In-Service Training
Course Catalog

Fall 2004

Agency Registration Deadline: 8/03/04

Staff Development Courses

offered by

The State of Connecticut

Community Colleges Continuing Education Division

in partnership with

Department of Administrative Services

www.commnet.edu/bisn/InService_Training/in.htm
Welcome!

What is the In-Service Training Program?
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. All agencies, and employees at all levels are encouraged to participate. Whether you are familiar with the In-Service Training Program or looking at a catalog for the first time, we welcome your participation and feedback.

Where are courses held?
All courses are provided by the state's Community Colleges, and are held on campuses located throughout the state. Maps & directions are included at the back of the catalog.

How do I register?
All registrations are submitted by agency Training Approval Officers (TAOs) to the In-Service coordinator. See pages 4-5 for additional information. See your agency’s TAO for details about deadlines and the approval process within your agency. Don’t know who your TAO is? Please call 860-244-7614.

How is this catalog organized?
- The catalog is divided into major categories, including Computer Software Skills, Professional Development, Supervisory / Leadership, etc. Some of the larger categories are further organized by subcategories. See the table of contents for additional information, or scan the first page of each section for a list of subcategories.
- Looking for a course and unsure about what category it may fall into? An alphabetical INDEX can be found at the back of the catalog.
- Both agency and individual registration forms can be found in the Appendices section.

What’s new?

New Course Offerings
To quickly identify NEW courses, scan through the Table of Contents beginning on page 6. Look for the NEW! flag next to course titles both in the table of contents and in the body of the catalog.

Index
An alphabetical INDEX of courses, forms, categories, etc. is new this term and begins on page 105.

Instructor Biographies
You’ll find instructor names listed below each course throughout the catalog. Biographies are included in the appendices section at the back. We reserve the right to make substitutions without notification and cannot notify all potential readers of the catalog if misprinted instructor information is discovered.

Visit our web-site:
www.commnet.edu/bism/InService_Training/in.htm. Or, to visit the Community College System page or any college’s individual page, check out: www.commnet.edu.

Sharon Chamberland
In-Service Training Program Coordinator
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Fax #: (860) 566-1308
schamberland@commnet.edu
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Find us on the Web at:
www.commnet.edu/bisn/InService_Training/in.htm

Catalog design by: Tobi Krutt, Manager, Technological Tools & Training, Community-Technical College System

Interested in a customized training solution for your agency?
Call us for more information – (860) 244-7614
Registration Information

Registration Timeline

- **Agency registration deadline** ................................................................. 8/03/04
  Registrations may not be accepted after the deadline. If they are, seats will be assigned “as-available”.
- Course confirmations / seat reservations returned to agencies no later than .................................................... 08/26/04
- TAOs notify staff of seat reservations and provide maps & directions to each college ............................... 08/26 - 09/13
- Courses begin as early as ........................................................................................................................................... 09/14/04

The next In-Service catalog will be published in December, for classes running March through June 2005.

**General Registration & Program Information**

**Attendance**
- Agencies “own” reserved seats and are required to pay for reserved seats even if a staff member does not attend.
- If a slot is reserved and 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 courses are generally kept by the In-Service Coordinator.
- Participants should be careful to attend the correct course section and location as assigned. In many cases courses are at maximum registration; extra seats and course materials may not be available. Additional fees will be charged to agencies when non-registered staff attend courses.
- Because staff names are not submitted with seat requests, each agency must keep track of which seats are associated with which staff members or departments.

**Refund Policy**
- Once seats have been reserved for all classes, withdrawals are not allowed. Before registering, students should be sure to check their schedules carefully and obtain supervisor’s permission to attend a course. If for any reason a student cannot attend, a substitute may be sent (see Attendance above).
- If a course must be rescheduled due to weather or instructor illness, TAOs will be notified by the college offering the course as soon as the college is aware of the situation. If an agency cannot send their registrant(s) on the new class dates, 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.

**Billing Procedures**
- The Community College System Office will handle registrations & billing centrally.
- Billing will be accomplished via Service Transfer Invoice upon completion of the registration process. We ask that all Transfer Invoices be processed and returned within thirty days.
- Billing will be based upon the number of seats reserved for each agency.

**Prerequisites**
- 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.
- Please ensure that all applicants meet any prerequisites listed for each course. This is especially important for computer classes. 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.
- 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.
- 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.

**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. Certificates will include course information, but employees will be responsible for having their names typed or printed and sharing a copy with their supervisor or personnel department. **Employees who leave before the end of a 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.

**Course Cancellations and Weather Closings**

• We reserve the right to cancel any course with insufficient enrollment, during the initial registration period.

• Inclement weather postponements: Students should listen to radio and TV stations for individual college closings. Telephone numbers and detailed cancellation information are listed on each map in the map section. When in doubt, students should 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.**

**A Note about 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 instructors change.**

**Special Needs Students**

• If special accommodations are required for any individuals, the TAO must contact Sharon Chamberland at (860) 244-7614 at least four weeks in advance of the course, to insure that proper arrangements can be made.

**How to Submit your Agency Registration**

Fill in 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 mail or by fax (860) 566-1308.

- On the registration form, fill in the total number of seats you’re requesting. This will help us verify that we have entered your seat requests accurately into our database.
- Select a course substitution option for your agency. If no selection is made, “None” will be used.
- If you have seats that must be assigned together in Introductory, Intermediate and Advanced levels, kindly note that 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. It is not necessary to submit individual applications.

**Substitution Options**

We try to assign seats as requested, but it is not possible when courses are canceled or over-requested. Based on the option you choose, your staff will either be assigned a seat in an alternate class, or not assigned a seat at all. If we arrange NEW course sections to accommodate high demand, the option you choose will apply for those sections as well as the sections published in the catalog. Four options are outlined below; please select the one that best suits your agency’s needs.

**A. One selection for my entire agency:**

1. Allow substitutions into another section of the same course at the same college only.
   When seats cannot be assigned as requested, substitutes will be made if another section of the same class is available at the same college.
2. Allow substitutions into another section of the same course at ANY college.
   When seats cannot be assigned as requested, substitutes will be made if another section of the same class is available at any location throughout the state.
3. Do not make any substitutions. The sections requested are the only acceptable assignments.

**B. One selection for each registrant:**

4. Use the individual options I have written in next to each seat request.
   This option gives you flexibility to have any number of seats treated differently from the rest. On the summary pages, fill in one of the following codes for each seat:

   **SAME** = Same location substitution; **ANY** = Any location substitution; **NONE** = No substitution.
Categories...

Catalog Categories & Subcategories

- Computer Software Skills
- Cutting Edge / Information Technology
- Miscellaneous
  - Accounting & Business
  - Financial Planning
  - Language
- Presentation & Writing
  - Presentation Skills
  - Writing
- Professional Development
  - Communications & Workplace Relations
  - Conflict Resolution & Negotiation Skills
  - Customer Service
  - Personal Development
  - Problem Solving, Brain Power, & Creativity
  - Productivity & Time Management
  - Steven Covey
  - Team Dynamics
- Office Professional / Secretarial
- Stress, Health & Wellness
  - Anger & Stress Management
  - Wellness
- Supervisory / Leadership
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**College Abbreviations:**
- AV: Asnuntuck CC
- CA: Capital CC
- GW: Gateway CC
- HO: Housatonic CC
- MA: Manchester CC
- MX: Middlesex CC
- NK: Norwalk CC
- NV: Naugatuck Valley CC
- NW: Northwestern CT CC
- QV: Quinebaug Valley CC
- TR: Three Rivers CC
- TX: Tunxis CC
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Key to Reading the Course Descriptions

In order to minimize the amount of space used for each course description, we have developed a system for describing the sections offered for each course, the dates on which they are running, and the course numbers. The samples below will help you to interpret the information which follows each course description.

Sample Course I
Learn how to use merge, create tables, and create and run macros to automate tasks in Sample software. Prerequisite: Sample for Windows 6.0 or equivalent experience.

Course No. Date(s) Time
800CA62 07/25 9:00am-12:00pm
College, Campus & Room: Capital / Main St., Room 613
Instructor: James Smith

Course No. Date(s) Time
800CA63 07/25 1:00pm-4:00pm
College, Campus & Room: Capital / Woodland Street, Room 210
Instructor: James Smith

Course No. Date(s) Time
800NV64 08/06 9:00am-12:00pm
College, Campus & Room: Naugatuck Valley CC, DANBURY, Room PC1
Instructor: Alice Smith

Fee: $65.00

Three sections of this half-day sample course are being offered at two different schools, Capital CC and Naugatuck Valley CC. Two of the sections meet in the morning; the third meets in the afternoon.

Courses are listed in order first by the college at which they are being held, and then by date.

Information about each course is listed under the Course No. heading, including campus and room numbers (if available) and instructor name (See Disclaimer on Pages 4-5.)

The fee is listed at the very bottom of the course listing.

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QV Quinnipiac Valley CC
TR Three Rivers CC
TX Tunxis CC

Fall 2004
Computer Software Skills

An Important Note on Prerequisites for Computer Courses

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

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 these 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

We offer classes that will teach you the specific skills listed above, if you would like to start from the beginning and build a solid understanding of the Windows environment, organization of files and folders and any number of specific software applications.

Note that some courses have no expectation of prior experience and no prerequisites will be listed.

An Important Note on Microsoft Office General Course Descriptions

Each of the community colleges that provide In-Service Training courses has its own unique curriculum for most computer courses found in this catalog. However, all colleges offering courses in the MS Office Suite (Access, Excel, PowerPoint and Word) use one standard curriculum. For this reason, we have chosen to create a general outline of course content for these classes rather than provide separate descriptions for each one. MS Office course content is also available on the internet. Visit the In-Service home page, and click on Curriculum Information.

Participants should note that in most cases three levels of each office course is offered (Introduction, Intermediate, and Advanced). However, if at any time only Introductory and Advanced courses are listed, the Advanced class typically combines topics that might have been covered in both the Intermediate and the Advanced courses at another college. Overall, individuals who take an introductory level class at a college may find it advantageous to take any additional, higher-level courses at the same school. Any questions about specific aspects of any of the courses below should be directed to the colleges.

Courses taught using various releases of the MS Office Suite (Access, Excel, PowerPoint and Word) are offered in this catalog. Registrants should be careful to request seats in the correct version for their workplace, as no course substitutions will be made after seats have been assigned.
**MS Access Course Descriptions**

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

Subjects taught in each level are included below, but may vary somewhat depending on the software version. To view a complete table of contents for each MS Office course on the web, go to: [http://www.infosourcenet.com/products/office_suite.asp](http://www.infosourcenet.com/products/office_suite.asp)

**Introductory level** courses generally include most or all of the following content:
- Learn how to assemble, organize and retrieve vital information
- Learn about tables, forms, sorts, and queries
- Learn how to create simple reports

**Prerequisite:** A working knowledge of the Windows operating system.

**Intermediate level** courses generally include most or all of the following content:
- How to add fields to a table and adjust field and table properties
- Establish relationships between tables
- Create forms and subforms and customize forms by changing controls and using expressions
- Import and attach data of other types
- Create advanced queries
- Create charts and graphs in Access.

**Prerequisite:** Completion of Access I (Introduction), or equivalent experience.

**Advanced level** courses generally include most or all of the following content:
- Learn advanced reporting techniques
- Advanced querying techniques (parameters, crosstabs, etc.)
- Produce customized data entry forms
- Using multiple primary keys
- Editing relationships and specifying joins
- Defining cascading updates and deletes
- Create advanced forms using buttons, unbound controls, toggle buttons, combo boxes and option groups.
- Develop advanced reports: change sorting and grouping, force new page, and create calculated controls.
- Create and run macros

**Prerequisite:** Completion of Access II (Intermediate), or equivalent experience.

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**Access 2000 - I (Introduction)**

**Prerequisite:** A 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

**Instructor:** Diane Lucas

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

**Instructor:** Diane Lucas

**Fee:** $90.

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**Access 2000 - II (Intermediate)**

**Prerequisite:** Completion of Access I (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

**Instructor:** Diane Lucas

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

**Instructor:** Diane Lucas

**Fee:** $90.

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**College Abbreviations:**
AV  Asnuntuck CC
CA  Capital CC
GW  Gateway CC
HO  Housatonic CC
MA  Manchester CC
MX  Middlesex CC
NK  Norwalk CC
NV  Naugatuck Valley CC
NW  Northwestern CT CC
QV  Quinnipiac Valley CC
TR  Three Rivers CC
TX  Tunxis CC
**Access 2000 - III (Advanced)**

**Prerequisite:** Completion of Access II (Intermediate), 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

**Instructor:** Diane Lucas

**Fee:** $90.

**Access 2000 Queries**

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

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

**Instructor:** Lisa Murphy

**Fee:** $65.

**Access 2002 (XP) - I (Introduction)**

**Prerequisite:** Basic Computer Skills

CEUs: 0.6

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

**Instructor:** James Healy

**Fee:** $90.

**Access Business Skills for Non-Programmers**

Become masterful in a full spectrum of Access 2000 capabilities by designing a complete database and fine tuning complex queries, reports, and forms. Students begin with discussing concepts of strong database design and complete workshops in: table design and input, setting data validation rules, defining defaults, creating lookups, and verifying relationships between tables. Forms management workshops include setting up forms and subforms, manipulating controls, formatting, and learning shortcuts to finding and editing records. Access query lessons include: creating select queries, writing accurate criteria, using the expression builder, performing math in queries, and an exploration of all action queries used in database maintenance. Report design lessons will enable students to pull together reports from various sources, create subtotals and totals, and sort and group reports by category. CEUs: 1.8

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(3 sessions, no class 11/11)

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

**Instructor:** Lisa Murphy

**Fee:** $260.
Access Report Writing - Basics to Advanced

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

- Database functions (dlookup, dcount, dsum)
- Dealing with null values, in calculated and numeric fields
- Creating multi-level subreports
- Referencing fields and data across object types
- Using Pass-through forms for passing variables (filters) to reports.
- Creating a calendar from data stored in your database

**PREREQUISITE:** This is a two-day course that requires all participants to already have knowledge of computers, as well as be comfortable with the basics of Access. Previous understanding/experience with report writing helpful but not required. CEUs: 1.2

**Course No.**  7TX409  **Date(s)**  09/17 & 09/24  **Time**  9:00am-4:00pm
(2 sessions)

**College, Campus & Room:**
Tunxis / Farmington, Main Campus, Academic West, Room 313

**Instructor:** Cheryl Bermani-McCann

**Fee:** $180.

Access XP I - Introduction

Microsoft Access XP is the latest version of Microsoft Access. There have been many subtle improvements. Access is not only significantly improved, but the new menus in the database window are better than ever. Access XP is indeed the best Access ever!

- Learn how to assemble, organize, and retrieve vital data
- Learn about tables, forms, sorts, and queries
- Learn how to create simple reports

**PREREQUISITE:** Working knowledge of the Windows operating system. CEUs: 0.6

**Course No.**  8GW427  **Date(s)**  10/06  **Time**  9:00am-4:00pm

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

**Instructor:** TBA

**Fee:** $90.

Access XP II - Intermediate

Microsoft Access XP is the latest version of Microsoft Access. There have been many subtle improvements. Access is not only significantly improved, but the new menus in the database window are better than ever.

- How to add fields to a table and adjust field and table properties
- Establish relationships between tables
- Create forms and subforms and customize forms by changing controls and using expressions
- Import and attach data of other types
- Create advanced queries
- Create charts and graphs in Access.

**PREREQUISITE:** Completion of Access XP Introduction, or equivalent experience. CEUs: 0.6

**Course No.**  9GW428  **Date(s)**  10/13  **Time**  9:00am-4:00pm

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

**Instructor:** TBA

**Fee:** $90.

Access: Creating an Effective & Efficient Database

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

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

**Course No.**  10TX336  **Date(s)**  11/05 & 11/12  **Time**  9:00am-4:00pm
(2 sessions)

**College, Campus & Room:**
Tunxis / Farmington, Main Campus, Academic West, Room 313

**Instructor:** Cheryl Bermani-McCann

**Fee:** $180.
Adobe Acrobat 3.0 Preview
Adobe Acrobat 3.0 is the essential tool for universal document exchange. Preview Adobe Acrobat Reader and Writer word-processing software. Adobe Acrobat has become a standard word-processing software program used by the federal government and state agencies. If you download a document from their websites, you can expect it to be in the Adobe Acrobat “pdf” format. Learn how to convert your existing MS Word documents in to an Adobe Acrobat document. CEUs: 0.3

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

Instructor: James Holcomb

Fee: $65.

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

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(2 sessions, Tuesday & Tuesday)

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

Instructor: Joan Chasse

Fee: $90.

Be Your Own PC Tech I
Why pay for expensive upgrades when you can learn how to do them yourself? This class covers hardware issues from the motherboard to the operating system. Practice RAM, expansion cards, and peripheral device installations in a hands-on workshop with real parts. Learn how to configure drivers and troubleshoot your Windows operating system. This class is for the beginner or intermediate PC user. Prerequisite: Basic Windows and PC Hardware knowledge. CEUs: 0.6

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

Instructor: Randolph Fournier, Ph.D.

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. Handouts included. 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. B142

Instructor: Stuart Lipman

Fee: $90.
MS Excel Course Descriptions
Excel is a popular, user-friendly spreadsheet package with many powerful features. Subjects taught in each level are included below, but may vary somewhat depending on the software release level. To view a complete table of contents for each MS Office course, go to: http://www.infoSource.net.com/products/office_suite.asp

Introductory level courses generally include most or all of the following content:
- Learn the basics of creating, editing, formatting, and printing workbooks and worksheets
- Use logical conditions for search criteria, format and customize charts and graphs for professional presentations
- Use formulas and functions
- Construct formulas using relative, absolute and mixed addresses
- Change the appearance of worksheets with fonts and borders
Prerequisite: A working knowledge of the Windows operating system.

Intermediate level courses generally include most or all of the following content:
- Using the more advanced logical and mathematical features and functions
- Enhanced formatting skills
- Use the Function Wizard
- How to create a database
- Introduction to macros
- Working with ranges
- Using AutoFormat
- Building pivot tables
- Creating and linking multiple worksheets
Prerequisite: Completion of Excel Level I or equivalent experience.

Advanced level courses generally include most or all of the following content:
- Using formulas and functions in spreadsheets
- Database functions
- Using Excel to create charts and use the Chart Wizard
- How to set options, use add-ins, and create custom templates
- Creating data maps and using views
Prerequisite: Completion of Excel Level I and II or equivalent experience.

Excel 2000 - I (Introduction)
Prerequisite: Working knowledge of Windows, 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

Instructor: Debbie Lamont

Fee: $90.

Excel 2000 - II (Intermediate)
Prerequisite: Completion of Excel Level I or equivalent experience. CEUs: 0.6

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

Instructor: Diane Lucas

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

Instructor: Elizabeth Thomas

Fee: $90.

Intermediate level courses generally include most or all of the following content:
- Using the more advanced logical and mathematical features and functions
- Enhanced formatting skills
- Use the Function Wizard
- How to create a database
- Introduction to macros
- Working with ranges
- Using AutoFormat
- Building pivot tables
- Creating and linking multiple worksheets
Prerequisite: Completion of Excel Level I or equivalent experience.

Advanced level courses generally include most or all of the following content:
- Using formulas and functions in spreadsheets
- Database functions
- Using Excel to create charts and use the Chart Wizard
- How to set options, use add-ins, and create custom templates
- Creating data maps and using views
Prerequisite: Completion of Excel Level I and II or equivalent experience.

College Abbreviations:
AV: Asnuntuck CC
CA: Capital CC
GW: Gateway CC
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MA: Manchester CC
MX: Middlesex CC
NK: Norwalk CC
NV: Naugatuck Valley CC
NW: Northwestern CT CC
QV: Quinnipiac Valley CC
TR: Three Rivers CC
TX: Tunxis CC

Instructor: Elizabeth Thomas

Fee: $90.
Excel 2000 - III (Advanced)
Prerequisite: Completion of Excel Level I and II or equivalent experience. CEUs: 0.6

Course No. Date(s) Time
17CA31 10/14 9:00am-4:00pm

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

Instructor: Diane Lucas
Fee: $90.

Excel 2000 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. Manual included.
Prerequisite: Basic Excel skills. CEUs: 0.3

Course No. Date(s) Time
18MA413 10/12 1:00pm-4:00pm

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

Instructor: Lisa Murphy
Fee: $65.

Excel 2002 (XP) - I (Introduction)
Prerequisite: Basic Computer Skills CEUs: 0.6

Course No. Date(s) Time
19MA196 10/08 9:00am-4:00pm

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

Instructor: Charles Schwartz
Fee: $90.

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 datafilter, 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 No. Date(s) Time
20MA193 11/30 9:00am-4:00pm

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

Instructor: Lisa Murphy
Fee: $90.

File and Folder Management: Managing Your Work in Windows 2000 / XP
Tired of “losing” files? Learn how to organize your documents into a manageable system. Move and copy existing files into their appropriate folders and delete unwanted files and folders. An organized file system will save you endless hours of searching for those files you know that you created but cannot find. Each participant will learn how to use both My Computer and Windows Explorer in order to accomplish these tasks. CEUs: 0.3

Course No. Date(s) Time
21TX38 10/08 9:00am-12:00pm

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

Instructor: Cheryl Bermani-McCann
Fee: $67.
Files & Folders
Learn how to save and organize files that you create. Use My Computer and Windows Explorer to create, organize, and manage files and folders. Learn how to copy or move (cut) files and folders and create shortcuts to those folders. You will also discover the tools that are available to find a file that you thought you lost.

Prerequisite: Windows experience. One 3-hour session. CEUs: 0.3

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

Instructor: James Holcomb

Fee: $65.

Front Page 2000 - I (Introduction)
Attention all Windows Internet surfers: create your own Web pages without writing 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. This is not a class for beginners. You should understand files, file types, folders, and have a basic knowledge of the Internet and word processing.

Prerequisite: basic computer skills. CEUs: 0.6

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

Instructor: Charles Schwartz

Fee: $90.

Front Page 2000 - II (Intermediate)
A continuation of FrontPage 2000 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. Workbook included in course fee. Prerequisite: FrontPage 2000 Introduction, or equivalent experience. CEUs: 0.6

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

Instructor: Charles Schwartz

Fee: $90.
Information Design
The average user spends less than 9 seconds searching for information on a web page. This a unique course in that it combines hands-on training and small group discussion in analyzing web and software. A great course for customer focused departments with a web presence. We will review existing sites as examples for discussion and analysis.

By the end of this workshop, participants will be able to design or modify a site that is more user friendly and customer focused.
Topics include:
• How to analyze web usability
• What are the elements of a successful, usable website?
• Language and text design
• Color properties and end user psychology
• Methodology in designing a usability study.

Required Text: Information Design. (Cost of the book, approx. $20.00, is not included in the course fee. Books are available at the college bookstore.)
Prerequisite: Basic Internet navigation skills.
CEUs: 0.6

Course No. Date(s) Time
25MA313 11/05 9:00am-4:00pm

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

Instructor: Robert Thornton

Fee: $90.

Internet for Beginners
Take the mystery out of the Internet. Join us for this beginners orientation to the Net. Learn what it is, what it does, and how to use it. CEUs: 0.3

Course No. Date(s) Time
26CA41 09/22 1:00pm-4:00pm

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

Instructor: James Holcomb

Fee: $65.

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

Course No. Date(s) Time
27CA47 11/10, 11/17, & 11/24 9:00am-12:00pm (3 sessions)

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

Instructor: James Holcomb

Fee: $145.
Internet: Downloading Files
Learn how to download files off of the Internet — software programs such as Adobe Acrobat Reader, Realtime Player, and WinZip, a file compression tool, all of which can easily be downloaded. If you need a tax form or a document from a government agency, log onto the website and download it. You can also download audio and video clips such as music, sports, etc. Review a website that has free software and shareware from games to computer utilities.

Participants MUST bring a 3½ inch floppy disk to class. CEUs: 0.3

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

Instructor: James Holcomb

Fee: $65.

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

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

Instructor: Cheryl Bermani-McCann

Fee: $90.

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

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

Instructor: Cheryl Bermani-McCann

Fee: $90.

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

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

Instructor: Joan Chasse

Fee: $90.
Macro Design in Word, Excel, & Access (Office XP Professional) NEW!

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

In this class, computer users will learn to successfully create and edit macros, using both Visual Basic for Applications (VBA) and Visual Basic Editor, respectively.

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

Course No. Date(s) Time
32TX497 10/01 9:00am-4:00pm

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

Instructor: TBA

Fee: $85.

Maximize your Presentations Using Excel & PowerPoint

Polish your presentation skills and learn how to create persuasive presentations with PowerPoint software. Discover how to define your audience, make clearer introductions, and fine-tune your transitions. Tips for creating a more dynamic presentation layout and on the actual presentation itself will be included.

Workbook included in course fee. Prerequisite: Basic skills in Microsoft Word or PowerPoint. This course was formerly called “How to Use Excel and PowerPoint to Develop Effective Presentations.” CEUs: 0.3

Course No. Date(s) Time
33MA186 10/15 9:00am-12:00pm

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

Instructor: John Kelly

Fee: $65.

Microsoft Project 2000

Microsoft Project 2000 is the world’s most popular project management software. This powerful tool can be used to effectively plan, manage, and communicate information for multiple projects. The course is designed for anyone who oversees a team, plans a budget, juggles schedules, or has deadlines to meet. You will learn strategies for handling details and flow of events so your projects are successful and completed on time. Microsoft Project helps you transform your organization so that it’s more efficient, responsive, and customer-oriented.

CEUs: 1.2

Course No. Date(s) Time
34CA46 11/05 & 11/12 9:00am-4:00pm (2 sessions)

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

Instructor: TBA

Fee: $238.

Outlook 2000

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

Course No. Date(s) Time
35CA51 10/26 9:00am-4:00pm

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

Instructor: Debbie Lamont

Fee: $90.
MS Powerpoint Course Descriptions

Microsoft’s powerful presentation development package offers high quality presentations, graphics, overheads, speaker’s notes, handouts, and lecture outlines with the click of a mouse.

Subjects taught in each level are included below, but may vary somewhat depending on the software release level. To view a complete table of contents for each MS Office course, go to: http://www.infosourcenet.com/products/office_suite.asp

**Introductory level** courses generally include most or all of the following content:
- Open, save, edit and print a presentation
- Change views
- Create new slides
- Indent levels & apply bullets
- Work with slide masters
- Insert backgrounds & clip Art and use drawing tools
- Use the slide sorter view to duplicate and rearrange the slides
- Create organizational charts
- Run a slide show and set transitions and builds incorporating animation and sound.

**Intermediate level** courses generally include most or all of the following content:
- Customize toolbars
- Modify templates
- Incorporate WordArt and graphics
- More on builds and animation
- Set slide show options; branching and generate note pages
- Apply formatting changes to enhance the presentation
- Use Pack and Go; create Play Lists and use the PowerPoint Viewer

**Advanced level** courses generally include most or all of the following content:
- Create design templates
- Advanced use of drawing tools
- Develop slide masters
- Modify slide text and incorporate tables
- Create and customize objects
- Manipulate animation sequences
- Incorporate multimedia into your presentation

**Prerequisite:** A working knowledge of the Windows operating system.

**PowerPoint 2000 - I (Introduction)**

**Prerequisite:** Familiarity with the Windows environment. 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:** Diane Lucas

**Fee:** $90.

**PowerPoint 2000 - II (Intermediate)**

**Prerequisite:** Completion of PowerPoint I (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

**Instructor:** Debbie Lamont

**Fee:** $90.

**Publisher 2000 - I (Introduction)**

You can easily create distinctive, professional newsletter, 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 computer skills. CEUs: 0.6

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

**Instructor:** Robert Thornton

**Fee:** $90.
Publisher 2000 - II (Intermediate)
Designed for those familiar with Publisher fundamentals, topics include: using Wizards; perfecting newsletters; manipulating clipart, WordArt, and drawn objects; creating four-fold publications; designing calendars and certificates; creating websites; mail merge; working with columns and tables; and extended formatting skills. Workbook included in course fee. Prerequisite: Publisher 2000 Introduction, or permission of instructor or PC coordinator. CEUs: 0.6

Course No.  Date(s)  Time
39MA236  12/02  9:00am-4:00pm

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

Instructor: Lisa Murphy
Fee: $90.

Security: Securing Your Identity in the Information Age
The Federal Trade Commission released a report in September of 2003 naming Identity Theft as the fastest growing crime in America today. Based on their statistics, 9.9 million Americans were victimized by identity theft last year alone. The FTC warned that these thefts cost businesses $48 billion and $5 billion in out-of-pocket expenses to individuals in 2002. Nearly one in eight U.S. adults has been victimized by identity theft in the last five years. This course will demonstrate to students how to determine whether or not their identity has been stolen, what to do if their identity was stolen, as well as methodologies to safeguard one of the most important assets they have — their good name. Handouts included. CEUs: 0.3

Course No.  Date(s)  Time
40MA414  12/02  2:00pm-5:00pm

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

Instructor: John Gialluca
Fee: $65.

Security: Defending Against Hackers & Viruses
Do you know enough about the new breed of viruses – “worms,” “Trojans,” “back doors,” etc., and about antiviral programs and firewalls? In the Internet age, any computer that can access the web is potentially vulnerable to an infection or attack. Participants will be presented with an overview of how the Internet works, see a demonstration of a successful hack attack using real computers, and discuss how to protect a computer. Don’t catch a virus! Learn how to keep the Internet a friendly and safe place. This course is geared toward anyone who connects to the Internet from home or work. Handouts included. CEUs: 0.3

Course No.  Date(s)  Time
41MA312  10/14  2:00pm-5:00pm

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

Instructor: John Gialluca
Fee: $65.

Selecting the Appropriate Microsoft Product for the Task NEW!
This hands-on workshop will explore the “overlapping” attributes of Access, Excel, and Word and discuss how to select the correct product for the job. The class will explore: clear definitions of the purpose of each program; specific “best” usage examples of Word tables, Excel and Access; how to migrate information between Excel and Access and why you might do this; and linking data between Microsoft applications. Manual included. CEUs: 0.9

Course No.  Date(s)  Time
42MA488  10/05  9:00am-12:00pm

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

Instructor: Lisa Murphy
Fee: $65.
Troubleshooting Windows
This course is designed to introduce troubleshooting methods for the Windows platform. Designed for the technical and non-technical individual, this workshop will combine troubleshooting tasks familiar to Windows users with topics specific to Microsoft’s latest operating system. Topics include:
• XP’s new interface and desktop
• Discover file, directory structure, and saving procedures
• Learn operating system networking capabilities
• Review system maintenance and optimization techniques.
Handouts included. **Prerequisite:** Basic computer skills. **CEUs:** 0.3

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

**Instructor:** Stuart Lipman

**Fee:** $65.

Visio 2002 Essentials **NEW!**
They say a picture is worth a thousand words. If so, Microsoft’s Visio 2002 software would make a great screenplay. Visio 2002 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: Visio 2002 Professional: Basic, included. **Prerequisite:** Familiarity with Windows operating system and several of the following desktop applications - Word, Excel, PowerPoint, Outlook, and Access. **CEUs:** 0.9

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

**Instructor:** Russell Sabadosa

**Fee:** $185.

Effective Web pages are the results of clear goals, good organization, reasonable linkages, as well as appropriately selected text and images. You will consider these key factors as you develop a story board for a company’s web presentation. Learn how to design and code your own web page with text, images, and hyperlinks. Work with various HTML editors and browsers to test and view your pages. Learn how to work with image maps, buttons, and thumb nail image and hyperlinks to enhance your web pages. 18 hours. **CEUs:** 1.8

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

**Instructor:** James Holcomb

**Fee:** $225.

What’s a Scanner?
Do you want to send photos by e-mail? Copy and save old photos, text, and graphics into a digital format? Insert these pictures into a MS Word document? Then don’t miss this informational presentation. You will learn how to format the size and resolution for the scan, work with image editing software to make corrections, and save to the best file format for your needs. **CEUs:** 0.3

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<td>46CA60</td>
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**College, Campus & Room:**
Capital / 950 Main St. Hartford, Room number will be posted in main elevator lobby

**Instructor:** James Holcomb

**Fee:** $65.
MS Word Course Descriptions

Explore one of the most popular and powerful word processing packages available to business users.

Subjects taught in each level are included below; but may vary somewhat depending on the software release level. To view a complete table of contents for each MS Office course, go to: http://www.infosourcenet.com/products/office_suite.asp

Introductory level courses generally include most or all of the following content:
- Navigating screens, menus, and toolbars
- The basics of text entry
- Creating and editing files
- Using copy, cut, and paste
- Moving the insertion point
- Using search and replace
- Formatting text
- Print control and settings
- Spell checker
- Outline mode

Prerequisite: A working knowledge of the Windows operating system.

Intermediate level courses generally include most or all of the following content:
- Using Autotext
- Using graphics and frames
- Using section breaks
- Create and format tables
- Applying styles
- Introduction to Mail Merge
- Apply borders and shading
- Applying headers and footers

Prerequisite: Completion of Word I (Introduction), or equivalent experience.

Advanced level courses generally include most or all of the following content:
- Using Mail Merge for mailings and other documents
- How to use tables to create columns
- How to create and run Macros to automate tasks
- How to customize Word’s toolbars and change options
- Customizing templates and styles
- Manage documents developed by teams
- Create master documents
- Utilize special formatting techniques - drop caps, adding callouts, etc.
- Use fields and references, index and table of contents

Prerequisite: Completion of Word II (Intermediate), or equivalent experience.

Word 2000 - I (Introduction)
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

Instructor: Debbie Lamont
Fee: $90.

Word 2000 – II (Intermediate)
Prerequisite: Completion of Word I (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

Instructor: Debbie Lamont
Fee: $90.

Word 2000 - III (Advanced)
Prerequisite: Completion of Word II (Intermediate), 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

Instructor: Joan Chasse
Fee: $90.
Word 2000 Certificate
This course includes one day each of Introduction, Intermediate, and Advanced Training as follows:

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

Prerequisite: Windows 98 or equivalent experience.

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

Prerequisite: Windows 98, Word 97 Intro., or equivalent experience.

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

Prerequisite: Windows 98, Word 97 Intro and Intermediate, or equivalent experience. CEUs: 1.8

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

Instructor: Debbie Lamont

Fee: $230.

Word 2000 Forms, Templates, and Macros
You will learn how to analyze proper form layout and design, create fill-in forms with prompts for user input, and completely automate forms with default text and entry guidelines; learn multiple processing shortcuts through using templates and customizing special toolbars within them; and create your own Word routines through macros to eliminate repetitive processing of commands.

Prerequisite: Word Introduction. CEUs: 0.6

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<td>51MA194</td>
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College, Campus & Room:
Manchester CC, Learning Resource Ctr., Rm. B142

Instructor: Lisa Murphy

Fee: $90.
Cutting Edge - Information Technology

Introduction to .NET
In this course, students will receive an introduction to the new Visual Studio IDE, the basics of the CLR, garbage collection, assemblies and namespaces, .NET events, and .NET error handling. A sample interactive windows application will be developed using the .NET platform. This course is recommended for Programmers and IT Managers of all levels with a curiosity for .NET. CEUs: 0.6

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<td>55GW359</td>
<td>09/17</td>
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College, Campus & Room:
Gateway, North Haven, Room 128

Instructor: Rich Halkyard

Fee: $90.

Introduction to C# NEW!
With Microsoft’s recent release of their Visual Development Studio (Visual Studio .Net), a new programming language has been introduced. The new language is C# .Net. This workshop assumes no prior knowledge of programming and it incorporates basic concepts of programming, problem solving, and programming logic and design techniques to teach students C#.Net at an introductory level. CEUs: 1.8

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

Instructor: Rich Halkyard

Fee: $397.

VB.NET I (Introduction)
VB.NET offers many new changes to Visual Basic. Students taking this course will learn how to be a true VB.NET developer, not a VB6 programmer using the VS.NET IDE. Learn how new OO concepts can be used in VB.NET to improve code re-use and maintainability. Students will implement techniques such as class inheritance, constructors, function overloading, and polymorphism by building a desktop application using the VB.NET Windows Forms and Class Library project types in Visual Studio .NET. The course is recommended for IT professionals with some prior Visual Basic experience or attendance in Introduction to .NET. CEUs: 1.8

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

Instructor: Rich Halkyard

Fee: $397.

Interested in a customized training solution for your agency?
Call us for more information – (860) 725-6614
**VB.NET II (Intermediate)**

Begin to crack the true power of .NET development in VB.NET. Learn how to create custom user controls, as well as tricks on how to subclass the basic controls to enhance their functionality with GDI+ basics. Students will learn the basics of visual inheritance and will create an application that uses these techniques. CEUs: 1.8

**Course No.** 58GW360  
**Date(s)** 10/22, 10/29, & 11/05  
**Time** 9:00am-4:00pm  

**College, Campus & Room:**  
Gateway, North Haven, Room 128  
**Instructor:** Rich Halkyard  
**Fee:** $397.

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**XHTML**

This course will help you reach your goal of presenting information on the Web. Students will learn about combining text, images, sound, and video online in the process of creating their own web site. CEUs: 1.2

**Course No.** 59TX337  
**Date(s)** 12/03 & 12/10 (2 sessions)  
**Time** 9:00am-4:00pm  

**College, Campus & Room:**  
Tunxis / Farmington, Main Campus, Academic West, Room 313  
**Instructor:** Cheryl Bermani-McCann  
**Fee:** $195.

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**College Abbreviations:**  
AV  Asnuntuck CC  
CA  Capital CC  
GW  Gateway CC  
HO  Housatonic CC  
MA  Manchester CC  
MX  Middlesex CC  
NK  Norwalk CC  
NV  Naugatuck Valley CC  
NW  Northwestern CT CC  
QV  Quinnipiac Valley CC  
TR  Three Rivers CC  
TX  Tunxis CC.
Miscellaneous

This category includes the following subcategories:
- Accounting & Business
- Financial Planning
- Language

Accounting & Business - subcategory

Accounting I
An introduction to basic principles covering the accounting cycle, receivables, payables, inventories, accounting systems and controls, and depreciation. Course work and practice will utilize Quickbooks and Excel in our computer lab. **Required text:** Financial & Managerial Accounting, 7th Edition. (Cost of the book, approx. $119.00, is not included in course fee. Books are available at the college bookstore.) **Prerequisite:** Basic computer skills, and a familiarity with Excel. **CEUs:** 3.0

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Instructor: Marlene Jung

Fee: $225.

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. **Required text:** Financial and Managerial Accounting, 7th edition. (Cost of the book, approx. $124.00, is not included in course fee. Books are available at the college bookstore.) **Prerequisite:** Accounting I. **CEUs:** 3.0

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<td>11/11 &amp; 11/25</td>
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College, Campus & Room:
Manchester CC, Learning Resource Ctr., Rm. B141

Instructor: Marlene Jung

Fee: $225.

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

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

Instructor: Emilia Mascaro

Fee: $65.

Interested in a customized training solution for your agency?

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(860) 725-6614
Governmental Accounting - Part I
This five-week course covers the practical aspect of governmental accounting and is mainly for individuals who primarily require instruction in performing the day-to-day legal basic accounting functions, including revenue, deposits, expenditures, and encumbrance accounting, as required by the State Comptroller. The emphasis is on the General Fund, the fund with which many paraprofessionals have the greatest involvement. Other governmental funds will be discussed in less detail. **Required Text:** “Accounting for Governmental and Non-Profit Entities.” (Cost of the book - approx. $115 - is not included in the course fee.)

**NOTE:** Governmental Accounting part I and Part II are equivalent to the course formerly known as “Basic Governmental Accounting”. Students who have taken “Basic Governmental Accounting” in the past should not register for this class. **CEUs:** 1.5

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<td>68TX78</td>
<td>09/17, 09/24, 10/01, 01/08, &amp; 10/15</td>
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<td>(5 sessions)</td>
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**College, Campus & Room:**
Tunxis / Farmington, Main Campus, Academic West, Room TBA

**Instructor:** John Rasimas

**Fee:** $72.

Financial Planning - subcategory

**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.

**Note:** Unlike “Life Planning in Later Years”, this workshop is NOT for state employees who are close to (with 10 years of) retirement.

**CEUs:** 0.3

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

**Instructor:** Emilia Mascaro

**Fee:** $65.

**Investing for Retirement**  **NEW!**
This workshop examines various investment plans including, but not limited to, stocks, bonds, and mutual funds. It examines the benefits and limitations of each. Exercises will include the in-class creation of a portfolio and projections for growth. Also examines the impact of taxes and inflation on the retirement portfolio, importance of proper asset allocation, as well as how current tax laws affect your monies. **CEUs:** 0.6

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<th>Course No.</th>
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**College, Campus & Room:**
Gateway, North Haven, Room 113/133

**Instructor:** TBA

**Fee:** $85.
Language - subcategory

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

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

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

Instructor: Paula Baird

Fee: $245.

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

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College, Campus & Room:
Tunxis / Farmington, Main Campus, Academic East, Room TBA

Instructor: Janice Bernard

Fee: $265.

Sign Language II - Intermediate NEW!
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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College, Campus & Room:
Tunxis / Farmington, Main Campus, Room TBA

Instructor: Janice Bernard

Fee: $225.
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 Hispanic 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. Topics to be covered:

- Introduction to Spanish sounds and the alphabet
- Greetings and farewells
- Asking for information and other polite requests
- Numbers, dates, days of the week, and months of the year
- Time
- Critical verbs
- Cross-cultural communication including do’s and tabooos.

CEUs: 0.6

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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 objective 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 are presented in Spanish for the Workplace. 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. This class will be held in the Language Lab. CEUs: 0.6

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

**Instructor:** Linda Burk, Ph.D.

**Fee:** $85.

Spanish for the Workplace Refresher Course

NEW!

This review course is for people who have taken Spanish for the Workplace I and would benefit from a review of the material covered in that course. This review will allow participants to practice communicating in Spanish and will prepare them to take Spanish for the Workplace II to further expand their knowledge of Spanish.

**Prerequisite:** Spanish for the Workplace I.

CEUs: 0.3

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

**Instructor:** Linda Burk, Ph.D.

**Fee:** $50.
**Spanish: On the Job - II (Intermediate)**

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

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

**Instructor:** Maria Gonzalez

**Fee:** $325.

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**Spanish: On the Job - III (Advanced)**

This course will polish and improve oral conversation and enhance the Spanish language arts skills. It will give the student a comprehensive review and thorough understanding of the elements of the Spanish language that were covered in the Spanish: On the Job II class as well as introduce additional verb tenses, prepositions, conjunctions, and reflexive commands. This course will also have writing and cultural components. **Prerequisite:** Spanish: On the Job I and 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

**Instructor:** Maria Gonzalez

**Fee:** $325.
College Abbreviations:

AV  Asnuntuck CC
GA  Capital CC
GW  Gateway CC
HO  Housatonic CC
MA  Manchester CC
MX  Middlesex CC
NK  Norwalk CC
NV  Naugatuck Valley CC
NW  Northwestern CT CC
QV  Quinebaug Valley CC
TR  Three Rivers CC
TX  Tunxis CC
Presentation & Writing

This category includes the following subcategories:

• Presentation Skills
• Writing

Presentation Skills - subcategory

Powerful Presentations, Part I (The Basics)
This six-hour workshop is designed for people who will be making presentations to large or small (even one-on-one) audiences, in and outside the office. They will learn the following basics of making powerful presentations: develop self-confidence, construct speech, get and keep an audience’s attention, and incorporate visual aids. CEUs: 0.6

Course No. Date(s) Time
80CA92 10/14 9:00am-4:00pm

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

Instructor: Anita Baxter

Fee: $95.

Powerful Presentations, Part II
This two-session workshop is designed for individuals who want to improve their presentations skills.

Session I will concentrate on enhancing content using visual aids, delivery techniques and handling question and answers. Each participant will be videotaped and coached 2-3 times, while making brief presentations.

Session II will focus on practice presentations. Each participant will deliver a 15-minute presentation using visual aids, followed by a question and answer session. The presentation and Q & A session will be videotaped separately.

Coaching will follow. Powerful Presentations – Part I is a recommended prerequisite. CEUs: 1.2

Course No. Date(s) Time
81CA403 10/22 & 10/29 9:00am-4:00pm (2 sessions)

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

Instructor: Anita Baxter

Fee: $199.

Presenting Powerful Presentation Skills  NEW!
Learn how to focus your effort and energy so you can deliver powerful, high-impact presentations. This workshop will cover how to manage anxiety, research and organize your content, develop dynamic delivery skills, connect to your listeners, and gain confidence and comfort while presenting. Both the first-time user and the more experienced presenters who wish to polish their skills and increase their comfort levels are welcome. CEUs: 0.6

Course No. Date(s) Time
82TR505 10/29 9:00am-4:00pm

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

Instructor: Janet Zito

Fee: $85.

Interested in customized training?
Call us for more information – (860) 725-6614
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

Speak Now NEW!
Learn how to deliver powerful, effective prepared and extemporaneous presentations. Come ready with a 2-4 minute talk on one aspect of your life. You will also prepare and deliver a mini presentation during class and have some short impromptu speaking opportunities. You will receive constructive feedback from your instructor and your peers to enhance your speaking ability. A comfortable, positive, and relaxed environment will be provided. 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.

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

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College, Campus & Room: Manchester CC, Lowe Building, Rm. B240
Instructor: Noreen Reilly
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 No.** 86CA91  
**Date(s)** 10/18  
**Time** 9:00am-4:00pm

**Building Writing Basics**

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

**Course No.** 87CA94  
**Date(s)** 11/01  
**Time** 9:00am-4:00pm

**Business Email Etiquette**

The rules of writing for business apply to business email also. But too often email messages contain errors and convey attitudes that would never appear in a business letter. In this three-hour course, you will learn the basics of composing correct and concise email messages as well as email etiquette. In addition, you will learn tips for managing the overwhelming number of email messages that many people receive every day. This class does NOT take place in a computer lab environment. CEUs: 0.4

- **Course No.** 88CA176  
- **Date(s)** 11/10  
- **Time** 9:00am-1:00pm

**Editing 101**

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

- **Course No.** 89CA95  
- **Date(s)** 09/27  
- **Time** 9:00am-4:00pm

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**Fee**: $85.
**Grammar & Punctuation**

This “reminder” course will enlighten you to all those rules you probably haven’t thought of since high school. Practical, hands-on, and fun, this course is more than a mere recitation of regulations; it’s designed to foster a working knowledge of the English language. CEUs: 0.6

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

*Instructor:* Margaret DeMarino

*Fee:* $85.

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**Grant Writing: Writing Winning Grant Proposals**

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

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*College, Campus & Room:*
Tunxis / Farmington, Main Campus, Academic West, Room 310

*Instructor:* Margi Winters

*Fee:* $85.

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

*Instructor:* Candace Routh

*Fee:* $85.

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**Grant Writing: Advanced Grant Writing**

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

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*College, Campus & Room:*
Tunxis / Farmington, Main Campus, Academic West, Room 310

*Instructor:* Margi Winters

*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

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

Instructor: Margaret DeMarino

Fee: $85.

Notes, Minutes & Status Reports: Techniques for Professionals

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

CEUs: 0.6

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

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

Instructor: Margaret DeMarino

Fee: $85.
Tackling the Five Most Common Writing Problems

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

Course No. Date(s) Time
97CA401 10/07 9:00am-4:00pm

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

Instructor: TBA

Fee: $85.

Write! Write! Write! A Course of Action for the Business Professional

Improve your writing skills fast. A variety of assignments will be given throughout the day with deadlines to meet. There will be an opportunity for nurturing feedback from the instructor, who will offer tips and pinpoint areas that need strengthening. CEUs: 0.6

Course No. Date(s) Time
98CA471 09/30 9:00am-4:00pm

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

Instructor: Margaret DeMarino

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

Course No. Date(s) Time
99CA102 11/18, 12/02, 12/09, & 12/16 9:00am-4:00pm (4 sessions)

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

Instructor: Margaret DeMarino

Fee: $279.

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 No. Date(s) Time
100CA103 11/08 9:00am-4:00pm

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

Instructor: Margaret DeMarino

Fee: $85.
This category includes the following subcategories:

- Communications & Workplace Relations
- Conflict Resolution
- Customer Service
- Personal Development
- Problem-solving, Brainpower & Creativity
- Productivity & Time Management
- Steven Covey
- Team Dynamics

**Communication & Workplace Relations - subcategory**

**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 No.** | **Date(s)** | **Time**
--- | --- | ---
105CA104 | 10/20 | 9:00am-4:00pm

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

*Instructor:* Candace Routh

*Fee:* $85.

**Communicating Across Generations: X’ers, Boomers, and Y’s**
While workplace diversity has received much attention in recent years, there has been a tendency to gloss over generational differences in the workplace, despite the profound differences in attitude and perspective among workers of different ages. It is too easy for more senior workers to view such differences with young workers as a function of youthful naiveté or not willing to pay their dues. The new diversity issue in the workplace is age diversity. During this workshop, attendees will learn how they can benefit from the different perspectives and strengths of others and be offered pointers for keeping their organization moving safely toward its goals. CEUs: 0.6

**Course No.** | **Date(s)** | **Time**
--- | --- | ---
106GW348 | 10/26 | 9:00am-4:00pm

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

*Instructor:* Maria Ricciardelli

**Course No.** | **Date(s)** | **Time**
--- | --- | ---
106MA168 | 11/17 | 9:00am-4:00pm

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

*Instructor:* Maria Ricciardelli

*Fee:* $85.
Communicating Proactively
Many of the most successful people in life have one thing in common - excellent communication skills. This is both an art and a skill! Everyone at one point has experienced a conversation where they feel like the other person is speaking a completely different language. Find out what it takes to communicate clearly and concisely the first time. You will learn how to ask the right questions to save you time, money and aggravation! CEUs: 0.6

Course No. Date(s) Time
107GW435 11/03 9:00am-4:00pm

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

Instructor: Noreen Reilly
Fee: $85.

Developing Cubicle Courtesy: Enhancing Your Cubicle Life by Gaining the Cooperation of Those in the Next Cube
Getting along well with others in a cubicle community is essential to staying focused, reducing stress, and getting the job done efficiently and effectively. Develop an environment where courtesy, tact, and consideration reign supreme by establishing and respecting boundaries. Create a cohesive, motivated work unit and avoid frustration by minimizing and eliminating: gossip, complaints, whining, negativism, miscommunication, unacceptable requests, and constant grievances. Avoid cubicle abuse by establishing a harmonious, cooperative work relationship with your cubicle co-dwellers while activity and noise surround you. Determine and observe cubicle courtesies by: learning universal “do’s and don’ts”; understanding and observing office protocol; avoiding distractions, intrusions and interruptions; maintaining your own and coworkers’ privacy; getting the cooperation of others and overcoming suppressed resentment; using direct communication techniques; and dealing effectively with challenging people. CEUs: 0.6

Course No. Date(s) Time
108TX408 10/04 9:00am-4:00pm

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

Instructor: Anne Peck
Fee: $85.

Developing Effective Communication
This workshop will provide you with the practical techniques necessary to successfully communicate in and ever-changing workplace. Participants will learn how to speak with confidence and clarity; listen more accurately; motivate and influence others; sustain positive rapport while creating trust, openness, and honesty among employees. CEUs: 0.6

Course No. Date(s) Time
109TR507 11/12 9:00am-4:00pm

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

Instructor: Louise Summa
Fee: $85.

Developing Productive Work Relationships
American business under-invests in relationships. Poor work relationships among employees can reduce productivity by as much as 30 percent.

In this program, you will:
• identify and explore the essential elements of better relationships
• practice three key skills for developing better relationships
• discover nine ways to build trust
• discover how to influence relationships through expectations

Also discussed will be methods for:
• reducing conflict in relationships
• achieving synergistic results from relationships

You will leave with a detailed plan for improving one-on-one relationships.

(This program is supplemented with exercises and videos.) CEUs: 0.6

Course No. Date(s) Time
110TX240 09/21 9:00am-4:00pm

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

Instructor: Lawrence Lindquist
Fee: $85.
## Gender Communication Styles
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. Learn how to “speak” the same language by sending clear, direct messages that other people can really understand. Gain practical strategies for: finding the right words, timing your message, creating win-win situations, and delivering your message in a non-accusatory manner. This class will provide methods to enhance your business, social, and personal relationships. 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.

## Human Dignity: The Communication Debate
**NEW!**
This course will focus on the dignity factor of communication. It examines the role in which our actions, whether intentional or unintentional, impact our daily relationships with those around us. It addresses stereotypes, impairments to effective communication, diversity, gender differences, and the manner in which messages (verbal and nonverbal) are sent and received. Communication patterns between peers, colleagues, supervisors and subordinates, as well as workplace culture will be discussed. CEUs: 0.6

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**College, Campus & Room:**
Tunxis / BRISTOL, Career Center in Bristol, CT, Rm. BR2

**Instructor:** Anne Peck

**Fee:** $85.

## How to Recognize, Survive, and Deal Effectively with the Troublesome Employee
Learn to cope more effectively with troublesome coworkers and counteract the situations that are created as a result. Limit the effects of toxic people and increase professional effectiveness by learning to: develop strategies for recognizing and overcoming challenging personality traits; defuse negative behavior; deal effectively with emotional triggers; design and implement progressive, proactive behavior management techniques; create a more collaborative, cooperative work environment; develop basic strategies to empower yourself; confront and resolve conflict positively and quickly without putting yourself and others on the defensive; and disagree without causing arguments and dissension. CEUs: 0.6

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

**Instructor:** Anne Peck

**Fee:** $85.
Interpersonal Effectiveness  NEW!
This program is strongly recommended for people at all organizational levels. Interpersonal skills form the basis of effective business & personal relationships. Participants discover their own behavioral/communication style, strengths, and weaknesses. They also learn how their style contributes to or detracts from achieving their business or personal goals and enables them to improve performance. In addition, they will develop skills to identify the styles of others, “bridge” to them and build positive work relationships with them. The skills acquired in this program are critical for those working in a team or group environment. The foundation of the program is LIFO (Life Orientations) training from Stuart Atkins’ which has been used for more than 30 years by thousands of companies from American Express to Xerox.

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

CEUs: 1.2

Course No.  Date(s)  Time
114TX498  09/16 & 09/17  9:00am-4:00pm
(2 sessions)

College, Campus & Room:
Tunxis / BRISTOL, Career Center in Bristol,
CT, Rm. BR1
Instructor: Lawrence Lindquist
Fee: $195.

Making a Positive Impact with Effective Non-Verbal Communication
Actions speak louder than words – 85% of all communication is non-verbal. The impact of what we say is often diminished by our actions and expressions. Create a non-verbal message that enhances verbal communication by:
• analyzing your current body language and learning to enhance it;
• delivering the message that you desire to convey, getting your message heard, avoiding misinterpretation, interpreting others’ hidden and intended messages, understanding personality differences in body language, the psychology of style and color, and how to get others to agree with you. CEUs: 0.6

Course No.  Date(s)  Time
115TX117  11/01  9:00 am-4:00pm

College, Campus & Room:
Tunxis / BRISTOL, Career Center in Bristol,
CT, Rm. BR1
Instructor: Anne Peck
Fee: $85.

Mastering Office Politics  NEW!
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 No.  Date(s)  Time
116TX492  11/15  9:00am-4:00pm

College, Campus & Room:
Tunxis / BRISTOL, Career Center in Bristol,
CT, D’Amato Conference Room
Instructor: Anne Peck
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, pessimism, 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 No. Date(s) Time
117TX335 11/19 9:00am-4:00pm

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

Instructor: Anne Peck
Fee: $ 85.

Phoning it In: Developing Effective Telephone Communication Skills

Managing internal and external customers via the telephone is one of today's most critical job skills. Discover practical pointers to get the most out of your phone time. You'll learn effective strategies for increasing listening effectiveness, grooming voice control, learning how to distinguish and manage caller behaviors, understanding negotiations, delivering bad news, dealing with angry callers, and much more. CEUs: 0.6

Course No. Date(s) Time
118AS448 11/15 9:00am-4:00pm

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

Instructor: Margaret DeMarino
Fee: $ 85.

Positive and Negative Aspects of Office Politics

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

Course No. Date(s) Time
119CA121 11/16 9:00am-4:00pm

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

Instructor: Maria Ricciardelli
Fee: $ 85.
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 No. Date(s) Time
120CA122 10/01 9:00am-4:00pm

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

Instructor: Vicki Gallon-Clark

Fee: $85.

That’s Not What I Said
Did you know that 75% of all relationship problems are the result of communication breakdowns? Listening to people and interpreting what they are saying is hard work, but the benefits from doing this well are remarkable. Learn more about the way you communicate, barriers, and how to communicate more effectively. CEUs: 0.6

Course No. Date(s) Time
121CA178 10/07 9:00am-4:00pm

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

Instructor: Anita Baxter

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 No. Date(s) Time
122TX331 11/29 9:00am-4:00pm

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

Instructor: Anne Peck

Fee: $85.
Conflict Resolution & Negotiation Skills - subcategory

Conflict Resolution
The purpose of this training is to develop the skills needed in order to avoid the waste of time, energy, and lowered productivity when conflicts are not brought to resolution. Participants will be able to both understand the nature of conflict and develop skills to manage conflict in a wide range of circumstances. CEUs: 0.6

Course No. Date(s) Time
123CA107 11/04 9:00am-4:00pm

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

Instructor: Maria Ricciardelli

Fee: $85.

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

Course No. Date(s) Time
124TX494 12/06 9:00am-4:00pm

College, Campus & Room:
Tunxis / Farmington, Main Campus, Academic West, Room 312

Instructor: Mary Deperry

Fee: $116.

Effective Conflict Resolution & Stress Reduction with the Myers Briggs Type Indicator
Ever wonder what makes you - or significant others in your life - “tick”? Or why you connect and have instant chemistry with some people and instant conflict with others? In this interactive workshop you will discover amazing personality differences between us through the use of the Myers-Briggs Type Indicator, the most widely administered personality assessment in the world. Take advantage of this opportunity to enhance your interpersonal communication skills and learn how to avoid common conflicts, build trust and reduce stressful relationships with others. CEUs: 0.6

Course No. Date(s) Time
125TX154 10/04 9:00am-4:00pm

College, Campus & Room:
Tunxis / BRISTOL, Career Center in Bristol, CT, Room BR1

Instructor: Anne Peck

Fee: $85.
Managing Disagreement, Conflict & Confrontation

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

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

CEUs: 0.6

Course No. | Date(s) | Time
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126TX272 | 09/22 | 9:00am-4:00pm

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

Instructor: Larry Lindquist

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 No. | Date(s) | Time
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127CA123 | 09/14 | 9:00am-4:00pm

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

Instructor: John Birch

Fee: $110.
**Resolving Conflict Constructively**

Learn universal skills for communicating effectively in some of life’s most challenging situations. Understand how to successfully use body language, tone of voice, and words to your advantage. Discover ways to clearly state your point of view and to listen carefully so you can restate someone else’s point of view. Learn how to diffuse tense situations. Understand when to resolve a situation and when to let it go.

Determine how to uncover the stated and unstated issues surrounding conflict. Find out how to recognize defense mechanisms in yourself and others. Understand ways to avoid defensive attacks and counter attacks. Gain new insights and a fresh perspective for handling conflicts constructively and positively. 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.

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**Customer Service - subcategory**

**Calming Upset Customers**

Customers make or break an agency or business. When a customer is upset, the situation can cause great stress and tension to employees and to other customers. Knowing how to resolve the conflict quickly and professionally can make a big difference in how employees perform their jobs and how customers feel about the organization. By attending this workshop, participants will learn:

- When it's important to calm upset customers
- Why you want customers to complain
- Six things you can learn from an upset customer
- Why customers become upset
- What the upset customer wants
- How your words make a difference
- How to diffuse defensiveness
- How to deal with internal customers

CEUs: 0.6

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

*Instructor:* Maria Ricciardelli

**Course No.** 129MA105  10/04  9:00am-4:00pm

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

*Instructor:* Maria Ricciardelli

*Fee:* $85.
Mastering the Art of Outstanding Customer Service

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

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

CEUs: 0.6

Course No. Date(s) Time
130CA119 11/08 9:00am-4:00pm

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

Instructor: Ralph Braithwaite

Fee: $85.

Personal Development - subcategory

Bringing Your Spirit to Work

Our workplaces are often stressful and unfulfilling; yet all the while we hold a deeper need for connection and meaning. Is it possible to find this connection and meaning through a more spiritual approach to work? The workplace provides the fertile ground to nurture our own spiritual development. We can enhance our work—and our own feeling of fulfillment—by deepening our connection with others, and by learning and applying a few simple practices. This workshop provides a supportive environment to explore, learn (or relearn) and practice approaches to being your full Self and bringing your full Self to work.

Topics covered:
- Everything Changes when We Do—Especially Our Work
- The Impact of Beliefs, Intention and Attention
- What’s YOUR relationship with authority?
- Separation
- The Four Aspects of Self, a Framework for Understanding (Diagram): Path to Integration
- “Work” and Your Real Work: Bringing Your Value and Talent to Whatever Work You Do.
- Connecting with Others at a Deeper Level: Being Present Guided Visualization: Making the Space for Another
- Being Present to Your Life
- Manifesting Greater Harmony at
- Gratitude
- We are here to Live Loud!
- Practice, Practice, Practice

CEUs: 1.2

Course No. Date(s) Time
131CA474 10/21 & 10/22 9:00am-4:00pm (2 sessions)

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

Instructor: Mark Petruzzi

Fee: $220.
How to Achieve Job Satisfaction
By learning how to achieve a level of job satisfaction and how to make positive changes, participants will avoid apathy and attitudes that can be disruptive to morale and ultimately affect performance. Participants will learn how to motivate themselves and others with a logical five-step approach to successful self-management. 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: Maria Ricciardelli

Fee: $85.

How to Deal with Difficult People and Win Them Over
Gain a better understanding of and learn to cope more effectively with the challenging people and situations in your life. Use effective, persuasive communication techniques to get people to cooperate with you and each other. Reduce stress and increase personal and professional effectiveness by learning to: identify difficult personality types, diffuse aggressive behavior, communicate problems and their solutions clearly, turn confrontation into compromise, use “win-win” negotiating techniques, and correct without criticism. Note: This course was formerly titled “How to Deal with Difficult People and Negotiate What You Want.” CEUs: 0.6

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College, Campus & Room:
Tunxis / BRISTOL, Career Center in Bristol, CT, D’Amato Conference Room

Instructor: Anne Peck

Fee: $85.

Laughing from Paycheck to Paycheck
We know that humor skills are a vital component in the healthy, adaptable, and creative workplace. The intent of this workshop is to offer participants the skills and tools necessary to develop those skills. When humor techniques are implemented, we can reduce stress, cope with change, diffuse anger, increase productivity, and build strong groups of team players. Note: This course was formerly titled, “Humor - An Rx for Survival in the New Millenium.” CEUs: 0.6

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<td>134CA115</td>
<td>12/07</td>
<td>9:00am-4:00pm</td>
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College, Campus & Room:
Capital / 950 Main St. Hartford, Room number will be posted in main elevator lobby

Instructor: Maria Ricciardelli

Fee: $85.

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

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<td>135TX495</td>
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College, Campus & Room:
Tunxis / BRISTOL, Career Center in Bristol, CT Room BR1

Instructor: Anne Peck

Fee: $85.
Problem Solving, Brain Power, & Creativity - subcategory

Boost Your Brain Power!
Discover ways to boost your brain power using various games and activities designed to activate both sides of your brain. This hands-on class incorporates Howard Gardner’s multiple intelligences, left brain and right brain skills and tasks, and Nuerobic exercises — aerobics for the brain. This new approach to learning will help stimulate the neurons in your brain so you can actually think more creatively. CEUs: 0.6

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<td>136AS174</td>
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College, Campus & Room:
Asnuntuck CC, Room number will be posted inside the lobby

Instructor: Noreen Reilly

Fee: $85.

Creative Decision Making
Decisions, decisions, decisions. Many people are overwhelmed by decision or paralyzed by the risks involved. This workshop will help you to learn to manage risk more effectively, prioritize your risk taking, and develop your own definition of acceptable risk. You will learn methods to evaluate your options and develop a strategy using rational and intuitive decision-making techniques in your professional and personal 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.

Creativity - Thinking Out of the Box
Today’s highly competitive and constantly changing work environment requires creative thinking: learning techniques for brainstorming, planning, and implementing ideas that are non-traditional but will yield results and discussions of coaching, creative thinking, and risk taking. 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.

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

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

Instructor: Noreen Reilly

Fee: $85.

College Abbreviations:
AS Asnuntuck CC
CA Capital CC
GW Gateway CC
HO Husiatonic CC
MA Manchester CC
MX Middlesex CC
NK Norwalk CC
NV Naugatuck Valley CC
NW Northwestern CT CC
QV Quinnipiac Valley CC
TR Three Rivers CC
TX Tunxis CC
Emotional Intelligence at Work
Experts now acknowledge that emotional intelligence (EI) is perhaps the most crucial determinant of success in the workplace, unlike IQ or other traditional measures of intelligence. EI can be developed and dramatically increased. This workshop demonstrates how to master the core competencies of EI, abilities that include self-motivation, high self-awareness, mood management, and emotional mentoring. In addition, it includes examples and practical exercises that accelerate the process with step-by-step approaches to mastering a variety of EI techniques. CEUs: 0.6

Course No.  Date(s)  Time
140CA111  10/06  9:00am-4:00pm

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

Instructor: Maria Ricciardelli
Fee: $85.

Maximize 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 No.  Date(s)  Time
141AS251  10/27  9:00am-4:00pm

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

Instructor: Noreen Reilly
Fee: $85.

Reawaken Your Natural Memory
No hype, no miracles, just basic information about memory and how to improve it. Simple practical methods and ideas to help you remember things you want. CEUs: 0.3

Course No.  Date(s)  Time
142CA472  09/24  9:00am-12:00pm

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

Instructor: Richard Ocone
Fee: $65.

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 No.  Date(s)  Time
143AS475  10/13  9:00am-4:00pm

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

Instructor: Noreen Reilly
Fee: $85.
Productivity & Time Management - subcategory

Electronically Organize Your Life!
Does your handheld electronic organizer have multiple features that you don’t know how to use? Are you overwhelmed by the options? Learn to optimize your “mobile office” to make the most of your time. Learn to use classic features such as the Date Book, Address Book, Calculator, Memo Pad, Note Pad, To Do List, Data Entry, Find, and many more. Also, many organizers offer advanced features such as Internet connectivity, as well as a vast array of hardware and software choices. Discover how to use this technology to make your life easier and more productive. Please bring your organizer to class. (Palm™ products will be used for illustration and presentation purposes.)

Course No.  Date(s)  Time
144CA470  09/17  9:00am-2:00pm

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

Instructor: Sherwin Wilson

Fee: $85.

Make Time Your Ally
Women’s roles have taken a sharp turn through the last few decades. Those who were once housewives are now balancing careers and family demands. A major concern is lack of time. For many, it is like running a marathon with a laptop in one hand, a phone in the other, a child on the shoulder, and a boss on your back - along with the expectations of oneself and others. The inevitable will happen: The back is bound to break.

In this seminar, uncover the myths that stress women out. From under utilization to misperception of time, find out what is your stress factor. Furthermore, walk away with relaxation techniques and tools while successfully meeting the increasing demands. CEUs: 0.6

Course No.  Date(s)  Time
145CA473  10/06  9:00am-4:00pm

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

Instructor: Neerja Bhatia

Fee: $85.

Making Meetings Productive: Facilitating and Participating in Meetings that Get Results
NEW!
Do you view meetings as productive, effective, and engaging, or do you dread them because they yield few results, drag on, and provide little usable information? The average person spends more than 3 years of his/her life in meetings. Is this time well spent? An effectively facilitated meeting promotes the exchange of useful information, problem resolution, the stimulation of new ideas, and cohesiveness among team members. Maximize the productivity of meetings by: setting and accomplishing goals; creating an effective agenda; establishing acceptable meeting behavior; gathering input, interaction and ideas; getting and keeping audience attention and involvement; keeping topics on track; developing a plan of action; and closing the meeting effectively. Eliminate frustration and burn-out by learning to: discourage unnecessary meetings; become results-oriented; set and meet deadlines; and eliminate distractions and time-wasters. CEUs: 0.6

Course No.  Date(s)  Time
146TX493  10/29  9:00 am-4:00pm

College, Campus & Room: Tunxis / BRISTOL, Career Center in Bristol, CT, Room BR2

Instructor: Anne Peck

Fee: $85.
Making the Most of Your Time
We all have the same 24 hours in a day. So why is it some people manage to accomplish more in a day than others? If you feel that you never have enough time to do all that is expected of you, then this workshop is for you. In this workshop, participants will learn to:

- Design a personal time management plan
- Get things done with optimal results
- Identify and eliminate time wasters
- 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

Course No. Date(s) Time
147CA118 10/04 9:00am-4:00pm

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

Instructor: Ralph Braithwaite

Fee: $85.

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 de-junking your home and office using mind maps, color, timers, and other unconventional techniques. CEUs: 0.6

Course No. Date(s) Time
149AS162 10/06 9:00am-4:00pm

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

Instructor: Noreen Reilly

Fee: $85.

Meaningful Meetings
Develop your meeting management skills and make your meetings more productive by using the seven elements of meeting effectiveness. Learn and practice the three meeting skill sets: planning, facilitating, and data management. This program can increase your reputation as a solid performer with peers, bosses, and subordinates. CEUs: 0.6

Course No. Date(s) Time
148CA18 09/16 9:00am-4:00pm

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

Instructor: Mike Schulde

Fee: $99.

Training Needs Analysis
This workshop is designed to give trainers and occasional trainers the tools they need to provide quality training based on objective information. Participants will learn to:

- Analyze training needs;
- Select training strategies;
- Develop training plans to meet the identified needs;
- Gather information and transform it into training strategies and plans;
- Measure a department's return on its training investment.

CEUs: 0.6

Course No. Date(s) Time
150MA416 11/29 9:00am-4:00pm

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

Instructor: Maria Ricciardelli

Fee: $85.
Stephen Covey Courses - subcategory

**Franklin Covey’s 4 Disciplines® NEW!**

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

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**Franklin Covey’s Focus® NEW!**

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

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**College, Campus & Room:**
Gateway, North Haven, Room 113/133

**Instructor:** John Vincze

**Fee:** $196.

**Fee:** $85.

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College Abbreviations:

- AS Assumption CC
- CA Capital CC
- GW Gateway CC
- HO Housatonic CC
- MA Manchester CC
- MX Middlesex CC
- NK Norwalk CC
- NV Naugatuck Valley CC
- NW Northwestern CT CC
- QV Quinnipiac CC
- TR Three Rivers CC
- TX Tunxis CC
Franklin Covey’s The Power of Understanding® NEW!

We can only meet a need we understand. An inability to meet needs can have serious consequences with relationships, work groups, and organizations, including hurt feelings, decreased productivity, low morale, and dissatisfied customers. This workshop is for those who want to learn how to accurately read signals, evaluate existing mindsets, and respond in ways that increase understanding, resolve conflicts, meet needs, and boost personal and team effectiveness.

In the words of the author, “The current challenges we face require more than new solutions. They require new eyes—eyes that see needs to which others are blind.

All this change, this evolution, creates needs. People and organizations succeed to the degree they meet needs. Since we can only meet needs that we understand, understanding must come first.” —Stephen R. Covey  

CEUs: 0.6

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College, Campus & Room:  
Gateway, North Haven, Room 113/133

Instructor: John Vincze

Fee: $196.

Stephen Covey’s “Seven Habits of Highly Effective People”®

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

CEUs: 2.4

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<td>158GW129</td>
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<td>9:00am-4:00pm (4 sessions)</td>
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College, Campus & Room:  
Gateway, North Haven, Room 113

Instructor: John Vincze

Fee: $276.

Stephen Covey’s “What Matters Most”®

In one day you can change your life — for good. Individuals and companies alike report that participating in the First Things First Time Management workshop teaches them to spend time on important matters, not just urgent matters, which creates more results, increases productivity, and gives them a feeling of peace in their lives. This course is being taught by a Covey-certified instructor. A working lunch will be provided.  

CEUs: 0.6

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<td>159GW130</td>
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College, Campus & Room:  
Gateway, North Haven, Room 113

Instructor: John Vincze

Fee: $196.
**Team Dynamics - subcategory**

**Communicating in a Team Environment**

Today one of the greatest challenges confronting organizations has become the collaboration of people. We must develop effective teams of people who pull for the agency collaboratively, but do so in their individual ways. It can no longer be “every man or woman for himself or herself.” Attendees of this workshop will:

- Understand why teams are formed and their value to the organization
- Examine and assess the various roles team members play and how their preferences may influence their behavior.
- Learn how to resolve differences in opinions, micro-management, and issues of accountability.
- Recognize conflict and examine proactive ways to avoid it in the future.
- Learn and practice proactive listening skills.
- Learn the difference between assertive, aggressive, and passive behavior and how the behavior affects the team and others.

CEUs: 0.6

**Course No.** | **Date(s)** | **Time**
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160GW434 | 10/05 | 9:00am-4:00pm

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

**Instructor:** Maria Ricciardelli

**Fee:** $85.

**High Performance Teams** *NEW!*

This course will engage participants in the concepts, strategies, and skills necessary to build and lead strong teams for meeting corporate goals. Learn to build trust, provide feedback, and communicate effectively as a team. Learn how to solve problems and make decisions as a team and how to resolve team conflict. CEUs: 0.6

**Course No.** | **Date(s)** | **Time**
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161TR506 | 11/05 | 9:00am-4:00pm

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

**Instructor:** Louise Summa

**Fee:** $85.

**Lego(TM) Your Attitude**

Find out how successful peer-to-peer teams get the job done successfully and open closed minds to get every team member working in sync. This workshop demonstrates how often at the center of professional conflicts and inefficient workflow, even the most competent and experienced workers can jeopardize efficiency and productivity, if they’re inflexible and closed off to new ideas. Attendees will become aware of how to create an environment of openness and self-awareness in hopes of greater productivity and team compatibility. The use of a Lego(TM) game shows how to overcome negativity and help make workers more open to new possibilities. Participants will learn how to:

- Avoid controlling meetings
- Resist working in groups
- Handle conflict and diversity in team situations
- Stay focused on the task and avoid stagnation

CEUs: 0.6

**Course No.** | **Date(s)** | **Time**
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163CA116 | 10/08 | 9:00am-4:00pm

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

**Instructor:** Maria Ricciardelli

**Fee:** $85.

**Moving Ahead Together**

This workshop is designed to continue the process of team building for intact teams. High performing teams usually exhibit an overall team purpose, mutual accountability, collective work products, shared leadership roles, high cohesiveness, collaboration in deciding task assignments, and procedures and collective assessment of their own success. This training addresses these issues and continues to build teams by encouraging team members to examine closely how they currently work together and portrays ideal ways of collaborating, exploring the gaps and weaknesses they currently suffer from, and establishing action plans for implementing more effective ways of cooperating. CEUs: 0.6

**Course No.** | **Date(s)** | **Time**
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163CA181 | 10/13 | 9:00am-4:00pm

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

**Instructor:** Maria Ricciardelli

**Fee:** $85.
### Assertiveness Skills

Techniques for making yourself known and understood when dealing with others, including your boss, will be discussed. Don’t let others rule your business life — get what you really want from the office and those you work with. 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:** Maria Ricciardelli

**Fee:** $85.

### Cut Out the Clutter

Do you ever feel like you are drowning in paperwork? Do you ever waste time searching for documents you filed, but can’t remember where? Does your “to do” list grow longer each day? Do you need to learn how to better manage your projects and your time? If you answered “YES” to any of these questions, in this workshop you will learn some useful techniques to cut the clutter in your life and get a better handle on your time. 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:** Maria Ricciardelli

**Fee:** $85.

### Grammar & Punctuation - I (Introduction)

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

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

**Instructor:** Maria Ricciardelli

**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

**Instructor:** Maria Ricciardelli

**Fee:** $85.
Grammar & Punctuation III - (Advanced)
This is a course for anyone who has completed Grammar & Punctuation OR Write Away! PLUS Grammar & Punctuation II. Students will undergo a series of test drills designed to help concepts and rules “stick.” We will review the basics, examine how to avoid common mistakes, and take an understanding of grammar and punctuation to a higher level. 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:** TBA

**Fee:** $85.

Handling Problem People
Do you know how to handle that aggressive, strong personality? In this course, you will learn effective methods for dealing with aggressive, resistant, and other “difficult” 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

**Instructor:** Maria Ricciardelli

**Fee:** $85.

Hello! Telephone Communication Skills
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. CEUs: 0.6

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<td>171CA140</td>
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**College, Campus & Room:**
Capital / 950 Main St. Hartford, Room number will be posted in main elevator lobby

**Instructor:** Margaret DeMarino

**Fee:** $85.

Managing Multiple Priorities
With so much to do and so little time (and the fact that everybody thinks their project is the number one priority in your life), every day seems to pose a challenge. Learn balancing tricks vital to your survival at work and at home. 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:** Maria Ricciardelli

**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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<td>173TX342</td>
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**College, Campus & Room:**
Tunxis / BRISTOL, Career Center in Bristol, CT, Rm. BR1

**Instructor:** Anne Peck

**Fee:** $85.
Office Professional Certificate - I (Introductory Program)
The role of the secretary has changed and is now defined as an “executive assistant who possesses a mastery of office skills, demonstrates the ability to assume responsibility without supervision, uses initiative and judgment, and makes decisions within the scope of assigned authority.” Secretaries must be able to play the role of a business partner, a problem solver, someone who can look at a challenge and find a creative solution. To do this, one must work smarter, not harder, and must work differently. Topics will include: Write Away! A Primer in Writing, Editing, and Proofreading; How to Get Your Boss’s Ear; Hello! Telephone Communication Skills; Managing Multiple Priorities; Intermediate Microsoft Word version 2000, Internet for Secretaries. CEUs: 3.6

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

Instructor: TBA

Fee: $395.

Office Professional Certificate - II
Today’s secretary is a true administrator, an office leader with skills that help foster teamwork, communication, and productivity. Today’s office pro is really in the know and can organize offices, write effectively, give presentations, facilitate meetings, and much more. This certificate program will enable you to gain an entrepreneurial frame of mind that will lead you forward on the path to promotion. Topics covered:
- Shortcuts of Secretaries
- Confidence 101
- Talking on Your Feet
- Leadership

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: TBA

Fee: $285.

Professional Presence
Learn the secrets of managing your image to improve how well both you and your work are received and gain that extra edge in business. Make sure messages stick in the minds of the receivers by ensuring they remember you.

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: Maria Ricciardelli

Fee: $85.
Proofreading
Proofreading is a skill that is more important than ever before. Even computer-based spelling and grammatical checking devices leave room for error. Every secretary is required to make sure that no letter, no piece of correspondence, leaves the office without being proofread. Learn the skills and techniques that are vital to the operation of an effective office. CEUs: 0.6

**Course No.** | **Date(s)** | **Time**
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177CA147 | 09/23 | 9:00am-4:00pm

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

**Instructor:** Margaret DeMarino

**Fee:** $85.

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

**Course No.** | **Date(s)** | **Time**
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179CA150 | 10/04 | 9:00am-4:00pm

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

**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

**Course No.** | **Date(s)** | **Time**
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178CA148 | 12/06 | 9:00am-4:00pm

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

**Instructor:** TBA

**Fee:** $85.

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

**Course No.** | **Date(s)** | **Time**
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180CA152 | 09/20 | 9:00am-4:00pm

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

**Instructor:** Margaret DeMarino

**Fee:** $85.
This category includes the following subcategories:
- Anger & Stress Management
- Wellness

**Anger & Stress Management - subcategory**

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

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

*Instructor:* Noreen Reilly

*Fee:* $85.

A Survival Guide to the Stress of Organizational Change
Change is hard, even under the best circumstances. People react to change in different ways. Some choose to ignore or resist change; others welcome the opportunity to enter into new and exciting experiences. This workshop emphasizes the value of positive attitudes and good decision-making skills in coping with changes in work situations. Some of the topics to be covered include: the three key “drivers” of change – people, technology, and information; the stress of organizational change; developing mental flexibility; methods for learning to accept change; how to treat stress when your efforts at prevention fail; and how to put yourself in charge of stress reduction rather than waiting for someone else to bring relief. Here’s your chance to turn resistance to change into positive acceptance. Manual included. CEUs: 0.6

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

*Instructor:* Maria Ricciardelli

*Fee:* $85.

Anger at Work
Handling workplace anger is an important aspect of the supervisor’s role. Workplace violence is on the rise. We’ll look at anger in terms of self-awareness, feelings, and behavior and will focus on the art of anger management. We’ll look at common triggers of workplace anger, from favoritism to poor communication, and develop appropriate anger management responses for each. CEUs: 0.6

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

*Instructor:* Margaret DeMarino

*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 No. Date(s) Time
188TX333 09/24 9:00am-4:00pm

College, Campus & Room:
Tunxis / BRISTOL, Career Center in Bristol, CT, Rm. BR2

Instructor: Anne Peck

Fee: $85.

Dealing Positively with Anger & Frustration

Conflict can lead to anger, team disunity, loss of productivity, frustration, stress, and broken down communications. Deal with conflict positively by learning how to: distinguish between beneficial and destructive anger, disagree without creating arguments and dissension, become assertive rather than too accommodating, handle disagreements of others without joining them, identify and deal with emotional triggers, confront conflict and resolve it quickly, and discover stress and anger management techniques that help create a more productive work environment. CEUs: 0.6

Course No. Date(s) Time
189TX153 09/27 9:00am-4:00pm

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

Instructor: Anne Peck

Fee: $85.
Wellness - subcategory

Easing Lower Back Pain  NEW!
In a room full of people, typically more than three quarters have lower back pain. Stress, injury, or habits are reasons for sore, stressed muscles. Once muscles have become chronically tight, the only way to relax them is to stop this contraction. Unfortunately, by this time, the habit of contraction has become unconsciously ingrained in the brain. In this workshop you’ll be guided through Feldenkrais Lessons specific to the lower back. Through deceptively simple, easy, yet ingeniously designed slow movement done on the floor, your lower back muscles will slowly come out of habitual contraction, allowing you to stand taller and live a life with greater mobility and ease. Bring a mat (at least as long as you), a towel, 2 small hard pillows, and dress comfortably (not jeans, sweats are good). BRING A LIGHT LUNCH! We will be working through lunch-time and watching a video. CEUs: 0.6

Course No.  Date(s)  Time
192NW499  10/14  10:00am-4:00pm

College, Campus & Room:
Northwestern CC, Green Woods Hall, Rm. 128
Instructor: Karen Emerick, M.S.

Fee: $85.

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

Course No.  Date(s)  Time
193CA81  10/29  9:00am-1:00pm

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

Fee: $69.

Personal Safety and Security in the Workplace and at Home
This workshop will focus upon participants’ acceptance of personal responsibility for matters relating to their own safety and security. Strategies for the development of individualized pre-emergency response plans will be discussed. Tactics for pre-emergency planning for both workplace and home will be covered. Some of the subjects to be covered:
• Understanding and diffusing aggressive behavior
• How to avoid being a crime victim
• Fire prevention and safety awareness
• Responding to a medical emergency
• Motor vehicle safety
• Responding to a bomb threat
• Strategies for protecting personal information
• Dealing with a power outage
CEUs: 0.6

Course No.  Date(s)  Time
194TX85  10/15  9:00am-4:00pm

College, Campus & Room:
Tunxis / BRISTOL, Career Center in Bristol, CT, Room BR1
Instructor: Tom Matthews

Fee: $85.
**Stiff Neck? Tight Shoulders?**
There IS a simple solution. In this workshop you will be guided through Feldenkrais Lessons® specific to the neck and shoulders. Through deceptively simple, easy, yet ingeniously designed slow movement done on the floor, your muscles will slowly come out of habitual contraction, allowing you to stand taller and live a life with greater mobility and less discomfort.

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

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*College, Campus & Room:*
Northwestern CC, Green Woods Hall, Rm. 128
*Instructor:* Karen Emerick, M.S.
*Fee:* $85.

**Stop Smoking with Hypnosis** NEW!
The only requirement is you want to stop smoking. Eighty percent success rate. Hypnotherapy is a wonderful tool to reach beyond the conscious state deep within, into strong subconscious mind to aid in making positive changes in your life. This class is one session. CEUs: 0.6

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

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**Weight Release Program by Hypnosis**
NEW!
No Diets, pills or excuses. Years have been spent developing this unique weight release program to its current high success rate. You will be guided into a wonderful deep state of physical and mental relaxation. You will feel very relaxed but extremely alert mentally. The old programming which was keeping you from reaching your desired weight goal is removed and replaced with new positive habits. This class meets for three sessions. CEUs: 0.6

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*College, Campus & Room:*
Asnuntuck CC, Room number will be posted inside the lobby
*Instructor:* Sandra Cangemi
*Fee:* $85.
Attitude Problems of Employees

Ordinary performance improvement and disciplinary techniques are not always effective in dealing with the negative employee. Learn techniques to turn around these attitude problems and get the employee back on track. CEUs: 0.6

**Supervisory/Leadership**

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

*Instructor:* Maria Ricciardelli

*Fee:* $85.

Competency-Based Systems and Performance Improvements **NEW!**

This one-day workshop is designed to give participants a greater understanding of the concepts associated with Competency-Based Systems and Performance Improvement, as well as tools to use in an organizational focus on competencies. Some of the questions and definitions that will be explored include: What is Human Resource Development (HRD)? How do we define competency? What do we mean by the terms Knowledge, Skills, Abilities, and Motivation? What criteria motivate job performance? How do work constraints factor into the equation?

You will compare job competence, job competency, and competency model. You will discuss organizational goals and strategic management initiatives for achieving those goals, as well as the extent to which training or education can meet needs for employee competence relative to achieving those goals. You will consider an overview of the Performance Management Process and a five-step Strategic Systems Model (SSM) for creating and maintaining competency-based employee performance improvement systems in an organizational context. Participants will also look at a variety of examples of competencies developed by organizations and complete some assessment instruments to explore various competency levels. CEUs: 0.6

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

*Instructor:* Ralph Braithwaite

*Fee:* $85.

Interested in a customized training solution for your agency?
Call us for more information—(860) 725-6614
Critical Thinking, Leadership, and Change
This workshop focuses on critical thinking as a strategy for anticipating and managing change as well as managing the challenges posed working in the continuously changing work environment; what it means to think critically as a manager, recognizing critical thinking, effective strategies for developing critical thinking in your workplace, and being a skilled facilitator of critical thinking are outcomes you can anticipate from this workshop. This workshop is designed for managers, supervisors, and work group leaders who are looking for “out-of-the-box ways of managing, supervising, and problem solving.
CEUs: 0.6

Course No. Date(s) Time
200TR318 10/22 9:00am-4:00pm

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

Instructor: Jerry Wagner

Fee: $85.

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

Course No. Date(s) Time
201MA275 10/15 9:00am-4:00pm

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

Instructor: Noreen Reilly

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 No. Date(s) Time
202CA175 10/14 & 10/15 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: $230.
How to Get ExtraOrdinary Performance from Ordinary People

This workshop will help supervisors turn performance appraisals into a productive and even enjoyable experience. Using 18 typical appraisal situations, participants choose the actions they would most likely take. They then learn a simple six-step process for conducting all performance appraisal meetings. This practical, straightforward training will then describe a five-step performance management system for:

- Conducting a Goal Setting Session
- Delegating Work
- Training and Development
- Coaching for Improved Performance

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: Maria Ricciardelli
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.

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

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

Instructor: Ralph Braithwaite
Fee: $85.

Managing Upward

Grooming your communications skills and your “workplace savvy” will get your boss to take you seriously, get you noticed as a team player, and gain you the recognition you deserve. This workshop will provide practical pointers and proven techniques to help you improve your interpersonal skills while building a better relationship with your boss(es) and boosting your effectiveness as an employee. It explores the often-delicate relationship between boss and employee and will show you how to resolve everyday “boss-blocks” from hidden agendas to blaming. It will help you carve out new territory, take risks, and become an entrepreneurial thinker. Most of all, it will help you gain power and confidence in dealing with management. CEUs: 0.6

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

Instructor: Margaret DeMarino
Fee: $85.
**Problem Dissolving**
What gets in your way from accomplishing all that you need to do and all that you want to be? How can you manage yourself, your situation, and others in such a way to get all you want out of life? Learn from ancient wisdom and modern Fortune 500 wisdom how to not only solve your problems but how to dissolve your problems. 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:** Jon Barb

**Fee:** $85.

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**Project Planning and Management Seminar**
Today, an increasing number of organizations are focusing on project management as an effective way to address a variety of issues. This seminar provides an introduction to the concepts of the Strategic Planning Process, a practical approach to working in a team, and guidelines to comprehensively manage a project from beginning to end.

Major topics for discussion include:

**Overview of the Strategic Planning Process:**
- Mission
- What needs to go right
- Where you are currently
- Identifying factors that will affect the outcome of the project
- Developing strategy
- How issues will be addressed
- Introduction to Teamwork and Team Leadership

**Foundations of Project Management:**
- Definitions
- Life cycle and methodologies
- Organizing the work
- Assignments, accountability, and timeframes
- Measurements
- Monitoring

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

**Course Objectives:**
Each participant will be able to:
- Use the strategic planning process to develop comprehensive Project Plans based on customer needs, resources, time, communications, etc.
- Develop a team and/or effectively participate on a team
- Understand and utilize project management techniques
- Effectively monitor a project’s progress
- Develop a common language for all project participants, team members, and stakeholders

CEUs: 1.2

<table>
<thead>
<tr>
<th>Course No.</th>
<th>Date(s)</th>
<th>Time</th>
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<tbody>
<tr>
<td>208CA200</td>
<td>12/02 &amp; 12/03</td>
<td>9:00am-4:00pm</td>
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<td>(2 sessions)</td>
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**College, Campus & Room:**
Capital / 950 Main St. Hartford, Room number will be posted in main elevator lobby

**Instructor:** John Birch

**Fee:** $219.
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. Courses include:

- What Every Supervisor Should Know
- Melt Down Your ISMs
- Solving Problems Creatively
- Managing a Workforce of Diverse Cultures
- Regaining Control: Supervising for Effectiveness
- Leadership & Motivation

CEUs: 3.6

Course No.  Date(s)  Time
209CA160  09/21, 09/28,  9:00am-4:00pm
          10/05, 10/12,
          10/19, & 10/26
          (6 sessions)

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

Instructor: 4 Presenters: Maria Ricciardelli, Ralph Braithwaite, Bates Lyons, Vicki Gallon-Clark

Fee: $395.

Transformational Leadership - The Keys to Success
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 the message you want clearly, concisely and positively. You'll also learn effective ways of resolving conflicts and building bridges between people. Discover how you can be a transformation leader who inspires positive change through: vision, trust, goal setting, and making others feel valuable and capable. Manual included.  CEUs: 0.6

Course No.  Date(s)  Time
210MA317  12/03  9:00am-4:00pm

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

Instructor: Noreen Reilly

Fee: $85.
Leadership Skills for Women, Series II: Developing Your Inner Strength

The second series of Leadership for Women focuses on developing your inner skills and affirming the potential you have in yourself to be an effective leader. Again, these workshops are designed not only for women currently in leadership positions, but also for those looking to move into new leadership roles. There are a total of four separate but integrated workshops.

NOTE: Those registering for all four sessions will receive a special leadership certificate.

Communicating Effectively in Tough Situations NEW!

Strong interpersonal skills continue to rank among the top attributes employers seek whether hiring or promoting their key personnel. Why? The answer lies in the reality of the 21st century high demand workplace which requires inclusion and team work in the face of divergent needs and interests. This formula for conflict can be conquered only by employees who have both the intrapersonal and interpersonal skills to interact sensitively, analytically, and progressively as problem solvers in the most challenging situations. This interactive workshop will focus on specific concepts and strategies designed to assess and develop high powered, effective communication skills. CEUs: 0.6

Course No. Date(s) Time
212TR500 9/24 9:00am-4:00pm

College, Campus & Room:
Three Rivers, Thames Valley Campus, Rm. 206
Instructor: Louise Summa
Fee: $85.

Who Am I? NEW!

In this workshop, you will learn skills for projecting a strong professional presence. Learn about appearance and why it plays a role in whether you're taken seriously. Be confident and assertive without seeming pushy. Cultivate an appearance that shows you're in command, yet approachable. Keep your identity without losing who you are. Learn how not to sabotage your own success. Wear or bring a colored blouse or scarf that makes you feel special. CEUs: 0.6

Course No. Date(s) Time
215TR503 10/15 9:00am-4:00pm

College, Campus & Room:
Three Rivers, Thames Valley Campus, Rm. 209
Instructor: Bettyann Marino
Fee: $85.
Appendices

• Agency Registration Form & Summary Pages

• Application Form for Staff

• Instructor Biographies

• Maps, Directions & Course Cancellation Policies
  On-line directions to our colleges are also available at:
  http://www.commnet.edu/colleges.html
Agency Registration Form

AGENCY REGISTRATION DEADLINE: August 3, 2004
This form may be submitted ONLY by the agency-designated Training Approval Officer!

Return registration forms (cover and summary pages 2 - ) by mail or FAX to:
Sharon Chamberland, In-Service Training Program Coordinator
BOT CTC, 61 Woodland St., 3rd floor, Hartford, CT 06105
Phone: 860-244-7614 Fax: 860-566-1308

Agency Name:
TAO / Primary Contact Name:

TAO Phone: TAO Fax: e-mail:

Mailing Address:
Alternate Contact Name, Phone & e-mail:
(This may be a primary contact or a backup / emergency contact)

Name & Title of Fiscal Officer*:
Fiscal Officer Signature: Date:

*This authorization 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. All billing will be based on the number of registrants approved. No withdrawals or course substitutions are allowed once seats are assigned. Any errors in the number of seats requested on the application is the responsibility of the agency and will not be corrected after seats have been assigned. See the Registration Information & Forms section for additional information.

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

Agency confirmations / seat assignments will be faxed to each agency no later than August 26, 2004.

Course Substitution Options: Circle your choice of number 1, 2, 3 or 4
When seats cannot be assigned because individual courses are canceled or over-requested, seats can simply be denied or substitutions can be made into other sections of the same course. Substitutions may be made into existing sections published in the catalog or new sections arranged to meet high demand. Each agency may choose whether or not to have substitutions made. Four choices are listed below - please see Registration Information on page 5 in the catalog for a more complete explanation of the options.

If no option is selected, “None” will be used for all requests.

One selection for my entire agency (circle 1, 2 or 3 below).
1. Allow substitutions into another section of the same course at the same college only.
2. Allow substitutions into another section of the same course at ANY college.
3. Do not make any substitutions. The courses, dates and times selected are the only acceptable choices.

Various options have been selected for each SEAT requested (# 4 below)
4. Use the individual options I have written in for each seat request.

IMPORTANT REQUEST:
Because seat requests are typically anonymous, it is impossible for us to know which seat requests are dependent upon introductory or intermediate level classes. When requesting seats in more than 1 class level for the same applicant (Introductory, Intermediate and Advanced), please indicate which particular seats must be assigned together. Alternatively, provide the last names of all applicants. Thank you!


NOTE: Agency registration summary pages are not included here. Printed versions of the catalog include the forms, and they will be sent electronically to all agency Training Approval Officers.
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<table>
<thead>
<tr>
<th>College Abbreviation</th>
<th>College Name</th>
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<tr>
<td>AV</td>
<td>Asnuntuck CC</td>
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<tr>
<td>CA</td>
<td>Capital CC</td>
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<tr>
<td>GW</td>
<td>Gateway CC</td>
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<tr>
<td>HO</td>
<td>Housatonic CC</td>
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<tr>
<td>MA</td>
<td>Manchester CC</td>
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<tr>
<td>MX</td>
<td>Middlesex CC</td>
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<td>NK</td>
<td>Norwalk CC</td>
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<td>NV</td>
<td>Naugatuck Valley CC</td>
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<td>Northwestern CT CC</td>
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<td>QV</td>
<td>Quinebaug Valley CC</td>
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<td>TR</td>
<td>Three Rivers CC</td>
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<td>TX</td>
<td>Tunxis CC</td>
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College Abbreviations:

AV  Asnuntuck CC
CA  Capital CC
GW  Gateway CC
HO  Housatonic CC
MA  Manchester CC
MX  Middlesex CC
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College Abbreviations:

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NW  Northwestern CT CC
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TR  Three Rivers CC
TX  Tunxis CC

Fall 2004
INDIVIDUAL APPLICATION FOR IN-SERVICE TRAINING PROGRAMS

Submit to your Training Approval Officer ONLY!

TO TRAINING APPROVAL OFFICER: This application is provided for your agency’s internal use only, and should not be submitted with your Agency’s registration summary pages. If your agency has its own Training Application Form, simply discard this one. Fill in your name and address in the box below. Request any additional student data that you must collect in the blank space provided.

TO APPLICANT: Return this Application to:

<table>
<thead>
<tr>
<th>TAO Name:</th>
<th>Address:</th>
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Return no later than:

REMINDER TO APPLICANT: Be sure to double-check the dates and times of the courses you are applying for, for any potential conflicts. **No seat changes or withdrawals are allowed once seats have been assigned.** See your Training Approval Officer about your agency’s internal rules regarding course approval and registration.

**COURSE INFORMATION — ONE COURSE PER PAGE**

<table>
<thead>
<tr>
<th>Course Title:</th>
<th>Course Number:</th>
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<tbody>
<tr>
<td>Course Dates:</td>
<td>Course Fee:</td>
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If this course is not available for any reason, I would like to be assigned a seat in another section of the same course:

___ At the Same College Only ___ At Any College ___ Do NOT Make Any Substitutions

I meet the prerequisites listed in the course description for this class (circle one): YES NO NONE LISTED

**APPLICANT INFORMATION**

<table>
<thead>
<tr>
<th>Name:</th>
<th>Title:</th>
<th>Telephone #:</th>
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<table>
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<th>Department:</th>
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**ADDITIONAL INFORMATION / NOTES**

**SUPERVISOR’S APPROVAL**

<table>
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<th>Signature:</th>
<th>Date:</th>
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HOW TO APPLY FOR TRAINING
(STUDENT INFORMATION)

IMPORTANT NOTE:
Please make your course selections very carefully, because **no withdrawals or substitutions can be made after seats have been assigned**. Also, pay special attention to any prerequisites that appear with course descriptions. You will have a better experience if you attend a course well suited to your skill level.

1. Obtain course schedules and information from your agency’s Training Approval Officer (TAO).

2. All registrations must be processed and submitted to the In-Service Program Coordinator by your agency’s TAO.

3. The deadline to submit registrations to your TAO may be earlier than the deadline printed elsewhere in this catalog.

4. Approval of applications by supervisors, fiscal officers or others is determined by each agency internally.

5. **If you cannot attend class for any reason, contact your TAO immediately. No withdrawals or seat changes are allowed, but a substitute from your agency may be sent in your place.**

6. Courses are usually held at one of the 12 Community Colleges located throughout the state. The college location is identified by a two-letter college code (see page margins for the key). When available, classroom information is also included, but CLASSROOM ASSIGNMENTS MAY CHANGE from the time the catalog is published and the class date. Updated classroom information will be provided to TAOs along with seat confirmations, and colleges will post last-minute changes.

8. Certificates of completion are handed out at the conclusion of each course. Students must attend 100% of one-day programs and at least 80% of longer programs to qualify for a certificate. Colleges may apply stricter attendance standards (100% attendance) for longer courses when necessary. Attendance records are made available to TAOs at the end of each term, but Certificates may also be required by your agency as proof of attendance.

9. Books are not required for most classes, but when they are a note is included in the course description. Books are available at an additional charge through the college’s bookstore.

10. In most cases, your name will not be submitted to the In-Service coordinator along with your seat request. Therefore, we do not know if you have been denied a class in the past, and cannot tell you directly if a seat has been assigned for you. You should direct all questions to your TAO. We assign all seats as fairly as possible by agency.

11. Weather closings: See each college map for details. College closing, late openings and early cancellations are announced on radio and TV stations in that area. If classes are held, you will be expected to attend, and no refunds or credits will be given for non-attendance.

12. Maps and directions are published in the appendices section of the catalog, and you may also access directions on the internet at www.commnet.edu. Individual college sites may be accessed through this site as well.
Instructor Biographies

Baird, Paula
Paula Baird is a linguist and an ESL (English as a Second Language) professional with over 15 years experience teaching college level ESL courses.
Courses offered this term: Perfect Pronunciation

Barb, Jon
Jon Barb has over twenty-five years of corporate training and consulting experience, working for Union Carbide, Xerox, and Olin Corporation. His assignments have taken him throughout the U.S., Canada, Europe, Mexico, and the Far East. He is the author of “Do What Works: A Guide to Increasing Your Happiness, Satisfaction, Productivity, and Peace of Mind”.
Courses offered this term: Problem Dissolving

Baxter, Anita
Anita Baxter is a communications professional with more than 30 years experience teaching communication skills and making presentations in business, education, government and the political arena.

She has previously served as First Selectwoman in New Hartford and has managed a public information program for a state agency. She now leads a communications firm, providing a wide array of training programs, executive communication coaching, meeting facilitation, and workshops for business and political organizations.
Courses offered this term: Business Email Etiquette; Powerful Presentations, Part I (The Basics); Powerful Presentations Part II; That’s Not What I Said

Bermani-McCann, Cheryl
Biography is not available at the time of publication

Bernard, Janice
Janice Bernard received her certificates for interpreting and teaching sign language from North West 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.
Courses offered this term: Sign Language I - for Beginners, Sign Language II - Intermediate

Bhatia, Neerja
Biography is not available at the time of publication
Courses offered this term: Make Time Your Ally

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.
Courses offered this term: Fundamentals of Management and Communications, Power Negotiations, Project Planning and Management Seminar
Braithwaite, Ralph
Ralph Braithwaite has an M.B.A. in organizational behavior and more than 20 years experience in training, human resources and teaching.
Courses offered this term: Competency-Based Systems and Performance Improvements, Creative Decision Making, Creativity - Thinking Out of the Box, Leadership & Motivation, Making the Most of Your Time, Making the Transition to Management, Mastering the Art of Outstanding Customer Service

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.
Courses offered this term: Spanish for the Workplace I, Spanish for the Workplace II, Spanish for the Workplace Refresher Course

Cangemi, Sandra
Sandy Cangemi has more than 13 years experience in conducting private and group sessions in medical hypnosis and physical holistic therapy. She is a graduate of the Hypnodyne Foundation, has completed certification in medical hypnosis and pain control, and is certified in the aurand method in Hypnovisual and Hypnotherapeutic Healing. Sandy is an active certified member of the National Guild of Hypnotherapists, and a member of the International Association of Counselors and Therapists.
Courses offered this term: Stop Smoking with Hypnosis, Weight Releasement Program by Hypnosis

Chasse, Joan
Joan Chasse has been working with computers for over 15 years. She was a technical manager for The Travelers in the Software Development Area teaching Microfocus COBOL. She was noted in PC Week magazine for a computer project she was part of at The Travelers. She currently teaches at Capital Community College and various other locations. Joan teaches an array of Microsoft applications, the Internet, and Keyboarding skills.
Courses offered this term: Basic Keyboarding, Introduction to Personal Computers, Word 2000 - III (Advanced)

Clegg, Cynthia H.
Cynthia Clegg has held senior level management positions in business, education and in the non-profit industry sectors. She is a communications and marketing specialist with more than 25 years of experience in training professionals on effective oral and written communication skills and has made numerous presentations to corporate, government and non-profit entities. Ms. Clegg is a graduate of the University of Connecticut and received a Masters, as well as an advanced degree in Education Administration, from Southern Connecticut State University.
Courses offered this term: Letting Your Emotions Work for You

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.

Deperry, Mary
Mary Deperry is currently a staff development manager responsible for developing, presenting and administering major training programs. She has extensive training experience in corporate, governmental and educational settings and has an M.A. in counseling with expertise in using the Myers-Briggs Type Indicator. She has presented well over 500 programs using the MBTI for conflict resolution, career management and team-building.
Courses offered this term: Effective Conflict Resolution & Stress Reduction with the Myers Briggs Type Indicator
Emerick, M.S., Karen
For over 35 years Karen has been in the forefront of the alternative healing arts movement. She incorporates all of her knowledge in movement education, yoga, energy healing, massage and other disciplines to facilitate others on their personal journey towards self-empowerment, balance and healing. Her Feldenkrais Training deepened her ability to guide her students toward unlimited possibilities of movement, freedom from pain and enhanced personal growth.
Courses offered this term: Easing Lower Back Pain, Stiff Neck? Tight Shoulders?

Fournier, Ph.D., Randolph
Randolph Fournier, Ph.D., is the director of library/information resources at MCC. He has more than 15 years’ experience in the field of computer technology and has taught at various institutions of higher education including Virginia Tech, University of Maryland, and the University of North Carolina.
Courses offered this term: Be Your Own PC Tech I

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.
Courses offered this term: Power Communication

Gialluca, John
John Gialluca is a practicing security professional at a Fortune 500 company. He is also a Microsoft Certified Systems Engineer and served as a subject matter expert for Comptia’s Server+ Certification.
Courses offered this term: Security: Securing Your Identity in the Information Age, Security: Defending Against Hackers & Viruses

Gonzalez, Maria
Biography is not available at the time of publication
Courses offered this term: Spanish: On the Job - II (Intermediate), Spanish: On the Job - III (Advanced)

Halkyard, Rich
Richard B. Halkyard, Jr. is an educator with over 25 years of diversified experience in health care administration and management information systems. A respected leader and teacher successful in project administration, purchasing, and budgeting. Documented effectiveness with planning, presenting, problem-solving, and persuading to increase productivity, reduce operating costs, and improve service.
Mr. Halkyard is expert in the application of: MS-DOS, MS-Windows?, MS-Word?, MS-Excel?, MS-Access?, MS-PowerPoint?, Internetworking, Voice and Data Cabling, Java, PERL, Computer Operating Systems Hardware and Software, FrontPage, C++, Personal Cobol, Visual Basic, .NET, QuickBooks, and Telephony. Mr. Halkyard is also knowledgeable of medical office practices, procedures, and billing in the areas of Managed Care, commercial insurance, Medicare and Medicaid including CPT and ICD-9 coding and experienced with Accounting and business systems.
Courses offered this term: Introduction to .NET, Introduction to C#, VB.NET I (Introduction), VB.NET II (Intermediate)

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.

Holcomb, James
Biography is not available at time of publication
Courses offered this term: Adobe Acrobat 3.0 Preview, Files & Folders, Internet for Beginners, Internet Navigation, Downloading Files, Web Page Design I, What’s a Scanner?
Jung, Marlene
Marlene Jung, CPA, LLC, has been president of a public accounting and computer-consulting firm for the past 10 years. Marlene is a CPA with a Master of Science in Taxation (MST) and also a QuickBooks Professional Advisor.
Courses offered this term: Accounting I, Accounting II

Kelly, John
John Kelly, MBA/CPA, is associate professor of accounting in the College Learning Center at MCC.
Courses offered this term: Maximize your Presentations Using Excel & PowerPoint

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

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.
Courses offered this term: Developing Productive Work Relationships, Managing Disagreement, Conflict & Confrontation, Interpersonal Effectiveness

Lipman, Stuart
Stuart Lipman brings more than 20 years of technical and practical experience to the classroom.
Courses offered this term: Be Your Own PC Tech II, Troubleshooting Windows

Lucas, Diane
Diane has many years of experience teaching various software packages to adult learners, including the Microsoft's Office Suite. She designs web pages using HTML, FrontPage, Dreamweaver and Fireworks. She is experienced with database analysis and design.

Mackey, Eris J.
Eris Mackey is a consultant, curriculum designer, and facilitator with expertise in leadership, management, communications and self-awareness skills needed to meet the challenges faced by today's workforce. Eris brings to her seminars more than 23 years experience as a supervisor, manager, career coach, and facilitator. She has over 15 years experience in Personnel Administration and spent the last nine years as a soft-skills facilitator; she has mentored over 4,500 of today’s leaders, managers, and supervisors.
Courses offered this term: Doing What You Love & Loving What You’re Doing

Marino, Bettyann
Bettyann Marino is a professional trainer and instructor with 10 years experience. She is the developer of the “Quiet Power” and “Building Strong Bridges” seminars. She has a degree in administration with an expertise in problem-solving and team development.
Courses offered this term: Who Am I?
Mascaro, Emilia
Emilia began her career in the financial services industry in 1985 and is licensed by the National Association of Securities Dealers (NASD). She was awarded the CFP (Certified Financial Planner) designation and maintains her certification requirements. Emilia holds a masters degree in Education from Central Connecticut State University and a Masters degree in Management from Rensselaer.
Courses offered this term: Budgeting Basics, Invest for Your Future

Matthews, Tom
Thomas J. Matthews, M.A., CPP -
Tom holds a Bachelor's Degree in English from Iowa Wesleyan College and a Master's Degree in Business Administration from Chapman College. With extensive experience as a Security Consultant and Manager, Tom is a Certified Protection Professional as well as a former U.S. Air Force Education Counselor and the past Director of the Connecticut Office of Veterans' Affairs.
Courses offered this term: Personal Safety and Security in the Workplace and at Home

Murphy, Lisa
Lisa Murphy is a professional software trainer with 20 years experience in database, spreadsheet, and desktop publishing instruction. She has authored dozens of courses for business users and specializes in database and website development.
Courses offered this term: Access 2000 Queries, Access Business Skills for Non-Programmers, Excel 2000 Smart Charts, Excel Data and Functions, Publisher 2000 - II (Intermediate), Selecting the Appropriate Microsoft Product for the Task, Word 2000 Forms, Templates, and Macros

Ocone, Richard
Biography is not currently available
Courses offered this term: Reawaken Your Natural Memory

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.
Courses offered this term: Avoiding Job Burnout - Strategies to Prevent and Overcome It, Dealing Positively with Anger & Frustration, Developing Cubicle Courtesy: Enhancing Your Cubicle Life by Gaining the Cooperation of Those in the Next Cube, Do You Know with Whom You're Dealing? How to Deal Effectively with Different Personality Styles in the Workplace, How to Deal with Difficult People and Win Them Over, How to Recognize, Survive, and Deal Effectively with the Troublesome Employee, Human Dignity: The Communication Debate, Making a Positive Impact with Effective Non-Verbal Communication, Making Meetings Productive: Facilitating and Participating in Meetings that Get Results, Managing Multiple Priorities: Creating Time Efficiency, Mastering Office Politics, Navigating the Treacherous Waters of Your Office: Interpersonal Skills Strategies that Empower You, Resiliency: Developing the Ability to Bounce Back with Ease, Thinking on Your Feet: Developing the Power to Persuade

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”.
Courses offered this term: Bringing Your Spirit to Work
Rasimas, John
John Rasimas is a Certified Public Accountant, currently serving as a principal auditor for the Auditors of Public Accounts. He has held the positions of Director, President, and Vice-President of the Connecticut Society of Governmental Accountants, and is a regular contributor to the Hartford Courant. During 2000, John served as the Senior Technical Advisor for the Exchange Program for the United Nations Development Program in China. He has lectured in Beijing; Shanghai; and Tianjin.
Courses offered this term: Governmental Accounting - Part I, Governmental Accounting - Part II

Reilly, Noreen
Noreen Reilly has a B.S. from Bryant College and more than 15 years experience in business. She conducts professional development seminars for corporations, colleges, and non-profit organizations.
Courses offered this term: 101 Ways to Reduce Stress and Stay Healthy, Boost Your Brain Power!, Communicating Proactively, Developing the Leader Within, Developing Your Many Intelligences: You’re Smarter Than You Think, Gender Communication Styles, Maximize Your Memory, Organizational Skills for the Creative Person, Resolving Conflict Constructively, Speak Now, Spontaneous Speaking, Transformational Leadership - The Keys to Success, Using Both Sides of Your Brain

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

Routh, Candace
Candace Routh has been a business communications consultant since 1988, helping clients discover and develop the full potential of their business communications skills at all levels. She has conducted workshops, coaching sessions, and special writing and consulting assignments for clients in the U.S., U.K., Europe, Australia and the Far East. She has headed her own consulting practice since 1993.
Courses offered this term: Are You Really Listening?, Grammar and Punctuation for Managers Supervisors and Engineers, Notes Minutes & Status Reports: Techniques for Professionals,

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.
Courses offered this term: Visio 2002 Essentials

Schulde, Mike
Biography is not currently available
Courses offered this term: Meaningful Meetings

Schwartz, Charles
Charles Schwartz is a Professor of Computer Science with 18+ years experience in the fields of programming, management information systems, and application development.
Courses offered this term: Excel 2002 (XP) - I (Introduction), Front Page 2000 - I (Introduction), Front Page 2000 - II (Intermediate)
Summa, Louise
Louise Summa has served as the Human Resources Director, HRIS Manager and Employee Relations designee at Three Rivers Community College. In addition to that primary role, she has formerly served as Affirmative Action Officer and Diversity Trainer. Louise has developed presentations on the national and regional level in areas dealing with Employee development.
Courses offered this term: Communicating Effectively in Tough Situations, Developing Effective Communication, High Performance Teams

Thomas, Elizabeth
Elizabeth Thomas has 20 years of experience in end-user technology support and education. She has been an instructor in Continuing Education programs since 1998 and specializes in Microsoft Office applications, Internet, Publisher, Outlook, and Windows.
Courses offered this term: Excel 2000 - I (Introduction), Excel 2000 - II (Intermediate)

Thornton, Robert
Robert Thornton has more than ten years experience as an IT instructor and developer, specializing in client/server and web-based programming. He also has a certificate in structured programming from Rensselear Polytechnic Institute and is a Certified Internet Webmaster (CIW).
Courses offered this term: Information Design, Publisher 2000 - I (Introduction)

Vincze, John
Biography is not currently available
Courses offered this term: Franklin Covey’s 4 Disciplines®, Franklin Covey’s Focus®, Franklin Covey’s The Power of Understanding®, Stephen Covey’s “Seven Habits of Highly Effective People”®, Stephen Covey’s “What Matters Most”®

Wagner, Jerry
Jerry Wagner is the principle of LearningResources, an organizational development and performance-consulting group. He has an MS in Organizational Management. Jerry is a Ph.D. candidate at UConn where his area of research is organizational learning, transfer of learning and transformational learning communities. He is a licensed alcohol and drug counselor. He is an adjunct professor at Eastern Connecticut State University in the Master’s program in Organizational Management where he teaches a Research Methods course and a course on Organizational Change.
Courses offered this term: Critical Thinking, Leadership, and Change

Wilson, Sherwin
Sherwin Wilson is an independent computer consultant/technician who has been involved in the computer industry for over 12 years. Working with local area colleges and non-profit organizations instructing students in one to one computer software training. He also specializes in small office, home office design (SOHO), wireless networks, high-end computers and mobile computing devises.
Courses offered this term: Electronically Organize Your Life!

Winters, Margi
Biography is not currently available
Courses offered this term: Grant Writing: Writing Winning Grant Proposals, Grant Writing: Advanced Grant Writing

Zito, Janet
Janet Zito is a Professor of Humanities at Three Rivers Community College. She holds a B.A. from Southern Connecticut State University and a M.A. from the University of Connecticut. Ms. Zito has been teaching communication courses for 33 years.
Courses offered this term: Presenting Powerful Presentation Skills
Asnuntuck Driving Directions

170 Elm Street, Enfield, CT 06082
(860) 253-3000
www.acc.commnet.edu

Directions from I-91, North or Southbound:

1. From I-91, take Exit 48, Route 220 which is marked Elm Street / Thompsonville.
2. Turn right onto Elm Street and proceed approximately ¾ mile.
3. The college is located on the right, shortly past Palomba Drive.

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:

- WHYN AM 560 FM 93.1
- WKSS AM 1360 FM 95.7
- WDRC AM 1080 FM 102.9
- WTIC AM 1360 FM 96.5
- WHCN AM 1080 FM 106
- WKIX FM 97.9

You may also call ACTCs toll-free recorded message: 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. The entrance to the garage is on Talcott Street. **IMPORTANT** - Bring your ticket stub to class for validation!

**Via Interstate 84 East (from West Hartford, Farmington, etc.)**
Take Exit 50 (Main St.). At third traffic light, turn right onto Market Street. Take first left onto Talcott Street, then first left into the Garage entrance.

**Via Interstate 84 West (from East Hartford, Manchester, Route 2, etc.)**
Take Exit 50 (Main St.). At bottom of ramp, turn left onto Market Street. Take second left onto Talcott Street, then first left into Garage entrance.

**Via Interstate 91 North or South**
Take Exit 32-B (Trumbull St.) At the bottom of ramp, turn left onto Market Street. Take third left onto Talcott Street, then first left into Garage entrance.

**To enter the Capital Community College building from the Morgan Street Parking Garage: (Two entrances are available)**

1) **Lower Entrance:**
The Lower Entrance is located on the corner of Market Street and Talcott Street (diagonally across from the Morgan Street Parking Garage elevator lobby)
   - When in the building, take the elevator up to the first floor.
   - Turn right and walk down hallway to circular retail area.
   - Follow signs to Capital Community College lobby.

2) **950 Main Street Entrance:**
From the parking garage entrance, walk up Talcott Street to Main Street. Take a left onto Main Street. College entrance will be on your left just before the Marriott Residence Inn.
College Closing Procedures:

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

<table>
<thead>
<tr>
<th>Station</th>
<th>Channel</th>
<th>FM</th>
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<td>WVIT-TV</td>
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<td>WTIC</td>
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<td>WRCH 100.5 FM</td>
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<td></td>
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<td>WZMX 93.7 FM</td>
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</tbody>
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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.
Gateway

Long Wharf Campus: 60 Sargent Street New Haven, CT  (203) 789-7071
North Haven Campus: 88 Bassett Road North Haven, CT  (203) 234-3335

www.gwctc.commnet.edu

Directions to the North Haven Campus, for In-Service classes:

FROM NEW HAVEN & POINTS SOUTH
1. I-95 to I-91 North to exit 11 (Route 22).
2. At end of ramp, turn right onto Route 22 (Clintonville Road).
3. Go straight to 3rd light and turn left onto Bassett Road.
4. College is ¾ mile on the right.
-OR-
1. Route 15 North (Wilbur Cross Parkway) to exit 63.
2. At end of ramp, turn right onto Route 22 (Clintonville Road).
3. Proceed to 4th traffic light, turn left (Bassett Road), College is approximately ¼ mile on right.

FROM HARTFORD & POINTS NORTH
1. I-91 South to exit 12 (Washington Avenue).
2. At end of ramp, turn left.
3. Proceed to 2nd traffic light, turn left (Blakeslee Avenue).
4. At end of road, turn left (Bassett Road). College is approximately ¼ mile on right.
-OR-
1. Route 15 South (Wilbur Cross Parkway) to exit 63.
2. At end of ramp, turn left (Hartford Turnpike).
3. At next light, turn left onto Route 22 (Clintonville Road).
4. Proceed to 5th traffic light, turn left (Bassett Road). College is approximately ¼ mile on right.

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  WKCI, 101 FM
WNHC, 1340 AM  WKSS, 97.5 AM
WPLR, 99.1 FM  WEZN, 99.9 FM
WICC, 600 AM  WEBE, 108 FM
WTIC, 1080 AM  WCCC, 106.9 FM
WCCC, 1290 AM  WHCN, 105.9 FM
Manchester, Driving Directions

Manchester
Great Path, P.O. Box 1046  Manchester, CT 06040
(860) 647-6000
www.mcc.commnet.edu

Highway Directions to MCC (1/16/02)

From Hartford: From I-84 Eastbound, take exit 59 to I-395. Immediately take exit 1. Turn left onto Spencer St. (eastbound). Turn right onto Hillstown 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-84 Westbound. Take exit 59 onto I-395. Immediately take exit 1. Turn left onto Spencer St. (eastbound). Turn right onto Hillstown 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 Hillstown 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-395 west, to I-395. Immediately take exit 1. Turn left onto Spencer St. (eastbound). Turn right onto Hillstown 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
- WRCH
- WCCC

In addition, you may call the college's automated Info Line at (860) 645-9330, or the main line at (860) 647-6000.
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 apx 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.
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 (at Shell Station). Thames Valley Campus is about .2 mile on left.
**Tunxis, Driving Directions**

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<td>430 North Main Street</td>
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<tr>
<td>Farmington, CT 06032</td>
<td>Bristol, CT 06010</td>
</tr>
<tr>
<td>(860) 677-7701</td>
<td>(860) 314-4704</td>
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[www.tunxis.commnet.edu](http://www.tunxis.commnet.edu)

In-Service course will be held at both the Bristol Career Center and the Farmington campus. **Students must check course locations carefully.**

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**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. 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.

**From Waterbury:**
Take 84 East to Rt. 72. Take Exit 1 onto Rt. 177 / North Washington St. and then follow the underlined directions above.

---

**Directions to the Main Campus in Farmington:**

**From I-84 Westbound (Hartford):**
Take Exit 38 -- Route 6 towards 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 N. 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.

**From I-84 Eastbound (from Waterbury):**
Take Exit 33 (Route 72 West – Plainville/New Britain) which is a left exit approximately 2.8 miles past Exit 32 (Exit 32 Queen Street/Southington). Continue for 2 miles on Route 72. Exit at Route 177 North. Tunxis is on the right 2 miles from the exit ramp and just before the second light.

**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 Street. Turn right onto Route 177 North. Tunxis is on the right 2 miles from the exit ramp and just before the second light.

---

**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, WWYZ, or call the college at (860) 677-7701
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