

COLLIN COUNTY COMMUNITY COLLEGE
**Welcome to the technical workshops
offered by
Professional Development
for
Spring 2004**

- Schedule is accessible on the intranet—<http://intranet.ccccd.edu/prof.htm>.
- Fees for classes approved by your supervisor and offered by CE are covered by Professional Development.
- The fee for books is covered by Professional Development and books are to be returned to Mary Wright two weeks after class.
- Check out all the available courses offered by Continuing Education by obtaining one of their schedules for Spring or view it online www.ccccd.edu/ce or you can visit the Ed2Go website www.ed2go.com/cccdce for classes on the web.
- This booklet contains a sampling of some of the more requested classes. Weekend and night classes are also available.

Registration ~ You must be registered to attend classes. Registrations are accepted on a first come basis. Early registration prevents the cancellation of classes with low enrollment.

1. Obtain a **Professional Development Continuing Education Registration form** from your Administrative Assistant. Complete the form following the instructions.
Note: You must obtain the signature of your Cost Center Manager for the form to be accepted.
2. Take or send form to **Mary Wright—Professional Development—SCC**. You will receive notification via email confirming your registration.
3. You can also register for our Distance Learning classes by going to www.ed2go.com/cccdce and following the instructions.
4. You can register for any CE course listing with your supervisor's approval; see www.ccccd.edu/ce or www.ed2go.com/cccdce for all Spring 2004 CE

offerings.

Books ~ **check with Mary Wright first to see if the book is available** from Professional Development. If not, go to the bookstore at CYC and identify yourself as professional development student or it will be brought to your room the first day of class.

Class cancellations ~ Classes will be canceled two-three working days before the start date if there is insufficient enrollment. You will be notified via email and your registration form will be returned to you.

Withdrawals ~ If you wish to withdraw from a class you must **email Mary Wright by noon three days before the first day of class.**

Once Mary has received your email in the appropriate amount of time she will:

1. Withdraw you from the class.
2. You will be notified via email that you have been officially withdrawn from the class.

The fee for the class will be
charged to your Division
if you do not withdraw from the class
in the above manner.
No exceptions!

January ~ Computer classes

Web Site Prep and Launch 04B.ITNW1050.030	1/5-1/14	MW	6:30-9:30pm	\$129.00
Microsoft Excel I 04B.ITSW1022.016	1/5-1/16	MWF	6:30-9:30pm	\$129.00
HyperText Markup Language I 04B.ITNW1059.008	1/6-1/20	TR	6:30-9:30pm	\$159.00
HyperText Markup Language I 04B.ITNW1059.009	1/10-2/7	S	9am-noon	\$159.00
Adobe InDesign for Mac 04B.ARTC1090.063	1/10-2/28	S	9am-noon	\$199.00
Microsoft Windows 2000 04B.ITSC1006.043	1/10-2/14	S	1-4pm	\$129.00
Adobe Acrobat Writer 04B.ITSW1058.054	1/10-1/24	S	9am-noon	\$109.00
Dreamweaver 04B.ITNW1050.027	1/12-1/26	MWF	6:30-9:30pm	\$159.00
Microsoft FrontPage 04B.ITNW1050.032	1/12-1/23	MWF	9am-noon	\$159.00
Microsoft Excel I 04B.ITSW1022.021	1/12-2/2	MW	9am-noon	\$129.00
Microsoft Word I 04B.POFT2035.008	1/12-1/26	MWF	6:30-9:30pm	\$129.00
Flash I 04B.ARTC1090.069	1/13-1/27	TR	6:30-9:30pm	\$159.00
Microsoft Windows XP 04B.ITSC1006.040	1/13-1/29	TR	1-4pm	\$129.00
Excel in a Day 04B.ITSW1022.015	1/15	R	8am-5pm	\$99.00
Office X for Mac 04B.ITSW2048.015	1/21-2/6	MWF	6:30-9:30pm	\$159.00
Microsoft Excel II 04B.ITSW1046.010	1/21-2/2	MWF	6:30-9:30pm	\$129.00
HyperText Markup Language II 04B.ITNW2036.032	1/22-2/5	TR	6:30-9:30pm	\$159.00
Adobe Premiere for Mac 04B.FLMC1092.009	1/24-3/13	S	1-4pm	\$189.00

~ Computer Classes Cont'd

Microsoft Word I 04B.POFT2035.015	1/27-2/12	TR	9am-noon	\$129.00
Word in a Day 04B.POFT1042.008	1/29	R	8am-5pm	\$99.00
Microsoft Office - Shortcuts 04B.ITSC1004.014	1/30	F	9am-5pm	\$89.00
Microsoft Excel I 04B.ITSW1022.019	1/30-3/5	F	1-4pm	\$129.00

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Workforce Development

Beginning GroupWise 6.5 04B.CEPD275.005	1/15	R	8:30 am-noon	Free
Mastering Presentation Skills 04B.COMG1091.043	1/12-1/26	MW	6:30-9:30pm	\$79.00
Accounting I 04B.ACNT1002.002	1/12-3/22	M	6:30-9:30pm	\$139.00
Fundamental Skills of Managing 04B.BMGT1091.095	1/13-1/22	TR	6:30-9:30pm	\$79.00
Balanced Scorecard 04B.CEPD325.041	1/23	F	11:30am-1:30pm	\$19.00
Leadership Styles 04B.CEPD325.031	1/23	F	11:30am-1:30pm	\$19.00
Time Management 04B.CEPD735.002	1/27-1/29	TR	6-8pm	\$49.00

February ~ Computer Classes

Fireworks 04B.ITSC1040.009	2/2-2/11	MW	6:30-9:30pm	\$129.00
Microsoft Word II 04B.POFT2037.008	2/2-2/13	MWF	6:30-9:30pm	\$129.00
Flash II 04B.ARTC1090.071	2/3-2/17	TR	6:30-9:30pm	\$159.00
Microsoft Office Professional 04B.ITSW2048.017	2/3-2/26	TR	1-4pm	\$159.00
Access in a Day 04B.ITSW1053.012	2/5	R	8am-5pm	\$99.00
Introduction to Crystal Reports 04B.ITSW2048.020	2/7-3/13	S	9am-noon	\$129.00
Adobe PageMaker for Mac 04B.ARTC1091.008	2/9-2/20	MWF	6:30-9:30pm	\$139.00
Adobe Acrobat Writer for Mac 04B.ITSW1058.042	2/9-2/16	MW	9am-noon	\$109.00
Microsoft Excel II 04B.ITSW1046.013	2/9-2/25	MW	1-4pm	\$129.00
Microsoft Windows XP 04B.ITSC1006.041	2/9-2/25	MW	9am-noon	\$129.00
QuarkXpress for Mac 04B.ARTC1090.067	2/10-3/4	TR	6:30-9:30pm	\$199.00
Microsoft Excel – Advanced Features 04B.ITSC1004.015	2/13	F	9am-5pm	\$89.00
HyperText Markup Language II 04B.ITNW2036.033	2/14-3/13	S	9am-noon	\$159.00
Visio 2002 Creating Basic Business Diagrams & Flowcharts 04B.ITSW1058.050	2/16-2/20	MWF	6:30-9:30pm	\$89.00
Dreamweaver 04B.ITNW1050.026	2/17-3/4	TR	6:30-9:30pm	\$189.00
Microsoft Project 04B.ITSC1091.011	2/18-3/17	W	6:30-9:30pm	\$119.00
PowerPoint in a Day 04B.ITSW1058.048	2/19	R	8am-5pm	\$99.00

~ Computer Classes Cont'd

Microsoft Excel I 04B.ITSW1022.017	2/21-4/43	S	9am-noon	\$129.00
Microsoft Word I 04B.POFT2035.009	2/21-4/3	S	1-4pm	\$129.00
Adobe PhotoShop for Mac 04B.ARTC1091.009	2/23-3/10	MWF	6:30-9:30pm	\$199.00
Microsoft Access II 04B.ITSW1055.015	2/27-4/2	F	9am-noon	\$129.00

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Workforce Development

Spanish I 04B.FRNL1001.090	2/3-3/11	TR	12:30-3pm	\$109.00
Fundamental Skills of Communicating 04B.BMGT1091.096	2/3-2/12	TR	6:30-9:30pm	\$79.00
Upgrade to GroupWise 6.5 04B.CEPD275.006	2/5	R	1 pm-4:30 pm	Free
Communication Skills 04B.CEPD325.032	2/6	F	11:30am-1:30pm	\$19.00
Knowledge Management Concepts 04B.CEPD325.042	2/6	F	11:30am-1:30pm	\$19.00
Fundamentals of Public Speaking 04B.COMG1091.046	2/9-2/11	MW	6:00-9:30pm	\$59.00
Coaching & Mentoring 04B.CEPD325.033	2/20	F	11:30am-1:30pm	\$19.00
Managing Effective Meetings 04B.CEPD325.043	2/20	F	11:30am-1:30pm	\$19.00
Database Concepts for Non-Technical Managers 04B.ITSW1021.001	2/24-3/9	TR	6:30-9:30pm	\$89.00
Developing Performance Standards 04B.BMGT1091.097	2/24-3/4	TR	6:30-9:30pm	\$79.00

March ~ Computer classes

Microsoft Windows 2000 04C.ITSC1006.044	3/1-3/12	MWF	6:30-9:30pm	\$129.00
Microsoft Word I 04C.POFT2035.010	3/1-3/17	MW	9am-noon	\$129.00
Microsoft FrontPage 04C.ITNW1050.033	3/2-3/16	TR	6:30-9:30pm	\$159.00
Dreamweaver 04C.ITNW1050.028	3/5-4/16	F	9am-noon	\$189.00
Microsoft PowerPoint 04C.ITSW1058.052	3/8-3/22	MW	9am-noon	\$109.00
Fireworks 04C.ITSC1050.008	3/9-3/18	TR	6:30-9:30pm	\$129.00
Advanced QuarkXpress for Mac 04C.ARTC1090.068	3/9-4/1	TR	6:30-9:30pm	\$199.00
Microsoft Access – Queries 04C.ITSC1004.012	3/12	F	9am-5pm	\$89.00
Adobe Illustrator for Mac 04C.ARTC1090.066	3/15-3/31	MWF	6:30-9:30pm	\$199.00
Microsoft Office Professional 04C.ITSW2048.018	3/15-3/31	MWF	6:30-9:30pm	\$159.00
Microsoft Word II 04C.POFT2037.010	3/22-4/7	MW	9am-noon	\$129.00
Microsoft Excel I 04C.ITSW1022.018	3/23-4/8	TR	6:30-9:30pm	\$129.00
Visio in a Day 04C.ITSW1058.049	3/25	R	8am-5pm	\$99.00
Advanced Crystal Reports 04C.ITSW2048.022	3/27-5/8	S	9am-noon	\$129.00
Office X for Mac 04C.ITSW2048.016	3/27-5/22	S	9am-noon	\$159.00
Dreamweaver & Fireworks Integrated 04C.ITNW1050.029	3/30-4/15	TR	6:30-9:30pm	\$189.00

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Workforce Development

Critical Thinking 04C.CEPD325.044	3/5	F	11:30am-1:30pm	\$19.00
Motivating Employees 04C.CEPD325.034	3/5	F	11:30am-1:30pm	\$19.00
Editing & Proofing for Business 04C.COMG1091.047	3/8-3/15	MW	6:30-9pm	\$59.00
Power Communication Skills for Women 04C.COMG1091.048	3/9-3/16	T	6:30-10pm	\$59.00
Advanced GroupWise 6.5 04C.CEPD275.007	3/11	R	8:30am – noon	Free
Delegating Effectively 04C.BMGT1091.098	3/15-3/24	MW	6:30-9:30pm	\$79.00
Delegating Successfully 04C.CEPD325.035	3/19	F	11:30am-1:30pm	\$19.00

April ~ Computer classes

Adobe Premier for Mac 04C.FLMC1092.010	4/5-4/28	MW	6:30-9:30pm	\$189.00
Adobe InDesign for Mac 04C.ARTC1090.064	4/6-4/29	TR	6:30-9:30pm	\$199.00
Word in a Day 04C.POFT1042.007	4/8	R	8am-5pm	\$99.00
Microsoft Access I 04C.ITSW1053.015	4/12-4/23	MWF	9am-noon	\$129.00
Microsoft Excel II 04C.ITSW1046.012	4/13-4/29	TR	6:30-9:30pm	\$129.00
Microsoft Excel II 04C.ITSW1046.011	4/17-5/22	S	9am-noon	\$129.00
Microsoft Word II 04C.POFT2037.009	4/17-5/22	S	1-4pm	\$129.00
Microsoft Windows XP 04C.ISC1006.042	4/19-4/30	MWF	6:30-9:30pm	\$129.00
Flash I 04C.ARTC1090.070	4/20-5/4	TR	6:30-9:30pm	\$159.00
FrontPage in a Day 04C.ITNW1050.035	4/22	R	8am-5pm	\$99.00
Microsoft Word – Mail Merge 04C.ITSC1004.011	4/23	F	9am-noon	\$89.00
Microsoft Access II 04C.ITSW1055.014	4/26-5/7	MWF	9am-noon	\$129.00

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Workforce Development

Groups & Teamwork 04C.CEPD325.036	4/2	F	11:30am-1:30pm	\$19.00
Managing Conflict During Change 04C.BMGT1091.099	4/5-4/14	MW	6:30-9:30pm	\$79.00
Communicating Face-to-Face 04C.COMG1091.049	4/12-4/21	MW	6:30-9:30pm	\$79.00
Business Writing Skills 04C.COMG1091.042	4/13-5/13	TR	6:30-9:30pm	\$149.00
Managing Change 04C.CEPD325.037	4/16	F	11:30am-1:30pm	\$19.00
Process Mapping 04C.CEPD325.047	4/16	F	11:30am-1:30pm	\$19.00
Negotiating Successfully 04C.COMG1091.066	4/17-5/1	S	9am-1pm	\$79.00
Coaching for Improved Performance 04C.BMGT1091.100	4/27-5/6	TR	6:30-9:30pm	\$79.00
Customer Service – Focus on the Company 04C.CEPD325.048	4/30	F	11:30am-1:30pm	\$19.00
Managing Diversity 04C.CEPD325.038	4/30	F	11:30am-1:30pm	\$19.00

May ~ Computer classes

Adobe GoLive for Mac 04C.INTW1050.025	5/3-5/26	MW	6:30-9:30pm	\$259.00
Adobe Acrobat Writer for Mac 04C.ITSW1058.043	5/4-5/11	TR	6:30-9:30pm	\$109.00
Web Site Prep and Launch in a Day 04C.ITNW1050.036	5/6	R	8am-5pm	\$99.00
Flash II 04C.ARTC1090.072	5/11-5/25	TR	6:30-9:30pm	\$159.00
Microsoft Excel – Charting and Tables 04C.ITSC1004.013	5/14	F	9am-5pm	\$89.00

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Workforce Development

Advanced GroupWise 6.5 04C.CEPD275.008	5/6	R	1pm-4:30pm	Free
Customer Service – Focus on the Staff 04C.CEPD325.049	5/14	F	11:30am-1:30pm	\$19.00
Managing Conflict 04C.CEPD325.039	5/14	F	11:30am-1:30pm	\$19.00
Increasing Your Word Power 04C.COMG1091.050	5/18-5/27	TR	6:30-9:30pm	\$79.00
Goal Setting 04C.CEPD325.040	5/28	F	11:30am-1:30pm	\$19.00
Performance Appraisal 04C.CEPD325.050	5/28	F	11:30am-1:30pm	\$19.00

Course Descriptions

Access in a Day

This class will cover what you need to create and manage simple database systems. Define basic database terminology and concepts; work with examples of tables, queries and forms; view, edit and add data to database tables; customize fields and tables and use many other features in this exciting course.

Accounting I

This course will take you from little or no knowledge of accounting to understanding proper accounting systems. Topics include basic accounting systems, basic operating cycles, basic financial statements and other introductory concepts. The course spans general journal entries, financial statements, and analysis.

Adobe Acrobat Writer

Prerequisites - Windows OS and Word Processing

Learn how to create secure electronic forms reducing your paper-base workflow. Adobe Writer allows authors to add electronic signatures, efficiently review works-in-progress and archive searchable documents. Also learn how to distribute documents for print via the Internet while keeping your margins, colors and topography intact.

Adobe Acrobat Writer for Mac

Prerequisites - Mac OS and Word Processing

Learn how to create secure electronic forms reducing your paper-base workflow. Adobe Writer allows authors to add electronic signatures, efficiently review works-in-progress and archive searchable documents. Also learn how to distribute documents for print via the Internet while keeping your margins, colors and topography intact.

Adobe GoLive for Mac

Prerequisite - Mac OS

Learn how to use the Go Live site design and site-building tools, editors, and powerful site management features to create your next web page. This application works with Illustrator, Photoshop, and Premiere seamlessly to create animations, rollovers and other web effects, making your web site something to stop and look at.

Adobe Illustrator for Mac

Prerequisites – Familiarity with Macintosh or Windows operating systems

Perfect for creating artwork and animation for Web sites or printed publications, Illustrator is a powerful tool. Learn basic tool kit applications to create illustrations using bezier curves, scanned artwork and various text effects. This class will be taught in a MAC lab.

Adobe InDesign for Mac

Prerequisites - Mac OS

Prepare professional layouts ready for print with this popular designing tool. Go from concept to finished product and learn how to integrate other Adobe products such as Photoshop, Illustrator and Writer.

Adobe PageMaker for Mac

Prerequisites - Mac OS

Design professional brochures, newsletters and reports with this easy to learn layout program. Learn how to best use templates and clip art to add flair to your education and business publications. Class taught in our new Mac G4 lab.

Adobe Photoshop for Mac

Prerequisites – Keyboarding, Mac OS

Learn digital image editing with this popular software widely used by graphics professionals. Topics will cover selection tools, layering basics, masks and photo retouching. Class taught in our new Max G4 lab with flat panel displays.

Adobe Premiere for Mac

Prerequisites - Mac OSX, Photoshop

Learn how to use this powerful editing tool to create professional, broadcast-quality video. Create custom titles and use animation tools to add roll and crawl options. Add soundtracks using SmartSound Quicktracks and mix your own audio. Also use Adobe After Effects filters to polish your video. This class will be taught in a Mac lab.

Advanced Crystal Reports

Prerequisite - Introduction of Crystal Reports. Relational database knowledge is recommended.

This course is designed to build on the topics learned in Introduction to Crystal Reports to increase report design skills and discover the reporting power of Crystal Reports. Along with hands-on practice, the course covers the parameter fields, Cross-Tabulations, Advanced Grouping, Running Totals, Top 'N' Reports, Advanced Linking of Tables, Subreports, Arrays and Variables, Advanced Functions and Operators in Formulas, Charting and Mapping.

Advanced GroupWise 6.5

Prerequisite – Beginning or Upgrade to GroupWise 6.5

Sets out to accomplish three things. First, to briefly introduce several new Advanced GroupWise 6.5 features. Second, to learn exactly what GroupWise 6.5 does and how it's used to increase productivity. Last, to consider briefly the GroupWise interface at CCCCD. We will cover Personal Calendaring and Task Management, Group Calendaring and Task Management and Advanced Features.

Advanced QuarkXpress for Mac

Prerequisite - QuarkXPress for Mac

Create a portfolio of 3-4 finished Quark products in this simulated working art shop. With the instructor as the Creative Director, learn how to develop a marketing plan, estimate a job and create the actual layout for any Quark job.

Balanced Scorecard

Balanced Scorecard (BSC), a complement to traditional financial measurement systems, help companies manage performance and progress. This tool is used to translate vision and strategy into your performance management system, effectively communicate strategic intent throughout your company, identify financial and business processes, customer satisfaction, and internal development metrics that support corporate strategy, and identify improvements that will impact corporate success.

Beginning GroupWise

An introductory course familiarizing the user to basic GroupWise 6.5 features and demonstrating how the user can increase work productivity. We will be covering Understand Folders List and Items Area, Messaging Fundamentals, Address Book and Sharing and Proxy.

Business Writing Skills

Learn to write clear, concise and grammatically correct letters, reports and memos. This extended course provides a review of English Grammar and instruction on composition. It is designed for those who want to improve their writing for job success. Pre-writing, outlining, formatting and revising/editing will be emphasized through interactive instruction, hands-on exercises and writing assignments. Other topics will include style, tone, audience and word selection. NOTE: You are encouraged to bring a writing sample to the first class.

Coaching & Mentoring

“Effective mentors are like friends in that their goal is to create a safe context for growth”. In this session we will discuss the importance of creating a coaching/mentoring culture within our organizations. You will learn what the manager’s role is in building and sustaining this culture.

Coaching for Improved Performance

This course will help you understand the special nature of coaching as a one-on-one activity. Learn to distinguish between performance problems that require coaching and those that can be handled by other means. Understand the importance of observation and analysis before coaching and establish effective controls by setting up performance reviews.

Communicating Face-to-Face

This communication skills building program is for the professional whose interaction requires effective communication skills in order to be productive and successful. Emphasis is on how to express wants and needs clearly and to understand the needs of others. Learn what impact your body language has on your audience. You will learn the selection of choice words for productive results, become aware of the different communication styles, and learn techniques for facilitating teams.

Communication Skills

This upbeat seminar gives you hands-on experience in improving your skills in the areas of verbal and nonverbal communication. Through interpersonal interaction activities, learn how to positively impact others, present yourself clearly and break down communication barriers.

Critical Thinking

In this session you will learn to use effective thinking to achieve your personal goals as well as your business goals. Critical thinking enables you to solve problems more effectively, and make better decisions. Learn to take thinking apart and assess it for quality. You will be introduced to all three components of thinking: analysis, evaluation and rethinking.

Customer Service – Focus on the Company

This first session will focus on looking at the successful companies and discussions on how we can make changes in our company practices. Understanding what is meant by customer service, how to incorporate and implement customer service ideas into our organization or team of staff. This workshop will involve discussions and cases to ensure we can think of ways to improve customer service.

Customer Service – Focus on the Staff

This session will discuss ways to motivate our staff so that they focus on the customer. We will also look at theories of motivation, and how we as managers can understand and utilize these theories to create a climate where staff can be motivated to better focus on their internal or external customers.

Database Concepts for Non-Technical Managers

Databases are incredibly powerful tools, but they are also very complex. Learn about the strengths and weaknesses of database management systems. Discussion will include documenting your needs in preparation for programming, understanding data models, and determining when a database is better than a spreadsheet.

Delegating Effectively

This course will help you understand the importance of effective delegation as well as the problems associated with the lack of delegating. You will learn how to use delegation as a powerful motivational tool, specify team member's responsibility for a delegated task, establish a team member's authority for the task with those affected and improve overall team participation.

Delegating Successfully

In this session you will learn the importance of delegating as well as the obstacles created by not delegating. Points will be given about how to delegate.

Developing Performance Standards

Learn to identify and set performance standards that are specific, measurable, attainable, results-oriented and time-framed using concrete active language. You will learn how to design and negotiate performance standards for team members that address both desired results and team member's capabilities.

Dreamweaver

Prerequisites - MS Windows, Intro to the Internet and HTML I

You'll learn good Web page design and how to utilize text, graphics, lists, tables, frames, forms and links to create an appealing and useful Web site. Special features like layers, libraries and templates will make your work easier. Also included will be how to put your creation on the Web and how to maintain and publicize it.

Dreamweaver & Fireworks Integrated

Prerequisites – Students must take introductory course in Dreamweaver and Fireworks, or have strong working knowledge/experience in both programs and the Internet

Through this advanced course learn how to use both programs to create a web site and optimize workflow to completion. Explore time saving features; the use of templates, and how to optimize files for faster downloads. Synchronizing the local web site with the remote hosted site for easy site management will also be addressed. The course is not an introductory class. A brief, basic usage exercise will be given during the first class to determine student capability.

Editing & Proofing for Business

Emphasis will be placed on editing and revising business communications for correct grammar, spelling, punctuation, consistency and organization. Students will also learn to identify and use outside resources, such as reference manuals, to find specific information essential to effective writing. The class will concentrate on different writing situations, including letters, e-mail and memos.

Excel in a Day

This class will cover what you need to create and modify simple spreadsheets and charts. Create new worksheets and open existing ones. Use text, values and formulas; use the most efficient data entry techniques and discuss productivity tips; format numbers in cells and ranges; create simple charts and utilize many other Excel tools.

Extensible Markup Language (XML)

Prerequisites - HTML II, and some programming experience

Learn why XML is becoming the standard for information transfer. Learn basics of XML, become familiar with XSL (Extensible Stylesheet Language) as a technique to combine the information storage capabilities of XML with the presentation capabilities of HTML and style sheets. At the completion of the course you should feel comfortable using XML and XSL in Internet applications.

Fireworks

Prerequisites – Experience with Web page design

Learn to use this graphics production tool that allows Web graphic designers to work with both vector art and bitmap images. This course gives the Web designer the freedom to develop imaginative design ideas and easy-to-use "live" effects, animation, and custom style features. Work with professional design tools such as slices, color palettes, effects, precise cursors, brush and pencil tools.

Flash I

Prerequisite – MS Windows, basic Web page construction

Create Web content for the Internet, CD's and presentations using Flash 5. You will cover many of the software features that illustrate the use of vector graphics construction and animation tools to create attractive, interactive visuals.

Flash II

Prerequisite – Flash I

Continue your learning experience in this second half of this very popular course for Web developers. Basic ActionScripting and Movie Clips will be covered as advanced topics.

FrontPage in a Day

Get your web site together with this easy to use software package. Create a quick web page that's ready for launching by the end of the day.

Fundamental Skills of Communicating

This fundamental communicating course will help you see that communication is a two-way process. Learn how to construct clear, concise messages, look for non-verbal clues, listen to communicate and overcome situational barriers to communication and understanding.

Fundamental Skills of Managing

This fundamental management course will give you the skills you need to deal with your team members on a day-to-day basis. You will learn how to assess performance based on behaviors, use effective listening techniques, increase employee's motivation and get your team members to participate in setting goals, solving problems and making decisions.

Fundamentals of Public Speaking

Does speaking in front of a group seem challenging? Must you be able to effectively express yourself in a group meeting? If you answered "yes", this class is for you! In a comfortable, supportive and fun learning environment, learn how to speak well without the stress. Learn how to use verbal and non-verbal skills to make your points clearly and effectively. You will gain and practice skills to build confidence through competence!

Goal Setting

In this session we will discuss steps for goal setting, and the importance of employee involvement when setting goals and objectives. Key result areas for your department will be identified, based on corporate goals and objectives, and learn how to avoid the most common errors in goal setting.

Groups & Teamwork

This seminar provides valuable tools to help you understand yourself and gain insight into the behavior of others for greater success in any job function.

HyperText Markup Language I

Prerequisites - Intro to the Internet

Learn to design and create your own Web page. Learn basic HTML tag syntax. Create hypertext links. Add color, graphics and tables and frames.

HyperText Markup Language II

Prerequisites - HTML I

This course builds on the basic concepts learned in HTML I. You will create Web-based forms, work with style sheets and multimedia, learn how to interact with CGI scripts, and explore the capabilities of JavaScript.

Increasing Your Word Power

Increase your vocabulary and improve your confidence in meetings and social settings. Using the right words can make lasting impressions in many business and personal settings. This course will strengthen your vocabulary and verbal skills.

Introduction to Crystal Reports

Prerequisites - Windows OS and Access

Deliver rich, interactive content from virtually any data source, publish it to the Web, and integrate it within applications with Crystal Reports®. It's the world standard for reporting with more than 5 million copies sold.

Knowledge Management Concepts

Every organization is rich with knowledge, but how it is being managed is the challenge. An organization's knowledge has market value. Working Knowledge, a book by Thomas H. Davenport and Laurence Prusak, is considered the foundation of Knowledge Management training. In this session discussion will center on the basic concepts of Knowledge Management, terminology used, and introduce the 12 principles associated with Knowledge Management.

Leadership Styles

What's your leadership style? This seminar will cover concepts of leadership and the relationship to management. You will learn leadership and communication skills needed to inspire and influence those around you and how to effectively use your leadership style in managing others.

Managing Change

Change is inevitable in today's high-growth business environment, yet how you deal with it determines your ability to use change as a positive growth factor. Learn your own personal style of coping with change and tactics to smooth your transitions.

Managing Conflict

This session is designed to help you understand and constructively manage workplace conflict. Conflict management can actually improve work-group performance. Topics include: Identifying individual conflict styles; basic strategies for resolving conflict; think win-win; and practice strategies for conflict resolution.

Managing Conflict During Change

Managing change invariably requires techniques in conflict management. This comprehensive class covers personal change management skills including empowerment, leadership and action plan segments to positively affect change in the organization. Conflict management techniques are included to provide a skill set to manage the conflicts that arise during turbulent change.

Managing Diversity

Being able to manage cultural differences and communicate across cultural lines are essential skills for business professionals today. In this session you will understand the impact of cultural differences on communications, attitudes and behavior; develop a personal action plan for increasing your cultural awareness, tolerance, acceptance and diversity skills.

Managing Effective Meetings

This overview session is designed to assist supervisors and managers, and benefit companies in better utilization of time spent in meetings. Develop meetings that work, gain results through better planning, preparation and control of the process.

Mastering Presentation Skills

This practical and highly participatory program prepares participants to control their nervousness and emotions. Learn how to organize for understanding and clarity, add action with body language, strengthen message with voice and rate of speech and facilitate depth and understanding with a variety of visuals, and to speak confidently on a moment's notice.

Microsoft Access I

Prerequisite - Microsoft Windows

Introduces the basic features of Access and databases. Create tables, queries, customized forms, and reports. Customize field properties; navigate a data-sheet; define table relationships, find, replace, and sort data; define select queries; create, format, and print custom reports and use Help.

Microsoft Access II

Prerequisite - Access I

Builds on the basic database concepts learned in Access I. New topics include displaying totals in queries, creating calculations in queries, automatically updating a table, using parameter and crosstab queries, enhanced form design (including combo boxes and subforms), creating and using PivotTable Forms; creating and using a Switchboard; customizing reports to group and sort data, working with macros, and creating command buttons for macros; using Access Analyze tool and using Access data in other applications.

Microsoft Excel I

Prerequisite - MS Windows OS

Introduces basic spreadsheet concepts of MS Excel and identifies the advantage of using electronic worksheets. Topics include creating, formatting and printing worksheets; creating simple formulas; writing formulas using Excel functions; naming cell ranges; and using the Help system

Microsoft Excel II

Prerequisite - Excel I

Builds on basic spreadsheet concepts learned in Excel I. Topics include: enhancing chart formats and modifying chart data; creating and using advanced database features; working with multiple worksheets and workbooks; querying external databases; outlining and consolidating worksheet data; and using VBA with Excel and importing external data into Excel.

Microsoft FrontPage

See why reviewers raved, "Programming your VCR should be this easy". Learn how to create and manage a WWW site using FrontPage. Topics include using FrontPage Editor to create and format text, graphics, tables, bulleted and numbered lists, FrontPage Bots, hyperlinks, and clickable image maps; and using the FrontPage Explorer to create, view, and manage web sites.

Microsoft Office Professional

Prerequisite - MS Windows

An introduction to basic components of MS Office: Word, Access, Excel and PowerPoint. This course is designed for beginners. Learn about the features common to all Office products and use “basic” features in Word and PowerPoint to prepare and edit documents and presentations. Using Excel, you will create worksheets with simple functions, formulas and charts. Use Access to organize and manage data. Learn about integration features of Office.

Microsoft Office – Shortcuts

Prerequisite - Microsoft Office

Be the envy of the office for always being the first to complete your tasks by learning multiple shortcuts in each of the most popular Microsoft Office applications. Find out inside tips and where to locate them for later use.

Microsoft Office XP

The latest features of Microsoft’s newest desktop suite will help you learn Word, Excel, Access and PowerPoint even more quickly. You will use Task Panes to provide a convenient interface to perform common tasks and Smart Tags to gain quick and easy access to frequently used options and common features. See how the new “Reveal Formatting” will make document formatting in Word easier. Learn the basics of spreadsheets and new features like the “Formula Evaluator.” Learning to create a PowerPoint presentation will be easier with “Thumbnails in Normal View.” Learn the improved documents sharing and recovery and see how the new “Ask a Question” feature will enable you to reinforce the knowledge gained in this class.

Microsoft PowerPoint

Prerequisite - MS Windows OS

Introduces the basic features of this popular presentation software. Learn to create and edit slides, overheads, handouts, and speaker notes. Use drawing tools and WordArt. Learn basics of running a slide show and how to use special effects to keep your audience’s attention.

Microsoft Project

Prerequisite - Microsoft Windows and understanding of project management terminology and concepts such as GANTT and PERT charts.

Learn to use project management software to manage personnel, time, and resources for any type of business activity. Learn to create project files and schedules, attach resources and costs to the schedule, and track a project. Integrate outlining, maintain and set task relationships, project filters, calendars, and print reports and charts.

Microsoft Windows 2000

Prerequisites – Introduction to Microcomputers

Learn the basic concepts of Windows 2000. Understand the Windows desktop and how to work with multiple windows. Learn how Windows applications open and save files and transfer data between applications. Create folders, copy and move files. Create desktop icons and other shortcuts, and customize your computer using Control Panel. Use system tools.

Microsoft Windows XP

Prerequisites – Introduction to Microcomputers

Become proficient in Microsoft’s latest operating system. Explore new system features as well as all the basics including saving, transferring and organizing your files, plus learn how to personalize your windows environment.

Microsoft Word I

Prerequisite - MS Windows OS

Introduces basic features of word processing software. Topics include creating, editing, and printing documents; formatting and enhancing text; creating and formatting tables; and using Word wizards and the Help, Spelling, and Grammar utilities.

Microsoft Word II

Prerequisite - Word I

Students will learn advanced features to manage long documents using footnotes and endnotes; work in outline view and customize the outline format; organize long documents; manage templates and create online forms; perform mail merge and create, edit, and apply macros.

Motivating Employees

In this session you will learn methods of motivation and their long-term effectiveness. Discussion will center on motivational theorists, such as Maslow, Herzberg and Vroom and learn to apply specific actions managers can take to create a motivational climate.

MS Access – Queries

Prerequisite - General knowledge of application and Intro to Microcomputers

Learn how to grab the information you need when you need it.

MS Excel – Advanced Features

Prerequisite – Microsoft Excel I and II

Expand your knowledge of this most useful tool. Learn to analyze your data using Goal Seek, Solver and the Analysis ToolPak Add-In. Create an amortization table to calculate long-term payments. Also learn how to integrate Excel with other applications and use Excel on the Web.

MS Excel – Charting and Tables

Prerequisite - General knowledge of application and Intro to Microcomputers

Learn how to create Pivot Tables and Charts and use them to better analyze your data.

MS Word – Mail Merge

Prerequisite - General knowledge of application and Intro to Microcomputers

Learn or reacquaint yourself with Mail Merge in this quick and focused specialty class. Return to work no longer needing to type individual addresses. Use your database information effectively and lighten your workload.

Negotiating Successfully

Learn negotiation techniques and skills to bring about the outcome desired. Understand the differences between distributive bargaining and integrative negotiation. The process of defining what's important, the objectives that drive a negotiation strategy, and the planning process. Learn how to manage the negotiation dance, and arrive at the zone of possible agreement.

Office X for Mac

Prerequisite – Mac OS/X

Let us guide you through the Mac using the latest operating system, version X (10). Learn the essentials from turning on your Mac to saving files and locating them again. This class taught in our brand new MACINTOSH lab with top of the line Mac G4 computers.

Performance Appraisal

Performance appraisals are often a chore managers seem to dread as well as the employee. Perhaps that is simply because the performance appraisal is not being used as a tool to develop and enhance performance standards. Take control, and develop your team by understanding and better utilizing the performance appraisal system of your organization.

PowerPoint in a Day

This class will cover what you need to develop computer-based presentations and manage presentation materials, including slides, handouts, speaker notes, and automation.

Power Communication Skills for Women

Understanding the differences between how the genders communicate, how they are perceived and effective ways to be more powerful is the focus in this supportive and empowering course. The topics presented are getting Heard and Being Understood, Setting Boundaries and Staying Cool, communicating Styles and What Works, Dealing with Difficult Situations, Eliminating Self Sabotage, and Turning Failure into Success. Exercises include an effectiveness survey, conflict scenarios, and an interactive discussion of a solution to a conflict.

Process Mapping

Process mapping offers a simple, but powerful method to look beyond functional activities and to rediscover the company's core processes. Used properly, process maps can reduce operating costs significantly by eliminating half the steps and the root causes of systemic quality problems.

QuarkXpress for Mac

Prerequisites: Familiarity with Macintosh or Windows operating systems

Still considered the preferred desktop publishing program among graphic designers, QuarkXpress allows for quick, polished publications and creative flexibility. Learn how to use tools, manipulate graphics, import and format text files and create a newspaper or magazine style document. This class will be taught in a MAC lab.

Spanish I

This course will introduce you to the Spanish language with emphasis on grammatical concepts, vocabulary and conversation. Culture, traditions, social and business etiquette of Spanish-speaking countries will be presented. This class is designed for those with no Spanish-speaking skills.

Supervisory Management Certificate Series

This series is designed to provide new and current supervisors with the necessary skills that you need in your leadership role at work. The goal of this series is to give you the fundamental skills of managing and communication, dealing with change and conflict, delegating effectively, developing and coaching performance issues. You must be present 90 percent of class meeting to fulfill the certificate requirements and receive an institutional certificate.

Time Management

Learn techniques to help you gain control of your day and accomplish the varied responsibilities of your position. You will discover how to organize yourself and your office, recognize and control time wasters, prioritize your work, and plan effectively.

Upgrade to GroupWise 6.5

The upgrade to GroupWise 6.5 presents end users with a number of enhanced and improved functions, simpler and cleaner screens, along with other new features. We will be covering the improved functions in Client Main Window, New Mail Window, Compose Message Window – Proxy Enhancement, Receive Message Window, Categories, GroupWise 6.5 Folders, Using the Address Book, the Address Selector and the Contacts Folder, Sent Items Folder, Calendar View, Junk Mail Handling, and WebAccess.

Visio 2002 Creating Basic Business Diagrams & Flowcharts

Prerequisite - Students should be familiar with basic MS Office functionality, e.g. how to drag and drop, save, print, change fonts, etc

Course content includes using objects and shapes, grouping and merging shapes, creating and printing diagrams, modifying diagrams and pages and customizing stencils.

Visio in a Day

Don't just tell them, show them - using Visio 2002. Quickly learn how to "draw" your diagram or flowchart for your next presentation.

Web Designer Series – Styles, Trends and Software

Using the World Wide Web as your reference, critically review dozens of sites to discover what makes a web page successful. Research current design trends and learn what software titles to consider when you decide to create or commission your own web site.

Web Site Prep and Launch in a Day

So you've got the web page created. What do you do next? Find out how to buy your domain name, launch your site and how to make it visible on multiple search engines. All this and more in this fast - one day class.

Web Site Prep and Launch

This class was created for everyone who is unclear on the details of how to put (launch) your web page onto the big, World Wide Web. Learn about Servers, Search Engines, purchasing Domains, and most importantly, how to launch in this informative survey class. No web experience required.

Word in a Day

This class will cover what you need to create, edit and format simple letters, memos and reports. Create new documents and open existing ones; select text, work with the most efficient editing techniques; move and copy text; use graphics and tables and learn many other Word features.

Questions or comments concerning this brochure

Contact

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