

# **Workforce Development and Customized Programs**

## **2022 Course Catalog**

**Office of Continuing Professional Education**





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## ***Sample Leadership Certificate Series Curriculum***

Take all of the courses listed within each series or customize one to fit your needs and earn a Rutgers Certificate!

### Sample Program 1

- Peer to Supervisor
- Resolving Conflict
- Giving Recognition and Feedback
- Performance Management

### Sample Program 2

- Peer to Supervisor
- Emotional Intelligence
- Diversity Awareness
- Coaching and Motivation
- Effective Communication

### Sample Program 3

- Management and Leadership Skills
- Managing Organizational Change
- Emotional Intelligence
- Building Relationships

### Sample Program 4

- Communicating with Clarity
- Coaching and Motivation
- Leadership for an Inclusive Culture
- Strategic Planning & Goal Setting

## **Additional Topics Are Available by Request**

### ***Professional Development Courses***

*Note: An asterisk indicates that the course is subject to instructor availability.*

#### \*12 Steps to Positive Productivity

Turning a negative mindset into a positive one makes people happier, healthier, and more productive. An employee that feels good about what they are doing is more engaged. This program will discuss how to foster a positive workplace that stimulates success, while increasing positive emotions and well-being; improve relationships that amplify abilities and creativity; and reduce stress while increasing resilience.

#### Accountability

Both managers and individual contributors often report an apparent lack of accountability in fellow team members as one of their biggest frustrations. They also point out that holding others accountable is one of the difficult conversations required in the workplace and they desire to grow their skills in having these conversations.

#### Adapting to Change

This course will discuss the impact of changes in the workplace. It will examine common feelings and reactions to current workplace changes, how the employee adapts to them, and how these reactions affect the workplace. It will cover techniques for building confidence and adapting to change. This course will examine what factors employees can control or influence and how they can develop a personal action plan to adapt to change.

#### Attitude of Gratitude

A culture where employees feel appreciated is critical to success with both relationships and results. Learn how you can improve your own mindset to think and act more positively and how to influence others to do the same.

## Building Relationships

The single most important factor creating, influencing, and maintaining motivational peaks, focused engagement, and high productivity levels is the relationship the employee has with his or her manager/ team leader. The focal point of this program is to help employees at all levels to recognize and utilize their leadership potential. Whether you are a new or seasoned leader, this program will help you learn to build strong, trusting relationships with your team and co-workers for higher productivity and engagement.

## \*Business Development

This course is designed to help reinforce the skills needed to develop new business opportunities and enhance existing business. This course will focus on the fundamentals of setting objectives, provide an overview of the needs-based selling process, help employees prepare for customer calls, identify the steps of making a sales call from initial contact through closing the call and achieving desired results, help employees overcome common objections, and reinforce listening skills. Through scenarios and role-play, participants will develop the tools needed to network effectively and find additional future business prospects.

## Business Ethics

The program includes an overview of ethics and workplace ethics, several case studies, and discussions of the value of business ethics to an organization. In all, this course will identify and encourage behaviors that ensure customers and clients are treated fairly and properly, increasing the reputation of an organization.

## Coaching and Motivation

This course presents the participant with the skills needed to motivate individuals. It explores motivational principles, various motivators that employees respond to, and identifies barriers that need to be addressed for continued success and growth of employees. The course also covers coaching skills and techniques necessary to motivate groups toward success. The concept of positive growth and transition for all work environments is emphasized.

## Communicating with Clarity

This program is designed to provide supervisors and managers with advanced communication skills that will help them to get the most out of their relationships with peers, bosses, and those who report to them. It will cover how to give effective feedback, send professional emails, use stories in persuasive speech, use communication in collaborative setting, and give presentations on short notice. At the end of the program, participants will develop an action plan to use these skills on-the-job going forward.

## Compensation and Benefits

This course is designed to help managers and human resources professionals understand the importance of proper compensation to employee engagement and how to determine fair compensation and benefits for employees. The program will define terms such as salary, wages, and compensation, focus on the factors influencing compensation, and provide an overview of various benefits employees can receive.

## Critical Thinking

This program will help participants to think through problems and obstacles in the workplace in a more effective manner. The course will begin by defining critical thinking and its importance to career success. It will also cover several cognitive biases that can prevent employees from thinking clearly. A step-by-step process to solving problems will also be discussed.

## \*Cross Selling

In this course, participants will learn the sales technique of cross selling (also called suggestive selling), which will help them boost sales and better meet the needs of their customers. The course will discuss how to create rapport with a customer, what questions to ask to determine a customer's additional needs, active listening, how to present additional products, and how to handle objections effectively.

## Crucial Conversations

The toughest conversations are the ones where the outcomes matter, there is a difference of opinion, and emotions are running high. These are the conversations that also matter the most. This program helps you to stop and plan your discussion to resolve issues without destroying relationships in both personal and work situations.

## Cultural Competency

This training will focus on building one's cultural competency to enhance policy and practice managers' experiences in the workplace. Learners will engage in an in-depth conversation about culture, equity, and inclusion. We will spotlight levels of cultural understanding and expand on one's identified definition of culture.

Responding to cultural insensitivity and workplace harassment is not always clear cut. Assessing one's cultural competency, and alignment with mission, vision, and values will build strength and clarity. This course offers active steps to inclusion, identifying, and avoiding workplace harassment while raising one's own confidence to do "this" work.

## Customer Service Skills

The program begins by asking participants to assess their current customer service performance, helping them to identify potential areas of growth. This course will teach participants how to connect with customers by focusing on four key principles – service, attitude, consistency, and teamwork. These improved customer service skills will help to keep current customers and attract new ones.

## \*Customer-Focused Sales Strategies

This program will provide participants with sales skills and knowledge that use the employee's understanding of the customer to make smart sales decisions. Employees will learn skills for creating positive customer connections, gain listening and questioning skills, and acquire an understanding of what is valuable to customers. Participants will also learn to see the sales process from both the buyer and seller's perspective.

## Delegating for Success

It might seem easier to just do the work ourselves, however, how will the staff grow, learn and work as a team to meet our objectives? A big part of the answer lies in effectively delegating. With a system that helps us get the right formula of communicating, directing and allowing for accountability, we can re-engage our teams and develop them so we are hitting all of our goals. This course provides key competences for managing people, such as setting clear and concise direction and establishing objectives and goals for your direct reports.

### \*Developing Leadership Capabilities

This program is designed to develop and enhance the skills and knowledge managers require to effectively lead a team in a modern business environment. Topics include defining a good leader, establishing the difference between a manager and a leader, and skills and qualities required of a leader, such as decision making, communication, coaching and motivation, problem solving, and more.

### \*Discovering Values that Drive Performance

A strong culture produces employees with a well-tuned sense of direction and helps create common definitions of success, so your company can grow as a team. This presentation will discuss the alignment of personal and company values; how to cultivate behaviors that honor values and impact performance; and how to develop high-performance teams with a common purpose and values.

### Diversity Awareness

This course is an introduction to identifying one's cultural lens, becoming aware of unconscious bias, practicing cultural sensitivity, and building towards cross-cultural fluency. This course will provide an interactive space to increase awareness of difference, expand the definition of diversity, and explore the distinctions between affirmative action, diversity, equity, and inclusion. Tools will be discussed to provide individuals with steps they can take to prevent biased attitudes and behaviors from interfering with decisions and interactions in their work environment.

### Effective Communication

Through discussions of how people communicate and why communication is important, this program presents the principles and practices of excellent communication skills within any group. Participants will discuss barriers to communication and concentrate on the benefits of good communication. Along with basic principles of communication, specific skills such as active listening will be covered.

### \*Effective Interviewing

This program will provide essential tips and guidelines for determining the best person to fill a position. The course will cover how to keep an interview formal, grade interviewee responses, avoid asking illegal questions, and create the proper conversational balance between interviewer and interviewee. After completing this course, participants will be able to more effectively interview job candidates.



## Emotional Intelligence

This course will examine emotional intelligence and its role in effective leadership. Participants will outline and explore the nature of emotional intelligence, which is the ability of an individual to recognize their own and others' emotions and understand their effects on the workplace. Communication styles and additional practical tools for improving one's ability to work successfully with others will be covered.

## Empathy in Action

Employed properly, empathy is simple and yet so powerful. Many times we get this wrong because we want to fix, change, rescue or problem solve. This workshop will help you to get it right. Participants will gain a deeper understanding of empathy, why it matters and its benefits. In addition, they will learn strategies to employ empathy, the questions to ask, how to improve relations and help you be a more productive team member or effective leader.

## \*Employee Engagement

Employee engagement, the extent to which employees enjoy, believe in, and feel valued for what they do, is a top indicator of organizational success. This program will teach managers and supervisors how to improve employee engagement in their organization. The course will focus on essential practices for increasing employee engagement, such as control, confidence, and communication.

## Employee Resource Groups that Engage and Add Value

If you've ever enjoyed lime or chili flavored snack chips, you have an Employee Resource Group to thank. Employee or Business Resource Groups (ERGs / BRGGs) are voluntary employee-led groups whose aim is to foster a diverse, inclusive workplace and support business goals. They are organized around shared backgrounds or experiences such as gender, ethnicity, racial, lifestyles or interests. By providing support in personal and career development for employees, they help foster a sense of belonging and engagement. Many of the most successful and well-regarded companies have active ERGs that have proven to be a valuable resource to achieving business goals. Frequent examples of their contributions are seen in areas such as recruiting underrepresented talent, offering new product ideas, and making new connections to customers and the community. This program introduces you to: what Affinity, Employee Resource, and Business Resource Groups are; how ERG's can increase employee engagement; the crucial role of executives; best practices organizing and establishing ERGs; How can ERGs provide a resource as a valued resource to achieving business goals; things you want to know but were afraid to ask, such as how to get started at your company.

### \*Fostering Positive Incremental Change

Simple steps that will change your life and impact your business. Help ease the chaos found in embracing change and transition. Learn the magic behind unlocking hidden opportunities and realizing true potential. This course will discuss how to identify and consider possibilities to make forward progress; move closer to a collaborative vision for the future; create a sustainable action for continued growth.

### Giving Recognition and Feedback

This course explores the importance of effectively giving recognition and feedback. It will touch upon identifying opportunities to give employees positive feedback, practical tips for delivering both positive and negative feedback, and the importance of following up after feedback is given.

### How to Influence People

This course focuses on the fundamentals of influencing others and explores methods to help employees achieve their persuasion-based objectives. Participants will learn to use strategic thinking techniques, maintain a positive attitude, and use optimal communication techniques. By the end of this course, participants will be able to more effectively influence others in the direction of their choice.

### \*I'm a New Project Manager! Where Do I Begin?

Are you new to Project Management? Have you been given a project to manage, but have no idea where to start? We're here to help! This 4-hour course will provide an entry-level overview of the general project management process and the PM's role throughout the process, with practical tips along the way. A case study will engage the attendees in developing a project charter or project plan for a fictional product.

### \*Introduction to Human Resources

This program provides participants with all the basic knowledge needed to gain an understanding of the role and function of human resources professionals. The course will define the distinction between HR management and personnel management and cover the basic functions of human resources, including recruitment, learning and development, and ensuring legal compliance.

## Introduction to Agile Project Management

Agile Project Management is a method of managing short development cycles for small projects using an iterative development methodology and progressively elaborated incremental requirements. Participants in this one-day Agile Project Management Introduction course will enhance their focus on approach, mindset, and principles to expand value to project success. Risks and costs are reduced using continuous involvement of stakeholders.

## \*Introduction to Project Management – 8 hrs.

Project Management is critical to manage changes for today's business and to achieve organizational success. Participants in this one-day Project Management Introduction course will refresh their knowledge of skills, concepts and techniques, and build a foundation of Project Management knowledge.

## It's About Respect – Recognizing Harassment in a Diverse Workplace

This course discusses harassment, the costs of harassment in the workplace, and harassment prevention. In the course, participants will learn to define harassment and gain an understanding of the effects of harassment on an individual. This course also covers what to do if an employee believes he or she is being treated differently than co-workers or is subject to harassment.

## Leadership for an Inclusive Culture

Direct supervisors and managers have the biggest impact on their employees' experience. The culture of an employee's immediate group or team becomes the standard of how the entire organization is viewed. By creating a culture of inclusiveness and high engagement, employees are most likely to stay and do their best work, and the organization can activate the potential advantages of a diverse workforce.

## \*Leadership Skills for High Performing Teams

Leaders require a capacity to lead from both the heart and the head if they wish to maximize the performance of their teams. Taking a holistic look at what that means, leaders must have an understanding of team dynamics, team player styles, and the ability to recognize characteristics associated with both functional and dysfunctional teams. With the goal of mapping out a personal portrait of their leadership strengths and opportunities for improvement, this workshop allows participants to enhance their listening and conflict management skills, identify the behaviors associated with high-trust leaders, and integrate higher levels of emotional intelligence into every interaction with team members.

### \*Leadership Styles

This course will explore different leadership styles and the strengths and weaknesses of each. Through activities and role play, participants will develop the tools necessary to recognize and utilize their own leadership/behavioral style, understand the behavioral style of others, and how to best respond to others for maximum effectiveness and results.

### \*Leading a Virtual Team

It is easy to assume that our fundamental needs as team members remains the same when we go virtual – after all, your responsibilities and deliverables don't change much. Yet, what the research finds is that virtual teams do have different needs. How you, as a Team Leader, create a shared sense of context, understanding and accountability is critical to the Team's ability to deliver on key results. This session will help you understand the key actions and conversations that need to happen in order for your virtual team to remain engaged, productive and resilient.

### \* Learning and Development

In this course, participants will learn how to identify needs and design programs that will meet the needs of their employees. The program will discuss conducting needs assessments, the role of class in overall employee development, and the use of technology in employee class. After completing this course, participants will have a fuller understanding of how to develop their employees.

### Management and Leadership Skills

This program, designed for new or up-and-coming organizational leaders, provides an overview of the management and leadership skills all managers need for success. The course will introduce participants to the responsibilities of a manager, giving positive and corrective feedback, coaching for performance problems, and much more.

### Managing Conflict Professionally

Conflict is found, to one degree or another, wherever people work together. When recognized and handled effectively, it can lead to more productive teams and better working relationships among colleagues. Additionally, some conflicts can be avoided, particularly those that are the result of miscommunication due to poor listening or other misunderstandings. Through discussion, exercises and other activities, this workshop will offer participants opportunities to identify their conflict management style, discover tools which foster better communication, and outline steps to handle conflicts more effectively.

### Managing Difficult Situations

This course teaches staff how to respond effectively and sensitively to resistance, charged emotions, and challenging behaviors with clients, customers, and co-workers. When staff can effectively respond to challenging situations, they are better equipped to provide the highest quality customer service. Employees are more satisfied when they have the skills and tools to respond effectively to difficult situations.

### Managing Multiple Generations in the Workplace

This course will define each of the generations currently in workplaces, as well as what these individuals want and need from their work and their workplace leaders. Practical tips for working with each generation and the importance of treating individuals from different generations differently are also covered.

### Managing Organizational Change

This workshop will provide managers and supervisors with the tools and knowledge needed to lead their teams through changes that affect their organization. During this session, participants will discuss the importance of clear communication from managers and supervisors throughout the change process, the different ways employees respond to workplace change, common emotions associated with workplace change, stages in change acceptance, and tips for managing resistance to change.

### Mastering Your Emotions

The ability to master your emotions is one of the most important keys to your business and personal success. They can spoil relationships, create stress, health problems, reduce productivity, stall your career, destroy your family life, and tear down your self-esteem. This enlightening program presents an innovative, solution-driven approach to the inevitable emotions that arise at work and home. Learn how to transform destructive emotions into positive, productive forces.

### \*Mindfulness and Self-Care for the Busy Professional

This course discusses mindfulness & how conscious action supports a holistic work/life balance. It will discuss self-care & why it is important for both our physical & mental well-being. Participants will have the opportunity to create a customized plan that will support their individual needs.

## Negotiations

This workshop will provide participants with an interactive approach to negotiations. The program will identify negotiation as a fact of life, and teach skills for both formal and informal workplace negotiations. Negotiation styles, types of negotiations, and obstacles to fair and effective negotiations will also be covered.

## \*Partner with your Boss

This course will offer techniques for becoming more productive, valuable, and effective for an organization by understanding the communication skills, conflict management skills, and collaboration skills needed to successfully work with one's boss and co-workers. It will provide several examples and activities to help participants see where their current strengths and weaknesses in these areas are.

## Peer to Supervisor

This course is designed to aid those who are moving or recently moved into supervisory or management positions. It discusses the transition from peer to supervisor and the adjustments necessary to make that transition successful. Participants will learn a variety of skills which will optimize this transition, including strategic thinking, effective communication, and motivation skills.

## Performance Management

Management improve employee confidence and performance. Participants will learn how to set goals for employees, give feedback effectively, and coach and motivate employees to success. The success of supervisors and managers is often measured by their ability to use these key skills.

## Positive Responses to Aggressive Behavior

The clients, customers, or patients at some organizations may regularly get involved in conflicts or confrontations. This course will help employees at these organizations to understand what these confrontations may look like and the main causes of conflict among customers in their workplace. Participants will learn targeted communication skills that can be used to prevent conflicts from occurring, as well as de-escalation skills to handle conflicts that arise.

## Presentations Skills

This program will help employees develop their presentation skills and learn how to present ideas with conviction, control, and poise. Participants will learn to use both verbal and nonverbal messages, practice nonverbal impact skills, reduce nervousness, engage the attention of the listeners, and make their content clearer and more memorable. Effective presentation skills are needed to sell products, services, and ideas.

## Problem Solving

In this course, participants will gain advanced skills that will help them to identify and solve complex workplace and organizational problems. Topics include different problem-solving styles, the individual steps in the problem-solving process (such as defining the problem, developing solutions, considering the consequences, and evaluating the solution after implementation), and specific tools for the participant's problem solving toolbox.

## Professionalism

This program defines what it means to be a professional. It covers behaviors that are and are not professional, the benefits of professionalism, and the challenges to acting professionally. Specific skills taught in this course include effective use of body language, effective communication, active listening, and stress management.

## Project Leadership Basics

This informative workshop will break down the basics of project leadership, review how to avoid some of the common pitfalls and discuss strategies integral to bringing your project in on time, on budget and with satisfied stakeholders. A project leader has more of a focus on the people rather than project. Leaders will learn how to engage and motivate their team by creating a vision and purpose around the project.

## \*Project Management Certification Preparation – 35 hrs.

This 35-hour program will prepare participants to take the Project Management Professional exam, which leads to a globally-recognized certification credential based on the Project Management Institute's (PMI) Project Management Body of Knowledge (PMBOK). The PMBOK consists of competencies such as project integration, cost management, project control, risk management, quality management, communications management, and professional responsibility. These skills will prepare participants to become future Project Management leaders.

### \*Prospecting and Buyer-Focused Sales

Participants in this program will learn how to better identify potential customers and sell their goods and services more effectively by focusing their efforts on understanding and communicating with customers. The first half of the course will cover successful prospecting, with a specific focus on understanding the needs of potential customers. The second half of the course will help participants understand how to use understanding of customers to complete sales.

### Resolving Conflict

This program discusses the theory of conflict resolution and practical tips for addressing conflict. The course covers the main styles of conflict resolution, the definition and nature of conflict, and the goals of those in conflict. The course concludes by offering participants steps for managing conflict in a way that is fair to all parties and key skills for managing conflict.

### Respectful Workplace Communication

In this workshop we will start by identifying the differences between respectful and disrespectful communication, which will help you increase understanding of the impact disrespectful communication has on you, your work, and others you work with. We also identify your responsibility in maintaining a respectful workplace and learn techniques for creating a more respectful work environment.

### SHRM Certification Preparation – 36 hrs.

This 36-hour program will prepare participants to take either the SHRM-CP or SHRM-SCP exam. This preparation course is based on the SHRM Body of Competency & Knowledge (BoCK). BoCK consists of behavioral competencies such as leadership and navigation, relationship management, and communication, as well as functional areas such as talent acquisition, employee engagement & retention, learning & development, total rewards, and more. These skills will prepare participants to become future HR leaders.

### SMART Goals:

Setting goals is an honored ritual in organizations, however, goals can fall short of helping teams and individuals rise above their challenges or increase their effectiveness towards a stronger future. Why is this? Often it is because we have not clearly and effectively built and communicated goals. In this workshop we discuss how to build effective goals and practice how to effectively communicate and implement them.



## Strategic Planning & Goal Setting

This program explains the necessity of having strategically aligned plans and programs in place within an organization. The course will cover the essential components of a strategic plan, SWOT analysis, how to set specific, measureable, attainable, realistic, and timely, goals, and how to identify and overcome obstacles to the meeting of organizational goals.

## Successful Networking / \*Working an Event

This course examines methods for improving networking skills in a variety of situations. The program begins by setting out networking guidelines for any situation, then discusses the details of networking over the phone, in-person, and electronically. The importance of following up after an initial meeting or conversation, as well as tips for making a follow-up successful, is also covered. The Working an Event program covers these important networking skills, but specifically in an event setting.

## \*Suggestive Selling

In this course, participants will learn the sales technique of suggestive selling (also called cross selling), which will help them boost sales and better meet the needs of their customers. Designed for the Retail Sector, the course will discuss how to create rapport with a customer, what questions to ask to determine a customer's additional needs, active listening, how to present additional products, and how to handle objections effectively.

## Talent Acquisition, Selection, and Retention

In this course, participants will gain a variety of skills related to identifying new talent, interviewing job candidates, and retaining employees from a variety of backgrounds. The program will begin with a step-by-step process for creating and advertising for a new position. An in-depth series of interviewing skills and techniques will also be covered. Finally, participants will learn key employee retention techniques, specifically those that pertain to working with four generations of employees.

## Team Building

In this program, the participant will learn about the benefits of building functional teams in a work environment. Teamwork and its principles will be discussed, allowing the participant to develop an appreciation for the skills and knowledge necessary to build successful work teams. This course will discuss in detail: stages of team development, the benefits of teamwork, roles of individual team members, and the characteristics of high-performing teams.

## The Art of Listening

Genuine listening is a skill that can be quickly developed. More than 135 documented studies indicate that listening is a top skill needed for your personal and business success. Listening is also a prerequisite to promotability. Yet, less than 2% of the American population has had any formal education regarding the art of listening. Are you a good listener? Is your lack of listening skills holding you back or damaging critical relationships? Attendees will learn: how to prevent your mind from wandering and develop laser-sharp focus when someone is speaking; how to improve your memory and recall during a conversation or meeting; master listening strategies, such as precision questions, paraphrasing, and silence; and understand the power of “The Steeple.”

## The Power of Positive Intelligence

Your mind can be your best friend or worst enemy. With Positive Intelligence you can improve the percentage of time your mind is serving you rather than sabotaging you. Although IQ and EQ also contribute to reaching maximum potential, it is PQ that determines how much of that potential you actually achieve. PQ can be improved over time having significant Impact on your ability to lead and inspire others. Higher PQ leaders and teams perform 30-35% better on average and report being happier and less stressed. This program will help you identify, and manage, the Saboteurs that keep you from all that you can be.

## Things Happen! Managing Project Risks

Try as you may, there is no way to avoid taking risks in business, which is why it is best to forecast and assess project risks before decisions are made. The course will cover how to identify, measure, and analyze risks in projects of all sizes and scopes. Grounded in the processes and good practices of the Project Management Institute® (PMI), learn how to better handle things that may go wrong and take advantage of opportunities to increase project success. In this interactive course, you will have the chance to prepare a risk analysis and risk responses for a fictional project. Learn how to evaluate the risks your organization takes and understand how to minimize their impact.

## Time Management

This course will help participants to identify and overcome barriers to effective time management. Attendees will learn proven time-management skills, approaches, and strategy development which will enable them to determine how much energy, resources, and task coverage is needed to complete a project or task. Participants will learn how to plan and organize their time for their personal success.

## Turning Strengths into Actions

Employees who are encouraged to develop and use their strengths are more engaged and loyal. They perform better, produce more, and positively affect their organization's profits. Learning about their strengths and positive characteristics makes both employees and teams more productive. As a leader, knowing the strengths and positive attributes of your employees helps to maximize them and best identify opportunities for growth. Learning components include the following: assessing individual strengths that contribute to performance; applying strengths, weaknesses, opportunities, and threats analysis (SWOT); and the role of motivation in ensuring the completion of actions towards forward progress.

## \*Unconscious Bias

This course will expose participants to their unconscious biases, provide tools to adjust automatic patterns of thinking, and ultimately highlight one's awareness of implicit bias. This will be an in-depth conversation about diversity and exclusion, to avoid discriminatory behaviors and become more knowledgeable about the laws that protect employees in the workplace.

## Writing for Success - Professional Business Communication

This program teaches practical skills that can be utilized to produce quality business communications (letters, memos, and email messages), enhancing the professional image of participants and their organizations. In turn, employees will work more efficiently, build stronger workplace relationships, and improve job performance. The workshop will begin with a review of what types of writing those in the course currently use and what impact writing has on the workplace. Topics include, but are not limited to, basic grammar and punctuation, editing, and proofreading.

## \* Work Life Balance

In this course, participants will better understand work-life balance and the consequences of falling out of balance. Participants will also understand mindfulness and how conscious action supports a holistic work/life balance.

## Working Through Resistance

What do people think of when they hear the word, "resistance?" Likely something negative. Would you like to see resistance in a different light? Join this exciting, provocative workshop to learn how to not only view resistance in a new way, but to use it productively to lead yourself and others through change.

## **Additional Topics are Available by Request**

### ***PC Courses***

#### Adobe Photoshop

This workshop teaches participants the foundations of Adobe Photoshop with the image editing and enhancement graphing management features. Topics to be covered during the course: paintbrush, airbrush, stamp and pencil tools; applying color correction; adding soft focus effects; sharpening images; layering management techniques; adding/removing backgrounds; and converting image size.

#### Computer Basics

This workshop introduces employees to the Windows environment, word processing, spreadsheets, and presentation concepts. Exercises focus on the most common skills that every computer user needs for proficiency.

#### Microsoft Access Level 1

This workshop teaches employees the fundamentals of creating, using and manipulating a database. Employees should be comfortable working with other software programs proficiently before taking this course. Employees will learn how to work in MS Access, what a field, query, and table are, how to work with toolbars, use and search the help function, create and build a new database, set up fields for tables, save tables, create auto forms, create auto reports, add additional tables to a database, print the contents of a table, change fields in already established tables, add additional data to a database, design a database, save a database, print a database, and a brief introduction to querying.

#### Microsoft Access Level 2

Employees must have a foundational understanding of databases before taking this course. Employees will learn how to use Access databases with Word mail merge, merge data with Word, and create form letters, labels and envelopes. Attendees will learn how to import and export their data into and out of Excel, filter a database in Excel, take an existing Excel database and convert it to Word, sort an Excel database, use complex math functions inside an Access database using Excel, and review any needed beginner concepts.

#### Microsoft Outlook

This workshop teaches employees the essentials of Outlook. Employees will learn how to use Outlook to organize their calendar, tasks, and emails. They will also understand symbols in Microsoft Outlook, work with tools in the calendar, contacts, inbox, journal, and tasks, send emails and use email features, add appointments to the calendar, create new tasks on the task pad, use notes, and more.

### Internet Basics – Microsoft Internet Explorer

This workshop teaches employees how to navigate the internet using Microsoft's Internet Explorer. Employees will learn the difference between the internet and the intranet, explain web addresses, domains, connection speeds and why they are important, use address books, use email functions, use search engines with defined search scripts, view complex sites, use hyperlinks, and more.

### Microsoft Office Version Upgrades

This workshop teaches employees elements that are new to an upgraded version or software. Exercises focus on the most common skills that each system user will need for proficiency.

### Microsoft Visio

This workshop teaches participants the foundations of MS Visio and computerized graphing management. Attendees will learn how to open Visio, set up documents, use properties, page setup, document properties, and the shortcuts menu, select and format shapes, move a shape, add text, change shape size and appearance, and more.

### Pivot Tables

This workshop teaches participants the features of Microsoft Pivot tables. Pivot tables allow users to sort, filter, group, count, summate, and format data easily and efficiently. Attendees will learn how to use one or more tables, drill down, refresh Pivot data, sorting data, group and filter data, add calculated fields and items, utilize slicers, place subtotals and grand totals, and apply layouts and styles. This course builds off of topics contained in our Excel Intro and Intermediate courses. Although not required, it is highly recommended that students have a solid foundation in Advanced Excel.

### Microsoft PowerPoint Level 1

This workshop teaches participants the basics of computerized presentations using PowerPoint. They will learn how to start a Presentation, explore what is new with PowerPoint, use the different PowerPoint views, create a title slide, save a presentation, add a slide to a presentation, create a bulleted list slide, move between slides in slide view, add a new slide with the same layout, change line spacing, print presentations, create a presentation from an outline, use outline view, and more.

### Microsoft PowerPoint Level 2

Participants should have functional knowledge of PowerPoint before taking this course. Employees will learn how to review a presentation in slide sorter view, change slide layout, move text, add clip art, download clipart, movies, and sound clips to a presentation, add headers and footers, add animation effects, check presentation for spelling and style, format and animate a title slide, run and animate slideshows, add hyperlinks to websites, email addresses, and network files, pack a presentation for online or offsite use, and more.

### Microsoft PowerPoint Level 3

Employees will learn how to embed hyperlinks into a presentation in both text and picture links, use statistical charts (using PowerPoint with Excel), use diagram or organization charts, work with tables, use drawing with auto shapes, insert text from Word into PowerPoint, use a summary slide, and more.

### Power Query and Flash Fill

Tired of cleaning, merging and writing formulas for the data you received? Instead, use Power Query with its Query Editor, a powerful tool for shaping and transforming data so it's ready for your models and visualizations.

### Microsoft Excel Level 1

This workshop is for the employee who needs to learn the essentials of Microsoft Excel and spreadsheets to create and save workbooks, format text and numbers, select ranges, and move or copy data. Employees will learn to use formulas and basic functions, explore printing options for worksheets, save worksheets as PDF files, and format rows and columns.

### Microsoft Excel Level 2

This workshop is for the employee who needs to learn the more advanced features of Microsoft Excel and spreadsheets to create and manage large workbooks, lock and hide rows and columns, print large worksheets, and create tables and charts.

### Microsoft Excel Level 3

This workshop is for the employee who needs to produce complex Excel spreadsheets. Participants will learn how to use the complex mathematical functions in Excel, write “What If” analysis formulas, use category cell formatting, create multiple lines within a cell, change height and width of cells, make changes by right clicking, add more complex charts, use these charts in Word and PowerPoint, reference cells on other worksheets in complex formulas, format charts, change the properties of charts, and link and embed objects to their spreadsheet.

### Microsoft Excel Level 4

Employees will learn how to create a template, write visual basic programming script, use complex spreadsheet functions including Goal Seek, PMT, and create macros, learn how to understand additional functions, add notes and comments on cells of worksheets, protect a worksheet, insert objects in a spreadsheet, use Word Art as an object, add hyperlinks to a spreadsheet, attach spreadsheets to email, use the MS Web site to download additional features, use the web toolbar, and use the form toolbar.

### Microsoft Word Level 1

This workshop is for the employee that needs to learn the essentials of Microsoft Word and word processing. Employees will learn how to create, navigate and save documents, apply character and paragraph formatting, insert symbols, and create headers and footers. They will also learn to convert documents to Word formats, adjust margins, insert pictures, manipulate and crop graphics, set page borders, work with standard and customized bullets and numbering patterns, add and delete tabs, indent paragraphs, insert page numbers and page breaks, adjust line spacing, and more.

### Microsoft Word Level 2

This workshop is for the employee that needs to learn more advanced features of Microsoft Word and word processing. Participants will learn to create and apply formatting using styles, work with outlines, and create and format document sections. Employees will work with columns, insert section and column breaks, create and format tables, insert and edit diagrams, and use the drawing tools. They will also learn how to insert pull quotes, drop caps, hyperlinks, and WordArt.

### Microsoft Word Level 3

This workshop is designed for students looking to produce complex Word documents. Attendees will gain a functional knowledge of Word and how to use it in conjunction with other Microsoft products such as Excel.

Upon successful completion of this course, students will be able to:

- Link objects to documents
- Embed objects in documents
- Work with text boxes
- Create form letters, create mailing labels, and print envelopes
- Use the mail merge functions to merge form letters with an Excel database
- Use and understand merge codes
- Create Word databases
- Make a document library for templates to be used within an organization

Students will also learn some timesaving tips and shortcuts to work more quickly and efficiently, and the instructor will set aside time to answer specific questions.

### Computer Programming - Microsoft Word Level 4

Participants will learn how to add hyperlinks to a document, attach Word documents to email, use the web toolbar, use the form toolbar, create an HTML document with hyperlinks, use the Microsoft website to download additional features, and turn a Word document into a web page.