State In-Service Training Program
Course Catalog

Spring 2008

Agency Registration Deadline: 02/06/08

Staff Development Courses offered by

The State of Connecticut Community College System

in partnership with

Department of Administrative Services

www.commnet.edu/inservice
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.

What’s NEW this term?

Because of the soon-to-be change in personnel with the addition of a new State In-Service Training Program Coordinator, this is considered to be a transitional time. We are eagerly looking forward to early March, 2008, when we will introduce the new Coordinator. Until then agency Training Approval Officers should continue to contact me regarding registration for spring courses. Some important information to keep in mind during the transitional period:

- For this term there will be no substitution option for staff to automatically be placed in an alternate course section if and when a first choice is unavailable. Training Approval Officers will see a notation on Seat Reservation Reports indicating whether courses are canceled or filled to capacity in cases where the original request cannot be honored.

- In the coming months we will be working on many enhancements to the State In-Service Training Program including the automation of more of our services, which will allow us to build capacity to fill the training needs of State agencies efficiently as well as possibly offering new and different training opportunities. We appreciate your support and feedback as we progress toward these goals!

Several new topic areas are included with this catalog including Marketing & Public Relations (see page 44), and a Driving Safety Program (page 82.) Courses are also available this term at two additional colleges: Naugatuck Valley in Waterbury, and Quinebaug Valley’s Willimantic Center. To quickly identify new offerings, look for “NEW!” next to course titles in the Table of Contents and in the body of the catalog.

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.

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.

Thank you for your time and interest. We look forward to seeing you this Spring!

Sharon Chamberland

Sharon Chamberland
State In-Service Training Program Coordinator
Connecticut Community Colleges
Phone: (860) 244-7614 Fax: (860) 566-1308
schamberland@commnet.edu
Registration Information

Registration Timeline

Agency Registration Deadline .................................................................02/06/08
Registrations submitted after the deadline will be assigned on an “as-available” basis.

Course confirmations / seat reservations returned to agencies no later than...............02/26/08

Training Approval Officers notify staff of seat reservations
and provide maps & directions to each college.........................beginning 02/26/08

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 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.
Registration Information

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 inclement 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 description 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.
- 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 requests 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

For the Spring 2008 term, there will be no substitution options. When staff cannot be placed in their first-choice course section, Seat Reservation Reports will indicate whether the course is filled to capacity or canceled.

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!

**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.
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Technology Advancement

Computer Fundamentals & Internet

**PC Fundamentals with MS Office XP**
Understand the Personal Computer. Learn to use the mouse, explore the Start Menu, examine My Computer and navigate Toolbars. Learn to customize the Desktop, understand the Window Controls, use the Help feature, and shut down the system. CEUs: 0.6

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<td>1CA899</td>
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**College, Campus & Room:**
Capital / 950 Main St. Hartford, Room number will be posted in main elevator lobby on plasma screen

**Instructor:** Frank Wood

**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. **Prerequisite:** Introduction to the Internet, Windows introduction or equivalent experience, and reasonable typing skills. CEUs: 0.9

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**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.

**An Important Note about Prerequisites for Computer Courses**
We urge you to pay careful attention to any prerequisites included in course descriptions! The learning of all participants is adversely affected by those who are unable to keep pace at the required skill level.

**Learn the Basics of Windows XP and Internet Searching**
No Prerequisite: This introductory course covers the basics of working with the Windows operating systems; file handling, and searching for information on the Internet. CEUs: 0.6

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**College, Campus & Room:**
Three Rivers CC, Thames Valley Campus, Room 206

**Instructor:** Betti Gladue

**Fee:** $126.
Windows Vista - Introduction
You’ve heard about Windows Vista. Now it’s time to enter the exciting new world of Microsoft’s latest operating system. Learn how to use the Windows Vista Start menu, move and resize windows, manage files and folders, perform content searches, create shortcuts, change system settings, and browse the Web. Materials included. **Prerequisite:** Keyboarding and mouse skills recommended but not required. CEUs: 0.6

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

**Instructor:** Stuart Lipman

**Fee:** $90.

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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

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**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

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

**Instructor:** Stuart Lipman

**Fee:** $90.
State In-Service Training Program, Spring 2008 – Page 14

Technology Advancement

Graphics & Multimedia

Adobe InDesign - I (Introduction)
InDesign is Adobe’s advanced publishing software program used for page layout and design. The features of InDesign integrate Adobe Photoshop and Adobe Illustrator. This course will provide an overview of the InDesign workspace, placing and editing text and graphics, and applying precise typographic control. **Note:** This is not an introduction to the PC. **Prerequisite:** Computer skills are required. CEUs: 0.6

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

**Instructor:** Valerie Scott

**Fee:** $ 90.

Adobe InDesign - II (Intermediate)
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, multi-page documents, colors, gradients, tints, and exporting to PDF. **Prerequisite:** Adobe InDesign Introduction. CEUs: 0.6 CEUs: 0.6

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

**Instructor:** Valerie Scott

**Fee:** $ 90.

Adobe InDesign - Creating Art
Use Adobe InDesign to stylize text, illustrate and alter clip art. Adobe InDesign interfaces with Adobe Illustrator and Adobe Photoshop in the Creative Suites package. This exceptionally powerful layout program now allows you the freedom to create and alter art without switching programs. **Prerequisite:** Adobe InDesign Introduction. CEUs: 0.3 CEUs: 0.3

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

**Instructor:** Valerie Scott

**Fee:** $ 65.

Adobe InDesign - Desktop Publishing Projects
Students will learn how to create newsletters, flyers and brochures using Adobe InDesign. **Prerequisite:** Mouse, keyboarding and Windows skills required. CEUs: 0.3

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

**Instructor:** Valerie Scott

**Fee:** $ 65.

Adobe InDesign - PrePress
Are you preparing a file to go to a professional printer? If so, what do you need to do to make sure that electric file will go to press correctly? This course will cover basic file management in regards to color, (CMYK vs RGB), trapping, bleeds and crop marks, file size, bringing an art file into a layout program, links, fonts, and exporting a file into a PDF. **Prerequisite:** Adobe InDesign Introduction. CEUs: 0.3

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

**Instructor:** Valerie Scott

**Fee:** $ 65.
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

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**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

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

**Instructor:** Diana Lemcoff

**Fee:** $ 90.

Photoshop CS 3.0: Getting the Most from Your Digital Images
**Prerequisite:** No experience with Photoshop is necessary

While designed specifically with the photographer in mind, much of the material presented is of equal benefit to the graphic designer. This Photoshop course is intended for the beginning Photoshop user who wishes to learn how to optimize images acquired by a digital camera or by scanning negatives or prints. The course is based on the latest version of Photoshop CS and each student will have access to a computer providing a “hands-on” experience. The makeup of a digital image will be introduced and hardware and system requirements will be covered.

Digital file management in Photoshop using Adobe Bridge as well as the types of files and file compression will be reviewed. Photoshop tools such as cropping, image resizing, adjustment layers, raw image conversion and the histogram will be introduced using examples from actual photographs.

This twenty-four hour course will also include advanced topics such as layer masking, scanning techniques and tonal range and color adjustments. Basic techniques used to repair and retouch photographic images are introduced. Color management and digital printing considerations will help the student get top quality prints from their optimized digital images. CEUs: 2.4

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**College, Campus & Room:**
Three Rivers CC, Thames Valley Campus, Room 206

**Instructor:** John Fast

**Fee:** $ 350.
Technology Advancement / Graphics & Multimedia

Visio 2003 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 and several of the following desktop applications: Access, Excel, Outlook, PowerPoint and Word. CEUs: 0.9

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College, Campus & Room: Manchester CC, Learning Resource Ctr., Rm. B142
Instructor: Russell Sabadosa
Fee: $210.

Visio 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

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College, Campus & Room: Manchester CC, Learning Resource Ctr., Rm. B141
Instructor: Russell Sabadosa
Fee: $210.

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 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 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 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 2: DVD menuing and rendering followed by burning a DVD of the finished video. CEUs: 1.2

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College, Campus & Room: Gateway, North Haven, Computer Lab 128
Instructor: Dennis Carnine
Fee: $99.
Technology Advancement / Graphics & Multimedia

Expression - Introduction to Web Page Creation
Microsoft’s latest web design product is aptly named Expression and students will learn how to easily express their individual or business information on the web with the new program. Students will layout text on pages using HTML, build, create and maintain hyperlinks, create tables, and learn some techniques on how to publish websites to a web server. **Prerequisite:** Basic Windows, typing and mouse skills are required. CEUs: 0.6

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**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

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

**Instructor:** Margaret Gordon

**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

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

**Instructor:** Margaret Gordon

**Fee:** $90.

Web Page Design I
Learn every aspect of web design from planning to layout, inserting images, hyperlinks, style sheets, an overview of search engine optimization, how to create motion and interactivity, and more. **Prerequisite:** Windows 2000 or XP and Navigating the Internet or equivalent experience CEUs: 1.8

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(3 sessions)

**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.
PHP & MySQL - How to Create Web Forms and Capture Information

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 $79 is not included in course fee. Textbooks are available at the college bookstore.) CEUs: 1.8

VBA (Visual Basic for Applications) - Introduction

Everyday tasks in Office applications such as Word, Excel, Access and PowerPoint can be performed easily using macros with Visual Basic for Applications (VBA). Learn how to use VBA to automate activities such as deleting duplicate data, printing multiple documents or reports, simplifying the user input process and transferring data from one application to another. This class will be taught in a hands-on format, giving students the opportunity to practice what they are learning as the course progresses. Prerequisite: VBA does not require prior programming experience although familiarity with the Office applications is required. CEUs: 1.8

Required text: Office VBA Macros You Can Use Today: Over 100 Amazing Ways to Automate Word, Excel, PowerPoint, Outlook, and Access, by Gonzalez, Meister, Ozgur, and Dilworth, 2006, Independent Pub Group, ISBN: 1932802061. (Cost of the text, approximately $39.95 is not included in course fee. Textbooks are available at the college bookstore). CEUs: 1.8
Technology Advancement / Information Technology

VB.NET - I (Introduction)
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 basic programming techniques and the basic information participants need to get started using VB.NET, including creating - opening -saving projects, understanding the development environment, variables, constants, assignment statements, scope, decisions, conditions, unary and binary operators, statements, blocks, the concept of classes, and modules. There will be discussions of Windows' user interfaces and how to create those interfaces with VB forms and controls. These concepts will be demonstrated on VB.NET software in a hands-on environment. (MCC previously offered classes entitled “VB.NET Programming.” Feedback suggested we expand upon these topics. The current format is designed to meet your requests.)

**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: 9780073304274. (Cost of the text, approximately $98.25 is not included in course fee. Note: This text is used in VB.NET Introduction and Intermediate. Textbooks are available at the college bookstore.) CEUs: 1.8

**Course #** | **Date(s)** | **Time**
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33MA796 | 03/28, 04/04, 04/11 | 9:00am-4:00pm (3 sessions)

**College, Campus & Room:**
Manchester CC, Learning Resource Ctr., Rm. B222

**Instructor:** Charles Schwartz

**Fee:** $ 295.

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VB.NET - II (Intermediate)
This class is a continuation of the Visual Basic.Net Introduction course. Topics included are Enhanced Decisions, Menus, Common Dialog Boxes, Methods, Sub-Procedures and Functions, Multiform Projects, Lists, Loops, and Arrays. These concepts will be demonstrated on VB.NET software in a hands-on environment. Additional Topics (as time allows) may include Introductions to Classes, Inheritance, Generalization vs. Specialization, Graphics, Animation, Sound, and Visual Web Developer. (MCC previously offered classes entitled “VB.NET Programming.” Feedback suggested we expand upon these topics. The current format is designed to meet your requests.)

**Prerequisite:** VB.NET Introduction.

**Required text:** Programming VB.Net 2005 + CD + 180 day trial software, 6th Edition, Bradley & Millspaugh, McGraw-Hill, ISBN: 9780073304274. (Cost of the text, approximately $98.25 is not included in course fee. Note: This text is used in VB.NET Introduction and Intermediate. Textbooks are available at the college bookstore.) CEUs: 1.8

**Course #** | **Date(s)** | **Time**
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34MA892 | 04/18, 04/25, 05/02 | 9:00am-4:00pm (3 sessions)

**College, Campus & Room:**
Manchester CC, Learning Resource Ctr., Rm. B222

**Instructor:** Charles Schwartz

**Fee:** $ 295.
**Technology Advancement / Information Technology**

**VB.NET - III (Advanced)  NEW!**

This class is a continuation of the Visual Basic.Net Intermediate course and will build on what students have learned about Visual Basic.NET. More advanced Visual Basic.NET topics such as building your own classes, designing database applications using ADO.NET, enhancing Web applications with ASP.NET, creating database reports with Crystal Reports will be covered. The course will be taught in a hands-on format giving students the opportunity to practice what they are learning as the course progresses. (MCC previously offered classes entitled “VB.NET Programming.” Feedback suggested we expand upon these topics. The current format is designed to meet your requests.)

**Prerequisite:** Completion of the VB.NET Intermediate course or permission of instructor.

**CEUs:** 1.8

**Required text:** Advanced Programming Using Visual Basic 2005 + CD + 180-day trial software, Bradley & Millspaugh, McGraw-Hill, ISBN: 9780073304441. (Cost of the text, approximately $94.75 is not included in course fee. Textbooks are available at the college bookstore.) **CEUs:** 1.8

**Course #  Date(s)  Time**

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**College, Campus & Room:**
Manchester CC, Learning Resource Ctr., Rm. B222

**Instructor:** Catherine Seaver

**Fee:** $ 295.

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**Prepare for A+ Certification  NEW!**

This course provides you with everything you need to know to support and troubleshoot computer hardware and software. Using a combination of lectures and hands-on labs, you will acquire the knowledge to pass CompTIA’s A+ New 2006 Essentials exam along with preparing you for exam 220-602: IT corporate or mobile IT Technician. Upon completion of this course, you will be able to identify, install, upgrade, configure, maintain and troubleshoot all major computer hardware components, along with operating systems including all versions of Windows®, Linux® and Mac® operating systems. While focusing on new hardware and software, you will also discover the real world of an entry-level IT Technician, where older technology is still used in combination with newer technologies.

**Prerequisite:** Some technical knowledge or work experience using computer PC hardware and software. Basic skills and understanding in using Windows 2000 and XP. PC Technician work skills and troubleshooting experience is helpful, but not necessary. **CEUs:** 6.0

**Course #  Date(s)  Time**

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**College, Campus & Room:**
Naugatuck Valley Community College, Room F220

**Instructor:** Bruce Parrish

**Fee:** $ 900.
Technology Advancement

Microsoft Office Skills

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 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

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

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

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

Instructor: James Healy

Fee: $ 90.
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

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

**Instructor:** Gayle Pignone

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

**Instructor:** Gayle Pignone

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

**Instructor:** James Healy

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**College, Campus & Room:**
Quinebaug Valley, Willimantic Center, 729 Main St., Willimantic. Room 2

**Instructor:** Debbie Lamont

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**College, Campus & Room:**
Quinebaug Valley, Willimantic Center, 729 Main St., Willimantic. Room 2

**Instructor:** Debbie Lamont

**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

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

**Instructor:** Gayle Pignone

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

**Instructor:** Gayle Pignone

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

**Instructor:** James Healy

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**College, Campus & Room:**
Quinebaug Valley, Willimantic Center, 729 Main St., Willimantic. Room 2

**Instructor:** Debbie Lamont

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**College, Campus & Room:**
Quinebaug Valley, Willimantic Center, 729 Main St., Willimantic. Room 2

**Instructor:** Debbie Lamont

**Fee:** $ 90.
Technology Advancement / Microsoft Office Skills

Access 2003 - III (Advanced)  NEW!
Learn to use the Table Analyzer Wizard, link tables from different databases and make a linked table local. Customize field properties, define relationships, create advanced queries and forms and produce reports. Learn to enhance data access pages, establish database security and use database maintenance tools. Prerequisite: Introduction and Intermediate Access 2003 or equivalent experience. CEUs: 0.6

Course # | Date(s) | Time
---|---|---
44CA1088 | 04/29 | 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: Gayle Pignone

Fee: $90.

Access 2003 Certificate
Learn database basics and gradual introduction to advanced features of Access 2003.
Topics:
- Introduction to Access 2003
- Intermediate Access 2003
- Advanced Access 2003

Prerequisite: Windows experience and keyboarding skills of 25wpm strongly recommended. CEUs: 1.8

Course # | Date(s) | Time
---|---|---
45CA602 | 05/07, 05/21, & 06/04 (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: $259.

Access 2007 - I (Introduction)
Access 2007 is here! Learn basic database concepts, create tables, set data entry rules, and create queries, forms and reports. Text is included. Prerequisite: Basic Windows, typing and mouse skills are required. CEUs: 0.6

Course # | Date(s) | Time
---|---|---
46MA884 | 04/16 | 9:00am-4:00pm

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

Instructor: James Healy

Fee: $110.

Access 2007 - II (Intermediate)
Continue your exploration of Access 2007. Learn how to relate tables, use lookup fields, create sub-datasheets, complex queries, advanced form design, charts and pivot tables. Text is included. Prerequisite: Access Introduction, or permission of instructor or computer coordinator. CEUs: 0.6

Course # | Date(s) | Time
---|---|---
47MA885 | 04/23 | 9:00am-4:00pm

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

Instructor: James Healy

Fee: $110.
Wow! What Happened to Microsoft Access 2007?

**NEW!**

**Prerequisite:** Students taking this workshop should be familiar with personal computers, the use of a keyboard and mouse, and Windows XP.

If you would like some assistance with learning the most recent version of Microsoft Access, then this six-hour workshop is for you. This instructor-led workshop will provide you with the basic features of Access 2007 including database concepts, designing and creating tables, adding and organizing records, setting up data entry rules, and creating and using queries, forms and reports. During this hands-on workshop, you will have the use of a laptop and textbook. To help with the retention of your new skills, *the textbook is yours to keep.* This newest version of Access is much more user-friendly than earlier versions.

**CEUs:** 0.6

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**College, Campus & Room:**
Three Rivers CC, Thames Valley Campus, Room 206

**Instructor:** Kim O’Connor

**Fee:** $ 126.

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Access: Building an Effective & Efficient Database

This 2-day course will teach you how to build an effective and efficient database for both the builder and the end-user with limited knowledge of Access. It will encompass tables, queries, forms, reports and macros. It will also include building a switchboard for easy use. **CEUs:** 1.2

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

**Instructor:** Donna Achilli

**Fee:** $ 180.

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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. **Prerequisite:** Windows, typing and mouse skills. **CEUs:** 1.8

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

**Instructor:** Margaret Gordon

**Fee:** $ 260.

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Access: Advanced Access Queries and Reports

**NEW!**

This 1-day course will teach you how to build advanced queries and reports including basic and advanced calculation methods. **CEUs:** 0.6

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

**Instructor:** Donna Achilli

**Fee:** $ 90.
Technology Advancement / Microsoft Office Skills

Access: Macro Design for Forms and Switchboards
NEW!
This 1-day course will teach you how to build macros that can be placed on forms, reports and building switchboards. CEUs: 0.6

Course # Date(s) Time
52TX1040 05/02 9:00am-4:00pm

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

Instructor: Donna Achilli
Fee: $ 90.

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

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
55MA196 03/18 9:00am-4:00pm

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

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
56MA647 03/25 9:00am-4:00pm

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

Instructor: Elizabeth Thomas
Fee: $ 90.
Excel 2003 - I (Introduction)

Develop the basic skills required to create and use a spreadsheet with Microsoft Excel. 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:** Working knowledge of the Windows operating system. CEUs: 0.6

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

**Instructor:** Frank Wood

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

**Instructor:** Elizabeth Thomas

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

**Instructor:** Debbie Lamont

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

**Instructor:** Debbie Lamont

Excel 2003 - II (Intermediate)

Learn to use additional functions, enter 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 2003 Introduction or equivalent experience. CEUs: 0.6

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

**Instructor:** Debbie Lamont

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

**Instructor:** Elizabeth Thomas

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**College, Campus & Room:**
Quinebaug Valley, Willimantic Center, 729 Main St., Willimantic. Room 2

**Instructor:** Debbie Lamont

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**College, Campus & Room:**
Quinebaug Valley, Willimantic Center, 729 Main St., Willimantic. Room 2

**Instructor:** Debbie Lamont

**Fee:** $ 90.
Excel 2003 - III (Advanced)
Learn how to summarize, outline, and subtotal list data, as well as how to use named ranges, list ranges, and Lookup Functions. Apply conditional formatting and data validation. Import and export data, and learn to use XML to share, map, and reuse data. Discover how to create, format, and modify PivotTables and PivotCharts to see just the information you need. Use various worksheet auditing and analysis tools, such as Evaluate Formula, Watch Window, Solver, and scenarios. Create and remove custom filters, work with shared workbooks, protect workbooks, track and review changes, and merge and consolidate data from worksheets. Finally, learn to customize the Excel working screen with custom toolbars, menus, and macros. Prerequisite: Excel Intermediate or equivalent experience. CEUs: 0.6

Course # Date(s) Time
59CA847 05/02 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: Gayle Pignone
Fee: $90.

Excel 2003 Certificate  NEW!
Learn the basics of spreadsheets and progress to the advanced features of Excel 2003. Topics:
- Introduction to Excel 2003
- Intermediate Excel 2003
- Advanced Excel 2003
Prerequisite: Windows experience and keyboarding skills of 25 wpm strongly recommended. CEUs: 1.8

Course # Date(s) Time
60CA1094 04/30, 05/13, & 05/28 9:00am-4:00pm
(3 sessions)

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

Instructor: Gayle Pignone
Fee: $259.

Excel 2007 - I (Introduction)
Learn the exciting new features of Excel 2007: how to enter and edit data, use formulas, work with graphics, save workbooks, copy data and formulas, use functions, format worksheets, print, and create charts. Text is included. Prerequisite: Basic Windows, typing and mouse skills are required. CEUs: 0.6 CEUs: 0.6

Course # Date(s) Time
61MA888 05/06 9:00am-4:00pm

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

Instructor: Steven Bloom
Fee: $110.

Excel 2007 - II (Intermediate)
Continue exploring Excel 2007. Learn how to use, link and manage multiple worksheets and workbooks, create cell and name ranges, advanced formatting techniques, outline and subtotals, sorting and filtering, and advanced charting. Text is included. Prerequisite: Excel Introduction, or permission of instructor or computer coordinator. CEUs: 0.6 CEUs: 0.6

Course # Date(s) Time
62MA889 05/13 9:00am-4:00pm

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

Instructor: Steven Bloom
Fee: $110.
Ribbons, Ribbons, and More and Microsoft Excel 2007

Prerequisite: Students taking this workshop should be familiar with personal computers, the use of a keyboard and mouse, and Windows XP.

If you would like some assistance with learning the most recent version of Microsoft Excel, then this six-hour workshop is for you. This instructor-led workshop will provide you with the basic features of Excel 2007 including formulas and functions, formatting a worksheet, creating charts and graphics and analyzing data with formulas. This workshop will be presented using a hands-on approach. During the workshop, you will have the use of a laptop and textbook. To help with the retention of your new skills, the textbook is yours to keep. Come and learn about the new graphical user interface, Ribbons. Ribbons replace the current system of layered menus, toolbars, and task panes in Microsoft Office applications. CEUs: 0.6

Course # Date(s) Time
63TR872 05/02 9:00am-4:00pm

College, Campus & Room: Three Rivers CC, Thames Valley Campus, Room 206
Instructor: Kim O'Connor
Fee: $126.

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
64MA193 04/15 9:00am-4:00pm

College, Campus & Room: Manchester CC, Learning Resource Ctr., Rm. B142
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
65MA413 04/15 1:00pm-4:00pm

College, Campus & Room: Manchester CC, Learning Resource Ctr., Rm. B141
Instructor: Carla Adams
Fee: $65.

Excel: Advanced Topics  NEW!

Are you ready to dig deeper into Excel? This fun and fact filled course will teach you how to use the advanced functions that you only dreamed of using. Easy to understand methods and practical examples will give you the confidence to take your Excel skills to a higher level. Topics covered include: Ranges, Linking workbooks, 3D workbook formulas, If functions, Goal Seek tool, Scenario Manager, Formula Auditing, Advanced Filters, Grouping, Outlines, VLookUP, HLookUP, Pivot tables, Pivot charts and Macros. Prerequisite: Excel Intermediate, equivalent experience or permission of instructor or computer coordinator. CEUs: 1.2 CEUs: 1.2

Course # Date(s) Time
66MA1076 04/22 & 04/29 9:00am-4:00pm (2 sessions)

College, Campus & Room: Manchester CC, Learning Resource Ctr., Rm. B141
Instructor: Margaret Gordon
Fee: $180
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

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

**Instructor:** Carla Adams

**Fee:** $ 65.

Project 2003 - NEW!
Experience the power of Microsoft Project as a project management tool. You will learn the basics of launching MS project, opening files, examining the project window, and closing files. Learn to create new project files, work with tasks, use task relationships, fine-tune timelines, assign resources, get to the baseline, work with resource assignments, update project progress, adjust and track project, view project information and integrate MS Project with other applications. **Prerequisite:** Moderate Windows experience. CEUs: 1.2

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

**Instructor:** Gayle Pignone

**Fee:** $ 99.

MS Project 2003 - I (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. 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

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

**Instructor:** Dennis Carnine

**Fee:** $ 99.

MS Project 2003 - II (Advanced)
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.

Pre-requisite: Introduction to MS Project
CEUs: 0.6

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

**Instructor:** Dennis Carnine

**Fee:** $ 99.
Technology Advancement / Microsoft Office Skills

Outlook 2003 - Introduction
Learn how to effectively send and receive e-mail messages, manage records, keep track of completed/uncompleted tasks, and use mail management tools. Use calendar, update task information, edit notes and customize menus and toolbars. CEUs: 0.6

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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 2003 - I (Introduction)
Create a professionally designed presentation using AutoContent. 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 and edit presentations. Prerequisite: Windows experience. CEUs: 0.6

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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 2003 - II (Intermediate)
Enhance your PowerPoint skills by exploring more features. Create a more sophisticated presentation from a template. Create presentations from documents. Modify Slide Masters, background and color. Enhance presentations through WordArt and the Drawing toolbar using Format Painter. Customize Clip Art and apply Animation Effects. Finally, prepare presentations for delivery and insert Hyperlinks. Prerequisite: Introduction to PowerPoint or equivalent experience. CEUs: 0.6

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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.

PowerPoint 2003 - III (Advanced)  NEW!
Learn to modify presentation templates, insert and export objects and data, and work with charts and tables. Apply advanced visual effects and customize your presentations. Finally, learn to set up presentations for delivery. Prerequisite: Introduction and Intermediate PowerPoint 2003 or equivalent experience. CEUs: 0.6

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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.
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

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

*Instructor:* Dennis Carnine

*Fee:* $90.

Publisher 2003 - I (Introduction)  

Learn to create newsletters, brochures, cards, flyers, and more. Learn desktop publishing basics. This class will cover page-layout commands, working with frames, using graphics, and using templates and wizards. **Prerequisite:** Basic Windows experience. CEUs: 0.6

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*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.

Accessibility Issues and MS Windows XP  

Did you know that your Windows XP operating system comes with accessibility tools that can make your computer more comfortable to use? Do you have vision, hearing, or dexterity issues that make using the computer a challenge? Are you an instructor, administrator or employee who should know about accessibility features? In this 3-hour course, we will explore 3 categories of options that can be adjusted in Windows XP. Visibility Options: Font style, color, and size of the items on the desktop, icon size, screen resolution, high contrast schemes, cursor width, blink rate, and the Microsoft magnifier. Keyboard and Mouse Options: Double-click speed, ClickLock, Pointer Speed, SnapTo, Cursor Blink Rate, Pointer Settings, StickyKeys, FilterKeys, ToggleKeys, MouseKeys. Sound and Speech Options: Sound Volume, Sound Schemes, ShowSounds, SoundSentry, Notification, Text-to-Speech. **Prerequisite:** Basic Windows XP navigation, typing and mouse skills recommended but not required. CEUs: 0.3 CEUs: 0.3

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

*Instructor:* Carla Adams

*Fee:* $65.

Windows Vista - Introduction

You’ve heard about Windows Vista. Now it’s time to enter the exciting new world of Microsoft’s latest operating system. Learn how to use the Windows Vista Start menu, move and resize windows, manage files and folders, perform content searches, create shortcuts, change system settings, and browse the Web. Materials included. **Prerequisite:** Keyboarding and mouse skills recommended but not required. CEUs: 0.6 CEUs: 0.6

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

*Instructor:* Stuart Lipman

*Fee:* $90.
## Technology Advancement / Microsoft Office Skills

### Learn the Basics of Windows XP and Internet Searching

No **Prerequisite:**. This introductory course covers the basics of working with the Windows operating systems; file handling, and searching for information on the Internet. CEUs: 0.6

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**College, Campus & Room:**
Three Rivers CC, Thames Valley Campus, Room 206

**Instructor:** Betti Gladue

**Fee:** $126.

### Using the Microsoft Office Suite Together as a Whole  NEW!

This 1-day course will teach you how to use all of the applications in the Microsoft Office Suite together to give you a more efficient and effective electronic working tools. CEUs: 0.6

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

**Instructor:** Donna Achilli

**Fee:** $90.

### Windows Tips & Tricks: Managing Your Files  NEW!

Make Windows XP more efficient by customizing the way you work with windows and manage your files. Participants will learn to modify the Start Menu for faster access to programs, files, drives and websites as well as systems for saving, renaming, organizing and managing files and folders making them easier to access and use. CEUs: 0.6

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

**Instructor:** Jan Gyurko

**Fee:** $90.

### Word 2003 - I (Introduction)

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:** Working knowledge of the Windows operating system.

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

**Instructor:** Frank Wood

**Fee:** $90.

### Word 2003 - II (Intermediate)

Expand your Word processing skills. Become proficient in setting tabs, indents, sections, and columns. Learn how to insert symbols, text effects, web links, and graphics in your documents. Create your own tables and produce charts from those tables. Learn how to save your document as a web document or create mailing labels and print them. **Prerequisite:** Word 2003 Introduction or equivalent experience. CEUs: 0.6

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

**Instructor:** Frank Wood

**Fee:** $90.

### Word 2003 - III (Advanced)

Work with Styles and Graphics. Include field references, insert Endnotes, apply layout and formatting techniques, use Master Documents, restrict permissions, design forms, configure tables and charts, and work with Macros. **Prerequisite:** Introduction and Intermediate Word 2003 or equivalent experience CEUs: 0.6

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**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.
Technology Advancement / Microsoft Office Skills

**Word 2007 - I (Introduction)**
Enter the new world Word 2007. Learn how to create new documents, edit text, format text and paragraphs, create tables, headers and footers, breaks, print, find and replace text, and work with graphics. Text is included. **Prerequisite:** Basic Windows, typing and mouse skills are required. CEUs: 0.6

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

**Instructor:** Bruce Manning

**Fee:** $110.

**Word 2007 - II (Intermediate)**
Students will continue their exploration of Word 2007 and create styles, use outlines, define columns, print labels and envelopes, develop their own templates, diagram, use drawing tools, track revisions to documents, and create documents for the web. Text is included. **Prerequisite:** Word Introduction, or permission of instructor or computer coordinator. CEUs: 0.6

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

**Instructor:** Bruce Manning

**Fee:** $110.

**Word - Mail Merge**  **NEW!**
In this three-hour class, students will learn how to merge letters and envelopes by creating lists, accessing databases, text files and other data sources. Students will learn to prepare documents to be used in merges, create records in Word, and send customized letters and notifications. Learn how to print your merges on labels and envelopes. **Prerequisite:** Microsoft Word Introduction, equivalent experience or permission of instructor or computer coordinator. CEUs: 0.3

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

**Instructor:** Diana Lemcoff

**Fee:** $65.

**Ribbons, Ribbons, and More and Microsoft Word 2007**
**Prerequisite:** Students taking this workshop should be familiar with personal computers, the use of a keyboard and mouse, and Windows XP.

Do you need some assistance learning the more recent version of word processing software, Microsoft Word 2007? If the answer is yes, this six-hour workshop will help. This instructor-led workshop will provide you with the basic features of Word 2007 including, entering and editing text, browsing documents, formatting text, using tables, inserting headers and footers, proofing and printing documents, and inserting graphics. This workshop will be presented using a hands-on approach. During the workshop, you will have the use of a laptop and textbook. To help with the retention of your new skills, your textbook is yours to keep. Come and learn about the new graphical user interface, Ribbons to see what all the talk is about. CEUs: 0.6

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**College, Campus & Room:**
Three Rivers CC, Thames Valley Campus, Room 206

**Instructor:** Betti Gladue

**Fee:** $126.
Technology Advancement / Microsoft Office Skills

**Word - Form Design and Creation**    NEW!

In the first half of the course, you will learn how to plan the layout of a Word document to create forms. Learn how to format tables, using forms as an input method to your tables. Learn how to set and control indentations, tabs and margins. Learn to use headers and footers. In the second half of the course, you will learn how to design printable and electronic forms with fields to be filled in by a computer user utilizing MS Word. Insert fields and use the power of all Word layout features to create clean looking and user friendly forms. You will learn helpful form design guidelines. (MCC previously offered a class entitled “Word Forms, Macros and Templates.” Feedback suggested we expand upon these topics. The current format is designed to meet your requests.) **Prerequisite:** Word Introduction or permission of instructor or computer coordinator. CEUs: 0.6 CEUs: 0.6

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

**Instructor:** Diana Lemcoff

**Fee:** $90.

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**Word - Templates and Macros**    NEW!

Learn how to use, create and distribute templates for documents to help you work more effectively. Explore and modify existing Word templates. Create macros to automate frequent tasks. Learn how to customize existing macros. (MCC previously offered a class entitled “Word Forms, Macros and Templates.” Feedback suggested we expand upon these topics. The current format is designed to meet your requests.) **Prerequisite:** Word Introduction or permission of instructor or computer coordinator. CEUs: 0.3 CEUs: 0.3

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

**Instructor:** Diana Lemcoff

**Fee:** $65.

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**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

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

**Instructor:** Carla Adams

**Fee:** $65.

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**Word: Advanced Topics**    NEW!

This 1-day course will teach you the advanced functions of Word including mail-merge from other applications, macros, customized toolbars and menu options as well as advanced templates and automated fill-in forms. CEUs: 0.6

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

**Instructor:** Donna Achilli

**Fee:** $90.
Essential 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. CEUs: 3.6. Topics:

- Write Away!
- Proofreading
- How To Get Your Boss’ Ear
- Telephone Communication Skills
- Managing Multiple Priorities
- PowerPoint 2003 Introduction
- Access 2003 Introduction

Course # Date(s) Time
100CA144 03/14, 03/28, 04/04, 04/11, 04/18, & 04/25 (6 sessions)

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

Instructor: 3 Presenters: Margaret DeMarino, Gail Pignone, & Elizabeth Burke

Fee: $425.

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. CEUs: 0.6

Topics covered:
- Shortcuts of Secretaries
- Confidence 101
- Talking on Your Feet
- Leadership

Course # Date(s) Time
101CA141 04/18, 04/25, 05/02, & 05/09 (4 sessions)

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

Instructor: Margaret DeMarino

Fee: $339.

Office Professional Certificate - III (Advanced Program)

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
102CA801 05/23, 05/30, & 06/06 (3 sessions)

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.
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

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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

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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.

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

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College, Campus & Room:
Tunxis, Bristol Career Center in Bristol, CT. Check with Receptionist for Room Assignment

Instructor: Anne Peck

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

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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.

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

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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

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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

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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.
**Essential Business Skills**

**Customer Care**

**Becoming Client-Oriented - Creating Exceptional Customer Service**  NEW!

Develop “winning” customer service strategies to provide exceptional internal and external customer service. Create happy, satisfied customers and reduce stressful situations. Create “win-win” situations by learning key phrases to de-fuse volatile behavior and turn an adversary into an ally. Develop a winning image by:

- presenting a best first impression
- developing customer care courtesies
- communicating effectively to get customers the help they need
- using the telephone and email to your advantage
- discovering customers needs by listening
- making the customer feel important
- dealing positively with challenging people/situations
- effectively following-up and following-through

CEUs: 0.6

**Course #**  **Date(s)**  **Time**
115NV1099  04/15  9:00am-4:00pm

**College, Campus & Room:**
Naugatuck Valley Community College, Room number to be announced

**Instructor:** Anne Peck

**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**
116CA1599  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:** Margaret DeMarino

**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 everyone – 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**
117CA119  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:** Ralph Braithwaite

**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**
119CA140  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:** Margaret DeMarino

**Fee:** $ 85.
**Essential Business Skills**

**Effective Presentations**

**Are You a Present(er)? NEW!**

Are you a Present(er) to your listeners? What gifts do you offer your audience? Uncover your unique presentation style gift to become an effective and dynamic speaker. Unlock the path to "Reach Your Peak." During this session attendees unwrap their speaking style gift. Attendees will discover how to rewrap their special gift to inspire, entertain and enthral audiences.

- How to uncover or rediscover your best speaking style.
- Is your style truly your best?
- Unleash your style to reach your peak

Start your journey of discovery today. CEUs: 0.6

**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. Prerequisite:** Basic knowledge of PowerPoint. CEUs: 0.6

**Course # Date(s) Time**

125TX1050 04/03 9:00am-4:00pm

**College, Campus & Room:**
Tunxis, Bristol Career Center in Bristol, CT. Check with Receptionist for Room Assignment

**Instructor:** Sue Kelly

**Fee:** $85.

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**Course # Date(s) Time**

126MA643 04/24 9:00am-4:00pm

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

**Instructor:** Ralph Braithwaite

**Fee:** $85.
Overcoming the Fear of Public Speaking: Using Your Fears to Success  NEW!
Conquer your fear of speaking up in public and feel confident promoting your ideas. Learn to communicate effectively with one person or a group. Make your best impression ever by learning to excel in the following areas:
• using fear to your best advantage
• developing self-confidence
• becoming self-directed rather than other-directed
• practicing positive self-talk
• interpreting and using non-verbal communication to your advantage
• attention-getting delivery
• making your meaning clear
• gaining support for your ideas
• learning relaxation exercises
CEUs: 0.6
Course #     Date(s)     Time
127NW1033   06/17       9:00am-4:00pm

College, Campus & Room:
Northwestern CC, Learning Resource Center, Draper Conference Room 105

Instructor: Anne Peck

Fee: $ 85.

Passion and the Power of Words
Learn the 12 most persuasive words in the English language. Find out ways to make your presentations, meetings, and one-on-one conversations more interesting and memorable. Discover powerful words to attract, captivate, and influence people. Complete a self-assessment of your own speaking skills. Determine your communication style and know when to adjust your style to suit specific situations. Learn how to deliver information so people will remember you and your message. CEUs: 0.6
Course #     Date(s)     Time
128AS203    05/07       9:00am-4:00pm

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

Instructor: Noreen Reilly

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
130MA163    04/04       9:00am-4:00pm

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

Instructor: Noreen Reilly

Fee: $ 85.
Essential 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
129CA180 04/17, 04/24, & 05/01 9:00am-4:00pm
(3 sessions)

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

Instructor: Margaret DeMarino

Fee: $ 269.

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
131CA100 05/19 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.

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
132TX331 04/14 9:00am-4:00pm

College, Campus & Room:
Tunxis, Bristol Career Center in Bristol, CT. Check with Receptionist for Room Assignment

Instructor: Anne Peck

Fee: $ 85.
Essential Business Skills

Financial Management

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


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

**Instructor:** John Kelly

**Fee:** $225.

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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

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**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.

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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

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**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.
Essential Business Skills

Marketing & Public Relations

Before the Cameras: Appearing on TV / Video
NEW!
Whether for a training video, in-house production of a public service announcement, a TV interview, or a internet marketing video; learn what to wear, how to look, what to say, and how to act in front of the camera CEUs: 0.6

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College, Campus & Room:
Tunxis, Bristol Career Center in Bristol, CT. Check with Receptionist for Room Assignment

Instructor: Jim Kelly
Fee: $85.

HighVIZ: Gaining Publicity for Your Agency
NEW!
Learn the maximum-visibility tools used by high-profile executives and celebrities: speeches, writing, and interviews. Take your message past the ordinary and get noticed, get recognized, and get visible. Position yourself, or your agency, as the acknowledged expert. See what it takes to gain credibility, be in the right spot at the right time, and keep your image in front of the decision-makers. CEUs: 0.6

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College, Campus & Room:
Tunxis, Bristol Career Center in Bristol, CT. Check with Receptionist for Room Assignment

Instructor: Sue Kelly
Fee: $85.

Marketing Through Presenting
NEW!
An interactive and fun approach to delivering dynamic and fearless presentations. Emphasis is on marketing you and your department through presentations. Upon completion of this session participants will be able to:

- Identify their fear levels and minimize them with specific techniques
- Formulate and create a coherent presentation style
- Demonstrate techniques for presenting

Participants will design a personal template to guide their presentations, and will practice their presentation techniques with a follow through to their marketing presentation. Participants will observe and assist their classmates with practice techniques. CEUs: 0.6

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College, Campus & Room:
Tunxis, Bristol Career Center in Bristol, CT. Check with Receptionist for Room Assignment

Instructor: Sue Kelly
Fee: $85.

Non-Traditional Marketing
NEW!
The buzz word in the 1990’s was NTR, or Non-traditional Revenue. Basically, advertisers started to use alternative methods to get their word out. From event marketing, to sponsorships to grass roots initiatives, the NTR movement is here to stay. For many agencies with limited budgets it’s now not only an alternate method of marketing, but the only method. The course will look at what NTR is and how is may help small businesses and agencies across the board. CEUs: 0.6

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College, Campus & Room:
Tunxis, Bristol Career Center in Bristol, CT. Check with Receptionist for Room Assignment

Instructor: Jim Beland
Fee: $85.
Essential Business Skills

Project Management

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 process
• 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
144CA669  05/05 & 05/06  9:00am-4:00pm
(2 sessions)

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

Instructor: John Birch

Fee: $229.
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

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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 your own leadership style; lead with communication, encouragement, and promotion; recognize the 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

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<td>147MA710</td>
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College, Campus & Room:
Manchester CC, Learning Resource Ctr., Rm. B144

Instructor: John Lombardo

Fee: $100.

Working Together on Project Management

Work environments tend to foster rugged individuals working on personal goals for personal gain. This class will help project managers create effective teams and foster team work and team building in a project management environment. Get the information you need to develop team work and effective work teams in your organization’s project team building and project team development.

The class will cover specific topics for Project Teams, including:
- What is a team player
- Skills needed for team work
- Team development
- Team roles
- Team concept
- Key team ingredients

CEUs: 0.6

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<td>146MA898</td>
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College, Campus & Room:
Manchester CC, Learning Resource Ctr., Rm. B144

Instructor: John Lombardo

Fee: $100.
Essential Business Skills / Speech & Language

Spanish: On the Job - I (Introduction)
This in-depth workshop is for those who are responsible for providing services to Spanish speaking individuals and who may have some limited knowledge of Spanish words and phrases. Students will learn how to communicate more effectively through oral and written expression. Extensive vocabulary, use of verb tense, and proper verb conjugation will be covered. This program will enable you to better communicate in Spanish when gathering information, giving directions, providing advice, and making appointments while on the job. There will also be discussions on culture and customs. Note: Students should plan to take introductory and intermediate level courses at the same college. CEUs: 2.4

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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 role 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

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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.

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 / taboos.

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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

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College, Campus & Room:
Manchester CC, Learning Resource Ctr., Rm. B144
Instructor: Linda Burk, Ph.D.

Fee: $ 85.
**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

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**College, Campus & Room:**
Tunxis, Main Campus in Farmington, Room Number 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

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<th>Course #</th>
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<tr>
<td>155TX87</td>
<td>06/06, 06/13,</td>
<td>9:00am-4:00pm</td>
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<td></td>
<td>&amp; 06/20</td>
<td>(3 sessions)</td>
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**College, Campus & Room:**
Tunxis, Main Campus in Farmington, Room Number TBA

**Instructor:** Janice Bernard

**Fee:** $240.

**Perfect Pronunciation - I**

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. NOTE: Students should bring one audio cassette tape to the first class. The text and CD entitled, "Improve Your American English Accent" are included. CEUs: 1.8

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<th>Course #</th>
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<tr>
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**College, Campus & Room:**
Tunxis, Bristol Career Center in Bristol, CT. Check with Receptionist for Room Assignment

**Instructor:** Regina Berube

**Fee:** $265.

**Perfect Pronunciation II**

This course is designed for those that have already taken Perfect Pronunciation, with additional emphasis on intensive lab practice. Participants should be prepared to speak in class and to be taped for self-assessment. CEUs: 2.4

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<td>(4 sessions)</td>
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**College, Campus & Room:**
Tunxis, Bristol Career Center in Bristol, CT. Check with Receptionist for Room Assignment

**Instructor:** Regina Berube

**Fee:** $245.
**Essential Business Skills**

**Training Efficiency**

**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

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<th>Course #</th>
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<td>160CA604</td>
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**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.

**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. CEUs: 0.6

**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)

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**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

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<tbody>
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<td>162AS617</td>
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**College, Campus & Room:**
Asnuntuck CC, Room number will be posted inside the lobby

**Instructor:** Noreen Reilly

**Fee:** $ 85.
Train the Trainer: Group Dynamics & Facilitation Skills  NEW!

Discover valuable facilitation techniques for managing people in training sessions and/or business meetings. Learn how to create a conducive environment that promotes learning in the classroom and productivity in a meeting. Understand ways to encourage positive communications to maximize people’s potential; while also supporting your goals and objectives.

Become aware of your own strengths and areas to develop as a facilitator. Find out ways to manage difficult people and other conflicts. Develop ways to effectively handle side bar conversations, negative attitudes, and difficult questions. You are encouraged to bring along your best tips and strategies to share with the group. Participants will have an opportunity to practice and enhance their facilitation and classroom management skills during class. CEUs: 0.6

**Train the Trainer: Polished Presentations**  NEW!

Each participant will deliver a 5-10 minute presentation. Your presentation can consist of one or more of the following: lecture, a facilitated discussion, an exercise, game, or activity or handling questions from the audience. You can develop your own training curriculum, use an “off the shelf” program, or use training materials provided by the instructor.

We will provide positive, constructive feedback on your delivery skills including: facial expressions, gestures, eye contact, voice inflection, tone, volume, pacing, and how well you engage the audience. In addition, we will offer advice on the content of the presentation including: organization, word choice, clarity, and the overall effectiveness of your message. The instructor and class members will provide written feedback for each presentation. (All skill levels are welcome). CEUs: 0.6

**Train the Trainer: Handling the Unexpected**  NEW!

Discover ways to be more prepared, think on your feet, and maintain your composure. Learn the tricks of the trade so you can have the confidence you need to handle any situation whether you’re speaking to 1 or 500. Find out how to anticipate situations and avert potential pitfalls. Learn what to do if: you have a temporary memory lapse, the equipment fails, or someone throws you a curve ball. Acquire skills for handling difficult people, tricky questions, and unexpected problems. Gain the ability and confidence you need to handle the unexpected. CEUs: 0.6
Essential Business Skills

Writing Capability

Building Writing Basics
This program is designed to reacquaint you with the basics of writing and grammar, while increasing your comfort level with the writing process. Learn how to eliminate writer's block and create simple and effective correspondence. A practical grammar and punctuation review is included, with an emphasis on avoiding common mistakes. CEUs: 0.6

Course #    Date(s)    Time
170CA94    04/03    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.

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
171CA91    06/09    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.

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
172CA97    06/16    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.
Essential Business Skills / Writing Capability

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

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**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

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<td>175CA96</td>
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**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.

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

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**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.

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

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**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

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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 Workshop - Setting the Appropriate Tone
NEW!
Have you ever tried to communicate something, and been unsure that you set the intended tone? In this course, we will examine the purpose of communication (communicating exactly what you mean to say.) Participants will practice communicating an appropriate tone by revising items previously written and creating new ones. CEUs: 0.6

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<th>Course #</th>
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<td>179MA1083</td>
<td>03/31</td>
<td>9:00am-4:00pm</td>
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College, Campus & Room:
Manchester CC, Learning Resource Ctr., Rm. B144

Instructor: Marisa Rubera

Fee: $85.

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

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<th>Course #</th>
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(4 sessions)

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

Instructor: Margaret DeMarino

Fee: $ 329.

Writing Winning Grant Proposals
This course will thoroughly review the principles necessary for successful grant-seeking. It will cover topics including: efficient grant research, effective proposal development, cultivating potential grant funders, preparation of the executive summary and common writing pitfalls. A panel discussion with representatives from regional foundations will be held on the second day of class. Participants will have access to a computer lab enabling them to learn online grant research methods, and participate in a hands-on grant writing exercise. CEUs: 1.2

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(2 sessions)

College, Campus & Room:
Tunxis, Bristol Career Center in Bristol, CT. Check with Receptionist for Room Assignment

Instructor: Scot Scala

Fee: $ 170.
Nuts and Bolts of Grantwriting

Nuts and Bolts of Grantwriting is an invigorating and informative seminar specially created for executive directors, organizers, board members, community volunteers, development officers, and individuals who want to learn a "bird's eye" view of the grantwriting process and learn how to: research and develop mutually beneficial relationships with potential funding sources, organize a grantwriting campaign and keep track of all funding sources, requests and donations, prepare complete proposal packages, and dissolve crisis management and submit one hundred proposals a year in ten hours a week. CEUs: 0.6

Course #     Date(s)     Time
180TR170     04/04        9:00am-4:00pm

College, Campus & Room:
Three Rivers CC, Thames Valley Campus, Room 206

Instructor: Barbara Crouch

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
183CA103     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: Margaret DeMarino

Fee: $ 85.

Nuts and Bolts of Grantwriting II - Advanced Grant Writing   NEW!

Advanced Grant Writing focuses on proposal development. This six-hour course will walk participants through the steps of developing a successful grant proposal, and incorporating the critical components of successful proposals while matching them to the grant maker’s requirement and interests. Participants should bring their own RFP’s to work on during the course as well as receive help from the instructor. The course will examine the steps to building effective relationships with funders; understand the decision making process, rules relating to submitting and re-submitting and mass submitting proposals. It will also include an overview of grant regulations for administering the project after the money is received. CEUs: 0.6

Course #     Date(s)     Time
181TR1028    05/08        9:00am-4:00pm

College, Campus & Room:
Three Rivers CC, Thames Valley Campus, Room 206

Instructor: Barbara Crouch

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
183CA103     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: Margaret DeMarino

Fee: $ 85.

State In-Service Training Program, Spring 2008 – Page 53
Public Relations Writing 1: The Fundamentals

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: 0.9

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<td>185NW720</td>
<td>March 24 through April 21, 2008</td>
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College, Campus & Room:
Northwestern CC, http://my.commnet.edu

Instructor: Whitney Potsus

Fee: $145.
Public Relations Writing 2: Web Skills

With so much competition for media attention, organizations increasingly have to rely on their own devices to reach their target audiences and generate their own buzz. The Web offers everyone an infinite number of possibilities — no matter how tight their budgets may be. You just have to know where to start looking and how to play the game.

This course teaches you how to use the Web to tell your own story and establish the kind of presence that will catch the media's attention. You’ll learn how to make your Web site work harder for your organization, and how to use newsletters (print or e-mail) to drive more visitors to your site. You’ll also learn how newer tools — like blogs, podcasts, video, and more — can help your PR efforts, whether you use them outright or simply take cues from them to improve your own Web content. Weekly readings expose you to the latest ideas, while weekly writing exercises are drawn from the real world (or from your own projects from work). Instructor: Whitney Potsus

Participants must also 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://my.commnet.edu

CEUs: 0.9

Course # Date(s) Time
186NW910 May 19 Online Program through June 16, 2008

College, Campus & Room:
Northwestern CC, http://my.commnet.edu

Instructor: Whitney Potsus

Fee: $145.

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 FAQ document? 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://my.commnet.edu

CEUs: 1.5

Course # Date(s) Time
187NW719 April 21 Online Program through May 26, 2008

College, Campus & Room:
Northwestern CC, http://my.commnet.edu

Instructor: Whitney Potsus

Fee: $245.

Writing for the Web

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.

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://my.commnet.edu

CEUs: 1.5

Course # Date(s) Time
188NW803 April 14 Online Program through May 19, 2008

College, Campus & Room:
Northwestern CC, http://my.commnet.edu

Instructor: Whitney Potsus

Fee: $245.
**Productivity Solutions**

**Covey Solutions**

**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, along with Planner and all participant materials. CEUs: 2.4

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

**Instructor:** John Vincze

**Fee:** $348.

**7 Habits Fundamentals®**

This concentrated, one-day workshop focuses upon those personal and professional habits that have influenced millions of people around the world. Based on Dr. Stephen R. Covey's business best-seller—The 7 Habits of Highly Effective People—the workshop introduces you to the key principles of effectiveness and teaches you the skills to work with and through others.

The often-inspiring content explores those proven habits that can make you more effective as you set goals, organize for results, adapt to change, handle pressure, choose priorities, deal with others, work in teams, and still make time for renewal. You will recognize the key leadership traits that can be applied to personal growth and to business success on the job.

CEUs: 0.6

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<td>192TX698</td>
<td>03/18</td>
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**College, Campus & Room:**
Tunxis, Bristol Career Center in Bristol, CT. Check with Receptionist for Room Assignment

**Instructor:** Waldemar Kostrzewa

**Fee:** $235.

**7 Habits Maximizer®**

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 pocket reference card.

CEUs: 0.6

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<th>Course #</th>
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<td>191GW726</td>
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**College, Campus & Room:**
Gateway, North Haven, Room 133

**Instructor:** John Vincze

**Fee:** $99.
The 8th Habit: From Effectiveness to Greatness

Surviving, thriving, innovating, excelling and leading in this new reality requires a new mindset, a new skill-set, a new toolset—it requires a new habit. The 8th Habit: From Effectiveness to Greatness is an additional dimension to the 7 Habits that takes us beyond effectiveness and puts us onto the pathway leading to greatness. The 8th Habit is about seeing and harnessing the power of a third dimension to the 7 Habits that meets this central challenge of the new Knowledge Worker Age. It is about finding your voice and helping others to find theirs. Voice is unique personal significance—significance that is revealed as we face our greatest challenges and that makes us equal to them. When you engage in work that taps your talent and fuels your passion—that rises out of a great need in the world that you feel drawn by conscience to meet—therein lies your voice, your calling, your soul’s code. The purpose of The 8th Habit: From Effectiveness to Greatness is to give you a roadmap that will lead you from pain and frustration to true fulfillment, relevance, significance, and contribution in today’s new landscape—not only in your work and organization, but also in your whole life. CEUs: 1.2

Course # Date(s) Time
194TX808 05/07 & 05/21 9:00am-4:00pm
(2 sessions)

College, Campus & Room:
Tunxis, Bristol Career Center in Bristol, CT. Check with Receptionist for Room Assignment

Instructor: Dr. Donna LaGanga

Fee: $ 305.

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 agency 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. Consider the power of State of Connecticut employees totally focused on achieving your agency’s mission. Imagine the impact if workers were devoting 80%, 70%, or even 60% of each workday to deliberately planned priorities. CEUs: 0.6

Course # Date(s) Time
195TX699 04/09 9:00am-4:00pm

College, Campus & Room:
Tunxis, Bristol Career Center in Bristol, CT. Check with Receptionist for Room Assignment

Instructor: Dr. Donna LaGanga

Fee: $ 206.

Franklin Covey’s 4 Disciplines®

Effective teams and organizations are great at execution. They focus their efforts carefully on their “wildly important goals”—those few goals that matter more than anything else. The 4 Disciplines of Execution workshop provides four clear disciplines that ensure focus and execution on the organization’s top priorities. Participants are clear on the organization’s top priorities and share a framework of accountability to achieve the goals.

When attending as an individual:

- Get clear about what you should work on for maximum impact on your team’s top goals
- Become a more valued employee by focusing your work on what matters most to the organization
- Learn how to use a tool to help you focus on key goals and stay on track to achieve them
- Bring back new and better ideas to your workgroup and tools to help them execute with excellence.

CEUs: 0.6

Course # Date(s) Time
196GW484 04/08 9:00am-4:00pm

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

Instructor: John Vincze

Fee: $ 196.
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
197GW159 03/20, 03/27, 04/03, & 04/10 9:00am-4:00pm (4 sessions)

College, Campus & Room:
Gateway, North Haven, Room 131

Instructor: John Vincze

Fee: $348.

The 7 Habits for Managers

This two-day workshop explores the proven habits that can help manage yourself, lead others, and unleash the potential of your work team. Based on Stephen Covey’s best-seller, “The 7 Habits of Highly Effective People,” the workshop offers a hands-on series of individual and group activities designed to put the habits into action immediately. Informative and entertaining videos, stories about successful managers, readings from management experts, and a set of planning tools further detail the strategies companies have used and you can adopt to become a more-effective manager and team leader. Participants must attend both sessions to benefit from the integrated effect of the workshop materials and practice activities. Workshop materials include a guidebook, audio CD, book of management readings, and disk with eTools. CEUs: 1.2

Course # Date(s) Time
193TX757 04/23 & 04/30 9:00am-4:00pm (2 sessions)

College, Campus & Room:
Tunxis, Bristol Career Center in Bristol, CT. Check with Receptionist for Room Assignment

Instructor: Waldemar Kostrzewa

Fee: $305.
Productivity Solutions

Creative Thinking

Developing Your Many Intelligences
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
200AS1113 05/16 9:00am-4:00pm

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

Instructor: Noreen Reilly

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
201MA558 06/11 9:00am-4:00pm

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

Instructor: Noreen Reilly

Fee: $85.

I Wish I Had Thought of That!
Your personal journey to creativity at work starts with this workshop. We all have a little wizard hiding inside of us, waiting to show the world its stuff. Learn how to let the wizard out and become more efficient and effective at our jobs.

Participant Learning Outcomes:
• Identify preference for one of eight creative talents.
• Understand creativity and its impact on individual success.
• Recognize the contributions and challenges of preferred talents.
• Practice tapping into creative talents.
• Using both side of your brain

CEUs: 0.6

Course # Date(s) Time
202GW877 06/04 9:00am-4:00pm

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

Instructor: Andy DeLaura

Fee: $85.
Productivity Solutions
Interpersonal Communications

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
205CA104  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: Candace Routh
Fee: $ 85.

Assertiveness Training: Getting Your Point Across (Nicely)  NEW!
This program is designed for all professionals who want to gain skills dealing more cooperatively and constructively with bosses, co-workers, friends and family members. Understand the differences between assertive, aggressive, passive, and passive aggressive behaviors. Learn how to communicate what’s on your mind in a positive, proactive way; that gets results. Discover the underlying messages you are unknowingly conveying with your body language, voice, and word choice. Learn strategies to increase your comfort level and gain more confidence in your day to day communications. There will be activities and role playing opportunities to reinforce and support your skills. (The instructor will provide a safe, comfortable environment). CEUs: 0.6

Course #  Date(s)  Time
206AS1112  05/23  9:00am-4:00pm

College, Campus & Room:
Asnuntuck CC, Room number will be posted inside the lobby
Instructor: Noreen Reilly
Fee: $ 85.

Better Work Relationships
The first step in building better work relationships is to become aware of the differences among people and to be willing to accept these differences as a positive force within an organization. This class will prepare you to create better work relationships by becoming a “conscious communicator.” You’ll return to work better able to build constructive and beneficial work relationships.

How You Will Benefit:
• Build better rapport and gain the trust of your colleagues
• Discover the basic competencies critical to solid work relationships
• Develop flexibility in actions, thoughts and feelings to better handle any situation
• Avoid mistakes and conflicts that may result from misinterpreting others or ineffective listening
• Learn how to use direct and indirect messages accurately
• Build your self-esteem as you discover a new self-awareness
• Identify strengths, weaknesses and opportunities in your work relationships
• Understand emotions and how they translate into emotional intelligence
• Master the keys to excellent communication: observe, listen, analyze, plan, communicate

CEUs: 0.6

Course #  Date(s)  Time
207MA897  05/16  9:00am-4:00pm

College, Campus & Room:
Manchester CC, Learning Resource Ctr., Rm. B144
Instructor: John Lombardo
Fee: $ 85.
Productivity Solutions / Interpersonal Communications

**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**

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**College, Campus & Room:**

Tunxis, Bristol Career Center in Bristol, CT. Check with Receptionist for Room Assignment

**Instructor:** Anne Peck

**Fee:** $85.

**Differences That Make the Difference**

Each of us comes into the world of work with features and ways of behaving that are the products of our cultural differences. The communication process can be both a barrier and a bridge to effective interactions. Maximizing and capitalizing on workplace diversity is the challenge for employees in the workplace. The ability to interact and communicate effectively across cultures is the number-one interpersonal skill of our time. Toward this end, this program is designed as an introductory experience in building effective interaction and communication in diverse groups.

**Participant Learning Outcomes:**

- To review their own ethnic, racial, and cultural uniqueness;
- To explore how one’s culture influences workplace behaviors;
- To become aware of and appreciate the cultural styles and values of different groups and individuals within these groups; and
- To learn and practice using human relations model to analyze and enhance intercultural relationships

CEUs: 0.6

**NOTE:** This class is for professional development purposes only. It is not intended to fulfill the state-mandated diversity training requirement, but to act as a complement to it. CEUs: 0.6

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**College, Campus & Room:**

Gateway, North Haven, Room 133

**Instructor:** Andy DeLaura

**Fee:** $85.
How to Say it at Work  NEW!

This course offers even more hands-on experience communicating. The focus of the class will be on positive ways to improve your speaking and communication abilities. Learn how to persuasively communicate your thoughts, ideas, and opinions. Become more aware of the messages you are sending with your body language, tone of voice, and word choices on your overall message. Learn how to feel more comfortable and relaxed in any business situation. You will gain strategies to project more confidence, think on your feet, and handle unexpected questions. The class atmosphere will be relaxed, comfortable, and fun. Note: This is a completely revised seminar that was formerly titled, "Talk, Talk, Talk!" CEUs: 0.6

Course #  Date(s)  Time
211AS1114  05/14  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
212MA274  04/10  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 and 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, Inc. which has been used for more than 35 years by thousands of companies from American Express to Xerox. CEUs: 1.2

Course #  Date(s)  Time
213TX498  04/10 & 04/11  9:00am-4:00pm
(2 sessions)

College, Campus & Room:
Tunxis, Bristol Career Center in Bristol, CT. Check with Receptionist for Room Assignment

Instructor: Lawrence Lindquist

Fee: $ 195.

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
214AS933  06/17  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
215TX492 06/09 9:00am-4:00pm

College, Campus & Room: Tunxis, Bristol Career Center in Bristol, CT. Check with Receptionist for Room Assignment

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. Participant Learning Outcomes:

- 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
- Awareness of their interpersonal strength and weaknesses

CEUs: 0.6

Course # Date(s) Time
216GW725 03/14 & 03/18 9:00am-4:00pm (2 sessions)

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

Instructor: Andy DeLaura

Fee: $187.

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
217CA122 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.

Pros and Cons 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. Note: This course was formerly titled, "Positive and Negative Aspects of Office Politics" CEUs: 0.6

Course # Date(s) Time
219CA121 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: A. Bates Lyons

Fee: $85.
Practicing Cubicle Etiquette - How to Get Along Better With and Gain the Cooperation of Those in the Next Cubicle

Getting along well with others in a cubicle community is essential to staying focused, reducing stress, and getting the job done efficiently and effectively. Create an environment where courtesy, tact, and consideration are the norm by establishing and respecting boundaries. Avoid cubicle abuse by establishing a harmonious, cooperative work relationship with your cubicle co-dwellers. Get along better and gain the cooperation of your cube mates by:
- Getting and respecting privacy in an office without doors
- Avoiding distractions, intrusions, and interruptions
- Determining universal cubicle “do’s and don’ts”
- Practicing telephone, speaker phone, cell phone, and beeper courtesy
- Using "win-win" communication techniques that create positive cubicle work relationships
- Getting the cooperation of others and overcoming suppressed resentment
- Setting cubicle limits - establishing boundaries that work
- Identifying and working more effectively with different personality types
- Resolving the biggest cubicle complaints and challenges equitably

CEUs: 0.6

Course # Date(s) Time
218NW1031 04/21 9:00am-4:00pm

College, Campus & Room: Northwestern CC, Learning Resource Center, Draper Conference Room 105

Instructor: Anne Peck

Fee: $85.

Speak Up and Be Treated Fairly

Do other people take advantage of you? Are your ideas rejected because someone else is a more skillful and forceful presenter rather than because they have better concepts? Be at ease and attain posture when presenting yourself. Overcome passive behavioral techniques and deal skillfully with aggressive people. Become more assertive by mastering the following topics: saying "no" without guilt; speaking your mind without giving or taking offense; choosing appropriate verbal and non-verbal messages; assertive responses; handling "bullies"; and giving and accepting criticism. CEUs: 0.6

Course # Date(s) Time
220NW913 03/25 9:00am-4:00pm

College, Campus & Room: Northwestern CC, Learning Resource Center, Draper Conference Room 105

Instructor: Anne Peck

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
221CA178 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: Ralph Braithwaite

Fee: $85.
Understanding the Myers-Briggs Type Indicator
This course is an introduction to the Myers-Briggs Type Indicator (MBTI) and includes a manual and a self-scoring assessment. The workshop and materials provide the initial information necessary to make constructive use of the MBTI and opens the door to personal and professional development. CEUs: 0.6

Course # Date(s) Time
222TX154 04/28 9:00am-4:00pm

College, Campus & Room:
Tunxis, Bristol Career Center in Bristol, CT. Check with Receptionist for Room Assignment

Instructor: Ralph Braithwaite

Fee: $122.

You Just Don’t Understand Me: Closing the Communication Gap
Learn how to interpret the words, cues, and other hidden messages delivered by the opposite sex. Understand why messages are misinterpreted, misconstrued, and misunderstood between the sexes. Find out how the way little boys and girls are socialized influences their thinking and behavior in adulthood. Learn why men and women “speak” different languages. Discover how the same words have different meanings for men and women. The sexes don’t even listen the same way. Is there any surprise that we’re on a different page?

Understand why women use “rapport talk” and men use “report talk” to communicate. Learn who talks more, gossips more, and interrupts more. Gain strategies on ways to close the communication gap at home and work. Learn why what may appear to be a gender difference really might be a personality difference. (Take a class called “Using Both Sides of Your Brain” which is a brain dominance personality profile if you want more information on gender differences and personality types). CEUs: 0.6

Course # Date(s) Time
224AS1118 03/19 9:00am-4:00pm

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

Instructor: Noreen Reilly

Fee: $85.

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
223AS475 05/28 9:00am-4:00pm

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

Instructor: Noreen Reilly

Fee: $85.
Productivity Solutions
Organizational Skills & Time Management

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
• Conquer 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

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

Instructor: Ralph Braithwaite

Fee: $85.

Managing Mucho Paperwork  NEW!
Is your desk cluttered with piles of paper? Learn how to create a peaceful work environment by effectively managing your paperwork. This course is designed to teach participants how to eliminate paper from their desk and maintain a tidy and orderly workspace that allows them to complete tasks efficiently. In this hand-on workshop, participants apply the techniques taught using their own paperwork. (Participants are asked to bring their piles of paper not subject to security in a box.) CEUs: 0.6 CEUs: 0.6

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

Instructor: Marisa Rubera

Fee: $85.

Managing Information Overload: Printouts, Emails, Reports... Oh My!  NEW!
Get back in control with information management tips and techniques to help you identify and organize key data and how to delete the rest. Develop a personal action plan to reduce info stress, bring order to your desk, and make better decisions. CEUs: 0.6

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College, Campus & Room:
Tunxis, Bristol Career Center in Bristol, CT. Check with Receptionist for Room Assignment

Instructor: Jim Kelly

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

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

Instructor: Noreen Reilly

Fee: $85.
Organizational Skills for the Creative Person - Part II

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
234AS684 04/25 9:00am-4:00pm

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

Instructor: Noreen Reilly  
Fee: $85.

The Thief of Time: Breaking Free from Procrastination

Everyone procrastinates. We put things off because we don't want to do them, or because we have too many other things on our plates. In this program you will learn how to: 1. apply yourself to any idea to produce the results you want 2. consistently produce the results you want – without hesitation 3. start on any goal or task and create unstoppable momentum 4. create that internal drive that blast through the walls of procrastination 5. get more done, better and in less time 6. make an "internal shift" that is critical in breaking free from procrastination 7. create a sense of urgency that will empower you to take immediate action 8. free yourself from disempowering (and destructive) habits  
CEUs: 0.6

Course # Date(s) Time
235GW873 04/01 9:00am-4:00pm

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

Instructor: Andy DeLaura  
Fee: $85.

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
236TX543 04/09 9:00am-4:00pm

College, Campus & Room: Tunxis, Bristol Career Center in Bristol, CT. Check with Receptionist for Room Assignment

Instructor: Lawrence Lindquist  
Fee: $85.
Adjusting to Change in the Workplace  NEW!

Adjusting to change requires an adjustment to loss, expectations and circumstance. This class takes the individual through a step-by-step process that encourages personal and professional growth and teaches how to deal with change when it is unexpected or unwanted. CEUs: 0.6

Course # Date(s) Time
240TX1041 03/19 9:00am-4:00pm

College, Campus & Room:
Tunxis, Bristol Career Center in Bristol, CT. Check with Receptionist for Room Assignment

Instructor: Lisa Crofton

Fee: $ 85.

Don't Sweat the Small Stuff

Often we let the little things in our lives get blown out of proportion affecting work and relationships. This program based on Richard Carson's book, Don’t Sweat the Small Stuff, identifies simple ways to keep the little things from taking over your life. CEUs: 0.6

Course # Date(s) Time
243GW874 04/02 9:00am-4:00pm

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

Instructor: Andy DeLaura

Fee: $ 85.

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

CEUs: 1.2

Course # Date(s) Time
241CA474 05/08 & 05/09 9:00am-4:00pm
(2 sessions)

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.
Productivity Solutions / Personal Productivity

Choice - Level Living

A lasting feeling of well-being and happiness can come from knowing that we always have options, choices and possibilities, and that we have real influence in our life's direction... And though it may seem at times that we are powerless, the truth is that, no matter what happens around us, we always have a choice in how we think and feel about what it is that's happening in our lives.

In this workshop, we work together on techniques and practices that will keep us present and aware of what we think and feel in each moment, and approaches to help us make better overall choices...creating our lives one conscious choice at a time: that's Choice- Level Living.

Choice-Level Living participants will return to life and work with a new set of skills for making choices and for clearly considering the results of past choosing. They are likely to enjoy enhancements in personal productivity, job satisfaction, overall success quality of relationships and peace of mind.

As part of their journey, participants will enjoy analysis and discussion of a variety of philosophical and metaphysical ideas and arguments—both contemporary and ancient. Participants are invited to combine thought, emotion and action to create a new perspective of their own...towards greater well-being. NOTE: This course was formerly titled, "Reclaiming Choice" CEUs: 1.2

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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.

Erasing the Negative in Our Day   NEW!

This course explores how to eliminate negative behaviors, thinking, processing, relationships or attitudes. Learn how to incorporate positive and confident goals into daily talks and deal with negative people. CEUs: 0.6

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College, Campus & Room:
Tunxis, Bristol Career Center in Bristol, CT. Check with Receptionist for Room Assignment

Instructor: Lisa Crofton

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:
1. Identify the various factors that influence a person's ethical belief system.
2. Explain the six major ethical belief systems used to resolve ethical dilemmas.
3. Identify their personal ethical type and preferences.
4. Identify their core ethical values.
5. Describe the process of reflective judgment. CEUs: 0.6

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

Instructor: Andy DeLaura

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 #** 246TX702  
**Date(s)** 06/02  
**Time** 9:00am-4:00pm  

*College, Campus & Room:* Tunxis, Bristol Career Center in Bristol, CT. Check with Receptionist for Room Assignment  
*Instructor:* Anne Peck  
*Fee:* $85.

Getting Ready to Retire - Now What?  

NEW!

You’ve been working a long time. Retirement is on the horizon. You’ve set aside the money you will need, and you have paid off the big debts. It’s time to relax and take it easy. But what are you going to do with the rest of your life? You’re still young and healthy but are not interested in the 40-hour work week. Even in retirement, you should be developing goals and plans. This workshop will help you figure out what to do to make that happen. Topics to be covered include the history of retirement, the “retirement generation,” issues facing us as we get older, the myths and fallacies associated with getting older, an exploration of skills and interests, and the development of an action plan. CEUs: 0.3

**Course #** 247MA1084  
**Date(s)** 05/19  
**Time** 9:00am-12:00pm  

*College, Campus & Room:* Manchester CC, Learning Resource Ctr., Rm. B144  
*Instructor:* Ralph Braithwaite  
*Fee:* $65.

Laughing is Serious Business  

NEW!

If you work in a department of 100 employees (or any size) chances are, not everyone is going to get along. That’s OK. At times the only thing you can do is laugh. In this course class members will learn about different personalities in the work force, and how to deal with them. They’ll also partner up for a few fun communication exercises. And finally, they will laugh...hard! It’s a class that makes you learn about your fellow co-worker, maybe poke fun just a little at work as we know it, and finally learn that at the end of the day, all you can do is smile and start again in the morning. CEUs: 0.6

**Course #** 248TX1064  
**Date(s)** 05/06  
**Time** 9:00am-4:00pm  

*College, Campus & Room:* Tunxis, Bristol Career Center in Bristol, CT. Check with Receptionist for Room Assignment  
*Instructor:* Jim Beland  
*Fee:* $85.
Living My Life on Purpose  NEW!

Do you ever feel so busy trying to balance your life and career that you’re not sure how to “take charge” of it all? In this interactive, rejuvenating and relaxing workshop come and explore how to reconnect with your authentic motivation while discovering how to focus on the aspects of your skills and talents which bring you joy. Using meditation, music, journaling, creative movement and drawing; you will be guided in a unique 5-Step L.I.F.E process designed to gently and effectively clarify your desires and identify what is most important to you. This enlightening process will guide you through specific steps designed to enhance the direction of your career path. By the end of the workshop you will have defined your personal and professional mission statement, have a clear vision for the next steps in your life and career direction, and have created a simple and do-able action plan that will inspire you to look forward to Monday mornings! CEUs: 0.6

Course # Date(s) Time
249TX1043 04/01/08 9:00am-4:00pm

College, Campus & Room: Tunxis, Bristol Career Center in Bristol, CT. Check with Receptionist for Room Assignment

Instructor: Alicia Davis

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
250AS251 06/13 9:00am-4:00pm

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

Instructor: Noreen Reilly

Fee: $ 85.

Overcoming the Inevitable Obstacle  NEW!

This course offers insight into overcoming external and internal obstacles that inevitably trip us up during our journey toward "the goal". CEUs: 0.6

Course # Date(s) Time
252TX1049 04/02 9:00am-4:00pm

College, Campus & Room: Tunxis, Bristol Career Center in Bristol, CT. Check with Receptionist for Room Assignment

Instructor: Lisa Crofton

Fee: $ 85.

Reinvent Yourself  NEW!

Tired of doing the same thing, the same way, getting the same results? Time to reinvent yourself. Using a variety of fun, interactive and low stress exercises we'll create a game plan for you to succeed by building your self awareness, identifying your trigger points, actively creating a power plan and discovering ways to become more flexible and adaptive. You'll find new ways to look at the “same old stuff”. Discover the new you! CEUs: 0.6

Course # Date(s) Time
253TX1048 03/28 9:00am-4:00pm

College, Campus & Room: Tunxis, Bristol Career Center in Bristol, CT. Check with Receptionist for Room Assignment

Instructor: Sue Kelly

Fee: $ 85.
Mindshapes and Mindsets  NEW!
Each of us comes with a distinct Mindshape, a way of producing and processing our thoughts. Our thought pattern may be linear-sequential, circular, or tangential (triggered clumps). The results of our pattern may be concise, focused, or amorphous clouds of possibilities that need further attention ... or a mix of these that is personally or situationally driven.

In addition to our own preferred way of thinking, most of us work in an organization that has its own Mindset. This is a pattern of values, global perceptions, and responses to challenges in the macro- and microcosms. It is predictable and potentially self-constricting for those who work there and for the prosperity/well-being of the organization. Both Mindshapes and Mindsets have powerful motivational components. This workshop will include a left brain/right brain self-survey and small group activities with puppets (provided by the instructor). Additionally, student will do small group work assessing Mindsets presented through a variety of scenarios. The goal of the workshop is for students to determine their own Mindshape and learn strategies for enhancing their own work and their interface with other Mindshapes. Additionally, they should be able to analyze the Mindset of their own organization, how they fit into it, and what strategies might be useful in reshaping that environment. CEUs: 0.6

Resiliency: Developing the Ability to Bounce Back with Ease
How well do you adapt to change, crisis, adversity, or the everyday onslaught of other peoples’ 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
254TX495 03/31 9:00am-4:00pm

College, Campus & Room:
Tunxis, Bristol Career Center in Bristol, CT. Check with Receptionist for Room Assignment

Instructor: Anne Peck

Fee: $ 85.
**What's My Learning Style?**

Do you know how to increase your productivity? Discovering how you learn will help you become a more positive, creative, and productive worker. Participants will assess their learning styles using a variety of tools including the VARK and BARSCH assessment and multiple intelligences. Based upon the results, participants will develop a plan of action that allows them to make the most use of their learning style on the job. CEUs: 0.6

**Course # Date(s) Time**
255MA1081 03/14 9:00am-4:00pm

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

**Instructor:** Marisa Rubera

**Fee:** $85.

**What's My Personality Style?**

Don't put yourself in jeopardy at work, become more effective dealing with others. Determining your personality style and the style of others isn't enough. Knowing what to do about the differences is! After assessing your own style you will explore how to read other people and learn how to get them to your desired outcomes.

Participant Learning Outcomes:
1. Exploring your personality style.
2. Reading other people.
3. Understanding personal differences.
4. Developing techniques for working with all personality types.
CEUs: 0.6

**Course # Date(s) Time**
256GW875 04/30 9:00am-4:00pm

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

**Instructor:** Andy DeLaura

**Fee:** $85.

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**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.

Participant Learning Outcomes:
1. 7 Steps to Emotional Intelligence.
2. The Five Competencies of Emotional Intelligence.
3. How to promote Emotional Intelligence in others.
CEUs: 1.2

**Course # Date(s) Time**
257GW731 06/05 & 06/09 (2 sessions) 9:00am-4:00pm

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

**Instructor:** Andy DeLaura

**Fee:** $187.
Productivity Solutions

Resolving Conflict

Bullying in the Workplace

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

Collaborative Negotiation

The need to negotiate successful outcomes with internal and external customers is a daily occurrence in the work environment. Collaborating to optimize the results of these outcomes is the objective of this program. Individuals will discover their negotiation styles through a self-assessment and learn the use of strategies, tactics and counter-measures. The importance of trust, relationships, power and expectations in negotiations is also discussed. Participants will have the opportunity to practice their skills in at least three negotiation exercises.

CEUs: 1.2

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
Handling Conflict

This is a different and much more successful approach to handling 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.

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

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**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.

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

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**College, Campus & Room:**
Tunxis, Bristol Career Center in Bristol, CT. Check with Receptionist for Room Assignment

**Instructor:** Lawrence Lindquist

**Fee:** $85.

Problem Solving Using Root Cause Analysis

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

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

**Instructor:** Ralph Braithwaite

**Fee:** $85.
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
- Competitive 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
265CA123  03/27 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: John Birch

Fee: $129.

Power Negotiations - Advanced  NEW!

Successful negotiations do not just happen. They are well planned and thought out and effectively executed. Skills are not only learned, they are practiced and fine tuned. This highly interactive program builds upon the Power Negotiations Program through hands on exercises, role playing, and practicing skills using case studies.

Topics:
- Definitions / Traits / Basic Ingredients
- Approaches to Negotiating
- Negotiation Skills Self Evaluation
- How Perceptions Influence the Negotiation Process
- The 5 Negotiation Styles and When to Use Each
- Strategies for Negotiating with Each Style
- Asking Open-Ended Questions to Surface Issues
- Beginning the Negotiation
- Looking at Concession Patterns
- Developing Needs, Interests and Resolving Issues

Prerequisite:  Power Negotiations. CEUs: 0.6

Course #  Date(s)  Time
266CA1089  04/29 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: John Birch

Fee: $129.
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
270AS220  04/11  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
271TX333  05/12  9:00am-4:00pm

College, Campus & Room: Tunxis, Bristol Career Center in Bristol, CT. Check with Receptionist for Room Assignment

Instructor: Anne Peck

Fee: $ 85.

Care for the Caregiver, 3 Part Series: Help Caregivers Transform the Stress of Caring for Clients in Trauma

Are you or your staff feeling tired, burned out or traumatized from listening to client stories? This 3-part experiential seminar will provide caregivers with the tools and awareness necessary to build resiliency against burnout and compassion fatigue.

Session 1 – Participants will identify the components of Compassion Fatigue; perform a self-evaluation; discuss intervention strategies on the professional, organizational and personal levels; and practice mindfulness meditation as a tool for rejuvenation.

Session 2 – Participants will assess effectiveness of intervention strategies identified in Session 1. They will continue to deepen their own personal healing through breathing practices, guided imagery, and body movement as a way to transform traumatic reactions back to flowing, healing energy.

Session 3 – Participants will continue building their resources from the previous two sessions by using expressive arts as a tool to infuse meaning back into their work as a clinician. All sessions will be facilitated in such a way that an environment of safety, trust and confidentiality will be ensured. CEUs: 1.8

Course #  Date(s)  Time
272TX1045  03/27, 05/01, 06/05  9:00am-4:00pm

(3 sessions)

College, Campus & Room: Tunxis, Bristol Career Center in Bristol, CT. Check with Receptionist for Room Assignment

Instructor: Alicia Davis

Fee: $ 300
Productivity Solutions / Strategies for Stress Reduction

**How Short is Your Fuse? Handling Anger in the Workplace - For Non-Managers / Non-Supervisors Only**  
NEW!

This course offers a chance to examine the issues of anger in the workplace; interactive approach to dealing with others who are perpetually angry and diffusing our own anger. CEUs: 0.6

Note: this course is also offered for those in a supervisory role – please see the Leadership Development section of the catalog for the course listing.

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*College, Campus & Room:*
Tunxis, Bristol Career Center in Bristol, CT. Check with Receptionist for Room Assignment

*Instructor:* Lisa Crofton

**Fee:** $85.

**Instant Stress Relief!**

This workshop will show you how to get a handle on everyday stress. It will show you how to identify and overcome your stressors; how to reduce your stressful behaviors, thoughts, and attitudes; how to better communicate your needs and feelings; and how to better plan your days to eliminate stress. We will explore various stress-reducing techniques, including guided visualization, self-accupressure, simple exercises you can do at your desk, and more. CEUs: 0.6

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<td>274AS612</td>
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*College, Campus & Room:*
Asnuntuck CC, Room number will be posted inside the lobby

*Instructor:* Margaret DeMarino

**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

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

*Instructor:* Ralph Braithwaite

**Fee:** $85.
**Productivity Solutions / Strategies for Stress Reduction**

**Prevent Burnout**  NEW!

Humpty Dumpty sat on a wall – Don’t put all of your eggs in one basket – Rotten egg! Folk wisdom captured our modern dilemma years ago. We will explore the sources of your personal stress-headed-for-burnout and find personally designed remedies. Knowing that personal and professional relationships are the primary challenges to your well-being, we will examine the “birds” in your life and the strategies for successful interface. Come prepared to search your psyche and soul (privately) and declare your delightful resolutions (publicly). CEUs: 0.6

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**College, Campus & Room:**
Three Rivers CC, Thames Valley Campus, Room 206

**Instructor:** Kathleen O’Beirne

**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

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

**Instructor:** Noreen Reilly

**Fee:** $85.
Productivity Solutions

Workplace Wellness

Drive Alive! Managing the Risks of the Road  NEW!
Learn how to apply advanced street-survival strategies when dealing with the road’s relentless changes. You will discover strategies and systems to assess risk, manage risk, and accept risk. You will improve your ability to perceive, actively recognize, and respond safely to potential crash-producing situations – any time, anywhere, any situation.

This is a classroom-based course and no actual road time is included. CEUs: 0.6

Course # Date(s) Time
280TX1046 03/27 9:00am-4:00pm

College, Campus & Room:
Tunxis, Bristol Career Center in Bristol, CT. Check with Receptionist for Room Assignment

Instructor: Jim Kelly

Fee: $ 85.

Identity Theft: What You Need to Know to Safeguard Your Own, Your Fellow Employees and Taxpayer Non-Public Information  NEW!
Identity Theft is America’s fastest growing crime and one which will eventually strike everyone. This course will give you the ammunition you need to protect yourself on the job and off, as well as what you need to know to create a "theft-free" workplace. Among the subjects discussed will be the many types of Identity Theft, recent legislation and how it affects you, case histories, personal experiences and prevention. CEUs: 0.6

Course # Date(s) Time
282TX1054 04/08 9:00am-4:00pm

College, Campus & Room:
Tunxis, Bristol Career Center in Bristol, CT. Check with Receptionist for Room Assignment

Instructor: John Voice

Fee: $ 69.

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
281CA81 05/21 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

Fee: $ 69.
Productivity Solutions / Workplace Wellness

Holistic Health Awareness
This course is intended for anyone who is interested in learning more about their bodies, what causes certain ailments and condition. You can learn how to prevent and combat disease. This will also offer in depth information on holistic remedies such as aromatherapy, meditation, simple yoga moves as well as natural beauty treatments. CEUs: 0.6

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**College, Campus & Room:**
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**Instructor:** Tammie Simmons

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

**Instructor:** Tammie Simmons

**Fee:** $85.

Food Labels: Fact, Fiction, and False Claims - Do You Really Know What You Are Eating? NEW!
Are you a victim of marketing gimmicks and phrases, and healthy claims that grab your attention? Do you really know if the label is true; low fat- no fat, all natural or organic? Take control of what you are eating and learn facts from fiction of food labels. The Food and Drug Administration regulates food labeling, who decides what is safe? You would be surprised!

Health and wellness expert Ann Irr Dagle will educate you on the real food facts. Learn how to read between the nutrition labels for weight management and better health. Eating healthy doesn’t have to be difficult. CEUs: 0.6

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**College, Campus & Room:**
Three Rivers CC, Thames Valley Campus, Room 206

**Instructor:** Daigle Ann Irr

**Fee:** $85.
FELDENKRAIS METHOD®

What is the Feldenkrais Method®? It is a powerful way to eliminate stress and pain from your body. Through slow, easy, deceptively simple and ingeniously designed movements that are done on the floor, the body quickly comes into balance. Through stress, injury, and disability, many of us develop chronically sore, tight muscles and stiff joints. Over time, we develop protective, habitual movements to protect these areas. These habitual movements become unconsciously ingrained in our brain like a tape loop. Dr. Feldenkrais is world renowned for his innovative method of stopping this tape loop and restoring the body to health. These lessons for the nervous system have a direct effect on every part of the body and the result is fluid, pain-free movement and increased coordination and flexibility.

“The Feldenkrais Method® is the most sophisticated and effective method that I have seen for the prevention of reversal of deterioration of function” - Margaret Mead, Ph.D, Anthropologist

Correcting Workplace Ergonomic Issues - Feldenkrais Method® Level 1: Relief for Stiff Neck and Tight Shoulders

There IS a simple solution!! Through deceptively simple, easy, yet ingeniously designed slow movements done on the floor, your shoulder and neck 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 full body exercise mat, beach towel and two small firm pillows. Dress comfortably (not jeans; sweats are better). **BRING A LIGHT LUNCH!** We will be working through lunch and watching a video. CEUs: 0.65

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

**Instructor:** Karen Emerick, M.S.

**Fee:** $95.

Correcting Workplace Ergonomic Issues - Feldenkrais Method® Level: 1 Easing Lower Back Pain

In a room full of people, typically more than seventy-five percent have lower back pain. Through deceptively simple, easy, yet ingeniously designed slow movement done on the floor, chronically tight back muscles will slowly come out of their habitual contraction, allowing you to stand taller with greater comfort and increased mobility.

Bring a full body exercise mat, beach towel and two small firm pillows. Dress comfortably (not jeans; sweats are better). **BRING A LIGHT LUNCH!** We will be working through lunch and watching a video. CEUs: 0.65

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

**Instructor:** Karen Emerick, M.S.

**Fee:** $95.
Correcting Workplace Ergonomic Issues - Level 2: Comfort at the Workstation - Sitting NEW!
This class is designed for those who have already taken a lower back or neck/shoulders class to transition you to a more comfortable, optimal level of functioning at your workstation. Our lessons during this workshop will be done on the floor and in the chair to maximize neck, shoulder and back comfort in the sitting position. A workstation will be set up in class for us to utilize. These lessons are designed to transition you from the posture you currently use that creates stress and pain at the workstation to posture that allows freedom of movement in a more fully integrated pain free manner.

Bring a full body exercise mat, beach towel and two small firm pillows. Dress comfortably (not jeans; sweats are better). BRING A LIGHT LUNCH! CEUs: 0.65

Course # Date(s) Time
288NW1035 04/24 9:30am-4:00pm

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

Instructor: Karen Emerick, M.S.

Fee: $ 95.

Correcting Workplace Ergonomic Issues - Level 2: Comfort at the Workstation - Reaching NEW!
This class is designed for those who have already taken a lower back or neck/shoulders class to transition you to a more comfortable, optimal level of functioning at your workstation. Repetitive Strain Injury (RSI) accounts for one-third of all workplace injuries and billions of dollars of lost revenue annually. The constant pressure and tension of repetitious activity does tremendous damage to wrists, arms, shoulders and neck causing carpal tunnel and other serious injuries. Our lessons during this workshop will be done on the floor and in the chair to re-pattern the way we use ourselves as we constantly utilize our mouse, keyboard and computer monitor. A workstation will be set up in class for us to utilize. These lessons are designed to transition you from old, stressful and painful work habits to new posture that allows freedom of movement in a more fully integrated, pain-free manner.

Bring a full body exercise mat, beach towel and two small firm pillows. Dress comfortably (not jeans; sweats are better). BRING A LIGHT LUNCH! CEUs: 0.65

Course # Date(s) Time
289NW1036 05/08 9:30am-4:00pm

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

Instructor: Karen Emerick, M.S.

Fee: $ 95.
**Correcting Workplace Ergonomic Issues - Level 2: Comfort at the Workstation - Turning**  
NEW!

This class is designed for those who have already taken a lower back or neck/shoulders class to transition you to a more comfortable, optimal level of functioning at your workstation. Our lessons during this workshop will be done on the floor and in the chair. These lessons will promote a gentle twisting motion of the spine and a coordination of the spine, eyes and pelvis that is vital for back health and comfort in sitting and turning while at the workstation. A workstation will be set up in class for us to utilize. These lessons are designed to transition you from old, stressful and painful work habits to new posture that allows freedom of movement in a more fully integrated, pain-free manner.

Bring a full body exercise mat, beach towel and two small firm pillows. Dress comfortably (not jeans; sweats are better). **BRING A LIGHT LUNCH!** CEUs: 0.65

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

**Instructor:** Karen Emerick, M.S.

**Fee:** $ 95.

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**Correcting Workplace Ergonomic Issues - Feldenkrais Method® Level 2: Easing Neck, Shoulder and Back Pain**

This class is designed for those who have already taken a lower back or neck/shoulders class. The focus will be on integrating the neck, shoulders, back and pelvis to achieve a more fluid, pain-free movement through the entire self.

Bring a full body exercise mat, beach towel and two small firm pillows. Dress comfortably (not jeans; sweats are better). **BRING A LIGHT LUNCH!** CEUs: 0.6

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

**Instructor:** Karen Emerick, M.S.

**Fee:** $ 95.

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**Workplace Ergonomics - Healthy Backs, Shoulders, and Arms**

There are dozens of occupations and disciplines devoted to the explanation, treatment and prevention of your daily aches and pains. Most healthcare professionals will ask you questions to try to determine what you did, or maybe, what you did not do to cause your present discomfort. Your physician, therapist, or dietician cannot supervise you all day to make sure that you are following their suggestions or directives for better health and fitness. To improve, you have to first want to improve. This seminar shows in an entertaining yet informative way what each of us can do, proactively, to take control of our back health. Topics include: back skills for today and years to come, key facts on anatomy and physiology, how back and shoulder muscles work, plus simple stretching, strength, and flexibility exercises. Start making positive changes in your life today! CEUs: 0.6

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**College, Campus & Room:**
Northwestern CC, Learning Resource Center, Draper Conference Room 105

**Instructor:** Steven Jones

**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 the Workplace**

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**
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300CA160 | 04/04, 04/11, 04/18, 04/25, 05/02, & 05/09 | 9:00am-4:00pm (6 sessions)

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

**Instructor:** Presenters Include: Ralph Braithwaite, Bates Lyons, Vicki Gallon-Clark

**Fee:** $ 449.
Developing Leadership Skills

Supervisory Skills Certificate II (New, Expanded Program!)
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. Discover the strategic plan process, project management, and the use of progressive discipline. 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.

**Strategic Planning** - Strategic planning may be defined as the set of decisions used to develop and implement plans that provide a superior fit between an organization and its environment so as to achieve organizational goals. It is the portion of the total planning process most concerned with the competitive feature of an organization's environment. Organizations with one service line generally formulate one strategic plan to address all of the competitive elements they face. Those with more diverse outputs typically have different strategic plans for each strategic business unit (SBU), which is a division with a unique mission, service, market, or competitors. These SBU strategies are best developed as a portfolio, meaning that an effort is made to capitalize on how effectively they fit together into a meaningful whole. Topics covered include:

- Why should an organization develop a plan for the future
- Strategic Planning in the not-for-profit world
- Key planning steps and definitions
- Fifty common pitfalls in formal strategic planning
- How to construct a strategic model
- Strategic success factors
- Three key planning questions
- Development of a plan

**Project Management** - What is the difference between project management and managing in general? Aren't they really the same? The answer, of course, is no. A project is done only once, whereas most jobs are ongoing or repetitive, and managing one-time jobs is different from managing ongoing ones. For one thing, the people who work on a project may be reassigned to other jobs once the project is completed, so the team is temporary. Often the team members do not report to the project manager on a regular basis, meaning that the project manager has no direct authority over them, a situation that presents its own set of problems. Topics covered include:

- What is a project; What is project management;
- What are the causes of project failure; The steps in managing a project; Managing the project team; Project control and evaluation; Bringing the project to a successful conclusion

**Progressive Discipline** - In today’s legal environment, you must be able to show that you took a rational, systematic approach to addressing an employee problem. It’s not good enough to “build a file on an employee.” You must demonstrate, with credible documentation, that you made a sincere effort to help the employee resolve the problem. Progressive discipline places the employee on notice that there is a problem and that something must be done to correct it. When you use progressive discipline, you’re demonstrating that you’re making a reasonable effort to create an opportunity for the employee to succeed.

Topics covered include:

- Why documentation matters; The proper steps to take; The incidents diary; The supervisor’s job;
- The discipline meeting

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

**Instructor:** Ralph Braithwaite

**Fee:** $449.
Developing Leadership Skills

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
303MA275  04/18  9:00am-4:00pm

College, Campus & Room: Manchester CC, Learning Resource Ctr., Rm. B144
Instructor: Noreen Reilly
Fee: $85.

Advanced Supervisory Skills - Diversity, Coaching, & Ethics
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
304MA799  05/15  9:00am-4:00pm

College, Campus & Room: Manchester CC, Learning Resource Ctr., Rm. B144
Instructor: Ralph Braithwaite
Fee: $85.

Collaborative Sanity: Leading Teams  
NEW!
When teams meet, there are opportunities for facilitating their performances. Here are techniques to help team leaders and team members achieve superior performance for work groups, advisory teams, project teams, committees, and other groups CEUs: 0.6

Course # Date(s) Time
307TX1073  04/10  9:00am-4:00pm

College, Campus & Room: Tunxis, Bristol Career Center in Bristol, CT. Check with Receptionist for Room Assignment
Instructor: Jim Kelly
Fee: $85.

Creating an Unforgettable Workplace Environment  
NEW!
Creating a work environment that is inspiring to employers can make all the difference in loyalty, reduced absenteeism and productivity. Retaining employees is an art. Learn how to create an office employees want to be in! CEUs: 0.6

Course # Date(s) Time
308TX1061  04/30  9:00am-4:00pm

College, Campus & Room: Tunxis, Bristol Career Center in Bristol, CT. Check with Receptionist for Room Assignment
Instructor: Lisa Crofton
Fee: $85.
Developing Leadership Skills

**Hiring Winning Talent**  NEW!

Previously, “the people” were the most valuable asset of an organization. Because of market demands and the global economy, “the right people in the right jobs” are now an organization’s most valuable asset(s). Successful hiring doesn’t begin with a job posting and end when your candidate has been selected. It begins with a structured process that begins with a clear, well-defined and justified definition of what capabilities a good candidate must have to be successful and ends with ensuring that the selected candidate accepts the offer and joins the organization in a totally positive way.

This program will include:
- Defining What You Are Looking For In A Successful Candidate: Job Description; Job Competencies; Questioning Strategies
- Planning The Interview: Hiring Strategy; Sourcing; Resume Screening; The Interview Team
- Conducting The Interview: Appropriate Climate; Conducting The Interview; Responding To Challenging Questions by the Interviewee.
- Making The Selection: Decision Making Guidelines; Evaluating Candidates; Communicating With Candidates

CEUs: 0.6

**Course #**  **Date(s)**  **Time**
305CA1091  05/20  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:** John Birch

**Fee:** $159.

**Retaining Winning Talent**  NEW!

Losing a high performer is disruptive to your organization and is extremely costly. Most managers, supervisors and team leaders are unaware of the total disruptive and financial impacts of the loss of a highly valued team member. Hidden costs and impacts are often overlooked. For example, a team member actually considers resigning three to six months before they actually resign, decreasing productivity because they are no longer a fully committed team member. This impacts other team members and overall team morale.

Also, most team leaders need to realize the significant leverage that they have to combat turnover. This program helps leaders accept that, in the majority of situations, team members quit their direct supervisor, not the organization.

Vital Learning’s Retaining Winning Talent focuses on one of the most important assets of any organization; its leaders and their direct impact on retaining key team members. This program provides skills, tools and a research based approach that helps team leaders:
- Describe the scope, severity and cost of attrition.
- Identify which retention factors motivate each team member.
- Rate the attrition risk of each team member.
- Surface individual team members’ retention needs.
- Increase the level of commitment from each team member.
- Develop and implement a Retention Action Plan designed to increase retention for the entire team.

CEUs: 0.6

**Course #**  **Date(s)**  **Time**
306CA1096  06/18  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:** John Birch

**Fee:** $159.
Developing Leadership Skills

Dealing With Hidden Agendas & Challenging Team Members  NEW!
This course helps you deal with those whose purpose is to undermine the goal of a team department, leader or project. This class will offer insights, teach techniques and provide information on how to better understand these potential "human landmines". CEUs: 0.6

Course #  Date(s)  Time
309TX1070  05/22  9:00am-4:00pm

College, Campus & Room:
Tunxis, Bristol Career Center in Bristol, CT. Check with Receptionist for Room Assignment

Instructor: Lisa Crofton
Fee: $85.

Ethics and Leadership - Two Inseparable Concepts for a Sustainable Organization  NEW!
Ethical behavior is a choice. Successful, long-term leaders of sustainable organizations are conscious of their own ethical behavior. They make choices about what to do, and what not to do, that reflect “doing the right thing as opposed to doing things right.”

This course will examine the nature of ethical choice and how decision-making process impacts organizational leadership. Multiple views of how significant ethical choices have lead us, as a society, to turning points in our embedded codes of behavior will be presented. A special emphasis will be placed on how ethical choices impact the perceptions of the organization about it’s leader. The concept of leadership in a “Newtonian” world and a “quantum” world will be presented and studied. Case studies will be utilized as exercises with attention being given to the more paradoxical issues of our day and how ethical choices impact organizational sustainability. CEUs: 0.6

Course #  Date(s)  Time
310TR1024  03/28  9:00am-4:00pm

College, Campus & Room:
Three Rivers CC, Thames Valley Campus, Room 206

Instructor: John Jolls
Fee: $85.

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
311CA175  04/22 & 04/23  9:00am-4:00pm
(2 sessions)

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

Instructor: John Birch
Fee: $239.
Developing Leadership Skills

Handling 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
- Identify self and others negative hot buttons
- 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
- 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
- Use seven communication techniques designed to get what you want
- Deal with difficult bosses.

Note! This course was formerly titled, "Can You Handle Problem People?" CEUs: 3.6

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<td>312CA567</td>
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College, Campus & Room: Capital / 950 Main St. Hartford, Room number will be posted in main elevator lobby

Instructor: Ralph Braithwaite

Fee: $85.

How Short is Your Fuse? Handling Anger in the Workplace - For Managers or Supervisors  NEW!

This course offers a chance to examine the issues of anger in the workplace; interactive approach to dealing with others who are perpetually angry and diffusing our own anger. CEUs: 0.6

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<td>313TX1055</td>
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College, Campus & Room: Tunxis, Bristol Career Center in Bristol, CT. Check with Receptionist for Room Assignment

Instructor: Lisa Crofton

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

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

Instructor: Ralph Braithwaite

Fee: $85.

Leading With Confidence  NEW!

This course offers suggestions, ideas and techniques for setting goals, creating a vision, communication to team members and doing it all with confidence and style. CEUs: 0.6

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College, Campus & Room: Tunxis, Bristol Career Center in Bristol, CT. Check with Receptionist for Room Assignment

Instructor: Lisa Crofton

Fee: $85.
Developing Leadership Skills

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
316MA234  03/18  9:00am-4:00pm

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

Instructor: Ralph Braithwaite

Fee: $ 85.

So, You’re a New Supervisor?
Congratulations! You’re the new supervisor! Or, perhaps you’ve been in a supervisory position for some time now and want to sharpen your supervisory skills. This workshop takes a practical look at the issues encountered in everyday situations by supervisors and gives a heads up on how to handle everything from grooming a professional image in yourself and others, to supervising staff (especially friends!), to handling difficult customers. The workshop will give you new insight, practical pointers, and tips on handling the most difficult supervisory issues. CEUs: 0.6

Course #  Date(s)  Time
318AS447  06/02  9:00am-4:00pm

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

Instructor: Margaret DeMarino

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
317TX335  04/29  9:00am-4:00pm

College, Campus & Room:
Tunxis, Bristol Career Center in Bristol, CT. Check with Receptionist for Room Assignment

Instructor: Anne Peck

Fee: $ 85.
Developing Leadership Skills

**Supervisory Skills I - Survival Skills for First-Time Supervisors, New and Future Leaders** **NEW!**

You’ve moved up, and the territory is all new. Don’t wait for the challenges to hit you unprepared! This certificate program is designed to develop the skills required to effectively direct, motivate and support staff in their daily duties, shifts and routines. Key points will be covered, such as getting your concerns across in meetings, avoiding mistakes that can carry serious consequences, effective problem-solving, and dealing with difficult clients, managers and employees. Course materials are covered in the cost. CEUs: 1.5

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<td>&amp; 04/03</td>
<td>(3 sessions)</td>
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**NOTE!** Class meets 9am-12pm on 04/03

**College, Campus & Room:**
Naugatuck Valley Community College, Room number to be announced

**Instructor:** Anne Peck

**Fee:** $225.

**Supervisory Skills II - Managing with Performance in Mind** **NEW!**

The buck stops where? As a supervisor or manager, you answer for just about everything that happens in your assigned area... and that’s as it should be. In this certificate program course, you’ll take your leadership role to a more effective level as you explore results-oriented management styles, new skills and strategies, conflict resolution and negotiation, and time and priorities management – all the elements of leading by design. Supervisory Skills I is not a prerequisite and the course cost includes all materials. CEUs: 1.5

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**NOTE!** Class meets 9am-12pm on 04/24

**College, Campus & Room:**
Naugatuck Valley Community College, Room number to be announced

**Instructor:** Anne Peck

**Fee:** $225.

**The Innovative and Successful Supervisor** **NEW!**

Whether you are a brand new supervisor or have some experience, please join us for this interactive and exciting workshop. During this seminar we will: reflect on the DISC behavioral model of interaction with others in our work environment; explore efficiency in communication among various styles; debate how to motivate our employees; explore the art of delegation; and consider the right types of training, coaching and mentoring needed for your employees to be successful. CEUs: 0.6

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**College, Campus & Room:**
Three Rivers CC, Thames Valley Campus, Room 206

**Instructor:** Allison Phaneuf

**Fee:** $85.

**The Keys to Effective Leadership** **NEW!**

The key to success in any organization is effective leadership. Learn ways of improving the lines of communication between staff members, departments, and bosses. Acquire new skills for communicating your message clearly, concisely and positively. Learn effective ways of resolving issues, and building bridges between people. Discover how you can be a leader who inspires positive change. (MCC currently offers “Developing the Leader Within.” Feedback suggested we expand this topic. This course is designed to meet your requests.) CEUs: 0.6

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<td>322MA1086</td>
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**College, Campus & Room:**
Manchester CC, Learning Resource Ctr., Rm. B144

**Instructor:** Noreen Reilly

**Fee:** $85.
Developing Leadership Skills

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
197GW159  03/20, 03/27, 04/03, & 04/10  9:00am-4:00pm
(4 sessions)

College, Campus & Room:
Gateway, North Haven, Room 131

Instructor: John Vincze

Fee: $ 348.

The 7 Habits for Managers

This two-day workshop explores the proven habits that can help manage yourself, lead others, and unleash the potential of your work team. Based on Stephen Covey’s best-seller, “The 7 Habits of Highly Effective People,” the workshop offers a hands-on series of individual and group activities designed to put the habits into action immediately. Informative and entertaining videos, stories about successful managers, readings from management experts, and a set of planning tools further detail the strategies companies have used and you can adopt to become a more-effective manager and team leader. Participants must attend both sessions to benefit from the integrated effect of the workshop materials and practice activities. Workshop materials include a guidebook, audio CD, book of management readings, and disk with eTools. CEUs: 1.2

Course #  Date(s)  Time
193TX757  04/23 & 04/30  9:00am-4:00pm
(2 sessions)

College, Campus & Room:
Tunxis, Bristol Career Center in Bristol, CT. Check with Receptionist for Room Assignment

Instructor: Waldemar Kostrzewa

Fee: $ 305.
Instructor Biographies

Achilli, Donna
Donna Achilli has been a computer applications instructor for over twelve years within the private and public sector. She has also consulted with numerous organizations for Access database projects and web design. She specializes in teaching end-users how to integrate Microsoft applications to create an effective efficiency tool that can be used in all business environments. Donna uses a hands-on approach using projects that follow a natural progression of events that reach an end result. Her method of teaching leads students through an interactive scenario driven environment that encourages concept organization and problem solving.

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.

Ann Irr, Daigle
Ann Irr Dagle has been an advocate for health and wellness all of her adult life. She understands the importance of eating a well balanced diet loaded with fruits, vegetables and low fat. Ann is a certified personal trainer and owner of Fit4You Fitness Center in Groton. She teaches students to become proactive in their health and wellness through fitness and nutrition.

Beland, Jim
Jim is currently the owner of JBCM, a small business advertising and marketing company, and the Growth Coach, a Business Coaching group for small businesses. Previous to that he obtained nearly 20 years in the media and marketing field with positions ranging from Manager for the Walt Disney Company (media division) to Senior Affiliate Relations Manager for CRN International (a national radio based promotions and marketing group). His client list ranges from Hormel and Nestle, to NASCAR and various local initiatives.

Bernard, Janice
Janice Bernard received her certificates for interpreting and teaching sign language from Northwestern 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.

Bloom, Steven
Steven Bloom has extensive experience teaching Microsoft Office products. He has developed and presented educational material for several Fortune 500 companies. Currently he is an adjunct lecturer with MCC.
Instructor Biographies (continued)

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.

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

Crouch, Barbara
Barbara Crouch has successfully written grants totaling more than $25 million for projects as diverse as historic theatres and playground equipment. Ms. Crouch also has more than 15 years of experience writing successful grants for government and private and public foundations.

Davis, Alicia
Being a highly respected practitioner and educator in both the Healthcare and Corporate fields for over 20 years, Alicia combines a heartfelt, intuitive style with holistic learning methods to create dynamic and engaging workshops. She has transformed the lives of over 2200 students by teaching them practical skills in Massage and Energy Healing, Life Visioning, Teambuilding, Conscious Communication, Conflict Resolution, Mindfulness Meditation and Care for the Caregiver. Alicia offers a guided meditation CD as a tool for personal growth and development. Alicia is Co-Director of AliKat Consulting, LLC and Sound Bytes for Serenity and is a senior faculty member at the CT Center for Massage Therapy.

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.
Instructor Biographies (continued)

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 Emerick, M.S., 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 professional journey towards self improvement, 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.

Fast, John
John Fast – has been an avid photographer for over 45 years and began his involvement with digital imaging more than 8 years ago. He provides photographic restoration services and exhibits his digital images in area venues.

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.
Instructor Biographies (continued)

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.

Jolls, John
John Jolls is a management consultant whose practice focuses on helping organizations develop new leaders. Mr. Jolls is a past President of both the American Council of Engineering Companies of Connecticut and the Boston Chapter of the Society for Marketing Professional Services. He holds a Bachelor’s of Science degree from the Worcester Polytechnic Institute and a Master of Business Administration degree from Northeastern University.

Jones, Steven
Steven M. Jones has over 15 years experience in designing and conducting musculoskeletal injury prevention programs. His experience includes assignments as a loss control professional and a workers’ compensation manager. He has more than 20 years experience as an adjunct graduate school instructor and trainer. Mr. Jones holds degrees from Rensselaer Polytechnic Institute and Southern Connecticut State University and has published numerous articles on ergonomics, biomechanics and carpal tunnel syndrome.

Kelly, Jim
On the Road of Life, Jim Kelly is The Driving Force Coach©, steering people toward Full-Throttle Living @ High RPMs: Results, Performance, Motivation©. As principal of SPOKES Communications, Jim is a writer and trainer offering business solutions for marketing, training, and communications management. He writes, produces, and hosts TV programming; newspaper, trade and consumer articles; public relations material; and has won awards for program promotion, training, and writing. As an accomplished business speaker, nationally certified motorcycle safety instructor, and corporate driver trainer, Jim has taught thousands of people street and business survival skills.

Kelly, Sue
Susanne Kelly, President of Savvy St., empowers business people to reach their peak potential through training, coaching and speaking. Susanne is Producer and Host of the cable television show The Entrepreneur, a high-octane energizer for entrepreneurs and those seeking self-employment.

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

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.
Instructor Biographies (continued)

**Lamont, Debbie**
Debra Lamont started computer training in 1985 to help small business owners understand and use computers 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 15 years and has led teams of up to 150 members. His projects have included infrastructure replacement, Y2K compliance and implementation of new technology.

**Lyons, A. Bates**
A. Bates Lyons has conducted workforce audits and training seminars for target audiences since 1991. The primary purpose of the training seminars has been to provide participants with information, knowledge, and skills in key areas of valuing and managing workforces. A secondary purpose has been to link the valuing and managing of workforce to departmental objectives while managing transitions.

**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.

**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.

**O’Connor, Kim**
Kim O’Connor has nearly 15 years experience teaching introductory to advanced levels of all Microsoft applications. Ms. O’Connor taught for nine years at Pfizer and has been an adjunct professor at Three Rivers Community College since 2002.
Instructor Biographies (continued)

**Parrish, Bruce**
Bruce Parrish has 16 years of broad-based PC networking knowledge and experience. During the last 13 years, he has taught an assortment of credit and credit-free computer courses at NVCC. Bruce is MCSE, MCT, MCP, CTT, A+, and Network+ certified.

**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”.

**Phaneuf, Allison**
Allison Phaneuf, M.S., C.A.G.S. is committed to the education and self-improvement of others. She facilitates workshops, team development trainings, and career transitions seminars for the corporate sector, as well as many colleges and academic settings in the New England area.

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

**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 brings over 20 years of business experience to the training arena. She has a bachelor’s degree in business from Bryant University. Noreen has completed extensive graduate work in psychology and has done her own independent studies in cognitive development. She is a member of the National Speaker's Association.

**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.
**Instructor Biographies (continued)**

**Rubera, Marisa**
Marisa Rubera, M.Ed., has 15 years’ experience in the field of education as a teacher and school principal at the elementary, middle, high, and college levels. She has also worked with nonprofit agencies, insurance companies, and various organizations in the private sector.

**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.

**Scala, Scot**
Scot Scala has been a development professional for nearly two decades. Mr. Scala is the President of Scala & Associates, LLC, a consulting business that provides nonprofit organizations with expertise in grant research, grant proposal writing, campaign management, development planning, major gift cultivation and curriculum development. Mr. Scala works with clients of all sizes to address the most critical, yet essential development needs facing today’s nonprofits. Mr. Scala is also a member of faculty for Tunxis Community College and earned his Master of Science Degree in Education from Fordham University and his Bachelor of Arts Degree in Communications from Marist College.

**Schwartz, Charles**
Charles 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.

**Seaver, Catherine**
Seaver, Catherine has a BS in Manufacturing Engineering, and a MS in CIS and Educational Technology. She is Department chair of the Engineering and Technology Dept. at MCC. Her 20 years experience in business and manufacturing performing engineering and information related tasks included system design and development. She recently co-authored Visual Basic .Net Programming Essentials published by Microsoft Press.

**Simmons, Tammie**
Tammie Simmons -B.A. in Communication. She has been studying holistic health for 5 years. She runs a business as a holistic health consultant and yoga instructor. She is very enthusiastic about helping others through natural remedies/treatments.

**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.
Instructor Biographies (continued)

**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. He has been a principal in one of the largest roofing construction companies in Connecticut and was part of the team that built One Century Tower in New Haven. 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.

**Voice, John**
A member of I.T.A.G., a national organization dedicated to informing and educating the public about Identity Theft, John is a Certified Identity Theft Risk Management Specialist, CITRMS having taken special training and certified by The Institute of Fraud Risk Management. He is also a regular speaker at local organizations such as Rotary Clubs, Chambers of Commerce, civic organizations and employee groups.

**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 inclement 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. 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 description 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 track the student on our registration system.
# Individual Application for State In-Service Training Programs

## A note to Training Approval Officers:
This application is provided for your agency’s internal use only. It is not necessary to return these Individual Application Forms with Registration Summary Pages.

## Important notes to Applicants:
- Direct all questions regarding timelines and procedures to your agency Training Approval Officer. Each agency has unique policies concerning deadlines, eligibility, and the registration process.
- Be sure to carefully check the dates and times of the courses for which you are applying for any potential conflicts. **No seat changes or withdrawals are allowed once seats have been assigned.**
- 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.**
- Maps and driving directions are included at the back of the In-Service catalog and are available online: [www.commnet.edu/inservice](http://www.commnet.edu/inservice)
- Please see the additional registration information for students, on Page 102 of the course catalog

<table>
<thead>
<tr>
<th>Information about the Applicant:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Name:</strong></td>
</tr>
<tr>
<td><strong>Phone:</strong></td>
</tr>
<tr>
<td><strong>Address:</strong></td>
</tr>
</tbody>
</table>

## Course Information – One Course Per Page

| **Course Title:** | |
| **Course Number:** | **Date(s):** |
| **Fee:** | |
| I meet the prerequisites listed in the course description: | _____Yes    _____No    _____None Listed |

## Supervisor’s Approval:

| **Name:** |
| **Title:** |
| **Signature:** | **Date:** |

## Additional Notes or Information:
Agency Registration Form, Cover Page

Agency Registration Deadline: February 6, 2008

Return the completed cover page plus applicable summary pages to:
Sharon Chamberland, State In-Service Training Program Coordinator
schamberland@commnet.edu
Phone: 860-244-7614  Fax: 860-566-1308

Agency Name:
Mailing Address:

Training Approval Officer (TAO) Name:
TAO Phone:  TAO Fax:  E-Mail:
Is this person the primary contact for routine correspondence and updates?  _____ YES  _____ NO

Backup Contact Name:
Backup Contact Phone:  E-Mail:
Is this person the primary contact for routine correspondence and updates?  _____ YES  _____ NO

Total number of seats requested and approved on all summary pages:______________
Total dollar value of seats requested and approved on all summary pages: ______________

Fiscal Officer Name and Title:
Fiscal Officer Signature*:____________________________________  Date:  ______________

*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 registrants approved / seats reserved. No withdrawals or course substitutions are allowed. 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.

Important Request:
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 all applicants. Thank you!

Seat Reservation Reports will be returned to all participating agencies no later than February 26, 2008

Course Substitution Options:
For the Spring 2008 term, there will be no substitution options. When staff cannot be placed in their first-choice course section, Seat Reservation Reports will indicate whether the course is filled to capacity or canceled.
<table>
<thead>
<tr>
<th>Course Number</th>
<th>Course Title</th>
<th>Course Date(s)</th>
<th>Meeting Time</th>
<th>Per Seat Fee</th>
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<th>Total Fees</th>
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**Microsoft Office Skills**

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**ESSENTIAL BUSINESS SKILLS**

**Administrative Support**

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<td>160 CA 604</td>
<td>Games Trainers Play: Increasing Training Effectiveness with Icebreakers, Energizers, and Training Games</td>
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<td>Train the Trainer: Course Development &amp; Evaluation</td>
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<td>Train the Trainer: Platform &amp; Delivery Skills</td>
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<td>Train the Trainer: Group Dynamics &amp; Facilitation Skills</td>
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<td>Train the Trainer: Polished Presentations</td>
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<td>Improving the Bottom Line with the Written Line: How to Cut the Time for Anything You Write in Half</td>
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<td>Grammar and Punctuation for Managers, Supervisors and Engineers</td>
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<td>Notes, Minutes &amp; Status Reports: Techniques for Professionals</td>
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**Writing Capability - ONLINE**

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<td>Public Relations Writing 1: The Fundamentals</td>
<td>March 24 through April 21, 2008</td>
<td>Online Program</td>
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<td>186 NW 910</td>
<td>Public Relations Writing 2: Web Skills</td>
<td>May 19 through June 16, 2008</td>
<td>Online Program</td>
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<td>187 NW 719</td>
<td>Real-World Procedure Writing</td>
<td>April 21 through May 26, 2008</td>
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<td>188 NW 803</td>
<td>Writing for the Web</td>
<td>April 14 through May 19, 2008</td>
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**PRODUCTIVITY SOLUTIONS**

**Covey Solutions**

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<th>Fee</th>
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<tr>
<td>190 GW 129</td>
<td>Stephen Covey's &quot;Seven Habits of Highly Effective People®&quot;</td>
<td>04/17, 04/24, 05/01, &amp; 05/08 (4 sessions)</td>
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<td>191 GW 726</td>
<td>7 Habits Maximizer®</td>
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<td>192 TX 698</td>
<td>7 Habits Fundamentals®</td>
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<td>193 TX 757</td>
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<td>The 8th Habit: From Effectivess to Greatness</td>
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<td>Franklin Covey's 4 Disciplines®</td>
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<td>Stephen Covey's NEW &quot;4 Roles of Leadership&quot;®</td>
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<td><strong>Creative Thinking</strong></td>
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<td>Developing Your Many Intelligences</td>
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<td>201 MA 558</td>
<td>Discovering Your Creative Genius</td>
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<td>202 GW 877</td>
<td>I Wish I Had Thought of That!</td>
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<td><strong>Interpersonal Communications</strong></td>
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<td>205 CA 104</td>
<td>Are You Really Listening?</td>
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<td>Better Work Relationships</td>
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<td>Bringing Out the Best in Others When They Are at Their Worst</td>
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<td>How to Say it at Work</td>
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<td>It's Who You Know: How to Successfully Network</td>
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<td>Mastering Office Politics</td>
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<td>People Smart Skills Workshop</td>
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<td>Power Communication</td>
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<td>Practicing Cubicle Etiquette - How to Get Along Better With and Gain the Cooperation of Those in the Next Cubicle</td>
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<td>Pros and Cons of Office Politics</td>
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<td>220 NW 913</td>
<td>Speak Up and Be Treated Fairly</td>
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State In-Service Training Program, Spring 2008

Total Number of Seats Requested on this Page: _____
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**Organizational Skills & Time Management**

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<td>Managing Information Overload: Printouts, Emails, Reports… Oh My!</td>
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<td>Managing Mucho Paperwork</td>
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**Personal Productivity**

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<td>Laughing is Serious Business</td>
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<tr>
<td>257 GW 731</td>
<td>Your Untapped Source of Success: Emotional Intelligence</td>
<td>06/05 &amp; 06/09 (2 sessions)</td>
<td>9:00am-4:00pm</td>
<td>$187</td>
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Resolving Conflict

<table>
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<tr>
<th>Course Number</th>
<th>Course Title</th>
<th>Course Date(s)</th>
<th>Meeting Time</th>
<th>Per Seat Fee</th>
<th>Number of Seats Requested</th>
<th>Total Fees</th>
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<tbody>
<tr>
<td>260 TX 697</td>
<td>Bullying in the Workplace</td>
<td>05/07</td>
<td>9:00am-4:00pm</td>
<td>$85</td>
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<tr>
<td>261 TX 546</td>
<td>Collaborative Negotiation</td>
<td>04/14 &amp; 04/15 (2 sessions)</td>
<td>9:00am-4:00pm</td>
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<tr>
<td>262 TX 701</td>
<td>Don't Let Others Get the Best of You</td>
<td>05/27</td>
<td>9:00am-4:00pm</td>
<td>$85</td>
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<tr>
<td>263 CA 107</td>
<td>Handling Conflict</td>
<td>04/16</td>
<td>9:00am-4:00pm</td>
<td>$85</td>
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<tr>
<td>264 TX 272</td>
<td>Managing Disagreement, Conflict &amp; Confrontation</td>
<td>04/08</td>
<td>9:00am-4:00pm</td>
<td>$85</td>
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<tr>
<td>265 CA 123</td>
<td>Power Negotiations</td>
<td>03/27</td>
<td>9:00am-4:00pm</td>
<td>$129</td>
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<tr>
<td>266 CA 1089</td>
<td>Power Negotiations - Advanced</td>
<td>04/29</td>
<td>9:00am-4:00pm</td>
<td>$129</td>
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<tr>
<td>267 MA 798</td>
<td>Problem Solving Using Root Cause Analysis</td>
<td>05/05</td>
<td>9:00am-4:00pm</td>
<td>$85</td>
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</table>

Strategies for Stress Reduction

<table>
<thead>
<tr>
<th>Course Number</th>
<th>Course Title</th>
<th>Course Date(s)</th>
<th>Meeting Time</th>
<th>Per Seat Fee</th>
<th>Number of Seats Requested</th>
<th>Total Fees</th>
</tr>
</thead>
<tbody>
<tr>
<td>270 AS 220</td>
<td>101 Ways to Reduce Stress and Stay Healthy</td>
<td>04/11</td>
<td>9:00am-4:00pm</td>
<td>$85</td>
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<tr>
<td>271 TX 333</td>
<td>Avoiding Job Burnout - Strategies to Prevent and Overcome It</td>
<td>05/12</td>
<td>9:00am-4:00pm</td>
<td>$85</td>
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<tr>
<td>272 TX 1045</td>
<td>Care for the Caregiver, 3 Part Series: Help Caregivers Transform the Stress of Caring for Clients in Trauma</td>
<td>03/27, 05/01, &amp; 06/05 (3 sessions)</td>
<td>9:00am-4:00pm</td>
<td>$300</td>
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<tr>
<td>273 TX 1056</td>
<td>How Short is Your Fuse? Handling Anger in the Workplace - For Non-Managers / Non-Supervisors Only</td>
<td>04/16</td>
<td>9:00am-4:00pm</td>
<td>$85</td>
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<tr>
<td>274 AS 612</td>
<td>Instant Stress Relief</td>
<td>05/06</td>
<td>9:00am-4:00pm</td>
<td>$85</td>
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<tr>
<td>275 MA 644</td>
<td>Performance Under Pressure: Managing Stress in the Workplace</td>
<td>04/01</td>
<td>9:00am-4:00pm</td>
<td>$85</td>
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<tr>
<td>276 TR 1030</td>
<td>Prevent Burnout</td>
<td>04/18</td>
<td>9:00am-4:00pm</td>
<td>$85</td>
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<tr>
<td>277 AS 562</td>
<td>Rejuvenating Your Mind, Body, &amp; Spirit</td>
<td>06/06</td>
<td>9:00am-4:00pm</td>
<td>$85</td>
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Workplace Wellness

<table>
<thead>
<tr>
<th>Course Number</th>
<th>Course Title</th>
<th>Course Date(s)</th>
<th>Meeting Time</th>
<th>Per Seat Fee</th>
<th>Number of Seats Requested</th>
<th>Total Fees</th>
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<tbody>
<tr>
<td>280 TX 1046</td>
<td>Drive Alive! Managing the Risks of the Road</td>
<td>03/27</td>
<td>9:00am-4:00pm</td>
<td>$85</td>
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<tr>
<td>281 CA 81</td>
<td>Heartsaver CPR</td>
<td>05/21</td>
<td>9:00am-1:00pm</td>
<td>$69</td>
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<td></td>
</tr>
<tr>
<td>Course Number</td>
<td>Course Title</td>
<td>Course Date(s)</td>
<td>Meeting Time</td>
<td>Per Seat Fee</td>
<td>Number of Seats Requested</td>
<td>Total Fees</td>
</tr>
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<tr>
<td>281 CA 82</td>
<td>Heartsaver CPR</td>
<td>04/23</td>
<td>9:00am-1:00pm</td>
<td>$69</td>
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<tr>
<td>282 TX 1054</td>
<td>Identity Theft: What You Need to Know to Safeguard Your Own, Your Fellow Employees and Taxpayer Non-Public Information</td>
<td>04/08</td>
<td>9:00am-4:00pm</td>
<td>$85</td>
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<tr>
<td>282 TX 1066</td>
<td>Identity Theft: What You Need to Know to Safeguard Your Own, Your Fellow Employees and Taxpayer Non-Public Information</td>
<td>05/13</td>
<td>9:00am-4:00pm</td>
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<tr>
<td>283 AS 869</td>
<td>Holistic Health Awareness</td>
<td>03/14</td>
<td>9:00am-4:00pm</td>
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<tr>
<td>283 AS 1106</td>
<td>Holistic Health Awareness</td>
<td>05/16</td>
<td>9:00am-4:00pm</td>
<td>$85</td>
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<tr>
<td>284 TR 1026</td>
<td>Food Labels: Fact, Fiction, and False Claims - Do You Really Know What You Are Eating?</td>
<td>04/10</td>
<td>9:00am-4:00pm</td>
<td>$85</td>
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<tr>
<td>285 NW 1034</td>
<td>FELDENKRAIS METHOD®</td>
<td>Place Holder - Description Only</td>
<td>9:00am-4:00pm</td>
<td>$0</td>
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<tr>
<td>286 NW 907</td>
<td>Correcting Workplace Ergonomic Issues - Feldenkrais Method® Level 1 Relief for Stiff Neck and Tight Shoulders</td>
<td>03/27</td>
<td>9:30am-4:00pm</td>
<td>$95</td>
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<tr>
<td>287 NW 906</td>
<td>Correcting Workplace Ergonomic Issues - Feldenkrais Method® Level 1 Easing Lower Back Pain</td>
<td>04/10</td>
<td>9:30am-4:00pm</td>
<td>$95</td>
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<tr>
<td>288 NW 1035</td>
<td>Correcting Workplace Ergonomic Issues - Level 2: Comfort at the Workstation - Sitting</td>
<td>04/24</td>
<td>9:30am-4:00pm</td>
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<td>289 NW 1036</td>
<td>Correcting Workplace Ergonomic Issues - Level 2: Comfort at the Workstation - Reaching</td>
<td>05/08</td>
<td>9:30am-4:00pm</td>
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<tr>
<td>290 NW 1037</td>
<td>Correcting Workplace Ergonomic Issues - Level 2: Comfort at the Workstation - Turning</td>
<td>05/22</td>
<td>9:30am-4:00pm</td>
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<tr>
<td>291 NW 908</td>
<td>Correcting Workplace Ergonomic Issues - Feldenkrais Method® Level 2 Easing Neck, Shoulder and Back Pain</td>
<td>06/05</td>
<td>9:30am-4:00pm</td>
<td>$95</td>
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<tr>
<td>292 NW 912</td>
<td>Workplace Ergonomics - Healthy Backs, Shoulders, and Arms</td>
<td>04/17</td>
<td>9:00am-4:00pm</td>
<td>$85</td>
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DEVELOPING LEADERSHIP SKILLS

<table>
<thead>
<tr>
<th>Course Number</th>
<th>Course Title</th>
<th>Course Date(s)</th>
<th>Meeting Time</th>
<th>Per Seat Fee</th>
<th>Number of Seats Requested</th>
<th>Total Fees</th>
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<tbody>
<tr>
<td>300 CA 160</td>
<td>Supervisory Skills Certificate Program</td>
<td>04/04, 04/11, 04/18, 04/25, 05/02, &amp; 05/09 (6 sessions)</td>
<td>9:00am-4:00pm</td>
<td>$449</td>
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<tr>
<td>301 CA 802</td>
<td>Supervisory Skills Certificate II (New, Expanded Program!)</td>
<td>05/20, 05/27, 06/03, 06/10, 06/17, &amp; 06/24 (6 sessions)</td>
<td>9:00am-4:00pm</td>
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<tr>
<td>303 MA 275</td>
<td>Developing the Leader Within</td>
<td>04/18</td>
<td>9:00am-4:00pm</td>
<td>$85</td>
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<tr>
<td>304 MA 799</td>
<td>Advanced Supervisory Skills - Diversity, Coaching, &amp; Ethics</td>
<td>05/15</td>
<td>9:00am-4:00pm</td>
<td>$85</td>
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<tr>
<td>305 CA 1091</td>
<td>Hiring Winning Talent</td>
<td>05/20</td>
<td>9:00am-4:00pm</td>
<td>$159</td>
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<tr>
<td>306 CA 1096</td>
<td>Retaining Winning Talent</td>
<td>06/18</td>
<td>9:00am-4:00pm</td>
<td>$159</td>
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</table>

State In-Service Training Program, Spring 2008

Total Number of Seats Requested on this Page: _______
<table>
<thead>
<tr>
<th>Course Number</th>
<th>Course Title</th>
<th>Course Date(s)</th>
<th>Meeting Time</th>
<th>Per Seat Fee</th>
<th>Number of Seats Requested</th>
<th>Total Fees</th>
</tr>
</thead>
<tbody>
<tr>
<td>307 TX 1073</td>
<td>Collaborative Sanity: Leading Teams</td>
<td>04/10</td>
<td>9:00am-4:00pm</td>
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<tr>
<td>308 TX 1061</td>
<td>Creating an Unforgettable Workplace Environment</td>
<td>04/30</td>
<td>9:00am-4:00pm</td>
<td>$85</td>
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<tr>
<td>309 TX 1070</td>
<td>Dealing With Hidden Agendas &amp; Challenging Team Members</td>
<td>05/22</td>
<td>9:00am-4:00pm</td>
<td>$85</td>
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<tr>
<td>310 TR 1024</td>
<td>Ethics and Leadership - Two Inseparable Concepts for a Sustainable Organization</td>
<td>03/28</td>
<td>9:00am-4:00pm</td>
<td>$85</td>
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<tr>
<td>311 CA 175</td>
<td>Fundamentals of Management and Communications</td>
<td>04/22 &amp; 04/23 (2 sessions)</td>
<td>9:00am-4:00pm</td>
<td>$239</td>
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<tr>
<td>312 CA 567</td>
<td>Handling Problem People</td>
<td>03/26</td>
<td>9:00am-4:00pm</td>
<td>$85</td>
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<tr>
<td>313 TX 1055</td>
<td>How Short is Your Fuse? Handling Anger in the Workplace - For Managers or Supervisors</td>
<td>04/09</td>
<td>9:00am-4:00pm</td>
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<tr>
<td>314 CA 158</td>
<td>Leadership &amp; Motivation</td>
<td>03/31</td>
<td>9:00am-4:00pm</td>
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<td>315 TX 1060</td>
<td>Leading With Confidence</td>
<td>04/23</td>
<td>9:00am-4:00pm</td>
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<td>316 MA 234</td>
<td>Making the Transition to Management</td>
<td>03/18</td>
<td>9:00am-4:00pm</td>
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<td>317 TX 335</td>
<td>Navigating the Treacherous Waters of Your Office: Interpersonal Skills Strategies that Empower You</td>
<td>04/29</td>
<td>9:00am-4:00pm</td>
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<tr>
<td>318 AS 447</td>
<td>So, You're a New Supervisor?</td>
<td>06/02</td>
<td>9:00am-4:00pm</td>
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<tr>
<td>319 NV 1097</td>
<td>Supervisory Skills I - Survival Skills for First-Time Supervisors, New and Future Leaders</td>
<td>04/01, 04/02, &amp; 04/03 (3 sessions)</td>
<td>9:00am-4:00pm (9am-12pm on 04/03)</td>
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<tr>
<td>320 NV 1098</td>
<td>Supervisory Skills II - Managing with Performance in Mind</td>
<td>04/22, 04/23, &amp; 04/24 (3 sessions)</td>
<td>9:00am-4:00pm (9am-12pm on 04/24)</td>
<td>$225</td>
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<tr>
<td>321 TR 1025</td>
<td>The Innovative and Successful Supervisor</td>
<td>04/21</td>
<td>9:00am-4:00pm</td>
<td>$85</td>
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<tr>
<td>322 MA 1086</td>
<td>The Keys to Effective Leadership</td>
<td>06/04</td>
<td>9:00am-4:00pm</td>
<td>$85</td>
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</tbody>
</table>
NOTE: There is no food service available on location at Asnuntuck Community College. Students may bring a lunch to enjoy in the lounge (vending machines are available), or visit one of the many local restaurants during lunch break.

From the South—
Take 91 Northbound to Exit 48. Turn Right at the end of the ramp onto Route 220 (Elm Street). Travel East through five traffic lights. The college will be on the right. Parking is available directly in front of the building as well as in the back.

From the North—
Take 91 Southbound to Exit 48. Turn Left at the end of the ramp onto Route 220 (Elm Street). Continue with directions as above from the South. Asnuntuck will be on your right.

College Closing Procedures:
In case of inclement weather, especially snow, ACTC may cancel or postpone classes. This information will be broadcast on several radio stations in Connecticut and Massachusetts:

For up to the date information on class cancellations or delays due to inclement weather or an emergency situation, please call 1.800.501.3967
Directions to parking garage for 950 Main Street, Hartford:
Ample free parking for Capital Community College In-Service students is available at the Morgan Street Garage. **Capital is only able to validate parking at the Morgan Street Garage - Bring your ticket stub to class for validation!** Anyone parking in other area garages will be responsible for any charges incurred.
DAS / In-Service Students are considered students at the college, not visitors.
Motorcycle parking is prohibited in the garage.

**From Interstate 84 Eastbound (from West Hartford, Farmington, etc.)**
Take Exit 50 (Main Street). At third traffic light, turn right onto Market Street. At first light, turn left, then left again into Garage entrance.

**From Interstate 84 Westbound (from East Hartford, Manchester, Route 2, etc.)**
Take Exit 50 (Main Street). At bottom of ramp, turn left onto Market Street to go under the highway. At second traffic light, turn left, then left again into Garage entrance.

**From Interstate 91 Northbound and Southbound**
Take Exit 32-B (Trumbull Street). Ramp ends at a traffic light. Turn left onto Market Street. At third traffic light turn left, then left again into Garage entrance.

Directions to enter Capital Community College from the Morgan Street Parking Garage:
The entrance is located on the corner of Market and Talcott Streets, diagonally across from the Morgan Street Parking garage MAIN lobby. **You will see a sign that says 960 Main.** Enter through the revolving doors below that sign.
- Once in the building, take the escalators located on your LEFT up TWO full flights to the Main St. Level.
- Turn left and walk down the corridor to the circular retail area.
- Follow signs to Capital Community College lobby (glass doors on your left).
- A plasma screen mounted near the elevators lists room assignments each day. If you cannot find your room assignment, visit the Continuing Education Office on the 3rd floor for assistance.
College Closing Procedures:

Information about delayed openings and class cancellations will be announced on:

<table>
<thead>
<tr>
<th>Radio/TV Station</th>
<th>Channel/Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>WVIT-TV</td>
<td>Channel 30</td>
</tr>
<tr>
<td>WFSB-TV</td>
<td>Channel 3</td>
</tr>
<tr>
<td>WTIC</td>
<td>1080 AM and 96.5 FM</td>
</tr>
<tr>
<td>WKSS</td>
<td>95.7 FM</td>
</tr>
<tr>
<td>WRCH</td>
<td>100.5 FM</td>
</tr>
<tr>
<td>WZMX</td>
<td>93.7 FM</td>
</tr>
</tbody>
</table>

Messages called into some radio and TV stations are automated and do not allow for specific details. Therefore, messages may be vague. The information below should be helpful in explaining the situations that may occur:

1) If radio and television messages state “college is closed,” all classes are canceled for that day and will be rescheduled.

2) If radio and television messages state “2 hour delayed opening,” the college will open at 11:00am. Classes scheduled to begin at 9:00am and end at noon will not be held, but those scheduled to begin at 1:00pm and end at 4:00pm will run on schedule. Also, classes scheduled to start at 9:00am and end at 4:00pm will begin at 11:00am. Such classes will have both an abbreviated lunch period and afternoon break to make up for the lost class time. If necessary, instructors will extend their classes to ensure that the appropriate instruction time has been completed. If CCC is open, In-Service registrants are expected to attend class.

If any In-Service classes are postponed due to inclement weather, the college staff will contact Training Approval Officers within two business days regarding the rescheduled date for each class.
Directions to the North Haven Campus, for In-Service classes:

**From New Haven and Points South**
I-95 North and I-91 North to Exit 11. At the end of the exit ramp, turn right onto Route 22. Proceed to third traffic light and turn left onto Bassett Road. The college is on the right, approximately 1/4 mile.

--- Or ---
Route 15 (Wilbur Cross/Merritt Parkway) to Exit 63. At the end of the exit ramp, turn right onto Route 22. Proceed to the fourth traffic light and turn left onto Bassett Road. The college is on the right, approximately 1/4 mile.

**From New London and Points East of New Haven**
I-95 South to I-91 North to Exit 11. At the end of the exit ramp, turn right onto Route 22. Proceed to the third traffic light and turn left onto Bassett Road. The college is on the right, approximately 1/4 mile.

**From Hartford and Points North**
I-91 South to Exit 12 (Washington Avenue). At the end of the exit ramp, turn left. Proceed to the second traffic light and turn left onto Blakeslee Avenue. At the end of the road, turn left onto Bassett Road. The college is on the right, approximately 1/4 mile.

--- Or ---
Route 15 South (Wilbur Cross/Merritt Parkway) to Exit 63. At the end of the ramp, turn left onto Hartford Turnpike. At the next light, turn left onto Route 22. Proceed to the fifth traffic light and turn left onto Bassett Road. The college is on the right, approximately 1/4 mile.

**College Closing Procedures:**
Classes at Gateway are canceled or postponed only as a result of extreme weather conditions or other emergencies. The following radio stations will broadcast information regarding school closing or delayed opening:

- WELI, 960 AM
- WNHC, 1340 AM
- WPLR, 99.1FM
- WICC, 600 AM
- WTIC, 1080 AM
- WCCC, 1290 AM
- WKCI, 101 FM
- WKSS, 97.5 AM
- WEZN, 99.9 FM
- WEBE, 108 FM
- WCCC, 106.9 FM
- WHCN, 105.9 FM
Highway Directions to MCC

From Hartford: From I-91 Eastbound, take exit 59 to I-395. Immediately take exit 1. Turn left onto Spencer St. (eastbound). Turn right onto Hilltown Road. Take first left onto Great Path and proceed to stop sign. Take a right onto Founders Drive South to Lot C or a left onto Founders Drive North to Lot B.

From Boston: Take I-95 Westbound. Take exit 59 onto I-395. Immediately take exit 1. Turn left onto Spencer St. (eastbound). Turn right onto Hilltown Road. Take first left onto Great Path and proceed to stop sign. Take a right onto Founders Drive South to Lot C or a left onto Founders Drive North to Lot B.

From Bolton: Take I-395 Westbound. Take exit 1. Turn right at the light onto Spencer St. (eastbound). Turn right onto Hilltown Road. Take first left onto Great Path and proceed to stop sign. Take a right onto Founders Drive South to Lot C or a left onto Founders Drive North to Lot B.

From Springfield: Take I-91 South. Take exit 35A to I-291 East. To I-395. Immediately take exit 1. Turn left onto Spencer St. (eastbound). Turn right onto Hilltown Road. Take first left onto Great Path and proceed to stop sign. Take a right onto Founders Drive South to Lot C or a left onto Founders Drive North to Lot B.

See Opposite Side for Campus Map & College Closing Procedures
College Closing Procedures:

Announcements regarding cancellations due to weather conditions are broadcast on the following radio stations:

- WTIC
- WDRC
- WHCN
- WPOP
- WRCHWCCC

In addition, you may call the college’s automated Info Line at (860) 512-3016, or the main line at (860) 512-3000.
Directions:

**Route 8:**
Take the Danbury exit onto Rt. I-84 West, then first exit off I-84 (exit 18). Bear left to light and take a left. Go to second light for East Entrance and third light for West Entrance.

**Route I-84 West:**
Take exit 18, bear left to light and take a left. Go to second light for East Entrance and third light for West Entrance.

**Route I-84 East:**
Take exit 18. At light take a right and at next light take a right. Go over bridge and at light take a left onto Chase Parkway. Go to first light for East Entrance and second light for West Entrance.

**Campus Entrances:**
The first entrance (east entrance) on the right is the only entrance which will take you to Founders Hall. The second entrance on the right (west entrance) will take you to garage parking, Ekstrom Hall, Kinney Hall, Fine Arts Center, Student Center, and the Library.
Directions:

**From Points South (Torrington, Waterbury, Bridgeport):**
1. Take Route 8 North to Winsted.
2. At the end of Route 8 divided highway section, turn right at traffic light onto Rt. 44W into Winsted.
3. The college is located on the right approximately 1/4 of a mile from the exit.

**From Points East (Hartford):**
1. Take Route 44 West to Winsted.
2. The college is located on the right, across from the green, apx 1/4 of a mile past the Junction of Route 8 (Divided Highway Section) and Route 44.

**From Points East (Canaan):**
1. Take Route 44 East to Winsted.
2. The college is located on the right, across from the green.

See Opposite Side for College Closing Procedures
College Closing Procedures:

If snowy or icy driving conditions cause the postponement or cancellation of classes, announcements will be made on the following radio stations:

- WATR
- WRCH
- WDRC (AM and FM)
- WSNG
- WKZE
- WWCO
- WMMW (AM)
- WZBG
- WTIC (AM and FM)
- WZMX

Television: Channels 3 and 30.

Students may also call NCCC directly at (860) 738-6464 to hear a recorded message concerning any inclement weather closings. The recorded message will be available two hours prior to the start of the day, twilight, evening, and weekend classes. Radio and television stations will broadcast the announcement at about the same time period. Each group of classes will have its own cancellation announcement.
DAS / State In-Service Training Program courses will be held in the Willimantic Center. The Willimantic Center was established in 1986 and houses 10 classrooms, state-of-the-art computer labs, a library, lounge, and offices. The Center offers credit courses, English as a Second Language courses, credit-free programs, vocational training programs, customized training programs for local employers, small business seminars, and career counseling services.

**Directions:**

**From the South:**
Take Route 32 North to the intersection of Route 66 (Main Street). Proceed on Main Street. The Willimantic Center is located at 729 Main Street, on the right.

**From the North:**
Take Route 195 South. At the intersection with Ash Street (where Route 195 turns left), continue straight across on Jackson Street. Follow Jackson Street to the end. Turn right on Main Street. The Willimantic Center is located at 729 Main Street, on the right.

**From the West:**
Follow Route 6 to the Route 195 exit. At the exit ramp go straight across to the next light, at the intersection with Route 195. Turn right onto Route 195. At the intersection with Ash Street (where Route 195 turns left), continue straight across on Jackson Street. Follow Jackson Street to the end. Turn right on Main Street. The Willimantic Center is located at 729 Main Street, on the right.

**From the East:**
Take Route 6 West to Route 66 West, which becomes Main Street in Willimantic. Continue on Main Street, past the Windham Mills and Jillson Square. The Willimantic Center is located at 729 Main Street, on the right.
DIRECTIONS TO THAMES VALLEY CAMPUS, for In-Service Courses:
(For directions to the Mohegan Campus, see www.commnet.edu)

From New London:
Rte. 32 to I-395. Take Exit 80 east.* (approx. 15 mins.)

From Groton/Mystic:
I-95 south to Rte. 32 - Norwich. Take I-395 north to Exit 80 east.* (approx. 25 mins.)

From Colchester and Points West:
Follow Route 2 east until it merges with Route 32 south. Take Exit 28S onto I-395 south to exit 80. Take a left at end of exit ramp (Rte. 82 W. Main St.)* (approx. 23 mins.)

From Jewett City and Points North:
I-395 south to Exit 80.* Take a left at end of Exit ramp (Rte. 82 West Main Street). (approx. 20 mins.)

From Ledyard/Navy Subase Area:
Route 12 to Route 2A (Mohegan Pequot Bridge) to I-395 north. Take Exit 80 east.* (approx. 25 mins.)

From New Haven and Points South:
I-95 north to I-395 north (Exit 76). I-395 north to Exit 80 east.*

*From All Points Above:
Five lights down is New London Turnpike. Turn right. Thames Valley Campus is about .2 mile on left.
College Closing Procedures:

Class cancellations due to inclement weather will be announced on the following radio and television stations:

- WERI, Westerly 1230AM
- WNLC, 1510AM
- WINY, 1350AM
- WQGN, 105.5FM
- WILL, 1400AM
- WICH, 1310AM
- WSUB, 980AM
- WBMW, 106.5FM
- WVIT, Channel 30

The college’s main telephone number is (860) 886-0177
In-Service courses will be held at both the Bristol Career Center and the Farmington campus. **Students must check course locations carefully**

**Directions to the “Bristol Career Center,” In Bristol, Connecticut:**

**From Hartford:**
Take 84 West to Exit 38, Bristol / Rt. 6. Follow Rt. 6 approximately 11 miles to the intersection of Rt. 6 and North Main St. Take a left onto North Main and then a left into North Side Plaza. The Bristol Career Center is located next to Super Natural.

**From Middletown, Rocky Hill, Newington and Points East:**
Take Rt. 9 North, and follow signs to Rt 72. Continue on Rt. 72 and take Exit 1, Rt. 177. From this point, follow the directions below...

**From Waterbury:**
Take 84 East to Rt. 72. Take Exit 1 onto Rt. 177 / North Washington St. From this point, follow the directions below...

Turn right at light onto Rt. 177. Go 2 miles (passing by Tunxis Community College) to the intersection Of Rt. 177 and Rt. 6. Take a left onto Rt. 6 and follow approximately 4.5 miles. At the intersection of Rt. 6 and North Main Street, take a left onto North Main and then a left into North Side Plaza. The Bristol Career Center is located next to Super Natural.

Please see next page for directions to the Main Campus in Farmington.

**College Closing Procedures:**
In the event of inclement weather, please listen to any of the following radio stations for cancellations: WRCH, WTIC, WPOP, WDRC, WHCN, WYZ, or call the college at (860) 677-7701
Directions to the Main Campus in Farmington:
Tunxis Community College is located at 271 Scott Swamp Road, at the intersection of Routes 6 & 177 in Farmington, CT. Entrances to the parking areas are located on Route 177.

From I-84 Westbound (from Hartford):
Take Exit 38 (Route 6/Bristol), follow Route 6 approximately 7 miles to the intersection of Routes 6 & 177. Turn left onto Route 177 South. College entrance is on the left.
OR
Take Exit 33 (Route 72 West/Bristol), then take the next exit to Route 177 North Washington St. Turn right at the bottom of the exit onto Rte. 177 North. Tunxis is on the right 2 miles from the exit ramp and just before the second light (intersection of Routes 6 & 177).

From I-84 Eastbound (from Waterbury)
Take Exit 33 (Route 72 West—Plainville/New Britain) which is a left exit approx. 2.8 miles past Exit 32—Queen Street/Southington. Continue for 2 miles on Route 72. Exit at Route 177/North Washington Street. Turn right onto Route 177 North. Tunxis is on the right 2 miles from the exit ramp and just before the second light (intersection of Routes 6 & 177).

From Middletown, Rocky Hill, Cromwell, Newington, and Points East:
Take Route 9 North, follow signs for New Britain/Bristol Route 72. Continue on Route 72 to Route 177/North Washington St. Turn right onto Route 177 North. Tunxis is on the right 2 miles from the exit ramp and just before the second light (intersection of Routes 6 & 177).

If you need further assistance, call 860.255.3500.