THE LEARNING AND DEVELOPMENT CENTER—THE CENTER FOR EXCELLENCE

PROGRAM AND COURSE CATALOG 2016 - 2017

BUILDING PEOPLE.
SHAPING THE FUTURE.

The Learning and Development
Center—The Center for Excellence
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BUSINESS COURSES

BUSINESS GRAMMAR, AND PREPOSITIONS, PRONOUNS AND CONFUSING WORDS – LDC-BUS-14

COH Learning and Development Center—the Center for Excellence

Purpose

Do you wonder what a preposition is and why it is important? Do you find that you match your verb to the wrong word because you are not sure which word is the subject? Do you ask yourself if the word should be its or it's or your or you're? Do you struggle with words that sound alike with different spellings? Then this course is for you.

Learning Outcomes

Upon completion of this course, participants should be able to do the following:

- Identify prepositions
- Recognize that the object of a preposition can never be the subject
- Define pronouns
- Identify and use singular and plural pronouns with the proper verbs
- Use objective and subjective pronouns correctly
- Use the correct word when writing and speaking

Content

The emphasis of the course is on identifying prepositions, distinguishing between the subject and the object of the preposition, using correct forms of pronouns, and selecting the correct word and word spelling.

Methods

Discussion, practice exercises, and lecture

Number of Sessions

7 hours/1 Session

Time

8:30 a.m. – 4:30 p.m.

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

Who Should Attend

Anyone who wishes to enhance his/her knowledge of prepositions, pronouns, and confusing words

Prerequisites	Pre-Test	Post-Test
None	No	Yes

BUSINESS GRAMMAR, CAPITALIZATION, AND PUNCTUATION
LDC-BUS 15
COH Learning and Development Center—the Center for Excellence

Purpose

When do you capitalize a person's title or a department? Should you always use a comma before the word "and"? How do you know where to use a hyphen? If you have wondered about these, then this course is for you.

Learning Outcomes

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

- Apply correct capitalization for proper nouns, geographic regions, titles and listed items
- Use commas and semicolons correctly in a series, parenthetical phrases, complex sentences, compound sentences, and dates
- Write compound numbers and compound adjectives correctly

Content

The emphasis of this course is on using correct capitalization, applying commas and semicolons correctly, and using hyphens.

Methods

Discussion, practice exercises, and lecture

Number of Sessions

7 hours/1 Session

Time

8:30 a.m. – 4:30 p.m.

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

Who Should Attend

Anyone who wishes to enhance his/her knowledge of subject/verb agreement and reduce his/her English blunders.

Prerequisites	Pre-Test	Post-Test
None	No	Yes

BUSINESS GRAMMAR NOUNS AND VERBS - LDC-BUS 15

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. Poor grammar results in poor communication. The start to good grammar is having an understanding of nouns and verbs.

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
- Form the plurals of nouns correctly
- Form the possessive of nouns correctly
- Form plurals of verbs correctly
- Use irregular verbs correctly

Content

The emphasis of this course is on recognizing common grammatical blunders with nouns andverbs. This class builds on identifying nouns and verbs, identifying the types of nouns, and distinguishing the difference between plural and possessive nouns.

Methods

Discussion, practice exercises, and lecture

Number of Sessions

7 hours/1 Session

Time

8:30 a.m. – 4:30 p.m.

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

Who Should Attend

Anyone who wishes to enhance his/her knowledge of subject/verb agreement and reduce his/her English blunders.

Prerequisites	Pre-Test	Post-Test
None	No	Yes

BUSINESS WRITING -- LDC-BUS 20

COH Learning and Development Center—the Center for Excellence

Purpose

Is your writing getting the results you desire in developing professional correspondence that is organized, conscientious, and to the point? If writing is your primary responsibility or a part of your daily routine, then this course is for you. Learn the fundamentals of writing.

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
- Identify and understand basic rules for writing
- Learn the various reasons to communicate in writing
- Understand the different business documents such as memos, agendas, reports, and letters
- Know when to draft which type of document
- Discover the importance of proofreading and editing documents
- Compose emails using proper etiquette

Content

The emphasis of this course is on creating various documents such as agendas, memos, reports, and letters.

Methods

Instructor led, group discussions, individual activities, skill practice in the computer lab, and acomputerized assessment

Number of Sessions

7 hours/ 2 Sessions

8:30 a.m. –12:30 p.m. (Sessions 1) (Class and 8:30 a.m. – 11:30 a.m. (Session 2)

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

Who Should Attend

Employees who want to create various documents to help further their own writing skills and utilize that knowledge in all aspects of their careers.

Prerequisites	Pre-Test	Post-Test
Buisiness Grammar Word Level 1	No	Yes

BUILDING LEGENDARY CUSTOMER SERVICE -- LDC-BUS 17

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 techniques to meet the customer's needs and expectations.

Learning Outcomes

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

- Define customer service
- Identify who are customers
- Recognize the customer service pitfalls
- Develop outstanding customer service practices
- Calm down angry customers

Content

This course will help participants deal more effectively with internal and external customers. The focus is on learning strategies for providing customer service beyond the basics and moving into extraordinary delivery

Methods

Instructor led, discussions, application exercises, assessments, case studies, and skill practices

Number of Sessions

4 hours/1 session

Time

8:30 a.m. – 12:30 p.m.

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

Who Should Attend

Customer service professionals who want to strenghthen and enhance customer service relationships

Prerequisites	Pre-Test	Post-Test
None	No	No

Formerly

Delivering Quality In-Person Customer Service

Customer Service That Wows

CONFLICT RESOLUTION: BUILDING WORKPLACE RELATIONSHIPS -- LDC-BUS 002

COH Learning and Development Center—the Center for Excellence

Purpose

Do you find yourself wishing you could understand others more easily? Do you get frustrated and stressed when dealing with a difficult co-worker? Are you baffled by negative reactions? Do you dread confrontation with a challenging personality? Are you comfortable handling confrontation calmly and professional without fear? Do you know how to work through disagreements? This course provides comprehensive training in gaining the crucial skills needed to resolve conflict and buildpositive working relationships.

Learning Outcomes

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

- Discuss the key role that attitude plays in workplace and career success
- Analyze interpersonal style to work more effectively with others
- Determine interpersonal strengths and trouble spots
- Assess your conflict management approach
- Apply active listening skills for conflict resolution
- Apply specific strategies to deal effectively with challenging personalities

Content

This course focuses on the key role that attitude plays in career and relationship success, as well as the importance of good human relations skills. Participants will learn how to build positive workplace relationships, deal effectively with challenging workplace attitudes. This workshop will give participants the confidence to resolve and work through disagreements.

Methods

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

Number of Sessions

4 hours/1 Session

Time

8:30 a.m. – 12:30 p.m.

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

Who Should Attend

Employees who want to develop skills to deal with conflict situations effectively

Prerequisites	Pre-Test	Post-Test
None	No	Yes

THROUGH THE EYES OF A CHILD: DIVERSITY AND INCLUSION - LDC-BUS 023

COH Learning and Development Center—the Center for Excellence

Purpose

The purpose of this course is to make a meaningful and life-changing impact. How? By increasing your understanding of diversity and inclusion, through generating open and honest communication, sharing of experiences, and actively participating in activities . . . all though the eyes of a child. This course is designed to affirm that together we work better because of our differences, not despite them.

Learning Outcomes

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

- Define and identify diversity, discrimination, prejudice, racism, stereotypes, and inclusion in the workplace
- Understand how diversity impacts daily interactions with others
- Increase knowledge and level of appreciation of diversity and inclusion in the workplace.
- Understand the need for a diversity and inclusion initiative in the workplace
- Identify, acknowledge, and respect the characteristics and differences of self and others.

Content

This course focuses on helping employees understand how improving communication skills in a diverse workplace can have a positive impact on job performance.

Methods

Interactive facilitation, group discussions, and application exercises

Number of Sessions

7 hours/1 Session

Time

8:30 a.m. – 4:30 p.m.

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

Audience

Employees who wish to strengthen their cultural competency and avoid cultural collisions.

Prerequisites	Pre-Test	Post-Test
None	No	No

EFFECTIVE PRESENTATION SKILLS – EBC-BUS 024

COH Learning and Development Center—the Center for Excellence

Purpose

Do you feel anxious and overwhelmed when faced with developing and delivering a presentation? Enhance your public speaking style and turn even the driest, most ordinary information into a dynamic, compelling presentation. From the podium to the boardroom, this 2-day interactive workshop is for City of Houston (COH) business professionals who want to learn how to stand up and convey ideas with passion.

Learning Outcomes

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

- Identify how the platform works
- Plan, organize, and deliver presentations
- Recall key concepts for becoming an effective presenter

Content

This course focuses on: 1) the must-have skills of planning, organizing, preparing, and delivering a presentation to help you send your message with poise and power as well as 2) how to genuinely connect with your audience.

Methods

In a fun and exciting atmosphere, you will prepare and deliver 2 presentations, and receive insightful and constructive feedback from your trainer and fellow participants. An eye-opening videotape of your presentations is provided.

Number of Sessions

16 hours/2 Sessions

Time

8:30 a.m. – 4:30 p.m.

City Charge	Non-City Charge	Minimum Capacity	Maximum Capacity
$70	$200	10	12

Who Should Attend

Employees who desire to enhance their presentation skills

Prerequisites	Pre-Test	Post-Test
None	No	Yes, Peer evaluations

EFFECTIVE TELEPHONE SKILLS - LDC-BUS 005

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 Session

Time

8:30 a.m. –12:30 p.m

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

Who Should Attend

Employees who want to improve their customer service skills on the telephone

Prerequisites	Pre-Test	Post-Test
None	Yes	Yes

EMOTIONAL INTELLIGENCE – LDC-BUS 045

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:

- Understanding, usingand managing your emotions
- Identifing the benefits of emotional intelligence
- Relating emotional intelligence to the workplace
- Balancing optimism and pessimism

Methods

Participate in interactive discussions, role plays, videos and debriefing sessions; create a post-course plan of action

Number of Sessions

4 hours/1 Session

Time

8:30 a.m. – 12:30 p.m.

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

Who Should Attend

Anyone who wants to strengthen their emotional intelligence, and increase their understanding of how it plays an integral part in having a successful professional career.

Prerequisites	Pre-Test	Post-Test
None	EQI Assessment	

GOAL SETTING AND STRATEGIC PLANNING-LDC-BUS 15

COH Learning and Development Center—the Center for Excellence

Purpose

This course will provide the learners with the basic fundamentals of Goal Setting and Strategic Planning.

Learning Outcomes

Upon completion of this course, you will:

- Be able to set and evaluate SMART goals
- Strategically plan for maximum productivity
- Stay on top of to-do lists
- Track projects and tasks like a pro
- Use basic project management techniques
- Create informative status reports

Content

This course focuses on:

- Organizing your work
- The importance of setting goals
- The 3 Ps of goal setting
- The smart way to set goals
- Long and Short term planning
- Prioritizing techniques
- Steps to overcome procrastination
- Basic Project Management techniques
- Creating weekly status reports

Methods

Instructor-led

Number of Sessions

4 hours/1 Session

Time

8:30 a.m. – 12:30 p.m.

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

Who Should Attend

Anyone who wants to maximize their productivity through effective goal setting and strategic planning.

Prerequisites	Pre-Test	Post-Test
None	No	No

PLAN YOUR DAY TO SAVE TIME – EBC-BUS 009

COH Learning and Development Center—the Center for Excellence

Purpose

Are you continually looking through stacks of papers? Do you find procrastination is a problem sometimes? Are you struggling with getting everything accomplished? Do you wish you could deal with crises and interruptions? This is the course for you. *Organize Your Day to Save Time* will help you organize your work and deal problems as they arise so that you can get more accomplished.

.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

4 hours/1 Session

Time

8:30 a.m. – 12:30 p.m.

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

Who Should Attend

Anyone who wants to gain better control of their time to combat issues that can disrupt the work day

Prerequisites	Pre-Test	Post-Test
None	Yes	Yes

OVERCOMING THE CHALLENGES OF CHANGE-LDC-BUS 008

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 Session

Time

8:30 a.m. – 12:30 p.m.

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

Who Should Attend

Employees who are having a difficult time adapting to organizational changes

Prerequisites	Pre-Test	Post-Test
None	No	No

TEAM DYNAMICS-LDC-BUS 0012

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 Session

Time

8:30 a.m. – 12:30 p.m.

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

Who Should Attend

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

Prerequisites	Pre-Test	Post-Test
None	No	Team Projects

THE ART OF EFFECTIVE COMMUNICATION-LDC-BUS 006

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; giving and receiving criticism, directions, and compliments; listening actively for better understanding

Methods

The course will begin with 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

4 hours/1 Session

Time

8:30 a.m. – 12:30 p.m.

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

Who Should Attend

Employees who wants to develop specific skills to communicate effectively with managers, supervisors and co-workers

Prerequisites	Pre-Test	Post-Test
None	No	No

Formerly

Improving Communications at Work

THE GOOD, THE BAD, THE CONNECTED: SOCIAL MEDIA INS AND OUTS-LDC-BUS 021

COH Learning and Development Center—the Center for Excellence

Purpose

Students will learn the city's policy on social media and how to utilize this ever changing environment.

Learning Outcomes

Upon completion of this course, you will:

- Discover the various social platforms
- Learn how social media is used in business
- Understand the City of Houston's social media policy
- Learn how to use social media appropriately

Content

In the digital world that we live in, social media has exploded in recent years. It has changed the way that businesses operate as well as providing an instant connection to the actor, actress, athlete, or someone else. How can employers stay on top of the ever changing trends by utilizing social media? For that matter, what platform is the best to use in order to stay visible and attract the most customers? In this course, learners will discover: various social media platforms; how social media is used in business; the City of Houston's social media policy; and how to use the social media networks appropriately.

Methods

Instructor led, discussions, application exercises, group projects, case studies, and skill practices

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	25

Who Should Attend

All who want to understand the City of Houston policy on social media usage as well as, how utilizing soial media can reach the customer

Prerequisites	Pre-Test	Post-Test
None	No	No

DESKTOP COMPUTER APPLICATION COURSES

MS ACCESS 2010 – Level 1 LDC-TEC 008

COH Learning and Development Center—the Center for Excellence

Purpose

Do you have large amounts of data that you are keeping in Excel? Would you like to keep the information in a database with more flexibility in manipulating data? This course is for you. This course will teach you how to work with databases.

Learning Outcomes

Learn to be more efficient with Access by:

- Generating queries to filter data from multiple tables
- Creating forms for easy data entry
- Generating reports

Content

- Developing a database
- Creating relationships between tables
- Creating simple queries
- Sorting and filtering data
- Creating forms and reports

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 Access 2010.

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

Who Should Attend

Anyone who needs to work with large amounts of data

Prerequisites	Pre-Test	Post-Test
None	Yes	Yes

MS EXCEL 2010 - FORMULAS – LDC-TEC 001

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. – 12:30 p.m.

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

Who Should Attend

Anyone who needs help with MS Excel Formulas.

Prerequisites	Pre-Test	Post-Test
Excel 2010 - 2 or equivalent knowledge Ability to type at least 20 wpm	Yes	Yes

MS EXCEL 2010 – Level 1 - LDC-TEC 002

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 Session

Time

8:30 a.m. – 4:30 p.m.

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

Who Should Attend

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

Prerequisites	Pre-Test	Post-Test
Basic PC knowledge using a keyboard and mouse. Ability to type approximately 20 wpm.	Yes	Yes

MS EXCEL 2010 – Level 2 - LDC-TEC 003

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

Who Should Attend

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

Prerequisites	Pre-Test	Post-Test
Excel Level 1 or equivalent knowledge. Ability to type approximately 20 wpm.	Yes	Yes

MS EXCEL 2010 – Level 3 LDC-TEC 004

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 Session

Time

8:30 a.m. – 4:30 p.m.

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

Who Should Attend

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
Excel Level 2 or equivalent knowledge. Ability to type approximately 20 wpm.	Yes	Yes

MS EXCEL PIVOT TABLES AND MORE – Level 3 LDC-TEC-005

COH Learning and Development Center—the Center for Excellence

Purpose

Would you like to be able to analyze data easily with Pivot Tables? Do you wish to change the calculation type of a value field in a Pivot Table? Do you need to know how to make your Pivot Tables easier for the inexperienced Excel user by adding navigation tools? Would you like to be able to create and modify a Pivot Chart? Have you ever needed to know how to use the formula auditing tools to find an error? This course is for you.

Learning Outcomes

Upon completion of this course, participants should be able to create a Pivot Table, change a field name in a Pivot Table, add fields to a Pivot Table, change the calculation type, automatically expand a Pivot Table, and change the field order. In addition to Pivot Tables, participants will be able to create and work with a Pivot Chart. They will also be able to use the Formula Auditing feature, separate text from one column into two columns, and use the Goal Seek feature.

Content

This course focuses on:

- Creating and modifying Pivot Tables
- Using the Formula Auditing tools
- Separating text from one column into two columns
- Using the Goal Seek feature

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 Session

Time

8:30 a.m. – 4:30 p.m.

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

Who Should Attend

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

Prerequisites	Pre-Test	Post-Test
Excel Level 2 or equivalent knowledge. Ability to type approximately 20 wpm.	Yes	Yes

MS EXCEL 2010 TIPS AND TRICKS - LDC-TEC 006

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 Session

Time

8:30 a.m. – 12:30 p.m.

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

Who Should Attend

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

Prerequisites	Pre-Test	Post-Test
Excel Level 2 or equivalent knowledge. Ability to type approximately 20 wpm.	Yes	Yes

MS EXCEL 2010 – MACROS - LDC-TEC 007

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 Session

Time

8:30 a.m. – 4:30 p.m.

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

Who Should Attend

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
None	Yes	Yes

MS OUTLOOK 2010 – Level 1 - LDC-TEC 010

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

Who Should Attend

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

Prerequisites	Pre-Test	Post-Test
MS Word – 2 or MS Excel – 2 or equivalent knowledge	Yes	Yes

MS OUTLOOK 2010 – Level 2 - LDC-TEC 009

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

Who Should Attend

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

Prerequisites	Pre-Test	Post-Test
MS Outlook – 1 of equivalent knowledge	Yes	Yes

MICROSOFT OFFICE 2010 BASICS - LDC-HR 017

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 Session

Time

8:30 a.m. – 4:30 p.m.

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

Who Should Attend

Anyone who needs to become familiar with computers

Prerequisites	Pre-Test	Post-Test
None	Yes	Yes

MS POWERPOINT 2010 Level 1– LDC-TEC 012

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 Session

Time

8:30 a.m. – 4:30 p.m.

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

Who Should Attend

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

Prerequisites	Pre-Test	Post-Test
Word 2007 – 2 or Excel 2007 – 2 or equivalent knowledge	Yes	Yes

MS POWERPOINT 2010 – Level 2 LDC-TEC 013

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 Session

Time

8:30 a.m. – 4:30 p.m.

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

Who Should Attend

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

Prerequisites	Pre-Test	Post-Test
PowerPoint 2007 – 1 or equivalent knowledge	Yes	Yes

MS POWERPOINT 2010 – Level 3 LDC-TEC 014

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 Session

Time

8:30 a.m. – 4:30 p.m.

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

Who Should Attend

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

Prerequisites	Pre-Test	Post-Test
MS PowerPoint 2007 – 2 or equivalent knowledge	Yes	Yes

MS WORD 2010 – Level 1 LDC-TEC 015

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 Session

Time

8:30 a.m. – 4:30 p.m.

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

Who Should Attend

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

Prerequisites	Pre-Test	Post-Test
Basic computer skills and a typing speed of 20 words a minute or more	Yes	Yes

MS WORD 2010 – Level 2 - LDC-TEC 016

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 Session

Time

8:30 a.m. – 4:30 p.m.

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

Who Should Attend

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

Prerequisites	Pre-Test	Post-Test
MS Word 2007 – 1 or equivalent knowledge	Yes	Yes

MS WORD 2010 – Level 3 LDC-TEC 017

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 Session

Time

8:30 a.m. – 4:30 p.m.

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

Who Should Attend

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

Prerequisites	Pre-Test	Post-Test
MS Word 2007 – 2 or equivalent knowledge	Yes	Yes

MANAGEMENT COURSES

BUILDING A HIGH PERFORMANCE TEAM – LDC-MGT 028

COH Learning and Development Center – the Center for Excellence

Purpose

Teams are everywhere we look! Whether it's in an office, in the field, or in health and recreation, teams play important roles in our lives. *Building a High Performance Team* addresses leadership characteristics and focuses on the tools and techniques necessary to inspire, build, enhance, and sustain team productivity and performance in any team setting.

Learning Outcomes

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

- Identify team building characteristics to develop a high performance team
- Identify the stages and roles in team development to increase ability to develop and sustain a high performing team
- Develop plans and programs to create, maintain, and reward high performing teams

Content

This course examines models and stages of team development; types and roles of teams; strategies to overcome the challenges inherent in developing high performing teams; the team leader's role in creating a meaningful workplace; and implementation of programs, systems, and plans to ensure that the team is highly skilled and productive.

Methods

Discussion, video, case studies, self-assessments

Number of Sessions

7hours/1 Session

Time

8:30 a.m. – 4:30 p.m.

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

Who Should Attend

Managers, supervisors, and team leaders who are responsible for building and leading high performing teams

Prerequisites	Pre-Test	Post-Test
Must be a manager, supervisor, or team leader	No	Team Project

COACHING FOR DEVELOPMENT – LDC-MGT 030

COH Learning and Development Center—the Center for Excellence

Purpose

Would you like to know how to be a stronger coach? Discover eye-opening skills and techniques that allow you to be a positive influence on the actions and attitudes of others.

Learning Outcomes

By actively participating in this training event, you will be able to effectively apply proven techniques in improving performance, ensuring compliance with appropriate workplace standards, and allowing for professional and career development

Content

This course focuses on:

- What creates change?
- The invaluable traits of an effective coach, the creation of a powerful action plan, and providing innovative leadership for successful outcomes
- Proven modeling tips and considerations vital to successfully demonstrating a task or behavior to the individual and team using organizational standards
- Creating rising stars in your organization by developing a mentoring program dedicated to the development of individuals for future professional growth and assignments

Methods

Interactive facilitation, group activities, discussions, role plays, scenarios, action plans.

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

Who Should A

Managers and supervisors

Prerequisites	Pre-Test	Post-Test
Must be a manager, supervisor, or team leader	Yes	Yes

Formerly

Coaching, Modeling and Mentoring

CONDUCTING EFFECTIVE MEETINGS – LDC-MGT 049

COH Learning and Development Center—the Center for Excellence

Purpose

Do you find meetings running too long? Have you had people disrupting your meeting by talking, going in and out of the meeting, getting off subject, etc.? Do you have people coming to your meetings unprepared? Are the minutes sometimes too detailed for people to be willing to read? Are people arriving late or not attending at all?

Learning Outcomes

Upon completion of this course, participants should be able to conduct productive meetings by organizing ahead of time, handling difficult situations with tact, and following the agenda.

Content

The course focuses on:

- Creating and following an agenda
- Setting up the meeting space
- Incorporating electronic options
- Defining meeting roles and responsibilities
- Chairing a meeting
- Dealing with disruptions
- Taking effective minutes

Methods

Discussion, case studies, projects

Number of Sessions

4 hours/1 Session

Time

8:30 a.m. – 12:30 p.m.

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

Who Should Attend

Managers, supervisors, and team leaders who regularly conducts meetings and wants to work efficiently.

Prerequisites	Pre-Test	Post-Test	Credit(s)
Must be a manager, supervisor, or team leader	No	No	

CREATING A POSITIVE WORKPLACE – LDC-MGT 033

COH Learning and Development Center—the Center for Excellence

Purpose

Imagine how much you 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	15

Who Should Attend

Managers and supervisors who want to create an environment for improving moral and increasing productivity to achieve organizational goals

Prerequisites	Pre-Test	Post-Test
Must be a manager, supervisor, or team leader	No	Class project

CREATIVE PROBLEM SOLVING- LDC-MGT 042

COH Learning and Development Center—the Center for Excellence

Purpose

Have any of these situations ever happened to you? You're tackling a problem only to realize it's the same problem you previously "solved". You feel overwhelmed when it's time to make a decision because there are so many options from which to choose. You've come up with what you believe is a fantastic solution to a work-related issue only to have your boss tell you that your idea won't actually solve the problem

Learning Outcomes

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

- Think through situations both logically and creatively to arrive at sound conclusions and decisions
- Develop creative attitudes and learn to see all problems have opportunities
- Focus on the *true* problem
- Establish appropriate criteria for making a decision
- Brainstorm ideas that address the real goal
- Test how sound your ideas are in relation to the goal and criteria
- Evaluate your ideas objectively

Content

This course focuses on several models to help learners tackle problems through a creative solving process

Methods

Problem-solving and decision making modela, case studies, group activities

Number of Sessions

7 hours/1 Session

Time

8:30 a.m. – 4:30 p.m.

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

Who Should Attend

Anyone who wants to be better prepared to tackle and solve problems using a creative process

Prerequisites	Pre-Test	Post-Test
Must be a manager, supervisor, or team leader	No	No

Formerly

Problem Solving and Decision Making

THE DOs AND DON'Ts OF DELEGATION - LDC-MGT 044

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

Who Should Attend

Managers and supervisors who have direct reports to empower through delegation

Prerequisites	Pre-Test	Post-Test
Must be a manager, supervisor, or team leader	No	No

FUNDAMENTALS OF SUPERVISION – LDC-MGT 037

COH Learning and Development Center—the Center for Excellence

Purpose

New supervisor? Need help learning the ropes? This course helps new supervisors with the necessary tools and skills needed to approach the supervisory position in an effective manner. How the new supervisor performs in his/her first position as a supervisor is critical to the success of the work unit and the organization as a whole.

Learning Outcomes

Upon completion, supervisors should have guidelines and practical information for recognizing personal style and problems encountered by new supervisors. The course will provide an understanding of the supervisor's role in the overall management process, as well as address people skills to become personally effective in drawing out talent in people.

Content

This course focuses on:

- Transitioning period from worker to supervisor
- Supervisory concepts and ideas to implement immediately
- Recognizing leadership styles, including your own natural tendencies
- Distinguishing the difference of expectations of workers and of supervisors
- Understanding the importance of knowing and building upon your unique leadership strengths
- Grasping the importance of getting to know your team collectively and individually

Methods

Discussion, case studies, projects

Number of Sessions

4 hours/1 Session

Time

8:30 a.m. – 4:30 p.m.

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

Who Should Attend

Supervisors who are prepared to embrace their role and fulfil expectations

Prerequisites	Pre-Test	Post-Test
New supervisor with fewer than five years of supervisory experience	No	Class project

HARNESSING YOUR EMPLOYEES' STRENGTHS – LDC-MGT 038

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

Discussion, case studies, projects

Number of Sessions

4 hours/1 Session

Time

8:30 a.m. – 12:30 p.m.

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

Who Should Attend

Managers and supervisors who wishes to have employees utilize their best skills

Prerequisites	Pre-Test	Post-Test
Must be a manager, supervisor, or team leader	No	No

LEADERSHIP COMMUNICATION - LDC-MGT 039

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, DVD

Number of Sessions

7 hours/1 Session

Time

8:30 a.m. – 4:30 p.m.

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

Who Should Attend

Managers and supervisors who want to develop their communication skills to inspire, influence and achieve results

Prerequisites	Pre-Test	Post-Test
Must be a manager, supervisor, or team leader	No	No

LEADERSHIP 101 - LDC-MGT 046

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 Session

Time

8:30 a.m. – 4:30 p.m.

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

Who Should Attend

Supervisors who want to develop their leadership skills

Prerequisites	Pre-Test	Post-Test
Must be a manager, supervisor, or team leader	No	No

MANAGING CHANGE- LDC-MGT 040

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

7 hours/1 Session

Time

8:30 a.m. – 4:30 p.m.

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

Who Should Attend

Managers and supervisors responsible for implementing change initiatives within their sections

Prerequisites	Pre-Test	Post-Test
Must be a manager, supervisor, or team leader		

RESOLVING CONFLICT IN THE WORKPLACE -LDC-MGT 002

COH Learning and Development Center—the Center for Excellence

Purpose

Conflicts happen in the workplace under the best circustances. While workplace conflict is unavoidable, it doesn't have to create disorder and unrest. This course provides comprehensive training in gaining the crucial tools and skills needed to effectively resolve conflictand increase productivity, efficiency, and morale.

Learning Outcomes

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

- Identify the causes of conflict in the workplace
- Recognize the stages of conflictthat can lead to escalation
- Identify the four resolution methods and when to use them
- Examine conflict as a tool that can strengthen workplace relationships and cooperation
- Apply the interaction steps to 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 dvd's

Number of Sessions

7 hours/1 Session

Time

8:30 a.m. – 4:30 p.m.

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

Who Should Attend

Managers and supervisors who want to increase productivity, efficiency, and morale by effectively resolving conflict

Prerequisites	Pre-Test	Post-Test
Must be a manager, supervisor, or team leader	No	Yes

Formerly

Conflict Management for Managers and Supervisors

PROJECT MANAGEMENT OVERVIEW - LDC-MGT 019

COH Learning and Development Center—the Center for Excellence

Purpose

Have you had an opportunity to work on a project? Do you know the steps involved in implementing a project? This class defines Project Management and the processes involved in overseeing a project from start to finish.

Learning Outcomes

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

- Define project management
- Learn the processes of project management
- Develop a SMART goal
- Create a Work Breakdown Structure
- Complete a Risk Management Worksheet
- Implement the processes to complete a group project

Content

This course focuses on:

- The importance of planning in Project Management
- Identifying potential risks

Methods

This hands-on, interactive class includes a manual with PowerPoint slides to use in class and as a reference at your office. Participation in both class discussions and the group project is critical for the best learning outcome.

Number of Sessions

7 hours/1 Session

Time

8:30 a.m. – 4:30 p.m.

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

Audience

Individuals who are new to project management and those who manage or lead projects

Prerequisites	Pre-Test	Post-Test
Must be a manager, supervisor, or team leader who manages or leads major projects	No	Group Project

BUSINESS SKILLS DEVELOPMENT PROGRAMS

ADMINISTRATION DEVELOPMENT PROGRAM (ADP) LDC-ADP-001

COH Learning and Development Center—the Center for Excellence

Purpose

As an administrative professional, your job duties are vital to the success of the area you serve. The administrative skills development program will give you the skills you need to complete your job with efficiency and quality. If you are looking to improve your skills in communication, technology, professionalism, and other areas, then this is the program for you.

Learning Outcomes

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

- Receive instruction on professionalism and credibility
- Practice customer service and grammar skills
- Participate in hands-on practice in Microsoft Office programs

Content

The curriculum is comprised of the following modules:

- Building credibility
- Communication
- Customer service
- Professionalism
- Interpersonal relationships
- Decision making
- Time management
- Grammar
- Written communication
- Word
- PowerPoint
- Excel
- Outlook

Methods

Presentations, discussions, video, case studies, assessment, practical application

Number of Sessions

4 hours/16 Sessions

Time

8:30 a.m. – 12:30 p.m.

City Charge	Non-City Charge	Minimum Capacity	Maximum Capacity
$480	Not open to non-city employees	10	25

Who Should Attend

Administrative Professionals

Prerequisites	Pre-Test	Post-Test
Administrative Asistants	No	Yes

CITY ACCREDITATION PROGRAM FOR SUPERVISORS (CAPS) LDC-PRO 001

COH Learning and Development Center—the Center for Excellence

Purpose

Would you like to know how to manage real life challenges and increase your value and effectiveness as a manager or supervisor? This course will equip you with information, tools, techniques, and behavioral skills which will help you maximize resources on a continuing basis with people, projects, and assignments.

Learning Outcomes

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

- Manage or supervise with greater confidence and success
- Improve the results achieved through the people you supervise
- Apply more effectively the Mayor's policies, executive orders, and administrative procedures

Content

The CAPS course is a mixture of classes based on the Mayor's policies, procedures, executive orders, and management and supervisory development:

How the City Operates

City Discipline Process

HR Policy Overview - Part II (Employee Rights, EAP, ADA, FMLA)

Ethics

Conflict Resolution

Employee Performance Evaluation (EPE)

The Foundation of Organizational Excellence/CPI260

Coaching, Feedback, and Mentoring

Building a High Performance Team

Managing Change

Continuous Quality Improvement

Creating Effective Work Plans

Workers' Compensation/Safety

HR Policy Overview - Part I (EEO laws, compensation/classification, time and attendance)

Resource Management - Budget, records management, interviewing and hiring process

Performance Impact System

Leadership Communication

Creating a Positive Workplace

Delegation

Project Management Overview

Problem Solving/Decision Making

Time Management

Methods

Group discussion, lecture, role plays, case studies

Number of Sessions

7 hours/18 Sessions

Time

8:30 a.m. – 4:30 p.m.

City Charge	Non-City Charge	Minimum Capacity	Maximum Capacity
$630	N/A	15	25

Who should attend

Supervisors and managers from pay grades 17-26.

Prerequisites	Pre-Test	Post-Test
Must be a manager, supervisor, or newly promoted supervisor		In-class project

CORE SKILLS PROGRAM

COH Learning and Development Center – the Center for Excellence

Purpose

The Strengthening Your Core Program will focus on eight behavioral factors that are commonly chosen as part of employee HEAR plans. The program is designed to provide the learner with more in-depth training on these eight behavioral factors.

Learning Outcomes

- Gain further understanding the behavioral factors and how they pertain to their job performance.
- Learn the definitions of the targeted behavioral factors.
- Be able to identify the metric that supervisors used to rate each behavioral factor.

Content

This course focuses on:

The following eight behavioral factors from the HEAR plan template:

- Customer focus
- Diversity Commitment
- Interpersonal skills
- Utilization of time
- Adaptability
- Problem solving
- Team work
- Judgment

Methods

Instructor led, group discussions, individual activities, and practical application

Number of Sessions

4 hours/8 Sessions

Time

8:30 a.m. – 12:30 p.m.

City Charge	Non-City Charge	Minimum Capacity	Maximum Capacity
$35/class $280 for program	Not open to non-city employees	5	20

Who Should Attend

All city employees who wish further understanding of HEAR behavioral factors.

Prerequisites	Pre-Test	Post-Test
None	No	Yes

LEADERSHIP INSTITUTE PROGRAM (LIP) – LDC-PRO 002

COH Learning and Development Center—the Center for Excellence

Purpose

Are you a natural born leader? If not, don't worry; you're not alone. The top leaders of America's most successful businesses were made, not born that way. They learned how to create, to inspire their workforce, to seek out and learn new skills and to develop their leadership abilities. Do you need leadership training to prepare you to take the next step? Then, this is the course for you! This leadership institute will develop and enhance your leadership skills and to prepare you to step up to the challenges that you face in leading your organization to success.

Learning Outcomes

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

- Receive instruction on successful execution of leadership and managerial processes
- Develop the strategies and skills necessary to handle practical situations with their teams
- Apply what they have learned to *real world* City of Houston problems

Content

The curriculum is comprised of the following modules:

- Leadership
- Ethics in City Government
- Leadership Perspective
- Communication
- Motivation
- Succession Planning
- Workforce and Organizational Development
- Project Week/Graduation

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
$630.00	Not open to non-city employees	20	25

Who Should Attend

Executive, middle, and front-line managers

Prerequisites	Pre-Test	Post-Test
Must have management and supervisory experience	No	Yes

NEW SUPERVISORY ORIENTATION (NSO) – LDC-BUS 022

COH Learning and Development Center—the Center for Excellence

Purpose

It is mandatory for a new supervisor (either current employee or newly-hired employee with the City of Houston) to complete the New Supervisor Orientation within forty-five (45) days of becoming a supervisor.

The New Supervisor Orientation is a 2 day program designed to provide individuals with an overview of the City of Houston's policies and procedures, as well as introductory courses to support them as they transition from peer to supervisor. A variety of training formats will be used, but is not limited to, instructor-led training, web-based training, videos, and other blended-learning methodologies.

Learning Outcomes

Upon completion of this course, participants will have a fundamental knowledge of a variety of topics. This foundation is meant for individuals to continue their learning and development by registering for other standalone courses or programs offered.

Content

- From Peer to Supervisor
- KRONOS
- Houston Employee Assessment and Review (H.E.A.R.)
- Talent Management System (TMS)
- Employee Rights and Responsibilities
- Conducting Interviews
- Safety/Workers' Compensation
- Problem-Solving and Decision-Making
- Leadership: Communicating and Not Talking
- Through the Eyes of a Child: Diversity and Inclusion
- Unlocking Human Potential: Stop Doing and Start Managing (Delegation)
- Achieving Full Employee Engagement: The Other 50% (Motivation)
- Manage Your Emotions Before they Get Hijacked (Emotional Intelligence)

Methods

Discussion, practice exercises, and lecture

Number of Sessions

50 minutes per session/14 Sessions

Time

8:30 a.m. – 4:30 p.m.

City Charge	Non-City Charge	Minimum Capacity	Maximum Capacity
N/A	N/A	10	25

Who Should Attend

Newly promoted supervisors

Prerequisites	Pre-Test	Post-Test
None	No	No

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