planning for the Negotiation (Workbook Provided)

*Includes planning worksheets used by professional negotiators. CEUs: 0.6

Course #	***Date(s)***	***Time***
196CA123	03/21	9:00am-4:00pm

College, Campus & Room:
Capital / 950 Main St. Hartford, Room number will be posted in main elevator lobby

Instructor: John Birch

***Fee**: $* 110.

Do You Know with Whom You're Dealing? How to Deal Effectively with Different Personality Styles in the Workplace

Everyone has a unique pattern of interacting with other people and dealing with situations and conflict. Maximize your effectiveness in workplace relationships and increase collaboration by: identifying various personality types and work styles; interpreting, respecting and appreciating individual strengths, differences, needs, and challenges; developing specific techniques for overcoming common communication difficulties; and utilizing differences to strengthen your interactions. Create powerful alliances and develop a positive action plan by: determining to "whom" you are talking, identifying which behavioral differences trigger you and why, maximizing personality strengths and minimizing behavior trait challenges, adapting your personality style for greater success, developing strategies for dealing effectively with challenging situations and people, and recognizing how unique differences and flexibility can be harnessed to reduce stress and improve morale. CEUs: 0.6

Course #	***Date(s)***	***Time***
197TX494	03/20	9:00am-4:00pm

College, Campus & Room:
Tunxis, Bristol Career Center in Bristol, CT, Rm. BR1

Instructor: Anne Peck

***Fee**: $* 85.

Handling the Conflict Dragon

This is a different and much more successful approach to handing conflict designed to improve interpersonal communication in the workplace and help individuals overcome concerns about conflict.

We've all dealt with angry people, and we all know how it feels to be angry and in conflict. For most people, work involves a constant juggling of and wrestling with competing interests and angry internal and external customers that can provoke feelings of anger and even provoke conflict. Anger and conflict are not necessarily negative emotions, but often signal important data about relationships, resources, circumstances, or procedures that are in need of improvement. This training will aid in recognizing the costs and benefits of anger by diagnosing and identifying the sources of anger and providing techniques and strategies to deal with anger in self, in other individuals, and in your agency or team. This training is designed to make anger and conflict in your workplace a positive force for change, not something to avoid. Each participant will engage in applying these techniques in class to real life and work situations.

This course was formerly titled "Conflict Resolution" CEUs: 0.6

Course #	***Date(s)***	***Time***
198CA107	04/19	9:00am-4:00pm

College, Campus & Room:
Capital / 950 Main St. Hartford, Room number will be posted in main elevator lobby

Instructor: Maria Ricciardelli

Fee: *$* 85.

Don't Let Others Get the Best of You

Discover your strengths, develop your assets, and don't let others get the best of you! Build self-confidence, set boundaries, and determine the best appropriate responses when other people try to put you at a disadvantage. Develop proactive strategies so that others can't back you into a corner. Create the ability to adapt, adjust, and change to maximize your assets to get the results that you want. Develop techniques needed to deal confidently when being put on the spot. Become more self-assured by mastering the following topics: establishing verbal credibility, avoiding the aggressive traps that are set for you; dealing effectively with put-downs; defending yourself against criticism; developing approaches to demonstrate your integrity and competence; and getting the respect and attention that you deserve. CEUs: 0.6

Course #	***Date(s)***	***Time***
199TX701	06/04	9:00am-4:00pm

College, Campus & Room:
Tunxis, Bristol Career Center in Bristol, CT, Rm. BR1

Instructor: Anne Peck

Fee: *$* 85.

Managing Anger in the Workplace

For most people, work involves a constant juggling of and wrestling with competing interests than can provoke feelings of anger. Anger is not a negative emotion, but rather signals data about the relationships, resources, circumstances or procedures that are in need of improvement. This workshop helps you recognize the costs and benefits of anger in your workplace, diagnose and identify sources or anger, learn to deal with anger in yourself, in others, and in your organizations or team, and to make anger a positive force for change. CEUs: 0.6

Course #	***Date(s)***	***Time***
200GW727	04/09	9:00am-4:00pm

College, Campus & Room:
Gateway, North Haven, Room TBA

Instructor: Maria Ricciardelli

Fee: *$* 85.

Managing Disagreement, Conflict & Confrontation

This program uses some unique concepts to explore the five common approaches to resolving disagreements, conflicts and confrontations. It focuses on the collaborative process where both parties in a conflict can come away with far better results than if they had tried to resolve their differences using one of the more common methods. A few of the topics you will learn about are:

- Characteristics of conflict and disagreement
- Positive conflict and confrontation
- Myths, misconceptions, and expectations about conflict and confrontation
- Determining your conflict management style – assessment and interpretation
- When each of the five conflict management styles is appropriate to use
- The collaborative process
- Conflict management case study and practice

CEUs: 0.6

Course #	***Date(s)***	***Time***
201TX272	05/24	9:00am-4:00pm

College, Campus & Room:
Tunxis, Bristol Career Center in Bristol, CT, Rm. BR1

Instructor: Lawrence Lindquist

Fee: *$* 85.

Workplace Bullying: Issues, Prevention, and Resolution

It's an unfortunate reality that bullying can and does take place long after we leave the playground. Although it may be referred to as a personality clash, an attitude problem or a strong management style, in reality it is persistent abuse that is intended to demean, isolate and humiliate an individual. Such actions can be overt, or they may be less obvious. They may involve peer to peer relations, or those of a supervisory-subordinate nature. However, when it comes down to it, bullying is not harmless. It can destroy lives and careers and ultimately, becomes everyone's problem.

This class will investigate:

- What bullying is (who it involves)
- Workplace bullying vs. work style-related personality clashes
- Bullying behaviors (from overt to subtle)
- Personality characteristics of bullies
- Long-term effects of being bullied (can it become a dangerous situation?)
- What to do if you find yourself a victim of bullying (how do you know?)
- What to do if you witness bullying, or become aware that someone around you is being bullied

CEUs: 0.6

Course #	***Date(s)***	***Time***
202TX697	03/27	9:00am-4:00pm

College, Campus & Room:
Tunxis, Bristol Career Center in Bristol, CT, Rm. BR1

Instructor: Horace Hamor

Fee: *$* 85.

Productivity Solutions

Strategies for Stress Reduction

101 Ways to Reduce Stress and Stay Healthy

STRESSED OUT??? Take a break and join us for an enjoyable day exploring 101 ways to reduce stress. Some activities include: progressive muscle relaxation, autogenic relaxation techniques, guided imagery, physical activity, trigger point massage, and nutrition. Discover how your attitudes, beliefs, and thoughts affect your body's ability to cope with stress. Understand the importance of laughter and humor. Learn ways to erase tension and feel younger, revitalized, and more joyful. (Dress comfortably) CEUs: 0.6

Course #	***Date(s)***	***Time***
203AS220	04/13	9:00am-4:00pm

College, Campus & Room:
Asnuntuck CC, Room number will be posted inside the lobby

Instructor: Noreen Reilly

Fee: *$* 85.

Avoiding Job Burnout - Strategies to Prevent and Overcome It

Re-energize yourself and avoid job burnout by reducing and eliminating the effects of job stressors. Diagnose and evaluate burnout triggers and develop effective coping strategies to recognize, overcome and prevent them. Identify the signs and sources of overload and discover techniques to alter and heal them. Restore joy and enthusiasm to your workday and everyday living by: creating a balance between the personal and professional aspects of your life; prioritizing your responsibilities and goals; developing and utilizing self-renewal techniques to refresh yourself; determining the differences between pressure, stress and tension; eliminating crisis management coping mechanisms; differentiating between the urgent and essential; and utilizing practical techniques to get yourself back on track and help you stay there. CEUs: 0.6

Course #	***Date(s)***	***Time***
204TX333	05/14	9:00am-4:00pm

College, Campus & Room:
Tunxis, Bristol Career Center in Bristol, CT, Rm. BR1

Instructor: Anne Peck

Fee: *$* 85.

Performance Under Pressure: Managing Stress in the Workplace

Stress is damaging to the well-being of any work environment. This workshop will focus on two essential skills required to perform well under pressure: Perceiving a situation in an optimal way and using the physiological boost associated with stress to one's advantage. Participants will learn proven strategies for dealing with time, anger, people, fatigue and evaluation pressures, and an effective four-step method for optimal energy management. By recognizing signs and symptoms of stress and practicing and applying learned techniques, participants will be better able to handle stressed-out associates, develop self-assessment management skills and habits, and learn how to work well under pressure. CEUs: 0.6

Course #	***Date(s)***	***Time***
205MA644	04/12	9:00am-4:00pm

College, Campus & Room:
Manchester CC, Learning Resource Ctr., Rm. B144

Instructor: Maria Ricciardelli

Fee: *$* 85.

So You're Having a Bad Day -Managing Your Stress (revised)

Description: When stress builds to extreme levels and we are unable to cope, it reduces our physical and mental capacity to be productive. Learning to monitor and control levels of stress so that it is a positive force is a matter of changing our perceptions of stress. This program provides a starting point to help you better understand stress and identify solutions for individuals, teams, and the organization. Participant Learning Outcomes:

- An introduction of well-known models for understanding stress.
- Key causes of stress within organizations and how to identify them.
- Possible stress management solutions.
- An approach to managing stress in the workplace.
- Preventing and avoiding the situations that generate stress.

Course #	***Date(s)***	***Time***
206GW781	04/19	9:00am-4:00pm

College, Campus & Room:
Gateway, North Haven, Room 133

Instructor: Andy DeLaura

Fee: *$* 85.

Heartsaver CPR

This four-hour American Heart Association program teaches the participant to perform CPR Techniques on the adult. Also included will be intervention for foreign-body obstruction (choking), recognition of early signs of heart attack, the chain of survival, and infection control techniques. CEUs: 0.4

Course #	*Date(s)*	*Time*
207CA82	05/04	9:00am-1:00pm

College, Campus & Room:
Capital / 950 Main St. Hartford, Room number will be posted in main elevator lobby on plasma screen

Instructor: Certified CPR Trainer

Course #	*Date(s)*	*Time*
207CA81	05/18	9:00am-1:00pm

College, Campus & Room:
Capital / 950 Main St. Hartford, Room number will be posted in main elevator lobby

Instructor: Certified CPR Trainer

Fee: *$* 69.

Easing Lower Back Pain

In a room full of people, typically more than three quarters have lower back pain. Stress, injury, or habits are reasons for sore, stressed muscles. Once muscles have become chronically tight, the only way to relax them is to stop this contraction. Unfortunately, by this time, the habit of contraction has become unconsciously ingrained in the brain. In this workshop you'll be guided through Feldenkrais Lessons® specific to the lower back. Through deceptively simple, easy, yet ingeniously designed slow movement done on the floor, your lower back muscles will slowly come out of habitual contraction, allowing you to stand taller and live a life with greater mobility and ease.

Bring a mat (at least as long as you are), a towel, 2 small hard pillows, and dress comfortably (not jeans, sweats are good). **BRING A LIGHT LUNCH!** We will be working through lunch-time and watching a video. CEUs: 0.6

Course #	*Date(s)*	*Time*
208NW499	03/29	9:30am-4:00pm

College, Campus & Room:
Northwestern CC, Green Woods Hall, Room 128

Instructor: Karen Emerick, M.S.

Fee: *$* 85.

Stiff Neck? Tight Shoulders?

There IS a simple solution. In this workshop you will be guided through Feldenkrais Lessons® specific to the neck and shoulders. Through deceptively simple, easy, yet ingeniously designed slow movement done on the floor, your muscles will slowly come out of habitual contraction, allowing you to stand taller and live a life with greater mobility and less discomfort.

Bring a mat (at least as long as you are), towel, 2 hard pillows (couch pillows are good.) Dress comfortably (Not jeans - sweats are good.**) BRING A LIGHT LUNCH!** We will be working through lunch-time and watching a video. CEUs: 0.6

Course #	*Date(s)*	*Time*
209NW225	04/26	9:30am-4:00pm

College, Campus & Room:
Northwestern CC, Green Woods Hall, Room 128

Instructor: Karen Emerick, M.S.

Fee: *$* 85.

Stress Health & Wellness in the Workplace
A Certificate Program offered by Three Rivers Community College

For anyone who sits at a desk, gathers stress, and eats anything that is brought into the office. Why not give yourself or your employees the gift of health for the New Year? Let these five workshops teach you how to take care of body dynamics while at your desk, eliminate, or at least deflate stress with imagery and stretching, and embrace a new way to nourish your body to maintain excellent health with energy! Take all five for a certificate of health!

The courses included are: "Going Natural", "Designing Your Future", "Help! What Should I Eat?", "Managing Stress in the Workplace", and "Your Job can be a Pain I the Neck, Back, or Leg… How to Prevent It"

Going Natural NEW!

Do you want to have a healthier lifestyle but don't know where to start? Then this course is for you! Small lifestyle changes can have a huge impact on your health! Would you like to wake up in the morning feeling good? Do you lack the energy and vitality needed to make it through the day? Do you suffer from tiredness, low energy, anxiety, depression, "fuzzy brain" or stomach problems?

Some simple lifestyle changes can help you to correct problems that contribute to poor health, fatigue, depression, low energy, and anxiety and stomach problems. We will learn simple ways to incorporate healthy lifestyle changes that can have a huge impact on your health. Does cancer, high blood pressure, and heart disease run in your family? Simple lifestyle changes can help you to reduce your risk of the two top killers in the US. CEUs: 0.6

Course #	***Date(s)***	***Time***
210TR787	04/12	9:00am-4:00pm

College, Campus & Room:
Three Rivers CC, Thames Valley Campus, Room 210

Instructor: Carol Stanton

***Fee**: $* 85.

Designing Your Future NEW!

Choices you make everyday (or fail to make everyday) shape the cumulative course of your life. Whether your choices are physical or financial choices, social-emotional, intellectual, aesthetic, or philosophical choices, they make a qualitative difference in your existence. Come identify key current sources of stress and learn ways you can control your role and response. Then, scope out your current mix of activities and relationships. Design your ideal version through a variety of exercises and learn some strategies for immediate implementation. Come willing to creatively explore your possibilities and delight in your new vision. CEUs: 0.6

Course #	***Date(s)***	***Time***
211TR788	04/20	9:00am-4:00pm

College, Campus & Room:
Three Rivers CC, Thames Valley Campus, Room 211

Instructor: Kathleen O'Beirne

***Fee**: $* 85.

Help! What Should I Eat? NEW!

Caring for oneself isn't as easy as following every "new" diet or health program that comes along. Everyone is different and we all can learn to develop sensitivity to our bodies needs and how to maintain better health. In this day long workshop, you will gain knowledge of how to eat for natural weight control, understand and reduce sugar cravings, maximize your energy, boost your immune system, maintain healthy digestion, reduce inflammation, and better ways to prepare nutritious meals for at home and on the go. CEUs: 0.6

Course #	***Date(s)***	***Time***
212TR789	04/27	9:00am-4:00pm

College, Campus & Room:
Three Rivers CC, Thames Valley Campus, Room 212

Instructor: Pat Clark

***Fee**: $* 85.

Managing Stress in the Workplace NEW!

If you sit at your desk 8 + hours a day, feel stiffness in your neck and shoulders, this workshop is for you. You will learn techniques to battle these chromic pains. Ms Flowers will show how to incorporate stretching exercises, relaxing breathing methods and meditation into your daily office routine to help make you a more productive you.

This workshop will discuss the inter-relationship between breathing, our emotions, our thoughts and the stress manifested in our body, creating physical tension. CEUs: 0.6

Course #	***Date(s)***	***Time***
213TR790	05/04	9:00am-4:00pm

College, Campus & Room:
Three Rivers CC, Thames Valley Campus, Room 213

Instructor: Michele Flowers

***Fee**: $* 85.

Your Job Can Be a Pain in the Neck, Back, or Leg… Learn How to Prevent It NEW!

Spend an intriguing day with two wellness doctors that will give you tips on staying well and pain-free in your work environment and daily life. Learn various exercises and techniques in class that you can do at your desk or workplace to eliminate pain and fatigue. Expand your knowledge of safe herbal and vitamin therapy to enhance memory, decrease fatigue, and minimize pain in your daily life. CEUs: 0.6

Course #	***Date(s)***	***Time***
214TR791	05/11	9:00am-4:00pm

College, Campus & Room:
Three Rivers CC, Thames Valley Campus, Room 214

Instructor: Kendra Becker & Frank Musante

***Fee**: $* 85.

Developing Leadership Skills

Supervisory Skills Certificate Program

Supervisors will explore ways to create accountability, to plan for the future, to improve the condition of the organization, and to manage both internal and external relationships. Course work includes:

What Every Supervisor Should Know
This workshop provides participants with practical techniques, tips and strategies for managing people and information, thereby improving performance. This information is designed to help supervisors take charge of the professional growth of their staff and themselves and spells out clear, realistic recommendations that help participants expertly handle the daily problems and challenges they face.

Melt Down Your ISMs
Are you dealing with some people who could benefit from an attitude adjustment? Now you can learn how to refresh and refocus their negative energies and change the faces of your associates' negative attitudes into ones that seek positive gain. You'll learn how to:

- Teach other to face up to the consequences of negative attitudes
- Promote the benefits of positive attitudes
- Help others change their perspectives and their reactions to life and work events
- Communicate positive attitudes with words, tone and body language
- Correctly approach and respond to the difficult attitudes of others

Solving Problems Creatively
Do you wish your employees and team members would come up with better ways to get tasks accomplished, handle new situations, or work more productively together? Does the responsibility for new ideas fall on only you and do you sometimes feel you may be "running dry?" During this workshop, you will tap into your idea power and challenge your own and others' thinking blocks by using techniques essential to creating new answers.

Managing Diversity in theWorkplace
This program will help managers develop an understanding of diversity issues, learn the necessary skills to reduce and eliminate prejudicial attitudes and behaviors among staff, seek common interest during intergroup conflict, and experience a model that uses tools of healing and compassion to reduce prejudice. Participants will also learn how to handle oppressive jokes, comments and slurs as well as discover ways to restate controversial issues and increase unity and cooperation.

Regaining Control – Supervising for Effectiveness
In this workshop learn that regaining control is within your grasp. All it requires is an understanding of what to control, a plan of how to do it, and the self-discipline necessary to accomplish the plan. The three aspects of supervisory control reviewed will be time control, stress control and change control. For each area of control, you will develop strategies to help you supervise for increased efficiency and effectiveness.

Leadership & Motivation
What do the great leaders have in common? They know how to identify what motivates others to do their best. Find out why your employees don't do things, and even more importantly, why they do. This workshop identifies the major motivational theories and techniques and how to apply them in everyday workplace situations. CEUs: 3.6

Course #	***Date(s)***	***Time***
215CA160	03/20, 03/27, 04/03, 04/10, 04/17, & 04/24 (6 sessions)	9:00am-4:00pm

College, Campus & Room:
Capital / 950 Main St. Hartford, Room number will be posted in main elevator lobby

Instructor: Presenters Include Ralph Braithwaite & Vicki Gallon-Clark

Fee: *$* 395.

Supervisory Skills Certificate II NEW!

Expand your skills as a supervisor. Explore team building and how it can positively impact your organizations goals, coaching to improve performance, and guidelines to practicing ethics. ***Prerequisite:*** Supervisory Certificate I Course work includes:

Team Building
More and more organizations are accomplishing goals and objectives by using teams. But not all teams are effective. This program will help supervisors assess whether or not teams are the desired direction, identify the current status of their teams, and learn about the stages of team development. In addition, participants will learn about the various team roles, how to motivate team performance, how to manage team conflict, and how to coach for improved performance.

Coaching
Broadly defined, coaching is the supportive technique used by the manager/supervisor in supplying guidance to subordinates. It is a process which requires continuous involvement and action by the first-line manager and generally operates within selected time frames. This workshop will focus on the skills needed to be an effective coach, the steps necessary to have a productive coaching session, and the process need to have employees improve performance.

Ethics
Are ethics an issue in your work environment? It seems more and more organizations are dealing with issues of ethics. This workshop will focus on ethical issues that managers and employees face today. This program will focus on a practical application of ethical concepts rather than a philosophical discussion. Participants will explore numerous ethical quandaries and leave with answers to a variety of ethical questions.

Course #	***Date(s)***	***Time***
216CA802	06/12, 06/19, & 06/26 (3 sessions)	9:00am-4:00pm

College, Campus & Room:
Capital / 950 Main St. Hartford, Room number will be posted in main elevator lobby on plasma screen

Instructor: Ralph Braithwaite

Fee: *$* 255.

Making the Transition to Management

Moving into management is an exciting path, but it can also be riddled with pitfalls. This program focuses on the basic skills needed to make the transition to a supervisory or management role. Areas to be covered include defining the difference between a supervisor and a manager and outlining the responsibilities of a managerial position, including assigning and distributing work, monitoring and controlling performance, and reviewing and evaluating performance. The program will also provide overviews of training, leadership, communication, staffing, motivation, and administrative tasks. This is a good program for the new supervisor or the individual who wants to have a better understanding of the role of a supervisor or manager. CEUs: 0.6

Course #	***Date(s)***	***Time***
217MA234	03/27	9:00am-4:00pm

College, Campus & Room:
Manchester CC, Learning Resource Ctr., Rm. B144

Instructor: Ralph Braithwaite

Fee: *$* 85.

Developing Leadership Skills

Fundamentals of Management and Communications

Management, supervisors, and team leaders will significantly improve their overall management skills using the nationally recognized Vital Learning Supervision Series©. This program uses a combination of lecture, workbooks, videos, and practice sessions to enhance their effectiveness as managers. This program will enable participants to:

- Understand and use the basic principles of effective management
- Identify unique ways of maintaining employee's self-esteem to foster teamwork, cooperation, innovation, and higher productivity
- Understand and adopt the fundamental skills of communicating
- Listen more effectively by using basic listening skills

In addition to handouts, participants will receive workbooks for each session that contain exercises, readings, self-assessments, and recommendations for addressing specific issues with employees.
CEUs: 1.2

Course #	***Date(s)***	***Time***
218CA175	04/12 & 04/13 (2 sessions)	9:00am-4:00pm

College, Campus & Room:
Capital / 950 Main St. Hartford, Room number will be posted in main elevator lobby

Instructor: John Birch

Fee: *$* 230.

Can You Handle Problem People?

Many supervisors and managers face the risk of dealing with difficult employees or customers: those who often come in late, don't work hard, procrastinate, or keep morale low. This workshop not only shows how to determine the causes of employee performance problems, but offers and suggests what intervention steps to take. Workshop participants will learn how to communicate in ways that clarify expectations, build healthy relationships, minimize conflicts, and build bridges between management staff and customers. Participants will gain insights into the personalities of problem or difficult people. The workshop offers the following tools which are designed to show how:

- to avoid being manipulated
- to identify self and others negative hot buttons
- to view and identify the different styles and personalities of problem people such as:
- The Analytic Person, The Ruler, The Relator, The Entertainer, The Bully, The Ninja, and The Whiner
- to assess the values, intent, behavior, and needs of each communication style, their strengths and their weaknesses
- teach style behaves under pressure, and how to communicate effectively with each
- to use seven communication techniques designed to get what you want
- to deal with difficult bosses

CEUs: 3.6

Course #	***Date(s)***	***Time***
219CA567	03/22	9:00am-4:00pm

College, Campus & Room:
Capital / 950 Main St. Hartford, Room number will be posted in main elevator lobby

Instructor: Maria Ricciardelli

Course #	***Date(s)***	***Time***
219GW728	05/07	9:00am-4:00pm

College, Campus & Room:
Gateway, North Haven, Room 133

Instructor: Maria Ricciardelli

Fee: *$* 85.

Developing the Leader Within

Understand what it takes to be a truly great leader. We'll explore ways to lead with vision, integrity, courage, and inspiration. Discover why your attitude is so vital to your own success. Learn how to successfully develop people and draw on their natural desire to be self-motivated. Gain insights for tapping into people to create positive change and action. Learn ways to share your vision by painting vivid pictures so people capture your spirit and momentum. Increase your personal effectiveness by using a 10-point organizational checklist. CEUs: 0.6

Course #	***Date(s)***	***Time***
220MA275	03/21	9:00am-4:00pm

College, Campus & Room:
Manchester CC, Learning Resource Ctr., Rm. B144

Instructor: Noreen Reilly

Fee: *$* 85.

Leadership & Motivation

What do the great leaders have in common? They know how to identify what motivates others to do their best. Find out why your employees don't do things, and even more importantly, why they do. This workshop identifies the major motivational theories and techniques and how to apply them in everyday workplace situations. CEUs: 0.6

Course #	***Date(s)***	***Time***
221CA158	04/04	9:00am-4:00pm

College, Campus & Room:
Capital / 950 Main St. Hartford, Room number will be posted in main elevator lobby

Instructor: Ralph Braithwaite

Fee: *$* 85.

Navigating the Treacherous Waters of Your Office: Interpersonal Skills Strategies that Empower You

Coach, mentor and manage others by mastering your interpersonal skills. Get people to listen, understand, and give you the results you want and need. Develop power-packed communication skills to make your points clearly, confidently, and persuasively. Build a loyal team, increase morale, and enhance productivity. Create a cohesive, motivated team and avoid frustration by minimizing and eliminating: miscommunication, gossip, complaints, whining, negativism, unacceptable requests, and constant grievances. Develop the winning edge by learning to: create positive first impressions, gain the backing of others, make people feel important, turn resistance into support, identify and work with different personality types, determine protocol with clients, avoid and dissolve discord, deal with challenging people, and utilize techniques which create lasting relationships and develop allies. CEUs: 0.6

Course #	***Date(s)***	***Time***
222TX335	04/09	9:00am-4:00pm

College, Campus & Room:
Tunxis, Bristol Career Center in Bristol, CT, Rm. BR1

Instructor: Anne Peck

Fee: *$* 85.

Developing Leadership Skills

Problem Solving Using Root Cause Analysis NEW!

Panic time again! The boss wants to talk to you about solving problems, "root cause analysis," and somehow you get the feeling it has nothing to do with trees. What is Root Cause Analysis? The goal is to find the real problem and avoid the old "witch hunt" approach. You want to discover the root of the problem, as opposed to simply treating symptoms. This program will focus on some of the tools and techniques that apply to doing a Root Cause Analysis. CEUs: 0.6

Course #	***Date(s)***	***Time***
223MA798	05/15	9:00am-4:00pm

College, Campus & Room:
Manchester CC, Learning Resource Ctr., Rm. B144

Instructor: Ralph Braithwaite

Fee: *$* 85.

Advanced Supervisory Skills - Diversity, Coaching, & Ethics NEW!

Have you been working in a supervisory or managerial role for at least a year? Have you completed a basic supervisory skills program? The supervisor/manager of today works with people of diverse backgrounds, provides coaching to improve performance, and operates with an emphasis on ethics. Participants will learn about the diverse workplace, develop skills to coach more effectively, address ethical dilemmas, and develop an understanding of ways to manage those dilemmas. CEUs: 0.6

Course #	***Date(s)***	***Time***
224MA799	05/03	9:00am-4:00pm

College, Campus & Room:
Manchester CC, Learning Resource Ctr., Rm. B144

Instructor: Ralph Braithwaite

Fee: *$* 85.

CEUI / Technical Courses

A special selection of course offerings for members of the NP-2 Bargaining Unit will be offered by the Connecticut Employees Union Independent in cooperation with the Connecticut Community College System this spring. Look for the listings in a booklet to be distributed separately.

Upon approval of the employing agency, and seat assignment by the In-Service Coordinator, NP-2 members attend the special set of union-sponsored courses at no cost to their employing agency.

Contact Sharon Chamberland at schamberland@commnet.edu with any questions.

Appendices

- Instructor Biographies
- Individual Application form for Staff
- Agency Registration Form & Summary Pages

Instructor Biographies

Adams, Carla
Carla Adams has over 10 years of experience in the field of business/computer education and corporate training. Her experience has included teaching and training in such diverse settings as high school, college, government agencies and corporations.

Becker, Kendra
Dr. Kendra Becker completed her Bachelor's Degree in Nursing from Northwestern University, Boston, MA, and her Doctor of Naturopathic Medicine from the University of Bridgeport., Bridgeport, CT. Dr Becker believes health and wellness come from a balance of diet, stress management, nourishing sleep, minimizing environmental toxicity and appropriate naturopathic medicine. Dr. Becker practices at Coastal Chiropractic Family Wellness Centre in Mystic and lectures state wide on Naturopathic Medicine.

Bernard, Janice
Janice Bernard received her certificates for interpreting and teaching sign language from Northwestern CT Connecticut Community College. She works as an interpreter for the towns of Farmington and West Hartford. Janice also teaches sign language at Tunxis Community College and at Bristol Adult Education.

Berube, Regina
Regina Berube has taught several courses for Tunxis Community College, including Basic English Grammar, Perfect Pronunciation and ESL. She holds a B.A. from Saint Joseph College and an M.A. from CCSU. She especially enjoys empowering people with academic challenges to succeed.

Birch, John
John Birch, CPBA (Certified Professional Behavioral Analyst) has over 20 years experience in Fortune 100 and Fortune 500 companies managing strategic and operational planning, special projects, expense management, and human resources organizations. As a management consultant, John continues to keep current on cutting edge management and organizational trends. Bringing a broad variety of experiences to his training programs, John ensures that his seminars are informative, exciting and stimulating.

Braithwaite, Ralph
Ralph Braithwaite has an M.B.A. in organizational behavior and more than 20 years experience in training, human resources and teaching.

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.

Burke, Elizabeth
Elizabeth Burke has had extensive experience in a variety of professional settings. She has provided PC training and software support in both one-on-one and classroom settings. Ms. Burke is fully conversant with Microsoft Office products as well as graphics software, web page design and a wide range of computer equipment

Carnine, Dennis
Dennis Carnine is a consulting engineer and has used Pinnacle to produce many personal videos and DVDs. He has taught numerous technical courses at Gateway including basic electronics, microprocessors, and pre-calculus math.

Christie, Carl
Carl Christie is a financial advisor. He operates a practice of over 250 client groups, with approximately $15 million under management. His financial planning practice specializes in comprehensive financial planning including investment analysis, retirement planning, tax strategies and protection planning. Carl has a BS in Business and Finance and is a Certified Financial Planner (CFP) practitioner. He also holds the Certified Fund Specialist (CFS) designation and is fully licensed and registered with the NASD and state securities and insurance commissions.

Clark, Pat
Pat Clark, Certified Holistic Health Counselor with a private practice in North Stonington, received her formal training at the Institute for Integrative Nutrition in NYC and is certified by the American Association of Drugless Practitioners. Her training includes modern health counseling, eastern and western nutrition, and key universal steps to creating personal health. She also has pastoral counseling training as a graduate of Yale Divinity School, and enjoys studying the effect of our thoughts on the nature of our reality.

D'Angelo, Fred
Fred D'Angelo is an Assistant Professor of Computer Science & Technology at MCC where he teaches programming and networking courses. He has more than 14 years of industry experience in Information Technology, including four years supporting a large corporate network. He has a graduate certificate in data communications from Rensselaer Polytechnic Institute.

DeLaura, Andy
Mr. DeLaura is a performance improvement professional with over 25 years of extensive experience creating and delivering organizational and employee development programs. As a Franklin Covey certified facilitator, he has presented personal improvement courses to hundreds of participants throughout Connecticut. Mr. DeLaura brings a unique and dynamic training style to the classroom.

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 communications, 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.

Emerick, M.S., Karen
For over 35 years Karen has been in the forefront of the alternative healing arts movement. She incorporates all of her knowledge in movement education, yoga, energy healing, massage and other disciplines to facilitate others on their personal journey towards self-empowerment, balance and healing. Her Feldenkrais Training deepened her ability to guide her students toward unlimited possibilities of movement, freedom from pain and enhanced personal growth.

Flowers, Michele
Ms. Flowers is a licensed and certified yoga instructor, a member of the National Yoga Alliance as well as a certified Cardiac stress management instructor.

Gallon-Clark, Vicki
Vicki Gallon-Clark brings her diverse experience in being a manager, consultant and entrepreneur into the classroom to handle real situations. Her background in training, staffing, employee relations and organizational development is incorporated into the communication and supervisory classes she facilitates.

Gladue, Betti
Betti Gladue is currently the Program Coordinator of the Business Office Technology Program at Three Rivers Community College. She has taught a variety of credit and noncredit computer software application and business courses during the past six years.

Gonzalez, Maria
Ms. Gonzalez was born in Puerto Rico and has been teaching Spanish to adult learners for over 30 years. She has taught for various higher education institutions in Connecticut. Ms. Gonzalez has a Bachelor's Degree from the University of Puerto Rico and a Master's Degree from NYU.

Gordon, Margaret
Margaret Gordon has more than 25 years of experience troubleshooting hardware and software systems and applications. Margaret has provided instruction for the past 20 years including all levels of Microsoft operating systems and Office applications.

Gyurko, Jan
Jan Gyurko is a computer "geek" and has been since getting her first Apple 2+ machine back in 1984. She has been a computer instructor for over 20 years and has expertise on both Macintosh and PC platforms. She specializes in software training on everything from basic introductory courses to more advanced business software. She is enthusiastic and creative, and known for her innovative class materials.

Hamor, Horace
Horace Hamor holds an M.B.A. in Marketing and is an adjunct professor at Post College in Waterbury, where he teaches Marketing, Sales Management and Economics. He was recently ordained as a Deacon in the Archdiocese in Hartford. Horace is also a professional consultant to Non Profits for Accounting practices and business management, and has a longstanding interest in social issues involving dignity, diversity, and workplace relations.

Healy, James
James Healy has an M.B.A. and more than 30 years of data-processing experience. He specializes in the development of spreadsheet and database applications.

Kelly, John
John Kelly, MBA/CPA, is associate professor of accounting in the College Learning Center at MCC.

Kelly, Adrianne
Adrianne Kelly is the Media Instruction & Distance Learning Coordinator at Tunxis Community Colleg e. Over the past five years she has taught a variety of courses for the Workforce Development and Continuing Education division such as Graphics for the World Wide Web and Macromedia Dreamweaver.

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.

LaGanga, Dr. Donna
Dr. Donna Brandeis LaGanga is the Dean of Workforce Development and Continuing Education of Tunxis Community College. She began her education with an Associates Degree in Secretarial Science, Legal Studies, from Sullivan County Community College in South Fallsburgh, New York and continued through her Doctorate of Education from the University of Texas at Austin, which was awarded in 1999. She is also a Covey Certified trainer.

Lamont, Debbie
Debra S. Lamont started computer training in 1985 to help small business owners understand and use computer in their offices. A trained teacher and former college professor, Mrs. Lamont is a graduate of the University of Bridgeport and the University of Connecticut with a Master of Arts degree in Instructional Media and Education Technology. Since 1985, she has provided training and consulting for numerous companies, colleges, organizations, government agencies and individuals in several locations throughout the Northeast and Southeast.

Lemcoff, Diana
Diana Lemcoff is a computer professional with over 20 years experience in the design, installation and management of information systems. She has taught at MCC, the University of Pittsburgh, ORT schools and private companies.

Lindquist, Lawrence
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.

Lipman, Stuart
Stuart Lipman brings more than 26 years of technical and practical experience to the classroom.

Lombardo, John
John Lombardo is certified in project management through the American Management Association. He has been a project management leader for more than ten years and has led teams of up to 150 members. His projects have included infrastructure replacement, Y2K compliance and implementation of new technology.

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 Community Colleges; UConn, CREC, public, private and technical schools; businesses; municipalities; and state agencies.

Musante, Frank
Dr. Frank Musante completed his Bachelor's Degree in Exercise Science from Ithaca, New York, Masters in Cardio-Pulmonary Physiology form Northwestern University in Boston, Ma and his Doctor of Chiropractic from University of Bridgeport, Bridgeport, CT. Dr Musante practices at Coastal Chiropractic and Family Wellness Centre in Mystic, as well as educates other physicians on healing patients with supplements and nutrition.

O'Beirne, Kathleen
Mrs. O'Beirne is the author of two new books, Life Is a Beach! Musings from the Sea and Birds of a Feather: Lessons from the Sea. She has brought Anne Morrow Lindbergh's seminal work into the 21st century for women and men in the workplace. The winner of the Athena Award for leadership, Mrs. O'Beirne brings a rich vision to the personal aspect of stewardship of one's gifts.

Peck, Anne
Anne Peck has more than 20 years experience as a motivational consultant, specializing in personal and performance growth workshops. Peck has customized workshops, seminars and training programs in communication, developmental and motivational skills for the federal and state governments, many Fortune 500 corporations, and colleges. Her goal is to help people to develop their potential and achieve higher levels of personal and professional success. Participants enjoy her sense of humor, down-to-earth practical suggestions and proven techniques.

Petruzzi, Mark
Mark K Petruzzi is an experienced trainer and performance consultant, with more than 25 years of study and practice of spiritual and transformational work. Mark enjoys working with individuals and small groups on topics ranging from the Enneagram to manifestation and meditation techniques. Mark: "I am most inspired by those with "whole-life" spirituality; approached with a sense of grace, heart, wonder and fun—that is what I move toward".

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.

Potsus, Whitney
Whitney Potsus has been a professional writer for 15 years and offers a background in writing, editing, and publications management in the areas of technical communications, magazine and newsletter publishing, marketing communications, and public relations. In addition to freelance writing for a variety of publications, she worked as a technical writer and content manager for a Fairfield County-based software company for eight years before moving into full-time contracting in the aerospace industry. She holds a B.A. in English and a M.A. in Journalism. She is a senior member of and active participant in the Society for Technical Communications (STC) at the state and national levels.

Reilly, Noreen
Noreen Reilly, B.S. brings over 15 years of business experience to the training arena. She conducts professional development seminars for corporations, colleges, and non-profit organizations.

Ricciardelli, Maria
Maria Ricciardelli has had a successful 20 year career in training and consulting with for-profit and not-for-profit businesses and colleges throughout the New England area. Her expertise has been recognized by the Department of Labor, the U.S. Navy, and agencies and municipalities throughout Connecticut and Massachusetts.

Routh, Candace
Candace Routh has been a business communications consultant since 1988, helping clients discover and develop the full potential of their business communications skills at all levels. She has conducted workshops, coaching sessions, and special writing and consulting assignments for clients in the U.S., U.K., Europe, Australia and the Far East. She has headed her own consulting practice since 1993.

Sabadosa, Russell
Russell Sabadosa is a full time faculty member at MCC teaching in the computer Networking, Security and Hardware area. Prior to MCC, Russell was a project engineer and IT director where he became proficient in a number of software packages and platforms in the area of networking, desktop applications, project management and report writing.

Schwartz, Charles
Chuck Schwartz is a professor of computer science with more than 18 years experience in the fields of programming, management information systems and application development.

Scott, Valerie
Valerie Scott is the Graphic Designer for the Continuing Education Division of Manchester Community College. She provides the cover design and course layout of the catalogs. Valerie has been in the field for eight years.

Stanton, Carol
Carol Stanton has a doctorate in naturopathy and has a private practice in Westerly RI. She is the director of Nature's Wisdom Wellness Center in Westerly RI.

Summa, Louise
Louise Summa has served as the Human Resources Director, HRIS Manager and Employee Relations designee at Three Rivers Community College. In addition to that primary role she has formerly served as Affirmative Action Officer and Diversity Trainer. Louise has developed presentation on the national and regional level in areas dealing with Employee development. Ms. Summa holds a B.A and M.B.A from Anna Maria College.

Thomas, Elizabeth

Elizabeth Thomas has 22 years of experience in end-user technology support and education and has been an instructor in Continuing Education for a number of years focusing on the Internet, Publisher, Outlook and Windows & Microsoft Office applications.

Vincze, John

Mr. Vincze is a Connecticut native. He is currently employed by the State of Connecticut as the Director of Business and Industry Services at Gateway Community College. Prior to coming to Gateway he was the owner or principal in several businesses along the shoreline. In 1961 he developed mechanical controls that were used in aerospace applications. His engineering achievements include the development of the elbow controls for the Boston Arm (a prosthetic device that controls the motion in an artificial arm) and the first use of hi speed Polaroid photography for thin molded sections in plastics. He has been a consultant to over fifty multinational manufacturing corporations using scientific management techniques. In 1995 he started the Workforce Retraining Programs at Gateway Community College.

John holds a BS in Economics from the University of Bridgeport and a MBA from the University of New Haven. He has a certificate from the Yale University Construction Specifications Institute. John is a certified Franklin Covey Facilitator and has worked with Franklin Covey programs for more than twelve years.

Zacchei, David

David Zacchei has over 20 years experience in consulting, training and management, working with individuals, teams and organizations to improve their effectiveness. He is an Organizational Effectiveness consultant at Pfizer in New London. David is one of the creators of the Bringing Your Spirit to Work program, and is deeply committed to facilitating the growth and development of others so that they can achieve their greatest potential.

Registration Information for Students

How do I register?

- Direct all questions regarding timelines and procedures to your agency Training Approval Officer (TAO). Each agency has unique policies concerning deadlines, eligibility, and the registration process.
- Approved registrations will be submitted by your TAO to the In-Service Training Program Coordinator. Upon receipt of confirmation of seat reservations, TAOs will notify staff and direct you to maps & driving directions.
- In most cases student names are not submitted with seat requests. The 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 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. It is the responsibility of the original registrant and the agency Training Approval Officer (TAO) to identify and select the substitute. Withdrawals or changes to course schedules are not allowed.
- Participants must be careful to attend the correct course section and location as assigned. **Additional fees will be charged to agencies when non-registered staff attend courses.**

Course Postponements

- Inclement weather postponements: Listen to radio and TV stations for individual college closings. When in doubt call the college in question. When classes are held students are expected to attend and no refunds or credits will be given for non-attendance.
- When courses must be postponed due to inlement weather or unexpected instructor illness, Training Approval Officers will be notified <u>by the college offering the course</u> as soon as the college is aware of the situation. **NOTE:** College representatives do not have student names or contact information prior to class and cannot contact students individually!

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.

Textbooks

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

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.**
- CEUs 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 CEUs. Contact hours are measured in clock hours, and do not include lunch or coffee breaks. In order grant CEUs, each college must collect sufficient student data to track the student on our registration system.

Individual Application for In-Service Training Programs

Submit to your Training Approval Officer ONLY!

TO TRAINING APPROVAL OFFICER: This application is provided for your agency's internal use only, to be used in the event that you do not have your own internal required forms. It is not necessary to return these Individual Application forms with your registration summary pages.

TO APPLICANT: Return this Application to: **Return no later than:**

TAO Name:
Address:

REMINDER TO APPLICANT: Be sure to double-check the dates and times of the courses you are applying for, for any potential conflicts. **No seat changes or withdrawals are allowed once seats have been assigned**. See your Training Approval Officer about your agency's internal rules regarding course approval and registration.

COURSE INFORMATION -- ONE COURSE PER PAGE

Course Title: Course Number:

Course Dates: Course Fee:

Substitution Option: (Circle one): Same Course at Same College Only Same Course at Any College NO Substitutions

I meet the prerequisites listed in the course description for this class (circle one): YES NO NONE LISTED

APPLICANT INFORMATION

Name:

Title: Telephone #:

Department:

Address:

ADDITIONAL INFORMATION / NOTES

SUPERVISOR'S APPROVAL

Signature: Date:

Agency Registration Form, Cover Page

AGENCY REGISTRATION DEADLINE: January 30, 2007

No registrations can be processed without this completed page!

Send cover page and any appropriate summary pages to:
Sharon Chamberland, In-Service Training Program Coordinator
schamberland@commnet.edu, Phone: 860-244-7614 Fax: 860-566-1308

Agency Name:

Training Approval Officer / Primary Contact Name:

TAO Phone: TAO Fax: e-mail:

Mailing Address:

Alternate Contact Name, Phone, & e-mail:
(This may be a primary contact OR a backup contact person)

Name & Title of Fiscal Officer:

Fiscal Officer Signature*: Date:

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*This form must be signed by an agency official who is authorized by the Office of the State Comptroller to commit and expend agency appropriated funds. **Applications must be final when submitted as billing will be based on the number of seats assigned. No withdrawals or course substitutions are allowed once seats are assigned.** Errors in the number of seats requested are the responsibility of the agency and will not be corrected after seats have been assigned. See the Registration Information & Forms section for additional information.

Required! Total number of seats requested and approved on all pages:_____

Required! Total dollar value of seats requested and approved on all pages: _____

Course Substitution Options: Circle your choice of number 1, 2, or 3

When seats cannot be assigned because individual courses are canceled or over-requested, seats can simply be denied **or** substitutions can be made into other sections of the same course. Substitutions may be made into existing sections published in the catalog or new sections arranged to meet high demand. Each agency may choose whether or not to have substitutions made. If no option is selected, "None" will be used for all requests.

1. Allow substitutions into another section of the same course at the same college only, *for all seats requested*.
   This will apply to new course sections arranged to meet high demand as well as existing courses.
2. Do not make any substitutions. The courses, dates and times selected are the only acceptable choices.
3. Use the individual options I have written in for each seat request.

Important Request:

Because seat requests are typically anonymous it is impossible for us to know which seat requests are dependent upon introductory or intermediate level classes. **When requesting seats in more than 1 class level for the same applicant (Introductory, Intermediate and Advanced), please indicate which particular seats must be assigned together.** Alternatively, provide the last names of applicants. ***Thank you!***