LDC Program and Course Catalog
The Learning and Development Center—The Center for Excellence

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832-395-4900 m
832-395-4892 f

Building People. Shaping the Future.
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BUSINESS COURSES
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.

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

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<tr>
<th>Prerequisites</th>
<th>Pre-Test</th>
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<tr>
<td>None</td>
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BUSINESS GRAMMAR CAPITALIZATION, AND PUNCTUATION - LDC-BUS 16

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.

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

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<tr>
<th>Prerequisites</th>
<th>Pre-Test</th>
<th>Post-Test</th>
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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 and verbs. 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.

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Who Should Attend
Anyone who wishes to enhance his/her knowledge of subject/verb agreement and reduce his/her English blunders.
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 a computerized assessment

Number of Sessions
11 hours/ 2 Sessions

8:30 a.m. –4:30 p.m. (Session 1 Class) and 8:30 a.m. – 11:30 a.m. (Session 2 Computer Lab)

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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.

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<thead>
<tr>
<th>Prerequisites</th>
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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.

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Who Should Attend
Customer service professionals who want to strengthen and enhance customer service relationships

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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 professionally 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 build positive 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.

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Who Should Attend
Employees who want to develop skills to deal with conflict situations effectively

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Purpose
The purpose of this course is to make a meaningful, and life-changing impact. How? By bringing awareness and knowledge, as it relates to understanding your own cultural competencies, increasing your knowledge-base of diversity-related terminologies and topics, and experiencing the “peacefully chaotic” journey of others. 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:

- Have a better understanding of your own cultural competency
- Understand how your cultural competency impacts your daily interactions with others
- Learn ways to create a more diverse and inclusive environment in your workplace
- Be able to define and identify diversity, culture stereotypes, prejudice, discrimination, and inclusion in the workplace
- Better understand diversity as it relates to various populations:
  - Impaired/Disabled/Handicapped
  - LGBTQ

Content

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<td>Module II: Impaired/Disabled/Handicapped</td>
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<td>Modules III: LGBTQ</td>
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<td>Module V: Inclusion</td>
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Methods
Interactive facilitation, group discussions, and application exercises

Number of Sessions
4 hours/2 Sessions

*This training is a two-day training where each class is 4 hours in length.*

Time
8:30 a.m. – 12:30 p.m.

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

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EFFECTIVE CAREER PLANNING – COH-HR 0050
COH Learning and Development Center – the Center for Excellence

Purpose
To travel to a particular destination, most people take the necessary steps to figure out the most efficient route to that destination. If they hit the road without checking out the route ahead of time via a map or GPS, they may end up wasting time and valuable resources, or, worse, they may get lost.

This is the case with your career path. If you don’t take the time to plan ahead and anticipate detours and other potential obstacles along the way, your career may hit a snag or get derailed. Effective Career Planning is a course designed to guide you along the way to ensure a smooth journey to your career goals.

Learning Outcomes
After participating in this course, attendees will learn:

• The basics of writing a winning resume
• The marketable skills set that can add value to your employer
• Critical soft skills that complement your chosen field of endeavor
• Networking resources that can give you a lift
• The art of the job interview with mock interviews demonstrated in class

Content
This course has two components. The first delves into the skills of writing high-impact resumes step by step. Also, the do’s and don’ts of the resume format and content will be examined. The second component of the course will take an in-depth look at the art of an interview. The various types of interviews will be discussed with focus on:

• How to prepare for any interview
• How to rehearse and master strategies that will help you answer typical job interview questions
• What to wear and what NOT to wear for the interview
• How to answer the dreaded question: “What are your weaknesses?”
• When to ask and when NOT to ask questions during the interview
• How to negotiate the maximum salary you deserve
• How to improve your chances of landing the job after the interview

Methods
Lecture, group discussion, interactive facilitation, role-play

Number of Sessions
1 session/ 7 hours

Time:
8:30 am to 4:30 pm

City Charge | Non-City Charge | Minimum Capacity | Maximum Capacity
------------|----------------|-----------------|------------------|
$35         | $100           | 15              | 40               |

Who should attend
All City employees who want to enhance their career

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<td>Team Exercise</td>
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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.

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Who Should Attend
Employees who desire to enhance their presentation skills

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<th>Pre-Test</th>
<th>Post-Test</th>
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<tbody>
<tr>
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<td>Yes, Peer evaluations</td>
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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

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

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<th>Prerequisites</th>
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<td>None</td>
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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.

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

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</table>
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.

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Who Should Attend
Employees who are having a difficult time adapting to organizational changes

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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.

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<th>Prerequisites</th>
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<tr>
<td>None</td>
<td>No</td>
<td>Team Projects</td>
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</table>
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.

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

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Formerly
Improving Communications at Work
DESKTOP COMPUTER
APPLICATION COURSES
MS ACCESS 2016 – Level 1 LDC-TEC 034
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:

- Building tables with relationships
- 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 2016.

Number of Sessions
7 hours/1 Sessions

Time
8:30 a.m. – 4:30 p.m.

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Who Should Attend
Anyone who needs to work with large amounts of data

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MS EXCEL 2016 - FORMULAS – LDC-TEC 033
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
- 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
4 hours/1 Sessions

Time
8:30 a.m. – 12:30 p.m.

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Who Should Attend
Anyone who needs help with MS Excel Formulas.

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<th>Prerequisites</th>
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<tbody>
<tr>
<td>Excel 2016 - 2 or equivalent knowledge</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Ability to type at least 20 wpm</td>
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**MS EXCEL 2016 – Level 1 - LDC-TEC 023**

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? Do you need to share workbooks with others through Office 365? 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
- Uploading it to the Office 365 Portal

**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.

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**Who Should Attend**
Anyone who needs to open, create, modify and save Excel files.

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<tr>
<th>Prerequisites</th>
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<tbody>
<tr>
<td>Basic PC knowledge using a keyboard and mouse. Ability to type approximately 20 wpm.</td>
<td>Yes</td>
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MS EXCEL 2016 – Level 2 - LDC-TEC 026
COH Learning and Development Center – the Center for Excellence

Purpose
Are you familiar with the basics of Excel 2016 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 2016. 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.

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

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<tr>
<th>Prerequisites</th>
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<tbody>
<tr>
<td>Excel Level 1 or equivalent knowledge. Ability to type approximately 20 wpm.</td>
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MS EXCEL 2016 – Level 3 LDC-TEC 032
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.

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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.

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<tr>
<td>Excel Level 2 or equivalent knowledge. Ability to type approximately 20 wpm.</td>
<td>Yes</td>
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MS EXCEL PIVOT TABLES AND MORE –LDC-TEC-030
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
4 hours/1 Session

Time
8:30 a.m. – 12:30 p.m.

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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.

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<td>Excel Level 2 or equivalent knowledge. Ability to type approximately 20 wpm.</td>
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**MS EXCEL 2016 TIPS AND TRICKS - LDC-TEC 031**

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 insert a picture into the columns of a chart? Want to learn keystrokes to save time? 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**

4 hours/1 Session

**Time**

8:30 a.m. – 12:30 p.m.

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**Who Should Attend**

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

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<td>Excel Level 2 or equivalent knowledge. Ability to type approximately 20 wpm.</td>
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MS OUTLOOK 2016 – Level 1 - LDC-TEC 022
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
- Requesting a read receipt
- Setting up out of office reply
- 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.

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

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<tr>
<th>Prerequisites</th>
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<th>Post-Test</th>
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<tbody>
<tr>
<td>MS Word – 2 or MS Excel – 2 or equivalent knowledge</td>
<td>Yes</td>
<td>Yes</td>
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</table>
MS OUTLOOK 2016 – Level 2 - LDC-TEC 029

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:

- 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.

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

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<th>Prerequisites</th>
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<tbody>
<tr>
<td>MS Outlook – 1 of equivalent knowledge</td>
<td>Yes</td>
<td>Yes</td>
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</table>
MICROSOFT OFFICE 2016 BASICS - LDC-TEC 020
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 a picture

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.

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Who Should Attend
Anyone who needs to become familiar with computers

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<tr>
<td>None</td>
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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:

- Creating a new presentation
- Editing text and working with placeholders
- Inserting and modifying AutoShapes
- Inserting and modifying a picture
- Creating a table
- Adding speaker notes to a presentation
- Setting transitions and animations
- Creating a background
- Uploading a file to OneDrive

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.

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

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<th>Prerequisites</th>
<th>Pre-Test</th>
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<tbody>
<tr>
<td>Word 2016 – 2 or Excel 2016 – 2 or equivalent knowledge</td>
<td>Yes</td>
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</table>
MS POWERPOINT 2016 – Level 2 LDC-TEC 028
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 and modify a chart, and align and distribute shapes. Participants should also be able to insert a picture from a file, work with sounds and movies, and navigate easily during a PowerPoint show.

Content
This course focuses on:

- Linking and embedding objects from Word and Excel
- Aligning and distributing shapes
- Inserting a picture from a file
- Inserting sounds and movies
- 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.

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

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<tbody>
<tr>
<td>PowerPoint 2016 – 1 or equivalent knowledge</td>
<td>Yes</td>
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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 custom slide show feature.

Content
This course focuses on:

- Designing an attractive PowerPoint presentation
- Working with other Microsoft Office applications
- Enhancing charts
- Creating a custom slide show
- Inserting movies and sounds from files
- 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
- Naming objects

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.

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

Prerequisites

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<tr>
<td>MS PowerPoint 2016 – 2 or equivalent knowledge</td>
<td>Yes</td>
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</table>
MS WORD 2016 – Level 1 LDC-TEC 021
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 reopen Word documents. Participants should also be able to work with Word’s font, paragraph, and page formatting features. Participants will also be able to create labels and envelopes.

Content
This course focuses on:

- Creating and saving a document
- Navigating within a document
- Using the cut, copy, and paste features
- Working with paragraph formatting
- Adding bullets, numbering and multilevel numbering
- Changing the page orientation, the margins, and the vertical alignment
- Using the Find and Replace features
- Access and work with a file in the Office 365 portal

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
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$35 | $100 | 5 | 12 - 14

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

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<tr>
<td>Basic computer skills and a typing speed of 20 words a minute or more</td>
<td>Yes</td>
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MS WORD 2016 – Level 2 - LDC-TEC 025
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 track changes feature
- Inserting a preformatted cover page
- Using the navigation pane

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.

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

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<td>MS Word 2016 – 1 or equivalent knowledge</td>
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</table>
MS WORD 2016 – Level 3 LDC-TEC 027
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, preform a mail merge, 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
- Performing a mail merge
- 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
- Using Fill-in fields

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.

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

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<td>MS Word 2016 – 2 or equivalent knowledge</td>
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</table>
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
7 hours/1 Session

Time
8:30 a.m. – 4:30 p.m.

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

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<td>Must be a manager, supervisor, or team leader</td>
<td>No</td>
<td>Team Project</td>
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</table>
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.

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Who Should A
Managers and supervisors

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<td>Must be a manager, supervisor, or team leader</td>
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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.

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Who Should Attend
Managers, supervisors, and team leaders who regularly conduct meetings and wants to work efficiently.

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<th>Prerequisites</th>
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<tbody>
<tr>
<td>Must be a manager, supervisor, or team leader</td>
<td>No</td>
<td>No</td>
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</table>
CONFLICT RESOLUTION FOR MANAGERS & SUPERVISORS – LDC-MGT-031

COH Learning and Development Center — the Center for Excellence

Purpose
Conflicts happen in the workplace under the best circumstances. 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 conflict and 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 conflict that 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
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$35 | $100 | 5 | 20

Who Should Attend
Managers and supervisors who want to increase productivity, efficiency, and morale by effectively resolving conflict.

Prerequisites

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<tr>
<td>Must be a manager, supervisor, or team leader</td>
<td>No</td>
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Formerly
Conflict Management for Managers and Supervisors
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.

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

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<td>Class project</td>
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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 models, case studies, group activities

Number of Sessions
7 hours/1 Session

Time
8:30 a.m. – 4:30 p.m.

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

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<td>Must be a manager, supervisor, or team leader</td>
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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.

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Who Should Attend
Managers and supervisors who have direct reports to empower through delegation

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<td>Must be a manager, supervisor, or team leader</td>
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EMOTIONAL INTELLIGENCE – LDC-MGT 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, using and managing your emotions
- Identifying 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.

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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.

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<th>Prerequisites</th>
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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. – 12:30 p.m.

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<tbody>
<tr>
<td>$35</td>
<td>$100</td>
<td>5</td>
<td>15</td>
</tr>
</tbody>
</table>

Who Should Attend
Supervisors who are prepared to embrace their role and fulfil expectations

<table>
<thead>
<tr>
<th>Prerequisites</th>
<th>Pre-Test</th>
<th>Post-Test</th>
</tr>
</thead>
<tbody>
<tr>
<td>New supervisor with fewer than five years of supervisory experience</td>
<td>No</td>
<td>Class project</td>
</tr>
</tbody>
</table>
GOAL SETTING AND STRATEGIC PLANNING-LDC-MGT-051
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:
- 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
- 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.

<table>
<thead>
<tr>
<th>City Charge</th>
<th>Non-City Charge</th>
<th>Minimum Capacity</th>
<th>Maximum Capacity</th>
</tr>
</thead>
<tbody>
<tr>
<td>$35</td>
<td>$100</td>
<td>5</td>
<td>20</td>
</tr>
</tbody>
</table>

Who Should Attend
Anyone wants to maximize their productivity through effective goal setting and strategic planning.

<table>
<thead>
<tr>
<th>Prerequisites</th>
<th>Pre-Test</th>
<th>Post-Test</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>No</td>
<td>No</td>
</tr>
</tbody>
</table>
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.

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

<table>
<thead>
<tr>
<th>Prerequisites</th>
<th>Pre-Test</th>
<th>Post-Test</th>
</tr>
</thead>
<tbody>
<tr>
<td>Must be a manager, supervisor, or team leader</td>
<td>No</td>
<td>No</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>City Charge</th>
<th>Non-City Charge</th>
<th>Minimum Capacity</th>
<th>Maximum Capacity</th>
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</thead>
<tbody>
<tr>
<td>$35</td>
<td>$100</td>
<td>5</td>
<td>25</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Prerequisites</th>
<th>Pre-Test</th>
<th>Post-Test</th>
</tr>
</thead>
<tbody>
<tr>
<td>Must be a manager, supervisor, or team leader</td>
<td>No</td>
<td>No</td>
</tr>
</tbody>
</table>
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.

<table>
<thead>
<tr>
<th>City Charge</th>
<th>Non-City Charge</th>
<th>Minimum Capacity</th>
<th>Maximum Capacity</th>
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</thead>
<tbody>
<tr>
<td>$35</td>
<td>$100</td>
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<td>15</td>
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</tbody>
</table>

Who Should Attend
Supervisors who want to develop their leadership skills

<table>
<thead>
<tr>
<th>Prerequisites</th>
<th>Pre-Test</th>
<th>Post-Test</th>
</tr>
</thead>
<tbody>
<tr>
<td>Must be a manager, supervisor, or team leader</td>
<td>No</td>
<td>No</td>
</tr>
</tbody>
</table>
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
4 hours/1 Session

Time
8:30 a.m. – 12:30 p.m.

<table>
<thead>
<tr>
<th>City Charge</th>
<th>Non-City Charge</th>
<th>Minimum Capacity</th>
<th>Maximum Capacity</th>
</tr>
</thead>
<tbody>
<tr>
<td>$35</td>
<td>$100</td>
<td>5</td>
<td>20</td>
</tr>
</tbody>
</table>

Who Should Attend
Managers and supervisors responsible for implementing change initiatives within their sections

<table>
<thead>
<tr>
<th>Prerequisites</th>
<th>Pre-Test</th>
<th>Post-Test</th>
</tr>
</thead>
<tbody>
<tr>
<td>Must be a manager, supervisor, or team leader</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
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.

<table>
<thead>
<tr>
<th>City Charge</th>
<th>Non-City Charge</th>
<th>Minimum Capacity</th>
<th>Maximum Capacity</th>
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</thead>
<tbody>
<tr>
<td>$35</td>
<td>$100</td>
<td>5</td>
<td>25</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Prerequisites</th>
<th>Pre-Test</th>
<th>Post-Test</th>
</tr>
</thead>
<tbody>
<tr>
<td>Must be a manager, supervisor, or team leader who manages or leads major projects</td>
<td>No</td>
<td>Group Project</td>
</tr>
</tbody>
</table>
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.

<table>
<thead>
<tr>
<th>City Charge</th>
<th>Non-City Charge</th>
<th>Minimum Capacity</th>
<th>Maximum Capacity</th>
</tr>
</thead>
<tbody>
<tr>
<td>$480</td>
<td>Not open to non-city employees</td>
<td>10</td>
<td>25</td>
</tr>
</tbody>
</table>

Who Should Attend
Administrative Professionals

<table>
<thead>
<tr>
<th>Prerequisites</th>
<th>Pre-Test</th>
<th>Post-Test</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrative Asisants</td>
<td>No</td>
<td>Yes</td>
</tr>
</tbody>
</table>
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:

<table>
<thead>
<tr>
<th>How the City Operates</th>
<th>Workers’ Compensation/Safety</th>
</tr>
</thead>
<tbody>
<tr>
<td>City Discipline Process</td>
<td>HR Policy Overview - Part I (EEO laws, compensation/classification, time and attendance)</td>
</tr>
<tr>
<td>HR Policy Overview - Part II (Employee Rights, EAP, ADA, FMLA)</td>
<td>Resource Management - Budget, records management, interviewing and hiring process</td>
</tr>
<tr>
<td>Ethics</td>
<td>Performance Impact System</td>
</tr>
<tr>
<td>Conflict Resolution</td>
<td>Leadership Communication</td>
</tr>
<tr>
<td>Employee Performance Evaluation (EPE)</td>
<td>Creating a Positive Workplace</td>
</tr>
<tr>
<td>The Foundation of Organizational Excellence/CPI260</td>
<td>Delegation</td>
</tr>
<tr>
<td>Coaching, Feedback, and Mentoring</td>
<td>Project Management Overview</td>
</tr>
<tr>
<td>Building a High Performance Team</td>
<td>Problem Solving/Decision Making</td>
</tr>
<tr>
<td>Managing Change</td>
<td>Time Management</td>
</tr>
<tr>
<td>Continuous Quality Improvement</td>
<td></td>
</tr>
<tr>
<td>Creating Effective Work Plans</td>
<td></td>
</tr>
</tbody>
</table>
Methods
Group discussion, lecture, role plays, case studies

Number of Sessions
7 hours/18 Sessions

Time
8:30 a.m. – 4:30 p.m.

<table>
<thead>
<tr>
<th>City Charge</th>
<th>Non-City Charge</th>
<th>Minimum Capacity</th>
<th>Maximum Capacity</th>
</tr>
</thead>
<tbody>
<tr>
<td>$630</td>
<td>N/A</td>
<td>15</td>
<td>25</td>
</tr>
</tbody>
</table>

Who should attend
Supervisors and managers from pay grades 17-26.

<table>
<thead>
<tr>
<th>Prerequisites</th>
<th>Pre-Test</th>
<th>Post-Test</th>
</tr>
</thead>
<tbody>
<tr>
<td>Must be a manager, supervisor, or newly promoted supervisor</td>
<td>In-class project</td>
<td></td>
</tr>
</tbody>
</table>
STRENGTHENING YOUR CORE PROGRAM (SYC) LDC-PRO-007
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 $260 for program | Not open to non-city employees | 5 | 20

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

<table>
<thead>
<tr>
<th>Prerequisites</th>
<th>Pre-Test</th>
<th>Post-Test</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>No</td>
<td>No</td>
</tr>
</tbody>
</table>
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:
- Orientation Day
- Change Management
- Leadership Perspective
- Handling Conflict and Sensitive Issues
- Workforce/Organizational Development
- Communication Skills for Managers
- Systematic Succession Planning
- Effective Management
- Presentation Skills Workshop
- Financial and Performance Management
- Project Week
- Graduation

Methods
Group discussion, lecture, role play, short film

Number of Sessions
9 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 | 100

Who Should Attend
Executive, middle, or front-line management

Prerequisites
Must have management and supervisory experience

Pre-Test | Post-Test
--- | ---
No | Yes
NEW SUPERVISOR 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.

<table>
<thead>
<tr>
<th>City Charge</th>
<th>Non-City Charge</th>
<th>Minimum Capacity</th>
<th>Maximum Capacity</th>
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</thead>
<tbody>
<tr>
<td>N/A</td>
<td>N/A</td>
<td>10</td>
<td>25</td>
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</table>

Who Should Attend
Newly promoted supervisors

<table>
<thead>
<tr>
<th>Prerequisites</th>
<th>Pre-Test</th>
<th>Post-Test</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>No</td>
<td>No</td>
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</table>
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