Course Catalog Index

Sample Certificate Series Curriculum

Take all of the 4-hour courses listed within each series and earn a Rutgers Certificate!

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Additional Topics Are Available by Request
Professional Development Skills

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

*Accidental Life Science Project Manager, The

This 4-hour training presentation for the Life Science sector will provide an entry-level technical overview of the project management lifecycle (initiating to closing), processes such as management of scope, time, cost, risk, quality, stakeholders, communications and more - and the PM's role throughout. The why, how and when of integrating compliance requirements throughout the project lifecycle and the LS product lifecycle (conception to market removal) is also addressed. A case study will engage the attendees in developing a project charter or project plan for a fictional LS product.

Adapting to Change

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

As Simple As Respect – Embracing Diversity

This class will discuss why managing and leveraging diversity is essential for organizational growth and success, as well as a healthy work environment. It will explore how diversity affects mindsets, attitudes, behaviors, and interpersonal communication in the workplace. Participants will learn practical skills and strategies to improve their ability to work effectively with people of different social and cultural identities.

*Business Development

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

Business Ethics

This course, which utilizes the "Good People – Bad Choices" video, is designed to help reinforce standards of ethical behavior in the workplace. The program includes an overview of ethics and workplace ethics, several case studies, and discussions of the value of business ethics to an organization. In all, this course will identify and encourage behaviors that ensure customers and clients are treated fairly and properly, increasing the reputation of an organization.

Coaching and Motivation

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

Communicating with Clarity

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

*Communicating with an Emotionally Disturbed Person (EDP)

People suffering from mental health disorders can be difficult or even dangerous to deal with. When a person has a brain disorder, chemical imbalance, or psychiatric diagnosis, constant communication is critical. Be prepared by learning effective means of communication, while focusing on personal safety and threat assessment. In this course, participants will learn how to identify mental illness and gain effective communication, negotiation and de-escalation skills. Other topics include body language, pre-indicators of violence, and personal protection.

Compensation and Benefits

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

<u>*Crisis and Emergency Communications</u>

In this course, participants will learn how to communicate with members of their communities and the media during times of emergency or perceived emergency. The program will touch on real and perceived risk, an overview of effective communication skills, and how people react to and handle crisis situations. Participants will then learn how to use these skills in a variety of practical situations.

<u>Critical Thinking</u>

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

<u>*Cross Selling</u>

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

<u>Cultural Competency</u>

Working effectively with different cultures is a necessary skill for anyone in a culturally diverse work environment. Topics in this course include understanding cultural diversity, awareness of biases, identification of inappropriate workplace behaviors related to cultural sensitivity, and communication methods for working with individuals of a different cultural background in a way that improves workplace productivity.

<u>*Customer Care – 4 Modules (Each Module is a stand-alone course)</u>

This program will provide participants with skills for providing excellent customer service, either in-person or over the phone. Attendees will learn how to create a positive image of their organization, brand each customer's experience as unique, break bad customer service habits, deal with irate customers, and more. This course will also provide employees with targeted active listening and communication skills. These skills can be applied to any customer service setting.
<u>*Module 1 - You Had Me at Hello – Improving Customer Service*</u>
Serving customers successfully is a multi-faceted endeavor. Each and every customer wants to feel that they are special, and that the service they receive is extraordinary. This course will focus on developing the skills necessary to care for your customers, branding your customer's experience as boutique and unique.

Module 2 - What Did You Say? – Increasing Active Listening and Communication Skills
Active Listening is the ability to accurately receive and interpret messages and is the key to all effective communications. The skills learned in this class will allow you to respond to customer needs more effectively, thereby increasing productivity and customer satisfaction.

Module 3 - You Can Make Lemonade from Lemons – Branding your Customer's Experience Through Cultural Competency
Poorly handled customer complaints are one of the quickest ways you can destroy an otherwise stellar service reputation. This course will give you the tools to develop Social "Sensitivity", which is the empathetic ability to correctly understand other's feelings and thoughts and to be acquainted with general knowledge of social norms, and respond appropriately to your customer's needs.

Module 4 - Being the Best – Positive Change for Positive Outcomes
It matters what you say and how you say it. The course will reinforce the benefits of good speaking techniques and provide ways to positively deliver information to your customer, thereby changing their experience from TRAGIC to MAGIC.

Customer Service Skills

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

*Customer Service: Why It Matters [Healthcare Version]

Providing great customer service in healthcare is not only a solid business decision, but an integral part of the healing process. Clinical and technical competencies of hospital professionals are certainly critical to positive outcomes. What is essential is that these skills and behaviors are rooted in compassion, concern, and a commitment to service excellence. Together, these lead to better clinical outcomes, higher levels of patient satisfaction, and patient loyalty. This program offers participants an opportunity to reflect on their beliefs about service excellence, practice skills which contribute to positive service outcomes, and discover how to build positive relationships with every customer encounter.

*Customer-Focused Sales Strategies

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

De-Escalating Conflict in the Workplace

In this course, participants will learn to use stress-management and problem-solving skills to resolve a variety of conflicts with co-workers and customers. The class will define stress, identify common stressors, discuss stress-management techniques, provide essential communication skills for resolving conflicts, and give participants chances to practice techniques learned in the course.

*Developing Leadership Capabilities

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

Diversity in the Workplace

Working effectively with different cultures is a necessary skill for anyone in a culturally diverse work environment. Topics in this course include understanding cultural diversity, awareness of biases, identification of inappropriate workplace behaviors related to cultural sensitivity, and communication methods for working with individuals of a different cultural background in a way that improves workplace productivity.

Effective Communications

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

*Effective Interviewing

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

Embracing Diversity

Working effectively with different types of people is a necessary skill for anyone in today's work environment. Topics in this course include understanding the various forms of diversity, increasing awareness of biases, identifying inappropriate workplace behaviors related to cultural sensitivity, and communication methods for working with individuals of different backgrounds in a way that improves workplace productivity.

*Emotional Intelligence

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

*Employee Engagement

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

*Ergonomics Awareness - "Don't Get Bent Out Of Shape" (Industrial/ Shop Floor)

Your job should not be back-breaking work. If it is… learn about using ergonomic concepts of proper positioning that can reduce the stress and strain on muscles, tendons, and the skeletal system….why? Because we need them in good condition for a great quality of life! Topics include the definition and components of ergonomics including work physiology and anthropometry. Ergonomic principles are reviewed to recognize, evaluate, and control conditions in the workplace that may contribute to common risk factors in material handling, repetition, and lifting. Course emphasis is on proper body mechanics while working in an industrial setting to help create a more comfortable workstation that improves employee safety and productivity.

<u>*Ergonomics in the Office - "Does Your Office Work Space Give You A Pain In The Neck?"</u>

Fix that pain with this course on ergonomics awareness for computer workstations and general office areas. The concept of neutral body positioning can reduce the stress and strain on muscles, tendons, and the skeletal system….why? Because we need them in good condition to feel great! Topics include the definition and components of ergonomics including work physiology and anthropometry. Ergonomic principles are reviewed to recognize, evaluate, and control conditions in the workplace that may contribute to common risk factors such as musculoskeletal disorders. Course emphasis is on design goals for a more comfortable computer workstation that improves employee safety and productivity.

<u>Five-Star Customer Service</u>

This course will help to improve participants' customer service skills by covering essential professionalism and communication skills. Participants will learn how to use these skills to handle difficult customer situations, improving customer experience. This course can also be customized to meet the needs of healthcare centers in particular. The medical version of the course touches on HCAHPS and the AIDET fundamentals of patient communication (acknowledgement, introduction, duration, explanation, and thank you).

<u>Food Safety</u>

In this course, food-handling employees will learn the skills necessary to prevent foodborne illnesses. The program covers basic food safety, personal hygiene, appropriate cooking times and temperatures, cleaning and sanitation, and more. This course can be offered in preparation for the ServSafe or SafeMark food safety exam and certification.

<u>Giving Recognition and Feedback</u>

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

<u>How to Influence People</u>

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

*I'm a New Project Manager! How Do I Begin?

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

*I'm in Charge, Now What?

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

*Introduction to Human Resources

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

*Introduction to Project Management – 8 hrs.

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

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

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

*Leadership Styles

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

*Leadership Skills for High Performing Teams ~ Connecting with Heart and Head

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

*Leading with Authenticity

This program focuses on targeted advanced leadership skills that will transform participants into leaders that know their own strengths and weaknesses and gain faith and trust from their employees. The course will cover both the personal and interpersonal skills needed to meet these goals, including emotional self-awareness, team building, and conflict management.

Learning and Development

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

Management and Leadership Skills

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

*Managing Conflict Professionally

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

Managing Difficult Situations

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

Managing Multiple Generations in the Workplace

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

Managing Organizational Change

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

*Mindfulness and Self-Care for the Busy Professional

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

Negotiations

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

*Partner with your Boss

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

Peer to Supervisor

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

Performance Management

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

Positive Responses to Aggressive Behavior

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

Presentations Skills

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

Problem Solving

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

Professional Administrative Certificate of Excellence – 30 hrs.

This workshop prepares participants for the PACE certification which is an important step forward in your Administrative Assistant career. Training will focus on 4 key competencies: Interpersonal Communications, Task and Project Management, Computer and Internet Technology, and Management Skills. Upon successful completion of the class and assessments, attendees will be awarded the Professional Administrative Certificate of Excellence.

Professional Business Communication-Writing for Success

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

Professionalism

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

*Project Management Certification Preparation – 35 hrs.

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

*Prospecting and Buyer-Focused Sales

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

second half of the course will help participants understand how to use understanding of customers to complete sales.

Resolving Conflict

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

Respectful Workplace Communication

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

*SHRM Certification Preparation – 36 hrs.

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

Strategic Planning & Goal Setting

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

Successful Networking / *Working an Event

This course examines methods for improving networking skills in a variety of situations. The program begins by setting out networking guidelines for any situation, then discusses the details of networking over the phone, in-person, and electronically. The importance of

following up after an initial meeting or conversation, as well as tips for making a follow-up successful, is also covered. The Working an Event program covers these important networking skills, but specifically in an event setting.

*Suggestive Selling

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

Talent Acquisition, Selection, and Retention

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

Team Building

In this program, the participant will learn about the benefits of building functional teams in the 21st-century work environment. Teamwork and its principles will be discussed, allowing the learner to develop an appreciation for the skills and knowledge necessary to build successful work teams. This class will discuss in detail: stages of team development, the benefits of teamwork, roles of individual team members, and the characteristics of high-performing teams.

*Team Player Styles – Mix and Match

Have you ever wondered why people on your team do the things they do? Based on Glenn Parker's Team Player Survey, this course allows participants to identify their principal team player style and how it impacts the dynamics of the group. Rather than focusing on "personalities," this program helps participants recognize the sets of behaviors which influence their interactions with other team members and these behaviors both contribute to, and detract from, team performance.

Time Management

This course will help participants to identify and overcome barriers to effective time management. Attendees will learn proven time-management skills, approaches, and strategy development which will enable them to determine how much energy, resources,

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and task coverage is needed to complete a project or task. Participants will learn how to plan and organize their time for their personal success.

Turning Around Difficult Performance Issues / Difficult Conversations

This course will help managers and supervisors effectively address difficult employee performance problems. The program will define the different types of performance issues, identify common causes of performance issues, and suggest options for addressing issues. A step-by-step walkthrough of the performance coaching process will also be presented.

*Vicarious Trauma and Mindful Self-Care

This course provides an overview of vicarious and secondary trauma while identifying mindful practices to reduce burnout.

Additional Topics Are Available by Request
PC Skills

Adobe Photoshop

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

Computer Basics

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

Databases – Microsoft Access Level 1

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

Databases – Microsoft Access Level 2

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

Email – Microsoft Outlook

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

Internet Basics – Microsoft Internet Explorer

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

Microsoft Office Version Upgrades

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

Microsoft Visio

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

Pivot Tables

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

Presentations – Microsoft PowerPoint Level 1

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

<u>Presentations – Microsoft PowerPoint Level 2</u>

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

<u>Presentations – Microsoft PowerPoint Level 3</u>

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

<u>Spreadsheets – Microsoft Excel Level 1</u>

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

<u>Spreadsheets – Microsoft Excel Level 2</u>

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

<u>Spreadsheets – Microsoft Excel Level 3</u>

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

Spreadsheets – Microsoft Excel Level 4

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

Word Processing – Microsoft Word Level 1

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

Word Processing – Microsoft Word Level 2

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

Word Processing – Microsoft Word Level 3

This workshop is for the employee that needs to produce complex Word documents. Employees will gain a functional knowledge of Word and the other Microsoft sister products. Employees will learn how to link and embed objects to documents, work with text boxes, use columns, use the mail merge functions to merge form letters with an Excel database, create form letters, use your main mail merge document, create mailing labels, print envelopes, use and understand merge codes, create Word databases, use data sources, merge documents, print form letters, create letterhead and other documents, and make a document library for templates to be used within the company.

Word Processing – Computer Programming - Microsoft Word Level 4

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

Additional Topics Are Available by Request
Language and Intercultural Skills

English as a Second Language: Basic Skills ESL

This preliminary course is designed to introduce students to the basics of the English language and to provide essential vocabulary for employees in a workplace setting. The focus of this course is mainly on listening and speaking skills.

More Americanized Pronunciation and Speaking (MAPS)

This course is designed for employees that are proficient in reading and writing the English language but would like to improve their mastery of spoken American English. This course will enable employees to dramatically increase their intelligibility and clarity of speech, effectively communicate with managers, coworkers, and patients/customers and increase their productivity, self-confidence, and effectiveness. In short, ESL is "learning English" and MAPS is a "polishing" class to help learners bring their English pronunciation and usage to a higher level. The typical MAPS participant has already completed ESL in terms of grammar, reading, and writing and now needs to build confidence with speaking and presentations.

SEL - English-Speaking Supervisors and Non-Native English Speaking Workers

This session will focus on common business communication issues in the workplace faced by English-speaking supervisors and non-native English speaking workers. The scenarios discussed in class will focus on communication needs and challenges commonly faced in agricultural operations.

Additional Topics Are Available by Request
Medical Courses

Anatomy and Physiology – Level One

    This course is an overview of the structure and function of the human body. The course content highlights the chemical, cellular, and tissue levels of organization, and the anatomy and physiology of the integumentary, skeletal, muscular, nervous, vascular, endocrine, digestive, respiratory, and urinary systems.

Anatomy and Physiology – Level Two

    This course is a continuation of the study of the structure and function of the human body and the mechanisms for maintaining homeostasis within it. This course is designed to take a deeper look into the structure and function of all 11 systems of the human body.

Clinical Documentation

    Medical record technicians assign appropriate ICD 10 or CM and/or CPT codes to each diagnosis and procedure, consult classification manuals, and rely on their knowledge of disease processes. These technicians are key partners in patient care because they assign patients to "DRGs", resulting in appropriate insurance reimbursement and billing. Also, they may at times be asked to tabulate and analyze data to help improve patient care, control costs, and for use in legal actions and research studies. This course is designed to assist medical record technicians in the interpretation of medical documentation for the purpose of assigning ICD and CPT codes.

Communicating with Older Adults

    In this workshop, participants will learn methods for communicating effectively with the elderly, and how common conditions and symptoms experienced by the elderly affect their care. The course begins with a basic overview of communication and active listening. The importance of reminiscing, ways of dealing with sensory impairments, and avoiding assumptions are also covered.

Disease Processes

    This course covers etiology and organ system involvement of diseases, including physical signs and symptoms, prognoses, common complications, and their management. Basic concepts and terminology are presented. This course also includes an examination of the most common categories of diseases for each body system, with normal anatomy and physiology compared to pathologic anatomy and physiologic malfunctioning due to disease processes. Diagnostic methods, management, treatment modalities, and prognosis will be discussed.

Electronic Medical Record Training

Over the last several years, the federal government has identified the implementation of electronic health records as a major priority in improving healthcare safety, quality, and cost. To this end, hospital facilities have dedicated substantial efforts and resources toward the development and implementation of computerized systems to encompass electronic medical record charting. This course will train employees in the various aspects of the care and use of electronic medical records needed to function in today's healthcare society. Participants will learn, among other things, about logging in, finding patient information and records, medication records, start of shift flow, admission flow, transfer flow, daily care flow, and discharge flow. Training can be provided in various systems, such as but not limited to Epic, Siemens, and McKesson.

Interpreting Lab Results

This course will include reviewing acute inpatient, outpatient surgery, and emergency department medical records and assigning ICD-10 and CPT codes from physician documentation for the purpose of hospital reimbursement, statistics, and quality measures. Clinical indicators of disease and lab values are used to support physician documentation for accurate code assignment.

Mastering the ICD-10 – Coding System

This class will assist you adjusting to ICD-10 implementation. Participants will learn what skill sets are needed to code ICD-10 and to understand the structural differences between ICD-9 and ICD-10. Students will learn the documentation requirements of ICD-10-CM and ICD-10-PCS.

Medical Assistant Training

This course is for employees who are looking to receive clinical training and climb the career ladder in the organization. It will provide participants with the knowledge to function as an entry-level medical assistant. Topics will include anatomy and physiology, phlebotomy, point of care testing, electrocardiology, and respiratory care. It will cover the history of medical terminology and use of root words, prefixes, and suffixes, providing the attendee with an understanding of medical terminology as it relates to the medical profession. Participants will also learn how to review charts and vital signs.

Medical Terminology for Clinicians/Non-Clinicians

Participants will learn to recognize word roots, prefixes, and suffixes used in medical language today. They will also learn how to combine words to create meaningful medical conditions, comprehend the definition of complex medical terms, and the correct spelling of these words. In this medical terminology course, attendees will learn medical terms related to all major body systems, including: muscular system, skeletal

system, respiratory system, circulatory system, digestive system, reproductive system, and urinary system.

Patient Education / 1 Hour On-Line Patient Education (also available)

This program will help to improve communication and understanding between healthcare providers and patients by focusing on health literacy. Participants will learn what health literacy is, how to identify patients who may have low levels of health literacy, and how to best communicate with a patient depending on their level of health literacy.

Pharmacology

This course is an introduction to pharmacology, including terminology, drug categories, usage, side effects, contraindications, and interactions. Common dosage ranges and routes of administration will also be examined. A general understanding of the actions and reasons for use of various groups of pharmacologic agents is introduced, as well as common diseases and the drugs used to treat them. Medications are discussed according to major drug classifications and body systems.

Spanish for Healthcare

This course will focus upon specific terminology and occupational specific language, allowing staff to communicate with non-English speaking customers, supervisors, and co-workers. This class will focus on direct communication, narrowing the language barrier that may prevent professional and quality service.

Teach-Back Techniques

Many professionals are knowledgeable and well versed in particular subject areas, BUT… are they able to communicate that knowledge? More specifically, are they able to explain complex information to a patient/client/customer who may not have the background, education or experience to understand what is being communicated? This course provides guidance on effective communication and simple checkpoints and methods to verify that the intended audience understands the essential information being communicated and necessary for positive outcomes. Teach-back techniques improve chances for successful communications regardless of barriers.

The End of Life: A Journey

Dying in America has changed. Due to medical advances, life expectancy has significantly increased. More and more, death is related to the end stage of a chronic disease that has had a predictable and lengthy course. This four-hour program will help caregivers and individuals to understand death as a process and a part of life. This course will explore the legal aspects, ethical and religious belief systems, and cultural norms that underlie the diversity of approaches to death and dying.

<u>Understanding Memory Loss, Dementia, and Alzheimer's Disease</u>

Attendees will learn how the brain works and become readily able to recognize areas of the brain responsible for day-to-day functioning. Participants will understand that the causes for all the changes in functioning, communication, and behavior are because of not only how the brain is affected by the progression of the disease, but also what areas are affected. Attendees will learn the differences between normal forgetfulness and memory loss and those diagnosed with dementia or Alzheimer's disease. Stages of progression will be discussed using actual pictures of changes in the brain.

Additional Topics Are Available by Request
Wellness Courses

*Ergonomics Awareness - "Don't Get Bent Out Of Shape" (Industrial/ Shop Floor)

Your job should not be back-breaking work. If it is… learn about using ergonomic concepts of proper positioning that can reduce the stress and strain on muscles, tendons, and the skeletal system….why? Because we need them in good condition for a great quality of life! Topics include the definition and components of ergonomics including work physiology and anthropometry. Ergonomic principles are reviewed to recognize, evaluate, and control conditions in the workplace that may contribute to common risk factors in material handling, repetition, and lifting. Course emphasis is on proper body mechanics while working in an industrial setting to help create a more comfortable workstation that improves employee safety and productivity.

*Ergonomics in the Office - "Does Your Office Work Space Give You A Pain In The Neck?"

Fix that pain with this course on ergonomics awareness for computer workstations and general office areas. The concept of neutral body positioning can reduce the stress and strain on muscles, tendons, and the skeletal system….why? Because we need them in good condition to feel great! Topics include the definition and components of ergonomics including work physiology and anthropometry. Ergonomic principles are reviewed to recognize, evaluate, and control conditions in the workplace that may contribute to common risk factors such as musculoskeletal disorders. Course emphasis is on design goals for a more comfortable computer workstation that improves employee safety and productivity.

*Mindfulness and Self-Care for the Busy Professional

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

*Vicarious Trauma and Mindful Self-Care

This course provides an overview of vicarious and secondary trauma while identifying mindful practices to reduce burnout.

*Wealth Steps

This program addresses how employee can alleviate financial stress so they can become more productive at work thus increasing bottom line. The course will discuss concepts such as cash flow, savings, good debt vs bad debt, as well as how to set up protection as and the importance of having an updated will.