

**THE LEARNING AND
DEVELOPMENT CENTER—THE
CENTER FOR EXCELLENCE**

**PROGRAM AND COURSE CATALOG
2014 - 2015**



***BUILDING PEOPLE.
SHAPING THE FUTURE.***

The Learning and Development
Center—The Center for Excellence
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BUSINESS GRAMMAR - BMS2048

COH Learning and Development Center – the Center for Excellence

Purpose

Writing and speaking correctly are two of the biggest reasons some people get raises and promotions. This course will strengthen grammar knowledge and skills and improve overall verbal and written communication skills, making you more valuable to the City.

Learning Outcomes

This Upon completion of this course, employees will be able to do the following:

- Speak and write sentences using correct subject-verb agreement
- Write sentences that are structurally correct, avoiding run-ons and fragments
- Distinguish among and correctly use verb tenses and personal/reflexive pronouns
- Recognize and appropriately punctuate independent and dependent clauses

Content

The emphasis of this course is on recognizing common grammatical blunders and learning techniques for correcting them. The class builds on the basic foundation of the parts of speech and moves to sentence structure and punctuation.

Methods

Individual and group skill-building exercises, class discussion, lecture, pre-course and post-course assessments

Number of Sessions

24.5 hours/4 Sessions

Time

8:30 a.m. – 4:30 p.m. (Sessions 1, 2, 3) and 8:30 a.m. – 12:00 noon (Session 4)

City Charge	Non-City Charge	Minimum Capacity	Maximum Capacity
\$120	\$350	5	12

Audience

People who would like to enhance their knowledge of basic grammatical principles and reduce their English blunders.

Prerequisites	Pre-Test	Post-Test	Credit(s)
None	Yes	Yes	2.45 CEUs

CONFLICT RESOLUTION FOR MANAGERS AND SUPERVISORS - BMS5220

COH Learning and Development Center – the Center for Excellence

Purpose

Conflicts happen in life. Sometimes it stems from jealousy, pride, ego, anger, bitterness, or another emotion, occurring many times in the workplace. However, it is how you handle conflict that will determine your success or failure. This course provides comprehensive training in gaining the crucial tools and skills needed to resolve conflict.

Learning Outcomes

Upon completion of this course, you will:

- Learn the importance of preventing conflicts from spilling over into the rest of the organization damaging the morale of co-workers
- Identify the four resolution methods and when to use them
- Understand the five approaches in which people react in conflict resolutions
- View conflict as a tool that can strengthen workplace relationships and cooperation
- Plan and conduct a conflict resolution discussion

Content

This course focuses on:

- Understanding conflict and its effects on the organization
- Resolving conflicts as well as those of third parties
- Self-assessment in conflict situations
- Meeting practical needs by using communication and listening guidelines
- Dealing with the emotional response of your employees

Methods

Interactive facilitation, group discussions, application exercises, assessments, case studies, skill practices, and videos

Number of Sessions

7 hours/1 Sessions

Time

8:30 a.m. – 4:30 p.m.

City Charge	Non-City Charge	Minimum Capacity	Maximum Capacity
\$35	\$100	5	20

Audience

Managers and Supervisors

Prerequisites	Pre-Test	Post-Test	Credit(s)
None	Yes	Yes	0.7 CEUs

EMPLOYEE DEVELOPMENT - BMS5290

COH Learning and Development Center – the Center for Excellence

Purpose

Would you like to discover how to use some can't miss techniques in developing a confident and knowledgeable staff that gets the job done? This course will introduce you to eye-opening processes, including an employee self-assessment, that will allow you to communicate, evaluate, advise, and plan employee development targeting the needs of the organization and each individual.

Learning Outcomes

Learn how to create an environment where lifelong learning is established. Discover the relationship between training, job satisfaction, and employee retention. Develop the knowledge and skills to effectively use the training cycle in pinpointing development needs of each of your employees. Learn how to effectively implement on-the-job training programs. In addition, acquire a working knowledge of employee intervention techniques to improve performance or competencies.

Content

The course focuses on:

- Management assessment
- Role of leaders in employee development
- Adult learning styles
- Training cycle
- Centralized and decentralized training
- Specialized training techniques
- Intervention techniques for improvement

Methods

Interactive facilitation, group discussions, knowledge quizzes, application exercises, skill practices and scenarios

Number of Sessions

7 hours/1 Sessions

Time

8:30 a.m. – 4:30 p.m.

City Charge	Non-City Charge	Minimum Capacity	Maximum Capacity
\$35	\$100	5	20

Audience

Managers and Supervisors

Prerequisites	Pre-Test	Post-Test	Credit(s)
None	Yes	Yes	0.7 CEUs

OVERCOMING THE CHALLENGES OF CHANGE - BMS4106

COH Learning and Development Center – the Center for Excellence

Purpose

Change can be very stressful, aggravating, and confusing when it occurs. Are you in denial? Are you resisting? Are you exploring? Do you see change as a threat? This workshop will help you see how change can be a benefit. It will help you cope with change and become a leader in the change process.

Learning Outcomes

Upon completion of this course, you will be able to:

- Recognize and accept the dynamics of change
- Improve operating effectiveness and productivity in the midst of change
- Recognize the importance of remaining focused on priority issues during the change process
- Understand the role of change agents
- Understand the four stages of change
- Identify productive and unproductive change behaviors

Content

This course focuses on

- The key drivers of change
- Responses to organizational changes
- How to move through the stages of change
- Actions to help achieve a sense of control while in the center of change

Methods

Interactive facilitation, self-assessment, group exercises, an application exercise

Number of Sessions

4 hours/1 Sessions

Time

8:30 a.m. – 12:30 p.m.

City Charge	Non-City Charge	Minimum Capacity	Maximum Capacity
\$35	\$100	5	20

Audience

Non-management

Prerequisites	Pre-Test	Post-Test	Credit(s)
None	Yes	Yes	0.4 CEUs

TEAM DYNAMICS - BMS4016

COH Learning and Development Center – the Center for Excellence

Purpose

Working with a team can be rewarding. Working with a group can be challenging. If you want to turn your group into a team, this course is for you. Are you, as a team member, doing your part to ensure that goals are being reached? Do you have team members that don't pull their weight? Do you know and understand different work styles and how to get them to work together? This course provides the necessary tools, strategies, and techniques to help teams focus on how to work together in achieving goals effectively, efficiently, and enjoyably.

Learning Outcomes

Upon completion of this course, you will be able to:

- Identify your team member style
- Define the team and team approach that works
- Identify the stages of team development
- Understand the characteristics of an effective team and apply to personal circumstances
- Learn how planning impacts group results

Content

This course focuses on:

- Defining a team
- Team approach in the work environment
- Stages of team development
- Characteristics of effective teams

Methods

Lecture, activities

Number of Sessions

4 hours/1 Sessions

Time

8:30 a.m. – 12:30 p.m.

City Charge	Non-City Charge	Minimum Capacity	Maximum Capacity
\$35	\$100	10	20

Audience

People who would like to enhance their knowledge of basic grammatical principles and reduce their English blunders.

Prerequisites	Pre-Test	Post-Test	Credit(s)
None	Yes	Yes	0.4 CEUs

CONFLICT RESOLUTION FOR MANAGERS AND SUPERVISORS - EBC-MGT-5005

COH Learning and Development Center – the Center for Excellence

Purpose

Conflicts happen in life. Sometimes it stems from jealousy, pride, ego, anger, bitterness, or another emotion, occurring many times in the workplace. However, it is how you handle conflict that will determine your success or failure. This course provides comprehensive training in gaining the crucial tools and skills needed to resolve conflict.

Learning Outcomes

Upon completion of this course, you will:

- Learn the importance of preventing conflicts from spilling over into the rest of the organization damaging the morale of co-workers
- Identify the four resolution methods and when to use them
- Understand the five approaches in which people react in conflict resolutions
- View conflict as a tool that can strengthen workplace relationships and cooperation
- Plan and conduct a conflict resolution discussion

Content

This course focuses on:

- Understanding conflict and its effects on the organization
- Resolving conflicts as well as those of third parties
- Self-assessment in conflict situations
- Meeting practical needs by using communication and listening guidelines
- Dealing with the emotional response of your employees

Methods

Interactive facilitation, group discussions, application exercises, assessments, case studies, skill practices, and videos

Number of Sessions

7 hours/1 Sessions

Time

8:30 a.m. – 4:30 p.m.

City Charge	Non-City Charge	Minimum Capacity	Maximum Capacity
\$35	\$100	5	20

Audience

Managers and Supervisors

Prerequisites	Pre-Test	Post-Test	Credit(s)
None	Yes	Yes	0.7 CEUs

CREATING A POSITIVE WORKPLACE - EBC-MGT-5008

COH Learning and Development Center – the Center for Excellence

Purpose

Imagine how much would get done well if everyone was eager to get to work. After an eye-opening discussion of office culture and the characteristics of a positive workplace, you will understand your role in developing both workplace culture and climate and be able to recognize the huge potential for dividends in terms of employee productivity and development.

Learning Outcomes

Obtain practical techniques and must-have skills in creating a positive workplace by learning to:

- Identify what a positive workplace looks like and its benefits
- Understand how an organization and its leaders evolve, enforce, and create culture and climate
- Develop plans and programs that cultivate and reinforce a positive climate

Content

The course focuses on:

- How an organization's culture is created
- Characteristics and benefits of a positive workplace
- Factors normally associated with culture and climate
- How to assess a team's performance against the characteristics of a positive workplace
- Identify the organization's and leader's role in controlling culture/climate
- Strategies and best practices leaders can use to develop and maintain a positive workplace climate

Methods

Interactive facilitation, group exercises, discussion questions, case studies, application exercise

Number of Sessions

7 hours/1 Sessions

Time

8:30 a.m. – 4:30 p.m.

City Charge	Non-City Charge	Minimum Capacity	Maximum Capacity
\$35	\$100	5	20

Audience

Managers and Supervisors

Prerequisites	Pre-Test	Post-Test	Credit(s)
None	Yes	Yes	0.7 CEUs

LEADERSHIP COMMUNICATION - EBC-MGT-5016

COH Learning and Development Center – the Center for Excellence

Purpose

Do your communications and conversations always get through? Do you find out later that they didn't get it? Effective communications is one of the greatest tools a leader can possess. Managerial communication skills and concepts of emotional intelligence will enhance your leadership performance. For your team to work well, they need to understand what to do and what is expected of them. This course will enhance your communication skills.

Learning Outcomes

After active participation in this training, you will:

- Learn how to control the visual, vocal, and verbal elements of your communications to deliver a consistent message
- Determine the best methods to persuade your employees to act
- Promote open communication in your areas
- Recognize and overcome communication barriers
- Learn to better manage confrontation and crucial conversations

Content

Participants will learn:

- Definitions and key purposes of leadership communication
- The importance of self-awareness and of understanding your audience
- How to use storytelling to communicate your messages
- The use of repetition to reinforce messages and increase retention
- Fundamental leadership communication principles
- How to choose the most effective communication mechanism for your messages

Methods

Group discussion, lecture, role play, short film

Number of Sessions

7 hours/1 Sessions

Time

8:30 a.m. – 4:30 p.m.

City Charge	Non-City Charge	Minimum Capacity	Maximum Capacity
\$35	\$100	5	25

Audience

Executive Managers, Middle Managers, Front-line Supervisors

Prerequisites	Pre-Test	Post-Test	Credit(s)
None	Yes	Yes	0.7 CEUs

CHANGE MANAGEMENT- EBC-MGT-5018

COH Learning and Development Center – the Center for Excellence

Purpose

Change can be very stressful, aggravating, and confusing for employees when it occurs. If you have employees who are in denial, resistant, or skeptical of anything new, this workshop will provide you with the necessary tools and skills for leading into change.

Learning Outcomes

Upon completion of this course, participants will be able to:

- Learn ways to deal positively with anticipated employee reactions to change
- Successfully lead employees through the process of change
- Lead employees through denial, resistance, and exploratory stages
- Implement change with positive outcomes

Content

This course focuses on:

- What creates change?
- Organizational responses to change
- Dealing with the actions to change
- Communicating change

Methods

Case studies, video, manual, self-assessment, personal action plan

Number of Sessions

4 hours/1 Sessions

Time

8:30 a.m. – 12:30 p.m.

City Charge	Non-City Charge	Minimum Capacity	Maximum Capacity
\$35	\$100	5	20

Audience

Managers and Supervisors

Prerequisites	Pre-Test	Post-Test	Credit(s)
None	Yes	Yes	0.4 CEUs

THE DOs AND DON'Ts OF DELEGATION - EBC-MGT-5029

COH Learning and Development Center – the Center for Excellence

Purpose

Are you hesitant to delegate because you are afraid the job won't get done? Do these situations happen to you?

- You delegate an assignment and surprise, surprise – the deadline arrives, but your employee is nowhere close to the finish line. Guess who's looking at you now?
- One of your staff members is out sick on FMLA and because no one else is cross-trained to do the work, an important deadline slips through the cracks and your section ends up paying for it to the tune of significant financial costs.
- You're called on the carpet when an employee gets hurt or botches a job because you didn't give him specific instructions when you assigned the work.

Learning Outcomes

After completing this course, you'll know what, when, why, and how to delegate more effectively.

Content

The course instructs supervisors in the following phases of delegation:

- Planning
- Communication
- Follow-Up

Methods

Self-assessment, video clips and films, job skills inventory, delegate evaluation worksheet, delegation planner, core steps, role play, discussion

Number of Sessions

7 hours/1 Sessions

Time

8:30 a.m. – 4:30 p.m.

City Charge	Non-City Charge	Minimum Capacity	Maximum Capacity
\$35	\$100	5	20

Audience

Supervisors or Managers

Prerequisites	Pre-Test	Post-Test	Credit(s)
None	Yes	Yes	0.7 CEUs

WORKFORCE AND ORGANIZATIONAL DEVELOPMENT - EBC- MGT-5031

COH Learning and Development Center – the Center for Excellence

Purpose

Need new, proven ideas to improve your workforce? Grow your knowledge, skills, and abilities through learning tools, strategies, and techniques to enhance the performance of your employees, departments, and the organization overall.

Learning Outcomes

After the successful completion, participants will:

- Define workforce development (WD)
- Understand basic training philosophies and methodologies
- Apply the WD and Organizational Development (OD) concepts to increase and maintain excellence in your organization

Content

Participants will learn:

- Principles of adult learning and retaining information
- Best training and development practices
- Steps in a training cycle
- The role of the leader or manager in training and development
- Types of training and development activities
- The framework for developing a training plan
- Goals and benefits of using OD
- Four components of organizational excellence
- OD techniques and strategies
- How WD and OD work together
- How to use the McKinsey & Company 7-S Model to analyze
- How to identify opportunities for improvement

Methods

Group discussion, group activities, lecture, and case studies

Number of Sessions

7 hours/1 Sessions

Time

8:30 a.m. – 4:30 p.m.

City Charge	Non-City Charge	Minimum Capacity	Maximum Capacity
\$35	\$100	5	25

Audience

Managers and Supervisors

Prerequisites	Pre-Test	Post-Test	Credit(s)
None	Yes	Yes	0.7 CEUs

LEADERSHIP 101 - EBC-GNS-1006

COH Learning and Development Center – the Center for Excellence

Purpose

Leadership isn't a job title, it is an action. It is developing the perspective, skills and personal style to get results that matter. Individuals, whether seasoned or just growing into their role, often lead project teams. They serve as key role models in the organization, are influential team members and part of the future leadership pipeline. In this program, students learn both the skills of leadership as well as their personal leadership strengths.

Learning Outcomes

Upon completion of this course, you will be able to:

- Learn to practice team leadership through active group participation.
- Examine your own and others' intrinsic and extrinsic motivations as leaders.
- Communicate effectively (using written and spoken word, non-verbal language, electronic tools, and listening skills) to develop relationships, manage conflicts, and work across differences.
- Integrate your lived experiences into your leadership development process.

Content

This course is designed with a self-assessment module and continues with practical ways to implement the leadership strategies discussed.

Methods

Interactive presentations, small group discussions, case studies, video, and action plans

Number of Sessions

7 hours/1 Sessions

Time

8:30 a.m. – 4:30 p.m.

City Charge	Non-City Charge	Minimum Capacity	Maximum Capacity
\$35	\$100	5	15

Audience

Supervisors or Managers

Prerequisites	Pre-Test	Post-Test	Credit(s)
None	Yes	Yes	0.7 CEUs

DELIVERING QUALITY CUSTOMER SERVICE - EBC-GNS-1001

COH Learning and Development Center – the Center for Excellence

Purpose

Customer Service can make or break an organization. Providing exceptional customer service is key to success for any business operation. Do you feel confident that you are making a positive impact on your internal and external customers? This course will provide you with the necessary tools and skills for identifying customer needs and responding in an immediate, accurate, and professional manner.

Learning Outcomes

Upon completion of this course, you will be able to do the following:

- Examine the need for service improvement
- Identify difficult customer situations
- Apply specific strategies for providing customer service in person
- Develop an action plan to improve your ability to deliver quality service

Content

This course will help participants deal more effectively with internal and external customers. The focus is on improving customer service, giving the tools and skills in handling difficult customers and responding effectively to specific customer behaviors.

Methods

Videos, lecture, group discussions, skill-building exercises, case studies, action plan

Number of Sessions

7 hours/1 Sessions

Time

8:30 a.m. – 4:30 p.m.

City Charge	Non-City Charge	Minimum Capacity	Maximum Capacity
\$35	\$100	5	20

Audience

Anyone dealing with customers

Prerequisites	Pre-Test	Post-Test	Credit(s)
None	Yes	Yes	0.7 CEUs

Formerly

Delivering Quality In-Person Customer Service

EFFECTIVE TELEPHONE SKILLS - EBC-GNS-1002

COH Learning and Development Center – the Center for Excellence

Purpose

Are your workplace telephone skills first rate? Do others complain about the way your employees answer the phone? Do you want your staff to be known for friendly and caring service, flexibility, and empathy? Do you want problem-solvers who listen well and are in control? This interactive video driven workshop will help teach employees how to project a professional image over the telephone.

Learning Outcomes

- Upon completion of this course, learners will be able to:
- Pay closer attention to telephone detail
- Work effectively with a wide variety of callers
- Recognize that City of Houston employees are customers to each other
- Recognize forbidden phrases and know how to avoid them
- Apply good listening skills to determine customers' needs
- View complaints as an opportunity to identify problems and better serve customers

Content

This course focuses on:

- Answering promptly
- Transferring calls
- Providing customer service to internal callers
- Handling irate callers

Methods

The course will begin with a pre-course assessment and a discussion of how customer service can be enhanced through good telephone skills. Learners will practice case scenarios and will answer prepared test questions. The learners will then have an opportunity to discuss problem situations and ask questions. The course will conclude with a post-course assessment and a plan of action.

Number of Sessions

4 hours/1 Sessions

Time

8:30 a.m. – 4:30 p.m. or 12:30 p.m. – 4:30 p.m.

City Charge	Non-City Charge	Minimum Capacity	Maximum Capacity
\$35	\$100	5	20

Audience

Clerical and other non-management personnel

Prerequisites	Pre-Test	Post-Test	Credit(s)
None	Yes	Yes	0.4 CEUs

FISH! - EBC-GNS-1003

COH Learning and Development Center – the Center for Excellence

Purpose

Do you have a job or a career? The difference is usually attitude. Make your choice! Choose to come to FISH! City employees need an awareness of choices in life and the impact each has on those around you as well as the culture of the City of Houston. The FISH! Course can help you see your choices and how to find the fun in what you do.

Learning Outcomes

Upon completion of this course, participants should understand how to create the life you want through the way you respond to the situations around you. The four FISH! Philosophies create the type of relationships and energy needed to find the power within to become the person you desire.

Content

By taking part in the class, participants will be able to work through the philosophies of:

- Be There
- Play
- Make Their Day
- Choose Your Attitude

Methods

Presentations, group discussions, application exercises, video

Number of Sessions

4 hours/1 Sessions

Time

8:30 a.m. – 12:30 p.m. or 12:30 p.m. – 4:30 p.m.

City Charge	Non-City Charge	Minimum Capacity	Maximum Capacity
\$35	\$100	6	26

Audience

Anyone interested in improving team development and cohesiveness

Prerequisites	Pre-Test	Post-Test	Credit(s)
None	Yes	Written Action Plan	0.4 CEUs

IMPROVING COMMUNICATIONS AT WORK - EBC-GNS-1004

COH Learning and Development Center – the Center for Excellence

Purpose

Are you looking for a way to improve your communication skills with your manager or peers? During this interactive workshop, you will be provided with the tools and techniques to communicate and hear others clearly. These skills will help you respond appropriately with clarity and confidence.

Learning Outcomes

- Upon completion of this course, participants will be able to:
- Identify their communication style
- Learn effective communication techniques
- Understand how they are perceived
- Demonstrate the many issues of misunderstanding that can occur in a one-way communication
- Apply good listening and questioning skills in the workplace
- Increase the awareness of the impact of nonverbal communication
- Provide feedback using a specific model

Content

This course focuses on:

- Improving communications with co-workers, peers, and supervisors.
- Understanding the effects of perception on communication
- Giving and receiving criticism, directions, and compliments
- Listening actively for better understanding

Methods

The course will begin with a pre-assessment and an introduction of communication styles and techniques. The participants will then have an opportunity to discuss individual skills and practice using case scenarios. These activities will be followed by an examination of specific problems, an opportunity to ask questions, and development of a post-course plan of action.

Number of Sessions

7 hours/1 Sessions

Time

8:30 a.m. – 4:30 p.m.

City Charge	Non-City Charge	Minimum Capacity	Maximum Capacity
\$35	\$100	5	20

Audience

Non-management personnel

Prerequisites	Pre-Test	Post-Test	Credit(s)
None	Yes	Yes	0.7 CEUs

MS EXCEL 2010 - Level 1 - EBC-CIS-7051

COH Learning and Development Center – the Center for Excellence

Purpose

Do you need to use Excel for reports? Are you using Excel, but don't really understand formulas? Then this class is for you.

Learning Outcomes

Become comfortable using Excel by:

- Opening, modifying, and saving files
- Creating a new workbook
- Entering basic formulas
- Entering common functions
- Adjusting font and number formatting
- Preparing the file for printing

Content

This course focuses on:

- Creating and formatting workbooks
- Entering basic formulas and functions
- Working with page layout for printing

Methods

This hands-on, interactive class includes a step-by-step manual to use in class and as a reference at your office. This manual includes many "best practices" in working with Excel. Class files are sent to participants to use for review and practice.

Number of Sessions

7 hours/1 Sessions

Time

8:30 a.m. – 4:30 p.m.

City Charge	Non-City Charge	Minimum Capacity	Maximum Capacity
\$35	\$100	5	12 - 14

Audience

Anyone who needs to open, create, modify and save Excel files.

Prerequisites	Pre-Test	Post-Test	Credit(s)
Basic PC knowledge using a keyboard and mouse. Ability to type approximately 20 wpm.	Yes	Yes	0.7 CEUs

MS EXCEL 2010 - Level 2 - EBC-CIS-7052

COH Learning and Development Center – the Center for Excellence

Purpose

Are you familiar with the basics of Excel 2010 but need to know how to perform advanced formulas? Do you need to sort and filter your spreadsheet data? Do you need to have certain data stand out? Would you like to chart your data? Then this class is for you.

Learning Outcomes

Learn to be more efficient with Excel by:

- Entering more complex formulas
- Using Conditional Formatting
- Sorting and filtering data
- Creating and modifying charts
- Creating a custom number format

Content

This course focuses on:

- Working with more complex formulas and functions
- Using Conditional Formatting
- Sorting and filtering data
- Creating and modifying charts

Methods

This hands-on, interactive class includes a step-by-step manual to use in class and as a reference at your office. This manual includes many "best practices" in working with Excel 2010. Class files are sent to participants to use for review and practice.

Number of Sessions

7 hours/1 Sessions

Time

8:30 a.m. – 4:30 p.m.

City Charge	Non-City Charge	Minimum Capacity	Maximum Capacity
\$35	\$100	5	12 - 14

Audience

Available to anyone familiar with basic Excel and needs to know more advanced skills.

Prerequisites	Pre-Test	Post-Test	Credit(s)
Excel Level 1 or equivalent knowledge. Ability to type approximately 20 wpm.	Yes	Yes	0.7 CEUs

MS EXCEL 2010 - Level 3 - EBC-CIS-7053

COH Learning and Development Center – the Center for Excellence

Purpose

Improve upon your intermediate Excel skills to utilize Excel's data validation, analytical abilities, and file linking, protecting, and sharing.

Learning Outcomes

- Make Excel work better for you by:
- Restricting cell entries
- Performing a function to look up data
- Creating and modifying PivotTables and PivotCharts
- Linking worksheets and workbooks
- Grouping, outlining and automatically subtotaling data
- Protecting, sharing and tracking changes in a workbook and worksheet

Content

This course focuses on:

- Limiting cell entries
- Performing a look up function
- Using PivotTables and PivotCharts to analyze data
- Tracking and protecting worksheets and workbooks

Methods

This hands-on, interactive class includes a step-by-step manual to use in class and as a reference at your office. This manual includes many "best practices" in working with Excel. Class files are sent to participants to use for review and practice.

Number of Sessions

7 hours/1 Sessions

Time

8:30 a.m. – 4:30 p.m.

City Charge	Non-City Charge	Minimum Capacity	Maximum Capacity
\$35	\$100	5	12 - 14

Audience

Anyone who needs to create PivotTables, works with multiple sheets and files, work with shared files and/or perform advanced functions in Excel.

Prerequisites	Pre-Test	Post-Test	Credit(s)
Excel Level 2 or equivalent knowledge. Ability to type approximately 20 wpm.	Yes	Yes	0.7 CEUs

MS EXCEL 2010 - MACROS - EBC-CIS-7035

COH Learning and Development Center – the Center for Excellence

Purpose

Are you proficient with Excel, but need to do more in less time? Do you find yourself entering the same data and repeating the same formatting over and over? Would you like to move to other parts of your spreadsheet with one click of the mouse instead of scrolling or using the Go To command? Would you like to make data entry easier and with little chance of error? If you answered yes to the above questions, Excel Macros is for you.

Learning Outcomes

- Make Excel work better for you by:
- Creating, modifying and running a Personal macro
- Creating, modifying and running a Workbook macro
- Entering Visual Basic for Applications code
- Creating a data prompt, and conditional statement
- Adding a check box and combo box to a worksheet
- Linking a control to data

Content

This course focuses on:

- Creating, modifying, and running personal and workbook macros
- Entering VBA code in the Visual Basic editor
- Adding controls such as checkboxes and combo boxes
- Linking controls

Methods

This hands-on, interactive class includes a step-by-step manual to use in class and as a reference at your office. This manual includes many best practices in working with Excel macros. Class files are sent to participants to use for review and practice.

Number of Sessions

7 hours/1 Sessions

Time

8:30 a.m. – 4:30 p.m.

City Charge	Non-City Charge	Minimum Capacity	Maximum Capacity
\$35	\$100	5	12 - 14

Audience

Anyone who needs to create, modify and run macros to perform repetitive tasks and/or add features such as conditional statements and check boxes.

Prerequisites	Pre-Test	Post-Test	Credit(s)
None	Yes	Yes	0.7 CEUs

MS EXCEL 2010 TIPS AND TRICKS - EBC-CIS-7029

COH Learning and Development Center – the Center for Excellence

Purpose

Would you like to be able to quickly perform tasks such as creating a chart or rearranging data? Did you know you can deepen a 3-D chart or insert a picture into the columns of a chart? This class will show you how to do these tasks and much more.

Learning Outcomes

Upon completion of this course, participants should be able to rearrange data, customize and print comments, and use keystrokes to create a chart, perform AutoSum and format cells.

Content

This course focuses on:

- Rearranging data
- Modifying and printing comments
- Using keystrokes for creating charts, performing AutoSum and formatting cells

Methods

This hands-on, interactive class includes a step-by-step manual to use in class and as a reference at your office. This manual includes many best practices in working with Excel. Class files are sent to participants to use for review and practice.

Number of Sessions

3 hours/1 Sessions

Time

8:30 a.m. – 11:30 a.m. or 1:00 p.m. – 4:00 p.m.

City Charge	Non-City Charge	Minimum Capacity	Maximum Capacity
\$35	\$100	5	12 - 14

Audience

Anyone needing extra tips and/or tricks while working in Excel

Prerequisites	Pre-Test	Post-Test	Credit(s)
Excel Level 2 or equivalent knowledge. Ability to type approximately 20 wpm.	Yes	Yes	0.3 CEUs

MS OUTLOOK 2010 – Level 1 - EBC-CIS-7054

COH Learning and Development Center – the Center for Excellence

Purpose

Is your Inbox always full? Do you find that you only use Outlook for e-mail? Then come learn the power of Outlook to help you organize your entire day.

Learning Outcomes

Upon completion of this course, participants should be able to send and receive e-mail messages, send and open attachments, and use various Inbox features. Participants will also create and schedule appointments, send meeting requests, add contacts, and create tasks.

Content

This course focuses on:

- Sending, receiving, and forwarding mail messages
- Working with attachments for mail messages
- Requesting a read receipt
- Sorting the Inbox
- Scheduling and editing appointments
- Creating and responding to meeting requests
- Adding contacts
- Adding tasks and recurring tasks

Methods

This is a hands-on class with emphasis on using Outlook's various folders and features. Participants will receive a step-by-step manual to be used in class and as a reference in the office.

Number of Sessions

7 hours/1 Sessions

Time

8:30 a.m. – 4:30 p.m.

City Charge	Non-City Charge	Minimum Capacity	Maximum Capacity
\$35	\$100	5	12 - 14

Audience

All who need to use Outlook for sending messages and organizing their schedules

Prerequisites	Pre-Test	Post-Test	Credit(s)
MS Word – 2 or MS Excel – 2 or equivalent knowledge	Yes	Yes	0.7 CEUs

MS OUTLOOK 2010 – Level 2 - EBC-CIS-7055

COH Learning and Development Center – the Center for Excellence

Purpose

Do you wish you could type the closing lines once and not have to type them again? Do you want to give people an easy way to respond to e-mail? Do you need to customize your calendar? Do you need to save your information? You will learn all of this and much more in MS Outlook 2.

Learning Outcomes

Upon completion of this course, participants should be able to create a signature, use special features for messages, and manage the Inbox. Participants will also learn how to use advanced calendar features, create distribution lists, assign tasks, and much more.

Content

This course focuses on:

- Creating a signature
- Using voting buttons in a mail message
- Managing the Inbox
- Customizing the calendar
- Delegating the calendar
- Creating a distribution list
- Assigning tasks
- Moving messages to the calendar folder
- Moving messages to the tasks folder
- Customizing Outlook

Methods

This is a hands-on class with emphasis on using Outlook's various folders and features. Participants will receive a step-by-step manual to be used in class and as a reference in the office.

Number of Sessions

7 hours/1 Sessions

Time

8:30 a.m. – 4:30 p.m.

City Charge	Non-City Charge	Minimum Capacity	Maximum Capacity
\$35	\$100	5	12 - 14

Audience

All who need to include signatures, customize the calendar, create distribution lists, assign tasks, and/or store data.

Prerequisites	Pre-Test	Post-Test	Credit(s)
MS Outlook – 1 of equivalent knowledge	Yes	Yes	0.7 CEUs

MICROSOFT OFFICE 2010 BASICS - EBC-CIS-7097

COH Learning and Development Center – the Center for Excellence

Purpose

Do you need to become familiar with the keyboard and the mouse? Do you need to know how to use the Ribbons? Do you need to know what spreadsheets are and how to use them? Do you need to know how to make some basic changes to a Word document? Do you need to know the basics of creating a PowerPoint presentation? Then this class is for you.

Learning Outcomes

Make Microsoft Office work better for you by:

- Identifying the parts of a keyboard
- Using the mouse correctly
- Using the File tab
- Identifying and working with the Ribbons
- Creating, saving, and editing a document
- Using the Quick Access toolbar
- Creating and editing an Excel workbook
- Creating a simple PowerPoint presentation with clip art

Content

This course focuses on:

- The basics of the computer
- The basics of Microsoft Word, Excel, Outlook, and PowerPoint

Methods

This hands-on, interactive class includes a step-by-step manual to use in class and as a reference at your office. This manual includes many "best practices" in working with Excel and Word. Class files are sent to participants to use for review and practice.

Number of Sessions

7 hours/1 Sessions

Time

8:30 a.m. – 4:30 p.m.

City Charge	Non-City Charge	Minimum Capacity	Maximum Capacity
\$35	\$100	5	12 - 14

Audience

Anyone who needs to become familiar with computers

Prerequisites	Pre-Test	Post-Test	Credit(s)
None	Yes	Yes	None

MS POWERPOINT 2010 - 1 - EBC-CIS-7102

COH Learning and Development Center – the Center for Excellence

Purpose

If you need to create PowerPoint presentations, this course is for you. If you want to learn how to insert and modify clip art, this course is for you. You will learn all of these things and much more in PowerPoint Level 1.

Learning Outcomes

Upon completion of this course, participants will be able to organize a presentation, work with text, and use graphics. Participants will also be able to create speaker notes, work with transitions and animations and create a background.

Content

This course focuses on:

- Organizing a presentation
- Editing text and working with placeholders
- Inserting and modifying AutoShapes
- Inserting and modifying clip art
- Working with themes
- Adding speaker notes to a presentation
- Setting transitions and animations
- Creating a background

Methods

This is a hands-on class with emphasis on using PowerPoint's features to create an attractive presentation. Participants will receive a step-by-step manual. Class files will be sent to participants to use for review of the manual.

Number of Sessions

7 hours/1 Sessions

Time

8:30 a.m. – 4:30 p.m.

City Charge	Non-City Charge	Minimum Capacity	Maximum Capacity
\$35	\$100	5	12 - 14

Audience

Anyone who needs to create user-friendly and audience-friendly PowerPoint presentations

Prerequisites	Pre-Test	Post-Test	Credit(s)
Word 2007 – 2 or Excel 2007 – 2 or equivalent knowledge	Yes	Yes	0.7 CEUs

MS POWERPOINT 2010 - 2 - EBC-CIS-7103

COH Learning and Development Center – the Center for Excellence

Purpose

If you need to arrange shapes in your PowerPoint presentation, then this course is for you. If you need to use pictures, sounds and other features in your presentation, this course is for you. If you need to add timings to your slides, this course is for you. You will learn all of these and much more.

Learning Outcomes

Upon completion of this course, participants should be able to link and embed files from other Microsoft Office applications, create an organization chart, and align and distribute shapes. Participants should also be able to insert a picture from a file, work with sounds and movies from Microsoft's clip organizer, and navigate easily during a PowerPoint show.

Content

This course focuses on:

- Linking and embedding objects from Word and Excel
- Creating an organization chart
- Aligning and distributing shapes
- Inserting a picture from a file
- Navigating easily during a PowerPoint show
- Adding timings to your presentation

Methods

This is a hands-on class with emphasis on creating a unique look in your presentation. Participants will receive a step-by-step manual. Class files will be sent to participants to use for review of the manual.

Number of Sessions

7 hours/1 Sessions

Time

8:30 a.m. – 4:30 p.m.

City Charge	Non-City Charge	Minimum Capacity	Maximum Capacity
\$35	\$100	5	12 -14

Audience

Anyone who desires to learn some of the advanced features of PowerPoint to create an attractive PowerPoint presentation

Prerequisites	Pre-Test	Post-Test	Credit(s)
PowerPoint 2007 – 1 or equivalent knowledge	Yes	Yes	0.7 CEUs

MS POWERPOINT 2010 - 3 - EBC-CIS-7104

COH Learning and Development Center – the Center for Excellence

Purpose

Do you wish you could add more flourish to your PowerPoint presentations without making them too busy? Do you need to enhance your charts? Do you need to bring Word documents into PowerPoint? This hands-on class will help you with all of these and much more.

Learning Outcomes

Upon completion of this course, participants should be able to add enhancements to charts, use advanced graphics features and use advanced animation features. Participants should also be able to insert and work with movies and sounds from files, create hyperlinks and use PowerPoint's Set Up Show features.

Content

This course focuses on:

- Designing an attractive PowerPoint presentation
- Working with other Microsoft Office applications
- Enhancing charts
- Enhancing graphics
- Using advanced animation features
- Creating hyperlinks to other slides and other files
- Setting up a show to browse at a kiosk
- Setting up a show to loop continuously

Methods

This is a hands-on class with emphasis on using advanced PowerPoint features to create unique presentations. Participants will receive a step-by-step manual. Class files will be sent to participants to use for review of the manual.

Number of Sessions

7 hours/1 Sessions

Time

8:30 a.m. – 4:30 p.m.

City Charge	Non-City Charge	Minimum Capacity	Maximum Capacity
\$35	\$100	5	12 -14

Audience

Anyone who desires to have a PowerPoint presentation that will make a positive impact on the audience

Prerequisites	Pre-Test	Post-Test	Credit(s)
MS PowerPoint 2007 – 2 or equivalent knowledge	Yes	Yes	0.7 CEUs

MS WORD 2010 – 1 - EBC-CIS-7159

COH Learning and Development Center – the Center for Excellence

Purpose

Are you getting frustrated with learning Word? Do you use Word regularly but wish you knew more shortcuts and other features? If so, then this course is for you.

Learning Outcomes

Upon completion of this course, participants should be able to create, save and edit a document. Participants should also be able to work with Word's font, paragraph, and page formatting features.

Content

This course focuses on:

- Creating and saving a document
- Saving a document for Office 97-2003
- Editing a document
- Working with Word's indent feature
- Selecting entire sentences, lines, and paragraphs quickly
- Using the Office clipboard
- Adding a manual page break
- Adding bullets, numbering and multilevel numbering
- Showing and hiding non-printing characters
- Using Word's find and replace feature

Methods

This is a hands-on class. Participants will receive a step-by-step manual. Class files will be sent to participants to use for review of the manual.

Number of Sessions

7 hours/1 Sessions

Time

8:30 a.m. – 4:30 p.m.

City Charge	Non-City Charge	Minimum Capacity	Maximum Capacity
\$35	\$100	5	12 - 14

Audience

Anyone who needs to use Word to create and format documents for easy readability

Prerequisites	Pre-Test	Post-Test	Credit(s)
Basic computer skills and a typing speed of 20 words a minute or more	Yes	Yes	0.7 CEUs

MS WORD 2010 – 2 - EBC-CIS-7160

COH Learning and Development Center – the Center for Excellence

Purpose

If you need to learn about headers and footers in a Word document, then come join us in our Word Level 2 class. If tables give you a chill, then come learn how to create and format tables easily. If you struggle with Word's Mail Merge feature, then this is the class for you. You will learn all of these and much more.

Learning Outcomes

Upon completion of this class, participants should be able to use section breaks in a document, work with headers and footers and create and format tables. Participants should also be able to use Word's mail merge feature to create letters and labels as well as work with styles and the outline view.

Content

This class focuses on:

- Creating and using multiple sections
- Creating and formatting headers and footers
- Creating and formatting tables
- Working with multiple columns
- Using Word's mail merge feature
- Inserting a preformatted cover page
- Working in Word's outline view

Methods

This is a hands-on class. Participants will receive a step-by-step manual. Class files will be sent to participants to use for review of the manual.

Number of Sessions

7 hours/1 Sessions

Time

8:30 a.m. – 4:30 p.m.

City Charge	Non-City Charge	Minimum Capacity	Maximum Capacity
\$35	\$100	5	12 - 14

Audience

Anyone who needs to use tables in Word, create mail merges, and/or use report techniques

Prerequisites	Pre-Test	Post-Test	Credit(s)
MS Word 2007 – 1 or equivalent knowledge	Yes	Yes	0.7 CEUs

MS WORD 2010 – 3 - EBC-CIS-7161

COH Learning and Development Center – the Center for Excellence

Purpose

If you need to know how to work with long tables that cover two or more pages, this course is exactly what you need. If you need to work with other users, you will find this course helpful. If you need to create a cover page, a table of contents, or an index, this is the course for you. You will learn all of these and much more.

Learning Outcomes

Upon completion of this course, participants should be able to work with long tables, track changes, create styles and create different headers and footers in different sections. Participants should also be able to insert a table of contents and an index into a document.

Content

This course focuses on:

- Making a row or rows of a multi-page table repeat at the top of each page
- Preventing rows of a table from breaking across pages
- Tracking changes in a document
- Creating a cover page
- Creating different headers and footers in different sections
- Inserting a table of contents into a document
- Inserting an index into a document
- Creating a form that can be filled in online

Methods

This is a hands-on class. Participants will receive a step-by-step manual. Class files will be sent to participants to use for review of the manual.

Number of Sessions

7 hours/1 Sessions

Time

8:30 a.m. – 4:30 p.m.

City Charge	Non-City Charge	Minimum Capacity	Maximum Capacity
\$35	\$100	5	12 - 14

Audience

Anyone who needs to work with long reports, works with others on a document, and/or creates online forms

Prerequisites	Pre-Test	Post-Test	Credit(s)
MS Word 2007 – 2 or equivalent knowledge	Yes	Yes	0.7 CEUs

MS EXCEL 2010 - FORMULAS - EBC-CIS70108

COH Learning and Development Center – the Center for Excellence

Purpose

Would you like a class that focuses on only formulas? This class offers an opportunity to review the formulas covered in Excel levels 1 through 3 and learn a few new ones.

Learning Outcomes

Upon completion of this course, participants will be more comfortable using formulas and functions in Excel.

Content

This course focuses on:

- Reviewing basic mathematical formulas
- Using the SUM and AVERAGE functions
- Creating formulas Round Up or to a Multiple
- Calculate working days or date complete excluding weekends and holidays
- Using the IF and VLOOKUP functions
- Working with the COUNT and COUNTIF functions

Methods

This hands-on, interactive class includes a step-by-step manual to use in class and as a reference at your office. This manual includes many "best practices" in working with Excel. Class files are sent to participants following class to use for review and practice.

Number of Sessions

3 hours/1 Sessions

Time

8:30 a.m. – 11:30 a.m. or 1:00 p.m. – 4:00 p.m.

City Charge	Non-City Charge	Minimum Capacity	Maximum Capacity
\$35	\$100	5	12 - 14

Audience

Anyone who needs help with MS Excel Formulas.

Prerequisites	Pre-Test	Post-Test	Credit(s)
Excel 2010 - 2 or equivalent knowledge Ability to type at least 20 wpm	Yes	Yes	0.3 CEUs

HARNESSING YOUR EMPLOYEES' STRENGTHS - LDC-HR-005

COH Learning and Development Center – the Center for Excellence

Purpose

Upon completion of this course, participants should be able to identify their employees' strengths, coach them in developing those strengths, and find the best fit for them within the organization.

Learning Outcomes

After completing this course, you'll know how implementing a strengths-based approach to development and providing employees with the tools to assess their strengths.

Content

This course focuses on:

- Creating an effective individual development plan
- Identifying a variety of paths to development
- Conducting a positive development discussion

Methods

N/A

Number of Sessions

4 hours/1 Sessions

Time

8:30 a.m. – 12:30 p.m.

City Charge	Non-City Charge	Minimum Capacity	Maximum Capacity
\$35	\$100	5	15

Audience

Supervisors or Managers

Prerequisites	Pre-Test	Post-Test	Credit(s)
None	Yes	Yes	0.4

EMOTIONAL INTELLIGENCE - LDC-HR-003

COH Learning and Development Center – the Center for Excellence

Purpose

Emotional intelligence describes the ability to understand one's own feelings, and that of groups, and how these emotions can influence motivation and behavior. The concept of Emotional Intelligence has been around since at least the 1900's, but is considered a new branch of psychology. As a result of the growing acknowledgement by professionals of the importance and relevance of emotions to work outcomes, the research on the topic has continued to gain momentum. The emotional intelligence skills you'll learn during this workshop will help you gain the ability to more appropriately respond to the world around you and eliminate the stress and frustration that often comes from working with others

Learning Outcomes

After completing this course, you'll define and practice self-management, self-awareness, self-regulation, self-motivation, and empathy.

Content

This course focuses on:

- Understand, use and manage your emotions
- Understand, use and manage your emotions
- Identify the benefits of emotional intelligence
- Relate emotional intelligence to the workplace
- Balance optimism and pessimism
- Balance optimism and pessimism

Methods

Take pre and post assessments; participate in interactive discussions, role plays, videos and debriefing sessions; create a post-course plan of action

Number of Sessions

7 hours/1 Sessions

Time

8:30 a.m. – 4:00 p.m.

City Charge	Non-City Charge	Minimum Capacity	Maximum Capacity
\$35	\$100	5	25

Audience

Supervisors or Managers

Prerequisites	Pre-Test	Post-Test	Credit(s)
None	Yes	Yes	0.7

SOCIAL AWARENESS & CULTURAL DIVERSITY - LDC-HR-009

COH Learning and Development Center – the Center for Excellence

Purpose

With the world becoming more mobile and socially aware, diversity has taken on a new importance in the workplace. This workshop will assist our understanding regarding social awareness, and how participants can help create a more socially aware environment at work and at home.

Learning Outcomes

N/A

Content

The course instructs supervisors in the following phases of delegation:

- Planning
- Communication
- Follow-Up

Methods

Lecture, video, discussion, group exercise

Number of Sessions

4 hours/1 Sessions

Time

8:00 a.m. – 12:00 p.m.

City Charge	Non-City Charge	Minimum Capacity	Maximum Capacity
\$35	\$100	5	20

Audience

Supervisors or Managers

Prerequisites	Pre-Test	Post-Test	Credit(s)
None	Yes	Yes	0

EFFECTIVE COMMUNICATION IN THE WORKPLACE - LDC-HR-007

COH Learning and Development Center – the Center for Excellence

Purpose

The Effective Workplace Communication workshop will help participants understand the different methods of communication and how to make the most of each of them. These strategies will improve workplace communication, enhance interpersonal relationships and develop basic ideas for handling conflicts that arise through communication.

Learning Outcomes

After completing this course, you'll understand what communication is, Identify ways that communication can happen, Identify barriers to communication and how to overcome them, and develop their non-verbal and par verbal communication skills.

Content

This course focuses on:

- Implement strategies for conflict management
- Use "I" messages
- Establish common ground with others
- Identify and mitigate precipitating factors

Methods

N/A

Number of Sessions

7 hours/1 Sessions

Time

8:30 a.m. – 4:30 p.m.

City Charge	Non-City Charge	Minimum Capacity	Maximum Capacity
\$35	\$100	3	20

Audience

Supervisors or Managers

Prerequisites	Pre-Test	Post-Test	Credit(s)
None	Yes	Yes	0.7

PLAN YOUR DAY TO SAVE TIME - EBC-BUS60081

COH Learning and Development Center – the Center for Excellence

Purpose

Are you hesitant to delegate because you are afraid the job won't get done? Do these situations happen to you?

- You delegate an assignment and surprise, surprise – the deadline arrives, but your employee is nowhere close to the finish line. Guess who's looking at you now?
- One of your staff members is out sick on FMLA and because no one else is cross-trained to do the work, an important deadline slips through the cracks and your section ends up paying for it to the tune of significant financial costs.
- You're called on the carpet when an employee gets hurt or botches a job because you didn't give him specific instructions when you assigned the work.

Learning Outcomes

Upon completion of this course, participants should be able to organize their work and time and deal with unexpected problems.

Content

This course focuses on:

- Organizing your work
- Prioritizing your tasks
- Avoiding procrastination
- Delegating effectively

Methods

Lecture, video, discussion, group exercise

Number of Sessions

7 hours/1 Sessions

Time

8:30 a.m. – 4:30 p.m.

City Charge	Non-City Charge	Minimum Capacity	Maximum Capacity
\$35	\$100	5	12

Audience

Supervisors or Managers

Prerequisites	Pre-Test	Post-Test	Credit(s)
None	Yes	Yes	0.7

DEALING WITH DIFFICULT WORK SITUATIONS - LDC-HR-006

COH Learning and Development Center – the Center for Excellence

Purpose

Do you sometimes wonder how to handle difficult situations politely yet firmly? Do you wish you knew how to make everyone feel a part of the organization? Do you wonder how to greet those you work with? Are you wondering how to get to the root cause of conflicts and prevent them? Find out the answers to these questions and more.

Learning Outcomes

Upon completion of this course, participants should be able to understand their roles in keeping the workplace efficient and pleasant and be able to find the root causes of conflict.

Content

This course focuses on:

- Defining civility in the work place
- Applying workplace etiquette
- Diagnosing the causes of difficult behavior
- Communicating effectively

Methods

Discussion, case studies, projects

Number of Sessions

4 hours/1 Sessions

Time

8:30 a.m. – 12:30 p.m.

City Charge	Non-City Charge	Minimum Capacity	Maximum Capacity
\$35	\$100	5	12

Audience

Supervisors or Managers

Prerequisites	Pre-Test	Post-Test	Credit(s)
None	No	Yes	0.4

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