## College Locations

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<tr>
<th>Abbreviation</th>
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<td>CA</td>
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<tr>
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<td>TX</td>
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</table>
Table of Contents

Essential Business Skills

Accounting I: A Practical Focus to Financial Accounting
Applying the Four Agreements to the Workplace Setting..Ancient Wisdom for Today
Balancing Time, Priorities and Productivity
Bringing More Positivity into the Workplace
Building Effective Work Teams
Building Effective Workplace Relationships: The Art of Human Relations
Collaborative Negotiation
Communicating Across Cultures - NEW!
Conveying Excellence in the Workplace
Dealing With Difficult People in the Workplace - NEW
Dealing with Difficult Situations and Challenges in the Professional Setting
Developing Emotional Intelligence
Dump the Drama! Managing Workplace Emotions - NEW
Effective Business Writing
Effective Interpersonal Communication
Effective Speech Communication Made Simple!
Fear-Free and Fabulous Presentations - NEW
Feeling Great at Work (And Making a Difference)
Feeling Great at Work and in the Rest of Life
Forensic Accounting: What You Don't Know Most Certainly CAN Hurt You!
Four Agreements in the Workplace Follow-up - The Fifth Agreement & the Five Levels of Attachment
Freedom of Information Act: What You Need to Know for Compliance and Protection
Fundamentals of Technical Writing - NEW!
Getting It 'Write'
Grammar Tips and Tricks
Grant Writing Follow-up Workshop
Grant Writing for Beginners
Group Communication ..............................................................................................................
Handling Difficult Customers, Co-Workers, and Circumstances ..............................................
Handling Difficult Situations ....................................................................................................
Improving Your Professional Brand ............................................................................................
Inner Personality Test & Inner Wisdom Tool/Toy Workshop - NEW ........................................
Interpersonal Communication ....................................................................................................
Introduction to Business Analytics - NEW! ..................................................................................
Key Communication Skills in the Workplace ..................................................................................
Knowledge Management (KM) and Succession Planning - NEW! ............................................
Learning to De-stress and Detach in Challenging Environments .............................................
Let the Creative "You" Out-of-the-Box - NEW! ...........................................................................
Managing Disagreement, Conflict & Confrontation .....................................................................
Marketing Brainstorms! A Group Discussion of Ideas, How-To, and What Works ....................
Mastering Personal Development for Maximum Professional Efficiency - NEW! ....................
Planning Makes Perfect - NEW ..................................................................................................
Polishing Your Writing: The Art of Revising, Editing, and Proofreading .................................
Promoting Cultural Competency in the Workplace - NEW .........................................................
Public Speaking for The Business Environment ..........................................................................  
Social Media Marketing Demystified ............................................................................................
Spanish for the Workplace I & II .................................................................................................
Staying Cool Under Pressure .....................................................................................................
Strategic Planning Leadership ....................................................................................................
The Art of Conversation When the Stakes are High ....................................................................
The Leadership Quest Certificate Program ..................................................................................
The Reality of Grant Writing .......................................................................................................  
The Two Day Writing Clinic .......................................................................................................  
Time Out! Powerful Time Management ......................................................................................
Today's Customer Service Essentials ..........................................................................................
Understanding and Working with the Caribbean Community - NEW! .....................................
What to Say When Handling Workplace Communication ..........................................................
Working towards a Stress-Free Life: Exploring Exciting Ways of Balancing Life and Work ......
Workplace Bullying .....................................................................................................................
Workplace Spanish I (Includes Bonus) - NEW! ..........................................................................  
Workplace Spanish II (Includes Bonus) - NEW! ........................................................................
Writing Winning Grants II: Beyond the Basics ...........................................................................
Writing Winning Grants: The Basics

Developing Leadership Skills

Administrative Excellence Certificate - NEW!
Developing Leadership Skills for all Situations - NEW
Essentials of Project Management
Essentials of Project Management and MS Project, Process and Tool: How They Work Together
Ethical and Effective Supervision
How Your Leadership Style Impacts Everyday Productivity and Performance
Management Secrets: Managing with Intention Toward a High Performing Team
Managing Customer Service - NEW
Managing Employees for Effective Behavior - NEW
Managing the Generational Mix - NEW!
MBA Boot Camp
Middle Management Skills Certificate
Motivating, Mentoring, and Maximizing Employees - NEW
Solutions and Shortcuts for Supervisors & Managers
Supervisor's "Playbook" - NEW!
Supervisory "Sinkholes" - NEW
Supervisory Solutions!
The Innovative and Successful Supervisor - NEW!
The Upward Mobility & Supervisory Skills Toolkit

Technology Advancement

Access 2010 - Beyond the Basics
Access 2010: Advanced Topics
Access 2010: Intermediate
Access 2010: Introduction
Access 2013: Intermediate - NEW!
Access 2013: Introduction - NEW!
Adobe Acrobat: In-Depth
Adobe Dreamweaver: In-Depth
Adobe InDesign: In-Depth
Adobe Photoshop: In-Depth (PC)
Beyond the Basics of Word
Beyond the Basics of Word - Part 2
Certified Information Systems Security Professional (CISSP) Exam Preparation
Creating Forms/Templates With Adobe Acrobat Pro & MS Word
Developing & Managing Social Media Campaigns
Developing a Social Networking Strategy - NEW!
Excel - Beyond the Basics
Excel Formulas & Functions
Excel 2010 - Beyond the Basics
Excel 2010: Advanced Topics
Excel 2010: Data and Functions
Excel 2010: Intermediate
Excel 2010: Introduction
Excel 2013: Advanced Topics - NEW!
Excel 2013: Data and Functions - NEW!
Excel 2013: Introduction - NEW!
Excel Formulas & Functions
Intro to Cloud Computing
Introduction to Adobe Illustrator
Introduction to Adobe InDesign
Introduction to Publisher 2010
Keys to Creating the Ultimate PowerPoint Presentation Deck
Making The Most of Windows
Microsoft Project 2010: In-Depth
Microsoft SQL Server 2012: In-Depth
MS Office 2010 Integrated Program Tasks
Oracle SQL Introduction Certification Prep
Outlook 2010: In-Depth
PC Maintenance
Photoshop Bundle - NEW!
PHP & MySQL Introduction: How to Create Web Forms and Capture Information
PowerPoint 2010 - Creating Dynamic Presentations
PowerPoint 2010: In-Depth
Programming Basics: Foundation for C#, VB.NET, JAVA and XML
QuickBooks: Basics and Beyond
Security+ Certification Preparation - NEW!
SharePoint Information Worker - NEW!
SMART Board Interactive Whiteboard Training
Social Media Certificate ..............................................................................................................
Transitioning to Office 2010 - Word, Excel, and Access ..............................................................
VB.NET Programming: Introduction .............................................................................................
Web Animation with Adobe Flash ..................................................................................................
Windows 8: Introduction - NEW! ..................................................................................................
Word 2010 - Beyond the Basics ...................................................................................................
Word 2010: In-Depth ....................................................................................................................
Word 2013: In-Depth - NEW! ......................................................................................................
Trade Skills .....................................................................................................................................
Security Officer Training: Guard Card Certification - NEW! ......................................................
Instructor Biographies ....................................................................................................................
Maps and Directions ......................................................................................................................
Essential Business Skills

**Accounting I: A Practical Focus to Financial Accounting**
In this hands-on course, you will be introduced to the accounting cycle of a service company, emphasizing basic accounting concepts focusing on the recording of business transactions and the preparation of financial statements. Topics presented include the steps in the accounting cycle; transaction analysis; journal entries; statement creation; specific accounting concepts relating to current assets, long-term assets, current liabilities and payroll. Students will build a company’s accounting system in QuickBooks, download and manipulate their data into an Excel spreadsheet. **Students are requested to bring a 4 GB flash drive to class.**
Required text: Two textbooks are included in course fee.
Prerequisite: Basic Windows, keyboard and mouse skills; knowledge of Excel a must.  CEUs: 3

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<th>Course #, Date(s) Time</th>
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<tr>
<td>MA12528, 05/02/14, 9:00 AM to 4:00 PM</td>
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**College, Campus & Room:**
MA, Learning Resource Center, LRC B142

**Instructor:** Charles Schwartz

**Fee:** $529

**Notes:** This course meets for 5 sessions.

**Applying the Four Agreements to the Workplace Setting..Ancient Wisdom for Today**
As seen on Oprah and written by Don Miguel Ruiz, The Four Agreements, uses ancient Toltec wisdom to apply simple agreement in one's life. 1) Be impeccable with your word. 2) Don't take anything personally. 3) Don't make assumptions. 4) Always do your best. These agreements while on the surface seem simple, once practiced and applied change lives and behaviors that affect us personally and by extension professionally. By overcoming limiting beliefs, improving the way you use your language, improving relationship skills, understanding others, decreasing misunderstandings and disagreements, increasing clarity and always doing your best, you improve both your personal and professional lives!
Required text: None
Prerequisite: None  CEUs: 0.6

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**College, Campus & Room:**
TX, Tunxis@Bristol, CL 1

**Instructor:** Lisa Crofton

**Fee:** $90

**Notes:** Course location: 430 North Main Street, Bristol 860 314-4700

**Balancing Time, Priorities and Productivity**
Today’s busy work world has us constantly running and trying to accomplish more in less time. This workshop will assist participants in developing skills to increase both personal and workplace efficiency and productivity. Participants will gain tips to set goals and priorities, manage e-mail overload, minimize stress, and learn strategies to stay focused. Personal time management, goal setting, and prioritization tools will be shared. Upon completing this session, participants will learn to save time and foster an environment that encourages working smarter, not harder. Participants will consider and discuss the following: concepts of productivity; how to better manage reactivity and interruptions; time management formula; effective e-mail management; prioritization of tasks; the importance of daily planning; and design a personalized action plan for increased efficiency and organization.

Required text: None
Prerequisite: None  CEUs: 0.6

| Course #, Date(s) Time | MA12515, 05/06/14, 9:00 AM to 4:00 PM |
| College, Campus & Room: | MA, Learning Resource Center, LRC B144 |
| Instructor: Allison Phaneuf |
| Fee: $90 |
| Notes: |

Bringing More Positivity into the Workplace

Participants will be given the opportunity to imagine the work life they want and then given tools to begin to manifest those dreams. The Law of Attraction is at work all the time. Like gravity, you cannot do it wrong and it doesn't turn off and on. It is not subject to fate or fancy. What you have now in your life is on some level what you are attracting - the good, the bad, the abundance and the lack of it. People will learn about the deep-seated collection of beliefs exerting a powerful magnetic force in your life - perhaps exerting a force contrary to what you really want to manifest. We will learn to hone in on all of those thoughts in order to co-create your work life the way you want it to be.

Required text: None
Prerequisite: None  CEUs: 0.6

| Course #, Date(s) Time | TX12433, 04/15/14, 9:00 AM to 4:00 PM |
| College, Campus & Room: | TX, Tunxis@Bristol |
| Instructor: Barbara Pinti |
| Fee: $90 |
| Notes: Course location: 430 North Main St., Bristol, 860 314-4700 |

Building Effective Work Teams

Imagine this: a work team where everyone gets along, where members communicate freely, where things get done. Imagine this: no drama or trauma, just results. This workshop is for everyone who wants to be a team player or strengthen the team dynamic in the workplace.
whether or not you're in charge. The workshop will provide insight into the roles people play on teams and how to use each person's strengths and compensate for personal weaknesses. The workshop will take an in-depth look into personality and processing styles, as well as provide critical insight into how you view yourself in terms of team. You will learn how to foster team spirit, motivate staff, and supercharge the workplace. You will also discover how to effectively use turnaround questions, how to motivate without money, how to detect trigger points, how to pinpoint and address the top ten morale-busting issues, how to effectively deal with office politics, and how to establish and maintain a positive workplace! The workshop is even better when paired with Building Effective Workplace Relationships.

Building Effective Workplace Relationships: The Art of Human Relations
Human relations are the art and science of building effective workplace relationships. It is also about developing and fostering interpersonal job oriented skills. Whether you’re a Human Resources professional, a manager, a supervisor or simply someone interested in increasing workplace efficiency and communication skills, this course will help you achieve personal and professional growth. This primer in human relationships will give you both a historical perspective, as well as an everyday working guide to fostering better human relations. You’ll learn the ten commandments of human relations, as well as gain insight into everything from stress management, to business ethics to workplace motivation. You will also discover the role human relations factors into group dynamics, as well as discover ways to foster emotional control and creativity in the workplace and adopt key practices for motivating employees in challenging environments. The workshop is even better when paired with Building Effective Work Teams.

Collaborative Negotiation
The need to negotiate successful outcomes with internal and external customers is a daily occurrence in the work environment. Collaborating to optimize the results of these outcomes is
the objective of this program. Individuals will discover their negotiation styles through a self-assessment and learn the use of strategies, tactics and counter-measures. The importance of trust, relationships, power and expectations in negotiations is also discussed. Participants will have the opportunity to practice their skills in at least three negotiation exercises.
Required text: Provided
Prerequisite: none  CEUs: 1.2

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<td><strong>Instructor:</strong> Larry Lindquist</td>
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**Communicating Across Cultures - NEW!**
Effective intercultural communication is more important than ever in our globalized workplaces. You will explore best practices and learn techniques for communicating across the different cultures you work with in a variety of settings. Topics to be covered include managing multiple languages, national cultures, and organizational cultures.
Required text: none
Prerequisite: none  CEUs: 0.6

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<td><strong>Instructor:</strong> STAFF</td>
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**Conveying Excellence in the Workplace**
Entrepreneurs aren't the only ones who exhibit drive, discipline, initiative and ingenuity; those in the workplace whose intent it is to make a difference, leave a legacy, or stand out among the
crowd do so as well. They are the workplace 'Intra'preneurial. Learn what it takes to develop the skills that get you noticed, get the job done more efficiently, build trust with superiors allowing for greater job autonomy, offer greater chances of promotion and fulfillment. Innovation and initiative are the cornerstones of 'Intra'preneurialship but you can't have these without leadership, confidence, and presentation skills. This workshop assists you in developing and/or improving all three first by identifying and pinpointing areas for improvement and by working on specific solutions.

Required text: None
Prerequisite: None  CEUs: 0.6

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<th>Notes:</th>
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Dealing With Difficult People in the Workplace - NEW
Are there people in your work place with whom you would like to have a better working relationship? Do you feel in conflict with your boss or have problems with a subordinate or issues with clients? The relationships and rapport we have with others are important in getting along with them, getting their assistance, cooperation, getting things done, networking, working productively for better teamwork, for advancement and support. Learn and utilize the essential skills and concepts for working effectively with others in your work place, as well as in any organization, profit, non-profit, volunteer position, etc.

Required text: none
Prerequisite: none  CEUs: 1.8

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<tr>
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<th>Sam Lota</th>
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Dealing with Difficult Situations and Challenges in the Professional Setting
Completing tasks, obtaining information, successful inter-office communication, and productive teamwork all depend on mutual respect, cooperation and a willingness to work towards a common goal. Challenges and breakdowns in productivity occur when misunderstandings,
unwelcome change or unexpected glitches interfere. How we deal with them makes all the
difference; being comfortable having difficult conversations, putting competitiveness aside when
solutions are necessary, strengthening communication skills and recognizing when things are not
personal are just a few of the skills necessary for dealing with difficult challenges in the
professional setting.
Required text: None
Prerequisite: None  CEUs: 0.6

Course #, Date(s) Time
TX12443, 05/05/14, 9:00 AM to 4:00 PM

College, Campus & Room:
TX, Tunxis@Bristol, CL 1

Instructor: Lisa Crofton

Fee: $90

Notes: Course location: 430 North Main Street, Bristol 860 314-4700

Developing Emotional Intelligence
Emotional Intelligence (EI) is cutting edge knowledge that sets the savvy business professional
apart from the rest. Skills will get you just so far. The real glass ceiling in leadership/career has
more to do with a combination of emotional intelligence and attitude than any other factor.
Required text: none
Prerequisite: none  CEUs: 1.2

Course #, Date(s) Time
CA12481, 05/07/14, 9:00 AM to 4:00 PM | 05/14/14, 9:00 AM to 4:00 PM

College, Campus & Room:
CA, Capital Community College, Room 318

Instructor: Mark Petruzzi

Fee: $180

Notes: This is a 2-day course. 5/7/14 and 5/14/14

Dump the Drama! Managing Workplace Emotions - NEW
Drama is great for reality shows, but workers with a flair for the dramatic can take up mental
bandwidth that impacts productivity and employee morale. Whether you're a supervisor or just
someone who wants to better understand and influence the reduction of workplace drama, this
course will give you insight and practical pointers. You'll better understand the five major types
of dramatic roles: whiners, primos, complexers, chargers, and energy vampires. You'll discover
how to create healthy boundaries for you and your staff, as well as to coach employees through
personal drama to reduce on-the-job impact. This program will also guide you to greater
understanding about dealing with negative emotions; about what you can do to protect yourself in a potentially hostile workplace, as well as about how you can support your staff or co-workers in a challenging environment. You'll gain tools to increase your emotional intelligence, learn your anger system and discover concrete tools and strategies for transforming anger and other strong emotions into productive fuel. You'll also learn mediation tools for everyday work life, including the three key strategies for strategic management of conflict, the two cardinal rules of conflict resolution (no walk a ways or power plays), and five essential re-framing practices. This program is designed to help you maintain or recover a positive, energetic attitude that can foster change for the better!

Required text: none
Prerequisite: none  CEUs: 1.8

**Effective Business Writing**

In this course, participants will learn the 35 key principles that make business writing effective. The principles cover wording, composition, organization, tone, persuasion, and format. Participants will learn a concept; read an example; and put the concept into immediate practice. Learning Objectives: Demonstrate the ability to create business e-mails, letters and other communications that deliver a clear message. Increase writing efficiency by knowing and applying proven business writing principles. Increase the response rate to communications through professional presentation.

Required text: None
Prerequisite: None  CEUs: 0.6

**Effective Interpersonal Communication**

Interpersonal relationships are at the very foundation of how employees conduct business with internal and external audiences at all levels. Good interpersonal skills contribute to personal empowerment and higher self-esteem which in turn enhances the quality of the work environment and positively influences outcomes for the benefit of all stakeholders. Topics covered will include self-confidence and self-esteem, effective listening and feedback, verbal
Effective Speech Communication Made Simple!
There’s a good chance that you have observed people from a variety of employment and educational backgrounds who possess impressive speaking skills; handling different speaking and interpersonal communication situations with ease. You have often wondered if there is a way for you to join the confident speakers club. If it displeases you to feel a strong connection to the four-letter word fear when people talk about fear of public speaking, then this class may be the remedy. This program is built to gently but effectively build upon the verbal and nonverbal strengths that you already have. Our time in class will be spent taking a look at how to transition from terrified and ineffective presentations to effective speaking through learning about use of voice (volume, inflection, and other behaviors), examining appropriate body language, and exploring the artful simplicity of effective communication and presentations. We will employ some enjoyable in-classroom exercises to help build your verbal and nonverbal know-how and confidence. We will also spend some time discussing strategies designed to help you connect better with your audience no matter the size. See you in class!
Required text: None
Prerequisite: None
CEUs: 0.6

Fear-Free and Fabulous Presentations - NEW
Forget fear! This powerful workshop will show you how to own the limelight! Whether you're a shaking in your boots speaker or a seasoned pro, you will benefit from the secrets of an experienced pro who has given thousands of presentations for nonprofits, Fortune 500s, banks, and many other organizations. Fear-Free presentations works from the inside out, helping to increase your confidence and your ability to think on your feet. You will learn a dozen mindful practices to prepare yourself and control your nervousness; techniques for developing talking points and structuring, research, and writing a presentation; tips on developing PowerPoint
Feeling Great at Work (And Making a Difference)
Your attitude can make or break your career, and at any given time, 80-90% of the workforce is unhappy in their current job. But you have more control than you imagine over the events in life that cause you stress and that may lead to poor job performance. Learn how to navigate through tough situations on the job such as disagreements with co-workers, uncertainty about your position, or anxiety in approaching leadership. Understanding your own attitude toward these and other work-life events puts you on the path to greater success and job satisfaction.
Required text: none
Prerequisite: none  CEUs: 1.2

Feeling Great at Work and in the Rest of Life
Learn to navigate through tough situations such as disagreements with co-workers, uncertainty about position, and anxiety in approaching leadership. Attitude can make or break a career and it's a fact that 85% of the workforce is unhappy in their current job. Events that cause stress and lead to poor job performance can be easily controlled. With the correct attitude, the path to greater success and job satisfaction are within reach.
Required text: none
Forensic Accounting: What You Don't Know Most Certainly CAN Hurt You!
Enron. WorldCom. Bernie Madoff. In the wake of such scandals, organizations have turned to forensic accounting to help them avoid similar fates. Local author, educator and forensic accounting expert, Stephen Pedneault, will introduce students to this ever more important field and share some of the methods used to prevent or uncover financial abuses. Pedneault will draw upon his 23 years of experience and share accounts of actual cases so students can connect theory to practice. This course is an eye opener and can be a life saver for anyone who handles finances.
Required text: None
Prerequisite: None  CEUs: 0.6

Four Agreements in the Workplace Follow-up - The Fifth Agreement & the Five Levels of Attachment
The Fifth Agreement, Be Skeptical and Learn to Listen, learn to use the power of doubt to question everything you hear. Is it really the truth? If we begin to listen to the intent behind the words, we begin to really understand the message. This assists us in making better decisions in
both life and the workplace, improving our communication and listening skills, becoming better aware of the truth around us, improving relationships with others around us. The Five Levels of Attachment, help us gain awareness of the agreements we have been implicitly making all our lives that shape our reality and affect our future and show us how to release the attachments which no longer reflect who you really are. As we gain a foothold on our authentic selves we are improved communicators, team players, leaders, and innovators...bottom line: increased productivity, efficiency and overall workplace satisfaction.

Required text: None
Prerequisite: None   CEUs: 0.6

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<thead>
<tr>
<th>Course # , Date(s) Time</th>
<th>TX12444, 05/12/14, 9:00 AM to 4:00 PM</th>
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<tr>
<td>Fee:</td>
<td>$90</td>
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<tr>
<td>Notes:</td>
<td>Course location: 430 North Main Street, Bristol 860 314-4700</td>
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**Freedom of Information Act: What You Need to Know for Compliance and Protection**

Did you know that nearly every state-generated document, including your e-mail, is potentially viewable by the public? Citizens can request access to state documents via The Freedom of Information Act, which guarantees the right to see public records and documents. Learn the process for filing under FOI as well as your obligations. Among the topics we will discuss: the definitions of public records and meetings; how to manage requests for public records; rules governing executive sessions; how much access the public actually has; the status of e-mails and other electronic documents. Bring all your questions with you.

Required text: None
Prerequisite: None   CEUs: 0.3

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<thead>
<tr>
<th>Course # , Date(s) Time</th>
<th>MA12520, 05/05/14, 9:00 AM to 12:00 PM</th>
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<td>College, Campus &amp; Room:</td>
<td>MA, Learning Resource Center, LRC B144</td>
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<tr>
<td>Instructor:</td>
<td>Thomas Hennick</td>
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<td>Fee:</td>
<td>$55</td>
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**Fundamentals of Technical Writing - NEW!**

This workshop will prepare you to design effective technical documents. There will be an emphasis on technical memos and problem-solving and decision-making reports. Topics to be covered include: introduction to principles of audience analysis; research and documentation; drafting and revision processes and readability.

Required text: none
Getting It 'Write'
Develop the skills to write clear and concise documents for results. Techniques to eliminate writer's block and how to improve grammar, punctuation, proofreading, and editing skills will be covered. Lecture, hands-on writing practice, and on-line exercises will be used to produce professional high quality business letters, e-mails, and other documents. Topics to be covered include the short is better theory; five-step writing process; editing and proofreading techniques; and how to eliminate grammar and punctuation dilemmas.
Required text: none
Prerequisite: none  CEUs: 1.8

Grammar Tips and Tricks
Strong grammar is at the heart of any style of written communication or verbal conversation -- from the informal and casual to the crucial and persuasive. Poor grammar can have a steep price as well -- loss of credibility, loss of an audience's attention, and loss of consideration for grant money or job promotion. It's time to freshen up your grammar skills. Learning Objectives: 1) vocabulary building 2) sentence structure 3) punctuation and 4) other areas to improve your understanding of and appreciation for great grammar.
Grammatically Correct & Perfectly Punctuated: End your Grammar and Punctuation Woes
Grammatically Correct & Perfectly Punctuated: End your Grammar and Punctuation Woes: Learning writing rules can make your head spin but not in this easy-to-absorb two-day workshop! You will have the time to put what you learn into practice using small group exercises and independent, online drills. You'll leave with a comprehensive and working knowledge of sentence structure and grammar and punctuation principles. Never again will you become tense over tenses, sweat over semicolons, or agonize over active and passive voice. You'll gain once and for all a grasp of grammar and punctuation that will increase your writing confidence and expertise. This course is made even better when combined with the two-day workshops, The Two-Day Writing Clinic and/or Polishing Your Writing: The Art of Editing, Revising, and Proofreading.
Required text: All Materials are supplied
Prerequisite: None  CEUs: 1.2

Grant Writing Follow-up Workshop
The Grant Writing Follow-up Workshop will be a hands-on experience practicing writing the many sections of a grant. The sections will be peer reviewed in pairs and then discussed amongst the entire class for suggested improvements, changes, and additions. This workshop is suggested for those with effective writing skills who are ready to practice creating the individual grant components.
Required text: None
Grant Writing for Beginners
Do you know what grant makers want? “Grant Writing for Beginners” will cover tips for writing effective proposals. You will learn how to get started and the flow of process. The parts of a generic proposal will be reviewed including: executive summary, statement of need, project description, budget and narrative, organizational information, conclusion and appendix. The art of effective cover letter writing will be presented. Basic researching will be explored. Contact cultivation and meeting the funder will be addressed. Dealing with rejection and what to do next will be delved into. Grant reporting looked at briefly. Sample grants will be shared.
Required text: None
Prerequisite: None  CEUs: 0

Group Communication
Corporations increasingly manage businesses using group communication techniques in a globalized economy to benefit from diversity across regions and countries. Cross-functional, cross-cultural, and cross-departmental groups give birth to new ideas, products, and solutions to complex problems. This workshop is intended to equip employees with group communication skills to become effective contributors in creating a whole that is greater than the sum of the parts while achieving task and member satisfaction in work groups. Learn the concepts, models, and theories of small group communication while discussing proper application during everyday
communication situations. Become a competent small group communicator by developing self-confidence, using problem-solving techniques and decision-making skills, and understanding the advantages and limitations in group communication through the Internet and computer-mediated channels.

Required text: None
Prerequisite: None  CEUs: 0.6

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**College, Campus & Room:**
CA, Capital Community College, Room 604

**Instructor:** Yasmin Shenoy

**Fee:** $90

**Notes:**

**Handling Difficult Customers, Co-Workers, and Circumstances**
From those who are merely moody to those who are dramatically difficult, this workshop will give you the know-how to handle challenging people and situations. You'll discover proven communication keys, techniques for defusing anger, ways to manage the top 10 crazy-making circumstances, techniques for navigating office politics, ways to manage up, and much more. You'll learn how to deal with the four main attacking styles, manage difficulty by personality type, neutralize workplace drama, expose and effectively handle hidden agendas, etc. This workshop will help you gain the skills to positively influence people and outcomes whether you're in charge or not!

Required text: None
Prerequisite: None  CEUs: 1.8

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<th>Course # , Date(s) Time</th>
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**College, Campus & Room:**
AS, Asnuntuck, TBA

**Instructor:** Margaret DeMarino

**Fee:** $285

**Notes:** class meets three days 5/1, 5/8, 5/15

**Handling Difficult Situations**
This workshop will equip you with fast, effective tools including the right mindset to rise to the challenge of the day and adjust to shifting priorities and demands with less stress and greater clarity to transform unproductive disorder into controllable efficiency. You will leave knowing how to apply the appropriate techniques to manage, clarify and diminish chaos.

Required text: None
Prerequisite: None  CEUs: 0.6

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21
Improving Your Professional Brand
Professional Brand Value is another term for an individual's career worthiness or a career thumbprint. Identify your own brand value in this one-day course and bring peak performance techniques into your everyday work life. Topics for discussion and interaction include: perception yours and theirs, professional traits for effectiveness, achieving tasks, and problem solving like a pro. This class will change the way others perceive you and the way you perceive yourself.
Required text: None
Prerequisite: None  CEUs: 0.6

Inner Personality Test & Inner Wisdom Tool/Toy Workshop - NEW
Ever wonder what draws you to certain things or how a toy or tool can show how you relate to others? This unique, two-day interactive workshop will explain all of this and more while developing leadership and professional skills in the process. Bring your favorite professional work tool/toy to the seminar and walk away: Gaining insight into your professional and leadership skills as well as your personality and your relationship with others; Obtaining greater clarity about your life; Discovering effective ways to get along with your spouse/partner, boss, co-workers and family and more.
Required text: None
Interpersonal Communication
This program is strongly recommended for people at all organizational levels. Interpersonal skills form the basis of effective business and personal relationships. Participants discover their own behavioral/communication style, strengths and weaknesses. They also learn how their style contributes to or detracts from achieving their business or personal goals and enables them to improve performance. In addition, they will develop skills to identify the styles of others, "bridge" to them and build positive work relationships with them. The skills acquired in this program are critical for those working in a team or group environment. The foundation of the program is LIFO (Life Orientations) Training from Stuart Atkins, Inc. which has been used for more than 35 years by thousands of companies from American Express to Xerox.
Required text: None
Prerequisite: None  CEUs: 1.6

Introduction to Business Analytics - NEW!
Organizations are relying on business analytics or the use of data, statistical and quantitative analysis, exploratory and predictive models, and fact-based management to make decisions and develop action plans. In this introductory workshop learn the terms, techniques, and how business decisions are made with business analytics. Performance inaccuracies and data mining will be discussed.
Required text: None
Prerequisite: None  CEUs: 0.6
Key Communication Skills in the Workplace
Beyond good written and oral communication skills, effective team members know the key to good communication is the ability to build relationships within the team environment. The use of interpersonal intelligence in the workplace means the ability to understand others and build effective work groups, perfecting the art of active listening and promote individual and team initiatives and productive environments. The ability to exist socially and communicate effectively in the workplace is for peak collaborative performance. This includes the ability to interact with others, understand them and interpret their behavior. Superior Communication skills are something we all need but are a vital factor for people in occupations that require interaction with coworkers and others. Interpersonal Intelligence improves our ability to comprehend, analyze and react to a situation and assists us in facilitating a communication wherein conflicts and debates are reduced, interactions become easy, people seem approachable, hassles minimize and a healthy and productive environment is inevitable.
Required text: None
Prerequisite: None  CEUs: 0.6

Knowledge Management (KM) and Succession Planning - NEW!
Knowledge is an organization's most valuable resource. As individuals leave the workforce due to retirement or other life changes; key knowledge and experience are lost. This workshop will cover how to identify the critical documented and undocumented knowledge that needs to be retained, who possesses the knowledge and the techniques to transfer and retain the knowledge. There will be a discussion of succession planning to aid organizations in preparation to fill vacancies and remain competitive in the market. You will leave this workshop with a knowledge management action plan.
Required text: None
Prerequisite: None  CEUs: 0.6
Learning to De-stress and Detach in Challenging Environments
Today's work environment poses challenging stressors; economic stressors combined with budgetary constraints have placed unique emotional and physical strains on today's employee. Combine that with personal challenges and most individuals today feel like they can barely lift their heads above water. This class addresses those challenges by offering new perspectives and teaching unique stress reduction methods meant to help individuals deal with everyday issues and beyond. Suggestions and Exercises for Mind, Body and Spirit for stress reduction will be addressed.
Required text: None
Prerequisite: None  CEUs: 0.6

Let the Creative "You" Out-of-the-Box - NEW!
Successful organizations know that the best ideas come from their employees. This 1-day workshop combines our very popular Expressing Creativity and Painting Primer workshops. You will learn how to listen to and express your creative thoughts through highly interactive discussions and exercises. At the conclusion of the workshop, you will have the opportunity to carry your ideas to the canvas.
Required text: None
Prerequisite: None  CEUs: 0.6
Managing Disagreement, Conflict & Confrontation
This program takes a positive and effective approach to disagreement, conflict, confrontation, difficult people and other sources of negativity in the workplace. Participants will explore the causes of opposition, its emotional and behavioral manifestations and how to prevent or minimize it. This program is also an ideal introductory program for those who need to develop negotiating skills. At the conclusion of this program you will be able to: - Define conflict and identify those elements present in every conflict. - Identify the sources and stages of conflict and disagreement. - Describe how your self-expectations directly influence the conflict in your life. - Describe the role of relationships in conflict resolution - Employ confrontation as a productive technique in resolving conflicts, while minimizing your risk. - List five conflict management styles, identify your own style and know when to use each style. - Use collaboration and problem solving to achieve gain/gain outcomes to conflicts. - Recognize ways you can build on your conflict management strengths to become more effective in managing conflicts. - Accept conflict as inevitable and benefit from it.
Required text: None
Prerequisite: None
CEUs: 0.6

Marketing Brainstorms! A Group Discussion of Ideas, How-To, and What Works
Each day we communicate various messages to countless audiences - residents, government workers, business owners, and more. We deliver important information, instructions, and details that can affect lives. In a loud and cluttered world, how do we stand out? How are we developing our messages? Are we delivering them in the best ways and in the best places? Are we getting the job done within our budgets? This "group brainstorm" will review some common communications tactics (including social media), what has worked for others, and exchange ideas to overcome different challenges. Attendees are asked to bring examples of current initiatives for discussion.
Required text: None
Prerequisite: None
CEUs: 0.6
Mastering Personal Development for Maximum Professional Efficiency - NEW!
Strengthening Interpersonal Skills, Improving Communication, Mastering Self-Control, Becoming Self-Aware and Learning to use Acute Listening Skills are all part of mastering personal development and securing your place in workplace excellence. Mastering these skills takes knowledge and practice. They also lead to improved leadership abilities, collaborative skills, conflict resolution abilities, and overall balance in your personal and professional lives. This course will give you an understanding of each component of personal development in these areas and help you identify your strengths and weaknesses.
Required text: None
Prerequisite: None  CEUs: 0.6

Planning Makes Perfect - NEW
Abraham Lincoln was once quoted as saying, Give me six hours to chop down a tree and I will spend the first four sharpening the axe. What was the secret to Lincoln’s productivity? Planning. In this lesson you’ll understand the planning components specific to a project. At the end of this lesson you will distinguish between the various resources, people, funding, and IT infrastructure necessary to support projects.
Required text: None
Prerequisite: None  CEUs: 1.2
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<tr>
<th>Fee: $190</th>
<th>Notes: Class meets two days 2/18, 2/20</th>
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### Polishing Your Writing: The Art of Revising, Editing, and Proofreading

Polishing Your Writing: The Art of Revising, Editing, and Proofreading. You've sweated through your first draft. You've put your thoughts together in a way that you feel are clear and cohesive. But it's not quite there yet. You need to add the pizazz and professionalism that only comes with polishing. Whether you're editing your own work or other people's writing, this workshop will put the tools and techniques of professional writers, editors, and proofreaders at your fingertips! You will learn how to edit efficiently rather than to agonize endlessly, how to revise for better flow rather than resort to the perils of stop-and-go writing, and how to polish to perfection rather than to resign yourself to your boss's red pen rejection! You'll learn how to say more with less, how to use the margin test to determine flow, how to proofread in layers, and much more! The workshop is even better when paired with The Two-Day Writing Clinic and Perfectly Punctuated and Grammatically Correct.

Required text: All materials are supplied  
Prerequisite: None  
CEUs: 1.2

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<tr>
<th>Instructor:</th>
<th>Margaret DeMarino</th>
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<tr>
<th>Fee:</th>
<th>$170</th>
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| Notes: | Class meets two days 5/9, 5/16 |

### Promoting Cultural Competency in the Workplace - NEW

Want to improve cultural competency and workplace climate, participation, and creativity within your organization? More people travel freely now more than any other time in history. With the aid of planes, high-speed rail, bus, boat and car people have the ability to meet one another potentially anywhere on the globe. Through the use of technology, namely social media our ability to meet a friend is elevated even higher. Get the tools that you need to become more in tune to the cultural changes in the landscape around you.

Required text: None  
Prerequisite: None  
CEUs: 1.2

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<td>AS, Asnuntuck, Room 226B</td>
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</table>
**Public Speaking for The Business Environment**
The ability to speak on short notice and to shine at the same time is a valuable skill for leadership development or employee growth. Learn how to speak honestly-genuinely and how to state facts and opinions in conversation or in a formal presentation. Discover tools to put your audience and yourself at ease in any environment.
Required text: None
Prerequisite: None    CEUs: 0.6

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<tr>
<td><strong>College, Campus &amp; Room:</strong></td>
<td>CA, Capital Community College, Room 616</td>
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<tr>
<td><strong>Instructor:</strong></td>
<td>Yasmin Shenoy</td>
</tr>
<tr>
<td><strong>Fee:</strong></td>
<td>$90</td>
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<td><strong>Notes:</strong></td>
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</table>
Spanish for the Workplace I & II
The object of this course is to introduce participants to basic phrases used to communicate with Spanish speaking employees, clients and co-workers. Personalized questions, basic Spanish grammar exercises, role-playing, and reality-based activities will provide you with opportunities to practice basic Spanish. Topics to be covered: introduction to Spanish sounds and the alphabet; greetings and farewells; asking for information and other polite requests; numbers, dates, days of the week and months of the year; time; useful verbs & key phrases in the present tense; ir + a + an infinitive to express the idea of future action; acabar + de + an infinitive to express completed action; how to use a computer translator and some of the pitfalls of using one; cross-cultural communication including dos and taboos.
Required text: None
Prerequisite: None  CEUs: 1.2

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<td>04/16/14, 1:00 PM to 4:00 PM</td>
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| College, Campus & Room:        | MA, Learning Resource Center, LRC B144                           |
| Instructor:                    | Linda Burk, Ph.D.                                             |
| Fee:                           | $180                                                           |
| Notes:                         | This course meets for 4 sessions.                             |

Staying Cool Under Pressure
This is an experiential workshop that will enable participants to learn a variety of stress reducing techniques that they can bring to work with them. They will learn several breathing techniques, visualization, affirmations, minute meditation, body scanning and other ways to stay cool and keep their anxiety at bay under the pressure of too much work and not enough time. Please bring a yoga mat or towel to class.
Required text: None
Prerequisite: None  CEUs: 0.6

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| College, Campus & Room:        | TX, Tunxis@Bristol, CL 1              |
| Instructor:                    | Barbara Pinti                         |
| Fee:                           | $90                                  |
| Notes:                         | Course location: 430 North Main Street, Bristol, 860 314-4700 |
Strategic Planning Leadership
Some state-agency people say they don't need strategic planning because "things change so fast around here." That's why they need it. Others complain that previous strategic plans just "sit on the shelf." Without good leadership, they do. Whether you're new to strategic planning or want to get better at it, this workshop will help. You'll see why strategic planning is an effective management tool, how it differs from other planning processes, what a strategic plan contains, and who should lead it. You'll cover strategic planning from its initial framework to its commitment to accountability. Coordination, goals, SWOT analysis, distribution, outcomes, evaluation, follow-up, sustainability, and other topics will be included. You'll see sample plans and use templates to assemble tailored pieces of your own strategic plan. Participants will benefit from individual and group practice.
Required text: None
Prerequisite: None  CEUs: 0.6

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<tr>
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<td>Waldemar Kostrzewa</td>
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<td>Fee:</td>
<td>$90</td>
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<td>Notes:</td>
<td>Course location: 430 North Main Street, Bristol 06010 860 314-4700</td>
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The Art of Conversation When the Stakes are High
How to hold crucial conversations to improve relationships, enhance leadership effectiveness and deal with difficult people. Objectives: identify the conversation you are not holding or not holding well; demonstrate an understanding of how to focus on true motivation to achieve optimal results; identify "symptoms" that the conversation is starting to head south; develop a method to encourage emotions that will restore a healthy dialogue; examine your personal role in any conversation with a poor outcome; demonstrate the ability to apply at least two techniques/tools to effectively communicate in "crucial" conversations.
Required text: Handouts included
Prerequisite: None  CEUs: 0.6

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<tr>
<td>College, Campus &amp; Room:</td>
<td>TR, TRCC, Room B118</td>
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<tr>
<td>Instructor:</td>
<td>Susan Greenleaf</td>
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<td>Fee:</td>
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The Leadership Quest Certificate Program
John F. Kennedy once said, “Leadership and learning are indispensable to each other.” In this
invigorating, uber-interactive certificate program, you will learn how to nurture and enhance your leadership skills, thus increasing the effectiveness of interpersonal workplace relationships and professional productivity. You will gain a better understanding of the strengths and weaknesses of your leadership style, as well as acquire an abundance of take aways that you can immediately put into practice. Prior to the start of the first class, you will be provided with a 360 degree survey to complete, which will help you to conduct a customized professional development plan. The program will focus on a variety of instructional formats including assessment tools, small group exercises, and case studies. There will be five points of emphasis: self-growth; workplace ethics; communication with your manager, coworkers, and staff; team building; and change management. You will learn how to develop five key habits of successful leaders: challenge the existing process, create a collective vision, motivate others toward action, become a role model, and encourage the energy flow. This program will empower you to become a leader who can inspire yourself, acquire solid leadership skills, and fire up your staff!
Required text: None
Prerequisite: None  CEUs: 1.8

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<td>Margaret DeMarino</td>
<td>$285</td>
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The Reality of Grant Writing
Experience the basics of successful grant writing. Learn how to find funding opportunities, interpret Requests for Proposals (RFPs), and write to meet the requested proposal criteria in specific grants. In this workshop, the components of a proposal will be explained through a simulated grant application process by spelling out essential grant proposal aspects.
Required text: None
Prerequisite: None  CEUs: 0.6

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<td>CA12489, 04/22/14, 9:00 AM to 4:00 PM</td>
<td>CA, Capital Community College, Room 617</td>
<td>STAFF</td>
<td>$90</td>
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The Two Day Writing Clinic
This workshop will help you diagnose, troubleshoot, and fix your writing flaws and practices.
Led by a professional writer, this workshop is the key to strengthening your writing skills in a computer lab with in-class exercises, small group critiques, and one-on-one guidance. You will gain insight into making your writing process more efficient, increasing your writing speed, and eliminating structural, as well as grammar and punctuation, flaws. Optional: Participants may email writing samples of up to two pages three weeks prior to the first class to: MDeMarino@ccc.commnet.edu for feedback during the first session. You will also have the opportunity to receive individualized guidance while working on a current writing project in customized feedback sessions. This is an opportunity to kick your writing skills up a notch, take the pain out of the writing process forever, or simply fine-tune. This course is made even better when combined with the two-day workshops, Grammatically Correct & Perfectly Punctuated and/or Polishing Your Writing: The Art of Editing, Revising, and Proofreading.

Required text: All materials are supplied
Prerequisite: None  CEUs: 1.2

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<td>GW, Gateway Down Town Campus, TBA</td>
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| Instructor: Margaret DeMarino                  |
| Fee: $170                                      |

| Notes: This course meets for two sessions: Fridays, April 4 and April 11 |

**Time Out! Powerful Time Management**

Many people have difficulty achieving peak performance because there never seems to be enough time to get everything done. They need to take a “Time Out” and get control of their time and their lives. This program is based on the expertise of time management guru, Alan Lakein. Participants will learn how to plan, organize, prioritize and manage their time for greater productivity and less stress. They will analyze how they currently spend their time, determine what their time wasters are and develop a new approach for efficient use of their time. This program eliminates the need to purchase a costly "time management & planning system" that requires you to carry a planning calendar with you everywhere you go. At the conclusion of this program you will be able to: 1) Measure how effective you are at using your time, currently. 2) Identify the Myths of Time that limit your effectiveness. 3) Analyze your present use of time. 4) Identify your personal time thieves and techniques to catch them. 5) Employ six easy ideas for overcoming your poor time habits. 6) Set short and long-term time objectives. 7) Develop a plan with strategies to improve your use of time on a continuing basis.

Required text: Provided
Prerequisite: None  CEUs: 0.6

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<td>TX, Tunxis@Bristol, CL 2</td>
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| Instructor: Larry Lindquist                   |
| Fee: $90                                      |

33
Notes: Course location: 430 North Main Street, Bristol, 860 314-4700

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<tbody>
<tr>
<td>CA12467, 04/23/14, 9:00 AM to 4:00 PM</td>
<td><strong>Today's Customer Service Essentials</strong></td>
</tr>
<tr>
<td>College, Campus &amp; Room:</td>
<td>What external factors make today's customer service so critical and challenging? Some say customers are more demanding. Others argue that technology tools have changed the service landscape. Experts believe internal factors are as important. Do you have customer standards and are they connected to your service goals? This workshop will help improve the service experience for the customer and for you. It covers the latest findings about customer service essentials: body language, attitude, image, tone of voice, phones and emails, listening, dealing with difficult people, persuasion, stress management, and teamwork. There's enough information for frontline staff and supervisors. You'll make a personal action plan and identify ways to improve customer service at the office. Required text: None Prerequisite: None CEUs: 0.6</td>
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<td>TX12512, 04/23/14, 9:00 AM to 4:00 PM</td>
<td><strong>Understanding and Working with the Caribbean Community - NEW!</strong></td>
</tr>
<tr>
<td>College, Campus &amp; Room:</td>
<td>The U.S. is a country of immigrants and is becoming a racially, ethnically, and culturally diverse country largely as a result of recent immigration patterns. Participants will gain an overview of the contextual setting of the Caribbean/West Indian population particularly, the English-speaking Caribbean. Questions such as: Who are the English-speaking Caribbeanites? Why are they here in the USA? What are some peculiarities about their culture? What are the appropriate approaches in meeting the needs of the Caribbean/West Indian community? These questions will be addressed. In addition, participants will gain knowledge about demographic data/culture/ethnicity; Caribbean/West Indian migration trend; religion/education; Caribbean family and lifestyle; the impact of migration; and the effects of family role change. Required text: None Prerequisite: None CEUs: 0.6</td>
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Notes: Course location: 430 North Main Street, Bristol 06010 860 314-4700
What to Say When Handling Workplace Communication

Ever think of the right thing to say when it's too late? Or perhaps you say nothing at all because you're worried it will come out wrong. This workshop will put the words on the tip of your tongue, showing you how to strategize and script solutions to the toughest workplace communication problems. Loosely-based on the book Lifescripts by Stephen M. Pollen and Mark Levine, this workshop will provide plenty of insight on how to effectively communicate while dealing with difficult workplace situations--from asking for a deadline extension, to attending to matters of hygiene with someone you supervise, to interacting effectively with an angry client. You will learn key phrases, statements, and questions that will help open the doors to communication, as well as learn strategies to adopt and statements to avoid. This workshop will provide plenty of practice sessions so that knowing what to say and how to say it will become an acquired skill you can rely on. You will learn: The ten magical phrases, four sure-fire strategies to gain cooperation, the four basic communication/personality/behavioral styles and how to adapt to each, proven techniques for handling conflict, and much more.

Required text: None
Prerequisite: None  CEUs: 1.8
personalized action plan to help live a more balanced lifestyle.
Required text: None
Prerequisite: None  CEUs: 0.6

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<tr>
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<td>MA, Learning Resource Center, LRC B144</td>
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<tr>
<td>Instructor</td>
<td>Allison Phaneuf</td>
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<td>Fee</td>
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**Workplace Bullying**
The effects of bullying in the workplace are getting increased attention. Mental stress and physical ailments often become serious problems for victims of workplace bullying. Targets lose days at work and agencies lose the full services of competent workers who suffer low self-esteem, loss of sleep, and worse. Schoolyard bullying is more familiar to us, but how do we define workplace bullying? Is it recognized easily? What laws apply? This workshop answers these questions. It also covers the bully-target relationship, how to deal with the bully, and developing a personal or professional action plan. The workshop is useful for staff and supervisors who want to understand, prevent, or otherwise address bullying in the workplace.
Required text: None
Prerequisite: None  CEUs: 0.6

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<tr>
<td>Instructor</td>
<td>Waldemar Kostrzewa</td>
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<td>Fee</td>
<td>$90</td>
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<td>Notes</td>
<td>Course location: 430 North Main Street, Bristol 06010 860 314-4700</td>
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**Workplace Spanish I (Includes Bonus) - NEW!**
Take the first step toward being a cultural leader. This workshop is designed to provide a basic knowledge of Spanish words and phrases to understand and communicate with customers during business transactions, in healthcare settings, and social service situations. Learn to ask questions and gather information, give directions, and schedule appointments. Develop an awareness of culture and customs that can impact overall communication. BONUS: As an added bonus our instructor will provide a brief introduction to the Italian language.
Required text: None
Workplace Spanish II (Includes Bonus) - NEW!
This course is the continuation of our very popular Workplace Spanish I workshop. Learn to initiate and participate in basic conversations. Practice responding to questions and writing short paragraphs to provide directions or information. BONUS: As an added bonus our instructor will provide a brief introduction to the Italian language.
Required text: None
Prerequisite: Completion of Workplace Spanish I, Spanish for the Community, or possess a basic understanding of commonly used Spanish words and phrases. CEUs: 1.5

Writing Winning Grants II: Beyond the Basics
This course will include how to be clear and concise, strategies for making the request resonate with the grant funder, elements of a complete budget, and identification of strength based grant applications vs. weak applications. Following this course, attendees should have the tools to write a clear, concise and convincing grant application.
Required text: None
Writing Winning Grants: The Basics
This workshop is intended for individuals with no or limited grant writing experience. Topics covered will include: grant terminology; the difference between grant writing and fundraising; determinants of project fundability, sources of grant funding; efficient grant research; effective proposal development; cultivating potential grant funders; understanding the difference between goals, objectives, and outcomes; and the basic components of grant proposals. This one-day workshop will include exercises where attendees construct aspects of a grant proposal. The workshop is applicable for individuals employed in either the public or private sector.
Required text: None
Prerequisite: None  CEUs: 0.6

Developing Leadership Skills

Administrative Excellence Certificate - NEW!
Administrative professionals are key to successful organizations. In today's demanding and rapidly changing business environment the role and responsibilities of administrative professionals have expanded. Enhance your skills and knowledge in this highly informative and interactive program. Topics to be covered include dealing with change, communication for improved cooperation and relationships, writing for results, managing multiple priorities, and finding your true voice.
Developing Leadership Skills for all Situations - NEW

In today's organizations, it is not only managers and supervisors who hold leadership roles. Many of us lead teams, lead portions of projects, or lead others at least some of the time. First, we will look at the different ways that people perceive the workplace and make decisions. Then we will apply this model to a variety of leadership styles, helping you to identify the appropriate leadership style for each particular project and group. You will learn about your own strengths and preferred styles, and develop insights for how you can best work with and lead others.

Required text: None  
Prerequisite: None  
CEUs: 1.8

Essentials of Project Management

Project management is an industry-wide, recognized discipline. It has become a key ingredient to ensuring successful, on-time and on-budget projects. You should attend this course if you have or will lead a project in the future. It is also recommended for anyone who will be actively participating in a project. You will learn how to determine the scope, characteristics and success of a well-defined project; how to gather and document requirements; leadership essentials; what a work breakdown session is all about; and how to schedule, estimate and handle project closure.

Required text: None  
Prerequisite: None  
CEUs: 0.6
Ethical and Effective Supervision
This course is designed to help you explore your supervisory style, explore the styles that are effective and respectful, and provide you with the tools to manage with results. How do you deal with friends that you now supervise? What do you do if your authority is questioned? How do you turn around a hostile work environment and understand the difference between a difficult employee and a bully? What are the necessary components of a good performance evaluation? Learn how to get a handle on what is important and what isn't.
Required text: Handout provided.
Prerequisite: None. CEUs: 1.2

Essentials of Project Management and MS Project, Process and Tool: How They Work Together
This two-session course will include the best of both worlds -- Essentials of Project Management and MS Project. Day One - (Essentials of Project Management). Project management is an industry-wide, recognized discipline. It has become a key ingredient to ensuring successful, on-time and on-budget projects. You should attend this course if you have or will lead a project in the future. It is also recommended for anyone who will be actively participating in a project. You will learn how to determine the scope, characteristics and success of a well-defined project; how to gather and document requirements; leadership essentials; what a work breakdown session is all about; and how to schedule, estimate and handle project closure. Day Two - (MS Project, Process and Tool: How They Work Together). The review of process including the following: the phases of a project; how to create and document a Scope; how to gather and define the Work Breakdown Structure (Tasks). The review of the Tool (MS Project); documenting the Tasks and Plan into the Tool; use of the Tool to control the project; controlling Resources; creating Reports from the Tool. What the student will leave with: the Project Management Basics; how to use MS Project to support your project; how to best keep a project on schedule; how to define your tasks and scope. Students are eligible to receive free Microsoft Project 2010 software. Required text: None
Prerequisite: Basic Windows, keyboard and mouse skills are required. CEUs: 1.2

Course #, Date(s) Time
MA12518, 04/07/14, 9:00 AM to 4:00 PM | 04/14/14, 9:00 AM to 4:00 PM

College, Campus & Room:
MA, Learning Resource Center, LRC B144
Instructor: John Lombardo
Fee: $199
Notes: Meets for 2 sessions - 4/07 (LRC B144 – Classroom), 4/14 (LRC B142 - Computer Lab)
How Your Leadership Style Impacts Everyday Productivity and Performance

Who you are as a leader determines how your team works in terms of productivity, style and process. The bottom line always comes back to you. Understanding your personal leadership style is key. Once your style is identified, only then can you strengthen areas of weakness, build upon unified strengths, and begin to understand how your style interacts with your team. In this workshop you will learn to: identify specific personal limitations that hinder individual and team productivity; better understand personal work style for maximum results; how to organize both time and priorities; learn to listen with intent, non-bias and coach your team to success; plant the seeds of your vision and empower your team to self-strategize; sell your vision, create buy-in, and build trust within your team; share successes with your team to create unilateral focus and learning to plan forward empower, build confidence, and earn respect by letting go, allowing failure and encouraging risk. Required text: None
Prerequisite: None  CEUs: 0.6

Management Secrets: Managing with Intention Toward a High Performing Team

Do you have a vision for your team that is truly dynamic? Do you see in your mind a team that is productive and successful? Do you want team members that are confident in their roles and supportive of their co-workers where everyone is working toward the same vision, goals, and outcomes? This workshop is for managers who want to create a dynamic team environment in which employees thrive, and inspire their staff to achieve a level of high performance. The day will consist of interactive and reflective activities and conversations about what’s working, sharing best practices, discussing challenges and brainstorming solutions. We will also spend some time considering various work styles, motivation, coaching techniques, and how our personal mind-set can impact a team’s performance. Be ready to be insightful about what’s working for you, and what you want to improve. You will have a chance to set goals and intentions for the future, as well as create a vision for what you want, and determine what steps and intentions will get you there. Required text: None  Prerequisite: None  CEUs: 0.6
Managing Customer Service - NEW
Each one of us serves customers, whether we realize it or not. Maybe you are on the front lines of a company, serving the people who buy your products or services. Perhaps you are in the business office or human resources, serving the employees by producing their paychecks and keeping the organization running. This Customer Service offering will look at all types of customers and how we can serve them better and improve ourselves in the process. Your participants will be provided a strong skillset including in-person and over the phone techniques, dealing with difficult customers, and generating return business. This course will provide a basis for good, old-fashioned, "real" customer service.
Required text: None
Prerequisite: None  CEUs: 1.8

Managing Employees for Effective Behavior - NEW
Effective employee behavior and performance is always the objective of a good manager or supervisor. Through your management techniques, communication, and leadership, you can influence and promote effective employee behavior and performance. Learn and utilize the skills, confidence, and management practices that will enable you to successfully impact positively on your employees and will result in their display of effective behavior and performance.
Required text: None  Prerequisite: none  CEUs: 1.8
Managing the Generational Mix - NEW!
Today’s workforce has a challenging generational mix that did not exist in years gone past. We have Baby Boomers and Matures working alongside Gen Xers and Millennials. Understanding the four generations is an important step to working in the generational environment. But, what if you are managing multiple generations who each view success quite differently? This generational divide has created a multitude of issues for managers and supervisors to face. The promise of climbing the corporate ladder no longer has the motivational force it once did, and the traditional management structure is quickly becoming obsolete. This program will provide individuals, supervisors and managers with both an understanding of what each generation wants and practical advice on how to coach, motivate and get results from a diverse workforce. This program will help people in understanding the differing generational expectations and help bridge the gap between managers raised in one generation and workers raised in another. It doesn’t take a rocket scientist to manage four generations, but it does take managers and supervisors who are open and accepting of the four generations and are willing to hold themselves accountable for effectively executing the management fundamentals that get results. By the end of this program, you will be able to: describe the characteristics, attitudes, and values of each generation; identify specific actions a manager can take to coach, motivate, communicate with and get results from each generation; determine how your management approach may need to change when coaching, managing and retaining employees of different generations; and discover ways to solve generational problems in the workplace.

Required text: None
Prerequisite: None
CEUs: 0.6

MBA Boot Camp
Establish a grounded set of the essential elements of high-level business courses in just five, one-day sessions. These sessions are presented by an expert faculty member specializing in accounting, finance, strategy, marketing, and management. With practical examples, case studies, and practice this series is an opportunity to accelerate to the next level of professional excellence. DAY 1 (3/24): Accounting Basics and Finance Fundamentals: Learn how to use accounting information to evaluate the performance and financial status of an organization, the difference between fixed, variable, and semi-variable costs, understand break-even analysis and contribution margins, and understand the concepts of cost allocations. DAY 2 (3/31): Cost Analysis, Profit Planning, and Capital Expenditures: This day introduces the basic measures of finance. You will become familiar with the types of capital expenditure decisions required in business and understand the ways to calculate Time Value of Money (TVM), Net Present Value (NPV), Internal Rate of Return (IRR), and Profitability Index (PI). You will become familiar with the role of a project manager, the various stages required to effectively manage and run a project, and the tools used in the process such as a Gantt chart. DAY 3 (4/7): Corporate Strategy and Marketing: This day introduces the basics of strategy and marketing principles. You will learn the concepts and importance of a business or corporate strategy and gain an understanding
of quantitative analysis to screen, evaluate, and select, the relationships between vision, mission, and strategy, and the SWOT approach to strategy creation. In addition, you will learn the concepts of positioning, product/service, price, place/distribution channels, and promotion along with the guiding principles for effective marketing and product and market development.

**DAY 4 (4/14): Human Resources**

Human resources (HR) management can be defined as the management of an organization's workforce or human resources including attraction, selection, training, assessment, and reward of employees. It is a central and strategic organizational activity for increasing complexity and importance. This day covers the range of HR activities all managers need to understand such as strategic HR, legal issues, staffing, recruitment, selection, performance management, training, compensation, and labor relations.

**DAY 5 (4/21):**

Management: Understand the basic functions of management, Emotional Intelligence (EI), techniques to motivate, increase morale, and enhance productivity, building and leading effective teams, analysis of performance management, conducting performance reviews, organizational change, 7S model of aligning skills, shared values, staff, and other factors to support organizational goals.

Required text: None
Prerequisite: None
CEUs: 3

**Course #, Date(s) Time**

CA12482, 03/24/14, 9:00 AM to 4:00 PM | 03/31/14, 9:00 AM to 4:00 PM | 04/07/14, 9:00 AM to 4:00 PM | 04/14/14, 9:00 AM to 4:00 PM | 04/21/14, 9:00 AM to 4:00 PM

**College, Campus & Room:**
CA, Capital Community College, Room 613

**Instructor:** STAFF

**Fee:** $450

**Notes:** This course meets for 5 days over a 5 week period.

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**Middle Management Skills Certificate**

This program is aimed at individuals who are experienced managers, people who are managing the work of people in supervisory roles, or who have an interest in moving up to a higher level managerial position. I've been supervising for a while, so I don't need to learn more. Is this what you think? Just because you have some experience doesn't mean you are the best that you can be. This program will help you develop some skills that will make you an even better manager. Participants will receive a certificate upon completion of each module. Participants completing at least four of the five modules will receive a Middle Management Skills Program certificate.

**MODULE 1 COMMUNICATING EFFECTIVELY and MAKING EFFECTIVE PRESENTATIONS.**

(Communicating Effectively) - Communication may be the most important skill that anyone in a management or supervisory role can develop. Becoming a better communicator will usually result in more effective results. This portion of the module will cover a model of communication, listening skills, non-verbal communication, feedback, and handling criticism. By the end of this session you will: Identify a communication model; Describe the difference between active and passive listening; Define the components of effective feedback; Describe the positive and negative aspects of non-verbal behavior; Discuss the appropriate ways of handling criticism.

(Making Effective Presentations) - At some point in time, in virtually every manager’s career, a presentation is required. In this segment of the model the focus will be on the skills needed to get up in front of a group and make an effective presentation. In addition, there will be materials on how to use presentation tools
such as PowerPoint more effectively. By the end of this session you will: Understand the parts of an effective presentation; Learn about gestures, eye contact, and other skills needed to be effective; Know what makes up a good presentation slide. You will also have an opportunity to develop an action plan and a follow-up system. **MODULE 2 LEADERSHIP and COACHING.** (Leadership) - Leadership is often the missing ingredient in a more effective work group or team. Leadership skills can be learned. This section of the module will focus on the various aspects of leadership, characteristics of effective leaders, and identifying leadership potential. By the end of this session you will: Assess your leadership potential; Learn about leadership styles; Define situation leadership components; Identify some leadership traits. (Coaching) - Are you getting the most from each of your employees? If not, then coaching may be an answer. Coaching can be defined as a technique or skill used by managers and supervisors to provide guidance and direction to employees. Virtually everyone has had a coach at some point in his or her life. Coaching is not an innate skill that we possess but rather a learned skill that can be developed. It is a process that requires continuous involvement and action by the manager or supervisor. This section of the module will focus on the skills you need to be an effective coach and the steps necessary to have a productive coaching session. By the end of this session you will: Define what is meant by the term coaching; Examine the various aspects of coaching function; Understand the value and importance of coaching; Practice a coaching session and receive feedback on your skills. You will also have an opportunity to develop an action plan and a follow-up system. **MODULE 3 MOTIVATION and ETHICS.** (Motivation) - Can you motivate others? How do you get people to do what you need done? These questions and more will be addressed in this segment of Module 3. There will be a brief overview of some motivation theories, ways to improve morale, and methods for increasing performance levels. By the end of this session you will: Define motivation; Discuss some of the key motivation theories; Understand the difference between high morale and high motivation; Identify ways to improve staff morale. (Ethics in Management) - In this day and age when Sarbanes-Oxley is everywhere, when budgets are so thin, when challenges are so great, your ethical compass may need to be examined. Most people want to do what is right and ethical, but it is not always easy. Ethical issues exist in every work environment, so this module will be of great assistance in knowing how to handle them. The focus of this module is on ethical issues that managers and employees face on a daily basis. You will learn some practical applications of ethical concepts, explore numerous ethical quandaries, find answers to a variety of ethical questions, and develop tools to assist you in dealing with those not-so-easy choices. By the end of this session you will: Define business ethics; Understand the similarities between legal and ethical issues; Be able to explain the differences between ethical and moral when it pertains to dilemmas; Examine several ethical issues and cases; Learn how to be a more ethical leader and instill a sense of ethical behavior in your employees. At the end of this module you will also have an opportunity to develop an action plan and a follow-up system. **MODULE 4 TEAM BUILDING.** In virtually every organization, teams are used to accomplish a wide variety of tasks and projects. Teams are here today and will continue to be a main part of the way an organization does business tomorrow. How effective a team is depends on a variety of factors including the team composition and the team leaders. In this module you will have an opportunity to learn about the characteristics of effective teams, examine the strengths and shortcomings of your own team, learn about the various roles and functions that team members play in the organization, and gain some insights in methods for making your team perform at higher levels. By the end of this session you will: Identify the characteristics of effective teams; Determine the types of qualities that a good team member possesses; Examine the strengths and shortcomings of your own work team; Explore the various roles and functions team members play; Identify methods for improving team performance. At the end of this module you will also have an opportunity to develop an action plan and a follow-up system. **MODULE 5 MANAGING A DIVERSE WORKFORCE and DEALING WITH DIFFICULT PEOPLE.** (Managing a Diverse Workforce) – Today’s workforce is changing. Not only are the traditional topics of diversity an issue, but the generational differences also plays a major
role in the performance of organizations. This section of the module explores the diverse nature of the workforce including gender, race, age, and sexual orientation. By the end of this session you will:

Define what is meant by the term diversity; Understand the similarities and differences that people have; Explore various cultural differences that exist; Learn how to more effectively manage the different generations in the workforce. (Dealing with Difficult People) - Are you one of the fortunate managers or supervisors who have a team of nothing but shining stars? If you are, then that’s terrific, but if you are like most, you have some employees and/or customers who are somewhat difficult. Do you want to learn methods for helping you work with these people? If the answer is yes, then this program is for you. We will define the types of difficult people and learn a model to create a better working environment for all of your employees, improve working relationships, minimize conflicts, and build bridges between management, staff and customers. You will have an opportunity to develop an action plan and a follow-up system. By the end of this session you will: Identify the degrees of difficult employees; Implement an intervention model; Understand the discipline process; Learn how to manage difficult people. At the end of this module you will also have an opportunity to develop an action plan and a follow-up system.

Required text: None Prerequisite: None CEUs: 3

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<td>Instructor: Ralph Braithwaite</td>
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<td>Notes: This course meets for 5 sessions. Does not meet 4/18/2014.</td>
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Motivating, Mentoring, and Maximizing Employees - NEW
Go ahead: make their day! Today's savvy supervisor also needs to be a coach who can help each staff member achieve his or her personal best. This course centers on understanding the intrinsic rewards employees crave appreciation, thanks, opportunity, clear communication, and respect. This program will help you acquire or strengthen critical coaching skills to guide your staff to stretch their comfort zones, take risk, define objectives, and develop new skill-sets. You will also learn how to employ proven techniques for more effective coaching, as well as how to adapt the coaching process to employee's thinking style and personality. You'll be guided in creating a coaching dialogue and scripting pathways to foster insight and action. You will understand key tools of mentoring and coaching, including the Johari Window, the Karpmann Triangle, the Career Lifeline, Brainstorming, and more. This course will help inspire you to inspire your employees!
Required text: None Prerequisite: None CEUs: 1.8

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46
Solutions and Shortcuts for Supervisors & Managers

This course is focused on one thing - how to make your life easier! For starters, we will provide practical, proven solutions for common work ailments from underachieving employees, to difficult or emotional employees, to know-it-alls, to disappearing bosses. You will also learn how to become comfortable with the tough conversations, by learning communication approaches for dealing with everything from diplomatically suggesting better hygiene to addressing the issue of gossip to discussing performance issues. Finally, we'll focus on shortcuts that can make your day more productive--from how to set SWEET goals, how to use a SWOT analysis for project management, and how to hold more efficient meetings. You will also learn key time management and organization principles, such as the one-minute rule and the align with time principle that will help you become a more relaxed and productive supervisor.

Required text: None  Prerequisite: None  CEUs: 1.8

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<th>Instructor: Margaret DeMarino</th>
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| Notes: Class meets 5/22, 5/29, 6/5 |
Supervisor's "Playbook" - NEW!
Exceptional coaches and supervisors both want to get the best from the members of their teams. In this workshop learn to develop a "playbook" of strategies to lead your team to increased productivity and job satisfaction. Topics to be covered include managing change and uncertainty; coaching, feedback, delegating for increased motivation; delivering effective performance appraisals; supervising a diverse workforce; and communication for maximum results. You will develop your own action plan "playbook".
Required text: None
Prerequisite: None  CEUs: 3

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<th>05/05/14, 9:00 AM to 4:00 PM</th>
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<td>Instructor:</td>
<td>STAFF</td>
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<td>Fee:</td>
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<td>Notes:</td>
<td>This course meets for 5 days over 5 weeks.</td>
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</table>

Supervisory "Sinkholes" - NEW
You're good at what you do but there are always those sinkholes that can wreck havoc on the best laid plans and careers. This 3-day program will show you how to sidestep supervisory sinkholes and give you great insight, tips, and strategies for dealing with everyone from the problem employee to the unmotivated worker. You'll learn how to avoid the top 40 managerial missteps, including criticizing without complimenting, taking good work for granted, communicating without clear objectives, letting workers play 'that's not my job, and much more.
This course discusses the practical and the pragmatic; you'll leave with realistic ways to solve sticky supervisory situations, avoid blunders, implement recovery plans, and revitalize your supervisory style!
Required text: None
Prerequisite: None  CEUs: 1.8

<table>
<thead>
<tr>
<th>Course #, Date(s) Time</th>
<th>AS12460, 06/09/14, 9:00 AM to 4:00 PM</th>
<th>06/16/14, 9:00 AM to 4:00 PM</th>
<th>06/23/14, 9:00 AM to 4:00 PM</th>
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<tbody>
<tr>
<td>College, Campus &amp; Room:</td>
<td>AS, Asnuntuck, TBA</td>
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<tr>
<td>Instructor:</td>
<td>Margaret DeMarino</td>
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<tr>
<td>Fee:</td>
<td>$285</td>
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<tr>
<td>Notes:</td>
<td>Class meets 6/9, 6/16, 6/23</td>
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Supervisory Solutions!
This course is a think tank for supervisors, where participant’s experiences and insights, along with the facilitator recommendations, will be shared to produce real-world solutions to everyday supervisory challenges. We'll take an in-depth look at everything from coaching the chronic underachiever to managing workplace drama to handling personality clashes to dealing with unequal work contributions from staff members to overcoming your own reluctance to delegate. The emphasis is on outside-of-the-box solutions that will give new life to handling your toughest work situations. Participants should come equipped with three current workplace challenges for group presentation and discussion. You'll leave refreshed - and with new hope and ideas for handling your stickiest supervisory situations! Note: this course is a great follow-up for those who have attended our Supervision 101 course.
Required text: None
Prerequisite: None  CEUs: 0.6

<table>
<thead>
<tr>
<th>Course #, Date(s) Time</th>
<th>College, Campus &amp; Room:</th>
<th>Instructor:</th>
<th>Fee: $90</th>
<th>Notes: Whether you are a supervisor or preparing for a supervisory role, this is a great course to address those bothersome issues!</th>
</tr>
</thead>
<tbody>
<tr>
<td>NW12555, 04/16/14, 9:00 AM to 4:00 PM</td>
<td>NW, Northwestern CT CC, LRC 102</td>
<td>Margaret DeMarino</td>
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</table>

The Innovative and Successful Supervisor - NEW!
Do you have some experience as a manager and still find yourself looking for ideas on how to be more successful in guiding and coaching your employees toward a higher level of performance? Please join us for an interactive and exciting workshop where we will discuss key tools for communication, motivation, and team development. During this seminar we will: reflect on work styles and how to best interact with others in our work environment; explore efficiency in communication among various styles; debate how to motivate our employees; explore the art of delegation; and consider the right types of training, coaching, and mentoring needed for your employees to be successful.
Required text: None
Prerequisite: Some supervisory experience.  CEUs: 0.6

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<tr>
<th>Course #, Date(s) Time</th>
<th>College, Campus &amp; Room:</th>
<th>Instructor:</th>
<th>Fee: $90</th>
<th>Notes:</th>
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</thead>
<tbody>
<tr>
<td>MA12582, 04/29/14, 9:00 AM to 4:00 PM</td>
<td>MA, Learning Resource Center, LRC B144</td>
<td>Allison Phaneuf</td>
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</table>
The Upward Mobility & Supervisory Skills Toolkit
Whether you’re a supervisor, want to become one, or just want to move ahead in your career, this workshop will position you as a valued team player in your department. You will develop expertise that will be critical to your career success. Tips, techniques, and practices that you can immediately bring back to the workplace! You’ll leave with a toolkit of insights, tips and practices, including key communication practices for getting along with co-workers, bosses, and those you supervise. Attendees will learn how to avoid the 30 top supervisory missteps, adopt 7 key steps to get respect, discover the top 15 best practices of supervisors, adopt stellar supervisory strategies from corporations such as Disney, use 4 key practices when providing feedback to employees, deal with stress, frustration, and burnout in the workplace, and deal with real-life tricky supervisory situations.
Required text: None
Prerequisite: None  CEUs: 1.8

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<th>Course # , Date(s) Time</th>
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<tbody>
<tr>
<td>AS12452, 03/14/14, 9:00 AM to 4:00 PM</td>
<td>03/21/14, 9:00 AM to 4:00 PM</td>
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<th>College, Campus &amp; Room:</th>
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<table>
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<tr>
<th>Instructor:</th>
<th>Margaret DeMarino</th>
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</thead>
</table>

| Fee: | $285 |

| Notes: | Class meets 3/14, 3/21, 3/28 |

Technology Advancement

Access 2010 - Beyond the Basics
In this popular workshop you will learn how to design and run queries, forms, reports, and create relationships between tables.
Required text: None
Prerequisite: Basic knowledge of MS Access 2010.  CEUs: 0.6

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<th>Course # , Date(s) Time</th>
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<tr>
<td>CA12469, 04/21/14, 9:00 AM to 4:00 AM</td>
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<tr>
<th>College, Campus &amp; Room:</th>
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<tr>
<td>CA, Capital Community College, Room 616</td>
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<tr>
<th>Instructor:</th>
<th>Deb Lamont</th>
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| Fee: | $95 |

| Notes: |
Access 2010: Advanced Topics
Explore Access and SQL queries in-depth and create cross tabs, four types of action queries, and multi-criteria parameter queries. Create macros and attach them to events of objects, such as data validation and data entry macros, AutoKey and AutoExec macros, and import and export macros. Import and export data, including SharePoint services, XML and CSV file formats. Export XML documents with an XSL file and save an object to an XPS file. You will learn object dependencies, using the Linked Table manager, linking to Excel; procedures to ensure proper database management, such as analyzing, splitting, converting, protecting and backing up databases; and use Access with Outlook 2010. Although this course uses Access 2010 software, 2007 & 2010 are very similar. Questions regarding 2007 will be addressed as time allows. Required text: None<br>Prerequisite: Access 2007 or 2010 Intermediate, or permission of the instructor or computer coordinator. CEUs: 0.6

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<tr>
<th>Course #, Date(s) Time</th>
<th>College, Campus &amp; Room</th>
<th>Instructor</th>
<th>Fee</th>
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<tr>
<td>MA12525, 04/28/14, 9:00 AM to 4:00 PM</td>
<td>MA, Learning Resource Center, LRC B142</td>
<td>George Pillar</td>
<td>$95</td>
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Access 2010: Intermediate
Learn concepts, techniques involved with tables, queries, forms and reports, how to split databases, find and replace data, attach and detach documents, import data, and more. Although this course uses Access 2010 software, 2007 & 2010 are very similar. Questions regarding 2007 will be addressed as time allows. Required text: None<br>Prerequisite: Access 2007 or 2010 Introduction, or permission of the computer coordinator. CEUs: 1.8

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<tr>
<th>Course #, Date(s) Time</th>
<th>College, Campus &amp; Room</th>
<th>Instructor</th>
<th>Fee</th>
<th>Notes</th>
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</table>
| MA12526, 03/31/14, 9:00 AM to 4:00 PM | MA, Learning Resource Center, LRC B142 | George Pillar | $285 | This course meets for 3 sessions. Does not meet 4/14/2014.
Access 2010: Introduction
Learn basic database concepts, create tables, set data entry rules, and create queries, forms and reports. Although this course uses Access 2010 software, 2007 & 2010 are very similar. Questions regarding 2007 will be addressed as time allows. Students are eligible to receive free Access 2010 software.
Required text: None
Prerequisite: Basic Windows, keyboard and mouse skills.  CEUs: 0.6

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<th>Course #, Date(s) Time</th>
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<tr>
<td>MA12527, 03/18/14, 9:00 AM to 4:00 PM</td>
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College, Campus & Room:
MA, Learning Resource Center, LRC B142
Instructor: George Pillar
Fee: $95
Notes:  

Access 2013: Intermediate - NEW!
Using Microsoft’s latest release of their leading database software, Access 2013, students will learn concepts, techniques involved with tables, queries, forms and reports, how to split databases, find and replace data, attach and detach documents, import data, and more. Although this course uses Access 2013 software, versions 2007 and 2010 are similar. Questions regarding versions 2007 and 2010 will be addressed as time allows.
Required text: None
Prerequisite: Access 2007 or 2010 Introduction, or permission of instructor or computer coordinator. CEUs: 1.8

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<th>Course #, Date(s) Time</th>
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<tbody>
<tr>
<td>MA12549, 05/12/14, 9:00 AM to 4:00 PM</td>
<td>05/19/14, 9:00 AM to 4:00 PM</td>
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</tbody>
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College, Campus & Room:
MA, Learning Resource Center, LRC B141
Instructor: George Pillar
Fee: $285
Notes: This course meets for 3 sessions. Does not meet 5/26

Access 2013: Introduction - NEW!
Learn basic database concepts, create tables, set data entry rules, and create queries, forms and reports from Microsoft’s recently released Access 2013 version of their renown database software. Although this course uses Access 2013 software, versions 2007 and 2010 are similar. Questions regarding versions 2007 & 2010 will be addressed as time allows. Students are eligible to receive free Access 2013 software.
Required text: None
Prerequisite: Basic Windows, keyboard and mouse skills. CEUs: 0.6

Adobe Acrobat: In-Depth
Explore the Acrobat X interface and learn the many ways to customize it to suit your needs. Create Adobe PDF files from Word, Excel, emails or web pages while maintaining formatting and fonts. Use a variety of tools to edit, combine pages, place graphics, import and export content and assign security. Create electronic forms for easy, secure distribution, collaboration, and data collection. Create interactive text fields, check boxes, drop-down menus and more! Students are requested to bring a 4 GB flash drive to class.
Required text: None
Prerequisite: Basic Windows, keyboard and mouse skills; word processing experience recommended. CEUs: 1.2

Adobe Dreamweaver: In-Depth
Do you want to learn how to create and support a website? This course will cover how to use the Dreamweaver interface, the meaning of HTML codes/tags, creating a website, creating and modifying web pages, linking web pages using text and graphic links, table layouts, uploading files, Cascading Style Sheets and its coding rules, how to create and modify a template to speed site maintenance, and much more! The fundamental skills learned in this class will enable you to use other website applications such as Microsoft Expression Web and other web designer applications. Students are requested to bring a 4 GB flash drive to class.
Required text: None
Adobe InDesign: In-Depth
This two-day foundation workshop, you will learn the basics of the design process with a focus on the industry standard design tool used for the creation of single or multi-page works, posters, promotional pieces, and more, for print publications as well as on-line web delivery. Please bring a 4 GB flash drive so you can take your designs with you.
Required text: None
Prerequisite: Basic Windows, keyboard and mouse skills; some knowledge of Adobe Creative Suite is recommended. CEUs: 1.2

Course #, Date(s) Time
MA12530, 04/08/14, 9:00 AM to 4:00 PM | 04/15/14, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B211
Instructor: Robert Thornton
Fee: $190
Notes: This course meets for 2 sessions.

Adobe Photoshop: In-Depth (PC)
Learn how to use the most powerful image editing software available, Adobe Photoshop. Improve your photographs through the use of Photoshop's tone, color, and retouching capabilities. Topics include layers; using color and transparency; adjusting images to improve quality/suitability for intended publication; advanced image editing; and design, web and print skills with compositing, color management, type controls, drawing and web prep techniques. Through demonstration and hands-on exercises, learn to create exciting and amazing images using some of this program’s limitless capabilities. Students are requested to bring a 4 GB flash drive to class.
Required text: Included in course fee.
Prerequisite: Basic Windows, keyboard and mouse skills. CEUs: 1.2

Course #, Date(s) Time
MA12568, 03/21/14, 9:00 AM to 4:00 PM | 03/28/14, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B141
Instructor: Laurie Grace
Fee: $190
Notes: This course meets for 2 sessions.
Beyond the Basics of Word
There's a lot more to word than just text and formats. Have you tried Styles or added a Cover Page or used the Table of Contents feature? How about creating a Form that allows users to fill in the blanks but protects the basic document from changes? Need to use Mail Merge or Tables or Graphics and Illustrations? How about creating your own Templates to use over and over? All this and more will be presented plus answers to your MS Word dilemmas!
Required text: None
Prerequisite: Basic Knowledge of Microsoft Word
CEUs: 0.6

Course # , Date(s) Time
TX12501, 04/08/14, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, Tunxis@Bristol, Comp. Lab
Instructor: Jan Gyurko
Fee: $95
Notes: Course location: 430 North Main Street, Bristol 06010 860 314-4700

Beyond the Basics of Word - Part 2
Make your work-life easier with this all new intermediate level MS Word course. Learn to create, modify and work with reusable templates such as reports or contracts - even modify your "normal" template so you don't have to make changes to every "new" document. Create forms where users can fill in the blanks but your text stays put, learn to automate tasks, track changes, merge documents, create macros, mail merge and more.
Required text: None
Prerequisite: Beyond the Basics of Word
CEUs: 0.6

Course # , Date(s) Time
TX12502, 04/15/14, 9:00 AM to 4:00 PM
College, Campus & Room:
TX, Tunxis@Bristol, Comp. Lab
Instructor: Jan Gyurko
Fee: $95
Notes: Course location: 430 North Main Street, Bristol 06010 860 314-4700
Certified Information Systems Security Professional (CISSP) Exam Preparation

This course is intended for experienced IT security-related practitioners, auditors, consultants, investigators, or instructors, including network security analysts and engineers, network security specialists, and risk management professionals. Analyze the ten domains required to pass the CISSP exam: information systems access control; security architecture and design; network security systems and telecommunications; information security management goals; information security classification and program development; risk management criteria and ethical codes of conduct; software development security; cryptography characteristics and elements; physical security; and operations security. Apply Business Continuity and Disaster Recovery Plans and identify legal issues, regulations, compliance standards, and investigation practices relating to information systems security.

Required text: None
Prerequisite: It is highly recommended that students have certifications in Network+ or Security+, or possess equivalent professional experience upon entering CISSP training. It will be beneficial if students have one or more of the following security-related or technology-related certifications or equivalent industry experience: MCSE, MCTS, MCITP, SCNP, CCNP, RHCE, LCE, CNE, SSCP, GIAC, CISA, or CISM. CEUs: 3.5

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<tr>
<th>Course # , Date(s) Time</th>
<th>College, Campus &amp; Room</th>
<th>Instructor</th>
<th>Fee</th>
<th>Notes</th>
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<tr>
<td>MA12531, 06/02/14, 9:00 AM to 5:00 PM</td>
<td>MA, Learning Resource Center, LRC B211</td>
<td>Jayson Ferron</td>
<td>$699</td>
<td>This course meets for 5 sessions, 9:00 a.m.- 5:00 p.m.</td>
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<tr>
<td>NV12564, 04/14/14, 9:00 AM to 4:30 PM</td>
<td>NV, NVCC</td>
<td>Jan Gyurko</td>
<td>$95</td>
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Creating Forms/Templates With Adobe Acrobat Pro & MS Word

Adobe Acrobat Pro can help you turn your paper forms into electronic ones that can be saved after the form has been completed, and emailed back to the sender. This time saving feature from Adobe allows you to email/upload your form, and users can save it and submit electronically. You can create a new, electronic form from it. MS Word allows you to create electronic forms that the end-user can fill out on their computer, save it and return it electronically. You can create a form template, text boxes, checkboxes, and dropdown lists. Adobe allows you to email/upload your form, and users can save it and submit electronically.

Required text: None
Prerequisite: Basic computer skills and knowledge of MS Word.
CEUs: 0

Developing & Managing Social Media Campaigns

Whether you work for a large corporation, a start-up, a non-profit, or your own company, social media marketing is the best way to get your message directly to your audience. Social platforms and technologies are constantly evolving, and it's crucial to understand latest trends to get the results you need in order to realize success. In our intensive two day course, you'll work with social media and creative experts to help you analyze and refine your current social media marketing efforts, measure success, and plan ahead for new campaigns and projects. You'll evaluate recent efforts on Facebook, Twitter, LinkedIn, Google +, YouTube, Pinterest,
Developing a Social Networking Strategy - NEW!
Learn the internal issues organizations deal with when starting a social media campaign. Explore planning a social marketing program. Topics to be covered include drafting an organizational social media policy, exploring best practices in social media, incorporating social marketing into the marketing strategy, and tactics for connecting and using influencers in social media to convey a message.
Required text: None
Prerequisite: None  CEUs: 0.6

Excel - Beyond the Basics
Make your work-life easier with this all new intermediate level MS Excel course. Learn to use Excel’s database features, subtotals and record macros to automate repeated tasks. Understand how to create, modify and manipulate charts. Convert text to columns and TRIM leading spaces. Explore templates, protecting your worksheets and troubleshooting error messages. Collaborate with others by sharing workbooks, tracking changes, comparing and merging worksheets and Pivot Tables and Charts.
Required text: None
Prerequisite: Basic excel knowledge  CEUs: 0.6
Excel Formulas & Functions
This fast moving formulas and functions view of Microsoft Excel will prepare students to create and work proficiently with Excel’s mathematical options.
Required text: None
Prerequisite: Basic computer skills, basic knowledge of Excel and understanding of mathematical functions. CEUs: 0

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<th>Course #, Date(s) Time</th>
<th>NV12565, 04/28/14, 9:00 AM to 3:30 PM</th>
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<td>Instructor: Jan Gyurko</td>
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<td>Fee: $95</td>
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Excel 2010 - Beyond the Basics
In this highly interactive workshop you will learn how to create and use pivot tables, database features, multiple sheets, charting, macros, protection, and specific Excel functions such as "if" statements and look-ups.
Required text: None
Prerequisite: Basic knowledge of MS Excel 2010. CEUs: 0.6

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<tr>
<th>Course #, Date(s) Time</th>
<th>CA12468, 04/17/14, 9:00 AM to 4:00 PM</th>
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<tr>
<td>College, Campus &amp; Room:</td>
<td>CA, Capital Community College, Room 616</td>
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<tr>
<td>Instructor: Deb Lamont</td>
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<td>Fee: $95</td>
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<td>Notes:</td>
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Excel 2010: Advanced Topics
This hands-on one-day intensive course integrates the features of Excel in real-world settings and provides a detailed overview of a wide range of Excel topics. Areas of interest will include more complex formulas (including single and multi-cell arrays); alternative data sets; merging workbooks and setting Track Changes options; templates; pivot tables in depth (with additional intro about Slicers); pivot charts; trace macros; running a macro when a workbook is opened; running a macro when a button is clicked; recording an action macro; assigning a macro to a command button; creating a custom macro button on the Quick Access Toolbar; applying modifications to a macro; insert and manipulate form controls; and VBA custom functions.

Although this course uses Excel 2010 software, 2007 & 2010 are very similar. Questions regarding 2007 will be addressed as time allows.

Required text: None
Prerequisite: Excel 2007 or 2010 Intermediate, or permission of the instructor or computer coordinator.

CEUs: 0.6

Course #, Date(s) Time
MA12532, 05/21/14, 9:00 AM to 4:00 PM

College, Campus & Room:
MA, Learning Resource Center, LRC B142

Instructor: Charles Schwartz

Fee: $95

Notes: None

Excel 2010: Data and Functions
This comprehensive course on data handling will ensure that you are tapping the full power of Excel. Features examined include data sorting and filtering, everyday shortcuts, setting iterative calculation options, intentional circular references, recursion, solving simultaneous equations, enabling or disabling automatic workbook calculation, 3D formulas, SERIES formula, animating a chart using iteration, what-if analysis, using Logical, Lookup Custom, Statistical, Date and Time, Financial, Text, Cube, and Mega formula functions, import/export of tables, and analyzing statistics. Managing information in tables and using pivot table reports, conditional formatting, data validation, formula auditing and simple macro creation will also be addressed to make this a course that no frequent user should go without. Although this course uses Excel 2010 software, 2007 and 2010 are very similar. Questions regarding 2007 will be addressed as time allows.

Required text: None
Prerequisite: Excel 2007 or 2010 Introduction course, or permission of the instructor or computer coordinator.

CEUs: 1.2

Course #, Date(s) Time
MA12533, 05/07/14, 9:00 AM to 4:00 PM | 05/14/14, 9:00 AM to 4:00 PM | 04/16/14, 9:00 AM to 4:00 PM | 04/23/14, 9:00 AM to 4:00 PM | 04/30/14, 9:00 AM to 4:00 PM

College, Campus & Room:
MA, Learning Resource Center, LRC B142

Instructor: Charles Schwartz

Fee: 190

Notes: This course meets for 2 sessions.

Excel 2010: Intermediate
The skills taught in this accelerated course build upon the fundamentals presented in Excel Introduction. Concepts include how to navigate through a worksheet; print, personalize an environment; construct cell data; apply AutoFill; apply and manipulate hyperlinks and cell formulas; merge or split cells; create row and column titles; hide and unhide rows and columns; complex formulas (including single and multi-cell arrays); alternative data sets; merging workbooks and setting Track Changes options; templates; pivot tables in depth (with additional intro about Slicers); pivot charts; trace macros; running a macro when a workbook is opened; running a macro when a button is clicked; recording an action macro; assigning a macro to a command button; creating a custom macro button on the Quick Access Toolbar; applying modifications to a macro; insert and manipulate form controls; and VBA custom functions.

Required text: None
Prerequisite: Excel 2007 or 2010 Introduction, or permission of the instructor or computer coordinator.

CEUs: 1.8

Course #, Date(s) Time
MA12534, 05/07/14, 9:00 AM to 4:00 PM | 05/14/14, 9:00 AM to 4:00 PM | 04/16/14, 9:00 AM to 4:00 PM | 04/23/14, 9:00 AM to 4:00 PM | 04/30/14, 9:00 AM to 4:00 PM
Excel 2010: Introduction
Excel 2010 Introduction is designed for people new to spreadsheets and for self-taught users who wish to expand their knowledge. Concepts include how to recognize the main areas of the Excel worksheet and workbook; enter, edit and delete data; create basic formulae and functions, including SUM, AVERAGE, MAX and MIN; enhance the presentation of workbook data; create, display and manipulate simple charts; work with multiple worksheets; freeze titles and add comments. Although this course uses Excel 2010 software, 2007 and 2010 are very similar. Questions regarding 2007 will be addressed as time allows.
Required text: None
Prerequisite: Basic Windows, keyboard and mouse skills. CEUs: 0.6

Excel 2013: Intermediate - NEW!

Using Microsoft’s latest release of their leading spreadsheet software, this accelerated course builds upon the fundamentals presented in Excel 2013 Introduction. Concepts include how to navigate through a worksheet; print, personalize an environment; construct cell data; apply autofill; apply and manipulate hyperlinks and cell formats; merge or split cells; create row and column titles; hide and unhide rows and columns; and manipulate page setup options for worksheets; Solver, Goal Seek, Scenarios; create and apply cell styles; manipulate window and workbook views; create and revise formulas, enforce precedence; apply cell references, named ranges, cell ranges and condition logic in formulas; create charts based on worksheet data; apply and manipulate illustrations; create and modify images by using the Image Editor; apply Sparklines; share spreadsheets by using Backstage; manage comments; filter data, sort data, SumIf and SumIfs family of functions; and apply conditional formatting.
Required text: None
Prerequisite: Excel 2007 or 2010 Introduction, or permission of instructor or computer coordinator. CEUs: 1.8
Excel Formulas & Functions

This course is the functions view of Microsoft Excel utilizing the recently released Excel 2013 version of their spreadsheet software. The student will learn to recognize the main areas of the Excel worksheet and workbook; create, enter, edit, and delete data; create basic formulae and functions, including SUM, AVERAGE, MAX, and MIN; enhance the presentation of workbook data; create, display, and manipulate simple charts; work with multiple worksheets; freeze titles; add comments. Although this course uses Excel 2013 software, versions 2007 and 2010 are similar. Questions regarding versions 2007 & 2010 will be addressed as time allows.

Prerequisite: Basic skills in Excel 2007

CEUs: 0.6

Course # , Date(s) Time
MA12550, 05/06/14, 9:00 AM to 4:00 PM

College, Campus & Room:
MA, Learning Resource Center, LRC B141
Instructor: Charles Schwartz
Fee: $95
Notes:

Intro to Cloud Computing

What is Cloud Computing? What is Google Drive or Dropbox or iCloud or Skydrive? Would you like to be able to save documents, spreadsheets and presentations and always have the latest and most updated software without the cost of upgrades? Would you like to be able to easily access your files from anywhere? Would you like to be able to collaborate and share files or have multiple people edit a document without ending up with all those confusing copies. Sign up to see how it all works and walk away having accounts all set up and hands on experience with computing in the cloud? Guaranteed to be lively, interactive, informative and fun!

Required text: None
Prerequisite: None
CEUs: 0.6

Course # , Date(s) Time
TX12506, 06/10/14, 9:00 AM to 4:00 PM

College, Campus & Room:
TX, Tunxis@Bristol, Comp. Lab
Instructor: Jan Gyurko
Fee: $95
Notes: Course location: 430 North Main Street, Bristol 06010 860-314-4700
Introduction to Adobe Illustrator
This course introduces the software Adobe Illustrator, the industry standard for graphic designers and technical illustrators. The topics to be covered include object-based drawing applications using practical exercises such as reflecting, shearing and blending objects, drawing, layers, charting, and web graphics to create professional, computer-based illustrations.
Required text: None
Prerequisite: None  CEUs: 0.6

Introduction to Adobe InDesign
This workshop will introduce you to desktop publishing techniques using Adobe InDesign. Learn the basic functions of page layout and design to create and format documents. InDesign is one of the most widely used desktop publishing programs by graphic designers, publishers, and companies for production of catalogs, brochures, newsletters, and other printed materials.
Required text: None
Prerequisite: None  CEUs: 0.6
**Introduction to Publisher 2010**
Frustrated with creating brochures and newsletters in Word? In this workshop you will learn to use Publisher's exciting templates to produce professional, business and marketing documents.
Required text: None  
Prerequisite: None  
CEUs: 0.6

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<th>Course #, Date(s) Time</th>
<th>CA12473, 05/09/14, 9:00 AM to 4:00 PM</th>
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<td>CA, Capital Community College, Room 616</td>
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<tr>
<td>Instructor:</td>
<td>Deb Lamont</td>
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<td>Fee: $95</td>
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<td>Notes:</td>
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**Keys to Creating the Ultimate PowerPoint Presentation Deck**
A combination of theory and tools, this class begins with the best way to outline a presentation, tips for creating amazing cover pages, powerful ways to open and close a presentation, many handy point and click techniques and shortcuts, and how to use a few free apps to create that standout presentation.
Required text: None  
Prerequisite: None  
CEUs: 0.6

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<td>College, Campus &amp; Room:</td>
<td>TX, Tunxis@Bristol, Comp. Lab</td>
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<tr>
<td>Instructor:</td>
<td>Laura Higgins</td>
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<td>Fee: $95</td>
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<tr>
<td>Notes: Course location:</td>
<td>430 North Main Street, Bristol 06010 860 314-4700</td>
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</tbody>
</table>
Making The Most of Windows
Windows 7 is filled with new features and enhancements. Find out how to use Gadgets, Snap, Peek, Shake and Flip! Plus, learn to customize Windows 7 to work for you! Put the items you use every day on your Task Bar or in your Start Menu. Create a Library for a project you're working on or add items to Favorites to make access faster. Also, get a better understanding of files and where they go. Learn renaming, moving, organizing, and finding files in the Documents folder as well as copying files to and from outside sources such as a server or flash drive. This course is a must to make your office work easier and less complex.
Required text: None
Prerequisite: Basic Computer knowledge  CEUs: 0.6

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<td><strong>Instructor:</strong> Jan Gyurko</td>
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<td><strong>Fee:</strong> $95</td>
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<tr>
<td><strong>Notes:</strong> Course location: 430 North Main, Bristol 06010 860 314-4700</td>
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Microsoft Project 2010: In-Depth
Learn the major features of Microsoft Project 2010, the world’s most popular project management tool. Students learn how to develop project plans and define tasks and resources. Students will detail, track and report the progress of projects. Skills learned in the course include creating task lists, durations, phases; linking tasks, documenting tasks and project plan; setting up resources, capacity, cost pay rates, documenting; assigning resources to tasks, scheduling, applying cost resources to tasks; sharing your plan, Gantt Charts, Timeline views, reporting; tracking progress on tasks, project baselines, task completion percentage; troubleshooting time, schedule, cost, resource, scope of work problems. Students are eligible to receive free Microsoft Project 2010 software.
Required text: Included in course fee.
Prerequisite: Basic Windows, keyboard and mouse skills with some exposure to Microsoft Office helpful. CEUs: 1.2

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<td><strong>College, Campus &amp; Room:</strong></td>
<td>MA, Learning Resource Center, LRC B142</td>
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<tr>
<td><strong>Instructor:</strong> Nathaniel Bowen, Jr.</td>
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<td><strong>Fee:</strong> $220</td>
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<td><strong>Notes:</strong> This course meets for 2 sessions.</td>
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</table>
**Microsoft SQL Server 2012: In-Depth**

This in-depth training will provide you with the knowledge and skills you need to understand the concepts behind relational database systems, data structure design, the SQL query language, and basic SQL Server Database Management. You will gain a firm understanding of how relational database systems work, proper database design, database optimization, the SQL query language, and basic SQL Server Database Administration. The SQL Server Administration skills include installation and configuration of a working SQL Server database, creating table spaces and files, managing security and user access, updating the database structure and data, and writing SQL queries. Students are eligible to receive free Microsoft SQL Server 2012 software.

**Required text:** None

**Prerequisite:** Database Introduction course or familiarity with databases.  
**CEUs:** 1.2

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**College, Campus & Room:**

MA, Learning Resource Center, LRC B142

**Instructor:** Marc Cohen

**Fee:** $190

**Notes:** This course meets for 2 sessions.

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**MS Office 2010 Integrated Program Tasks**

Learn how to share data and information between the MS Office applications. Learn how to use the full potential of Microsoft Office. Integrate Word, Excel, PowerPoint, and Access with each other and with other programs. Examples include: Learn to link an Excel chart to a PowerPoint presentation or a Word document, so that the data is automatically updated every time the spreadsheet is updated. Use Word mail merge to produce letters from data in Excel. Learn how to use Access queries to search data from imported Excel tables. Create PowerPoint presentations from Word outlines. Use bookmarks and hyperlinks to navigate through documents in different applications.

**Required text:** Included

**Prerequisite:** Basic computer skills; Introduction to MS Office or equivalent experience.  
**CEUs:** 0

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**College, Campus & Room:**

NV, NVCC

**Instructor:** Cathy Poehler

**Fee:** $190

**Notes:** This course meets for 2 sessions.
Oracle SQL Introduction Certification Prep
This class is designed to provide a solid base in relational database systems using the Oracle 11g database. Topics include keys, relationships, data modeling, basic and advanced SQL. The course is designed to prepare the students to pass the 1Z0-051 Oracle Database 11G SQL Fundamentals exam, which can be used as part of the requirements to achieve the Oracle Database 11g Administrator Certified Associate OCA certification.
Required text: None
Prerequisite: Familiarity with data processing concepts and techniques; ability to use a graphical user interface (GUI) recommended.  CEUs: 1.8

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<td>MA12553, 05/16/14, 9:00 AM to 4:00 PM</td>
<td>MA, Learning Resource Center, LRC B141</td>
<td>George Pillar</td>
<td>$285</td>
<td>This course meets for 3 sessions.</td>
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Outlook 2010: In-Depth
From basic email features to advanced calendaring options, the skills taught in this all-encompassing two-day course are: how to manage messaging (emails, signatures, automation, attachments, importance, security and delivery), scheduling (appointments, meetings, recurring events, requests, responses, custom calendar settings, sharing calendars), tasks (create, modify, mark, assign, update, respond), contacts (personal, electronic business cards, distribution lists, address books), and how to organize information (categories, data files, folders, search, rules and customizing). Although this course uses Outlook 2010 software, 2007 and 2010 are very similar. Questions regarding 2007 will be addressed as time allows.
Required text: None
Prerequisite: Basic Windows, keyboard and mouse skills.  CEUs: 1.2

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<th>Instructor:</th>
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<tr>
<td>MA12537, 04/24/14, 9:00 AM to 4:00 PM</td>
<td>MA, Learning Resource Center, LRC B142</td>
<td>Dorothy Weiner</td>
<td>$190</td>
<td>This course meets for 2 sessions.</td>
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PC Maintenance
Why pay for expensive upgrades when you can learn how to do them yourself? Practice RAM,
expansion cards and peripheral device installations in a hands-on workshop with real parts. Learn how to configure drivers and troubleshoot your Windows operating system. You will learn how to reformat a hard drive, partition it and load Windows. Discover how to add new peripherals including printers and scanners. Learn how to download and install driver updates from the manufacturer's website. Additional topics include troubleshooting basics, researching errors online, hardware trends, buying a new PC (pre-built vs. custom), standards for monitors, hard drive sizes, ports, and optical drives. Plus, viruses, spyware, surge protectors and backups will be discussed. This course is for the beginner through intermediate PC user. Students are eligible to receive free Windows software.

Required text: None
Prerequisite: Basic Windows, keyboard and mouse skills. CEUs: 1.2

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<tr>
<td>Instructor:</td>
<td>Bruce Manning</td>
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<td>Fee:</td>
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<td>Notes:</td>
<td>This course meets for 2 sessions.</td>
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Photoshop Bundle - NEW!

This workshop combines our in-demand Photoshop I and Photoshop II workshops. You will be introduced to the basics of working with images in a digital environment using Adobe Photoshop, including concepts such as tool selection, layering and preference settings. Once you are familiar with these techniques you will learn how to master the bezier (pen) tool, repair images, use smart objects, blend images, use filters and how to apply advanced effects.

Required text: None
Prerequisite: This course is designed for individuals new to Photoshop. CEUs: 1.8

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<tr>
<td>Instructor:</td>
<td>Michael Montgomery</td>
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<td>Fee:</td>
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<td>Notes:</td>
<td>This course meets for 3 sessions.</td>
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PHP & MySQL Introduction: How to Create Web Forms and Capture Information

PHP & MySQL are popular, open-source technologies that are ideal for quickly developing database-driven Web applications. This intensive, hands-on course introduces the participants to the basics of PHP, explains how to set up and work with a MySQL database, and then demonstrates interactions between PHP and the database. Learn programming and database development techniques, build MySQL database driven Web applications with PHP, and apply
your learning to sample projects.
Required text: Included in course fee.
Prerequisite: Basic Windows, keyboard and mouse skills; knowledge of basic database concepts is recommended. Programming and HTML experience highly recommended. CEUs: 1.2

**Course #, Date(s) Time**
MA12539, 04/04/14, 9:00 AM to 4:00 PM | 04/11/14, 9:00 AM to 4:00 PM

**College, Campus & Room:**
MA, Learning Resource Center, LRC B142

**Instructor:** George Pillar

**Fee:** $245

**PowerPoint 2010 - Creating Dynamic Presentations**
Master the effective creation of professional, attention-getting slides, and the proper use of graphics. The workshop will include designing your own templates and color schemes and incorporating video and audio clips.
Required text: None
Prerequisite: None CEUs: 0.6

**Course #, Date(s) Time**
CA12466, 04/14/14, 9:00 AM to 4:00 PM

**College, Campus & Room:**
CA, Capital Community College, Room 616

**Instructor:** Deb Lamont

**Fee:** $95

**Notes:**

**PowerPoint 2010: In-Depth**
Create and modify SmartArt diagrams; convert text to SmartArt; customize slide masters; add elements to slide masters; add and link existing content to presentations; apply, customize,
modify, and remove animations; insert illustrations and shapes; insert and modify charts; insert and modify tables; secure, share and protect presentations; prepare printed materials; and rehearse presentation delivery. Although this course uses PowerPoint 2010 software, 2007 and 2010 are very similar. Questions regarding 2007 will be addressed as time allows.

Required text: None
Prerequisite: PowerPoint 2007 or 2010 Introduction course, or permission of computer coordinator. CEUs: 1.2

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<th>Instructor:</th>
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<tr>
<td>Dorothy Weiner</td>
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<th>Notes:</th>
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<td>This course meets for 2 sessions.</td>
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**Programming Basics: Foundation for C#, VB.NET, JAVA and XML**

This course is a structured approach to program logic and design using fundamental programming concepts. A thorough understanding of logic theory, programming structures, and algorithm design techniques is necessary for efficient programming. C#, C++, VB, and Java are used to demonstrate these common programming concepts. Students are eligible to receive free Visual Studio 2010 software.

Required text: Included in course fee.
Prerequisite: Basic Windows, keyboard and mouse skills. CEUs: 1.2

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<th>Course #, Date(s) Time</th>
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<th>Instructor:</th>
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<tbody>
<tr>
<td>George Pillar</td>
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<td>This course meets for 2 sessions.</td>
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**QuickBooks: Basics and Beyond**

Discover the most effective methods for accomplishing essential business tasks and customizing QuickBooks. We will explore best practices for tracking finances; managing payroll; processing invoices; controlling inventory; managing sales and expenses; and maximizing the software's other features. Topics include getting started - how to properly set up your accounts, customers, jobs, and invoice items quickly; following the money - how to track everything from billable time and expenses to income and profit; keeping your company financially fit - methods to examine budgets and actual spending, income, inventory, assets, and liabilities; spending less time on bookkeeping - how to use QuickBooks to create and reuse bills, invoices, sales receipts, and timesheets; finding key info fast - how to use QuickBooks search and find functions, as well
as the vendor, customer, inventory, and employee centers; exchanging data with other programs - move data between QuickBooks, Microsoft Office, and other programs.

Required text: Included in course fee.
Prerequisite: Accounting I or Basic Familiarity with QuickBooks.  CEUs: 1.2

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<tr>
<th>Instructor:</th>
<th>Charles Schwartz</th>
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| Fee: | $225 |
| Notes: | This course meets for 2 sessions. |

Security+ Certification Preparation - NEW!
CompTIA Security+ is the primary course you will need to take if your job responsibilities include securing network services, network devices, and network traffic. It is also the main course you will take to prepare for the CompTIA Security+ Certification examination (exam number SY0-301). In this course, you will build on your knowledge and professional experience with computer hardware, operating systems, and networks as you acquire the specific skills required to implement basic security services on any type of computer network.

Required text: Included in course fee.
Prerequisite: Solid knowledge of hardware and operating systems recommended. A+ and Network + certification strongly recommended.  CEUs: 3

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<tr>
<th>Instructor:</th>
<th>Jayson Ferron</th>
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| Fee: | $580 |
| Notes: | This course meets for 5 sessions. |

SharePoint Information Worker - NEW!
This course teaches students how to use Microsoft SharePoint 2010 from the ground up. Topics start from navigating the new Ribbon interface, using lists and libraries, managing workflows, and build-up to site creation from multiple templates, site administration, and web security. Learn to use collaborative sites to share documents and ideas, and link to the Microsoft Office Suite. Advanced topics, including business networking and content management are also covered. Students are eligible to receive free SharePoint 2010 software.

Required text: Included in course fee.
Prerequisite: Basic Windows and Internet skills; basic knowledge of Outlook, Word, and Excel. Some knowledge of web page design & HTML is helpful.  CEUs: 2.4
SMART Board Interactive Whiteboard Training
Using a SMART Board can change your old style of conducting meetings, teaching, or training into an updated, interactive presentation method, with color, sound, and video. The SMART Board uses touch detection for user input the same way as your PC. Since many rooms available for meeting rental now have SMART Boards, why not add using a SMART Board to your skills with this one-day class? Learn the capabilities of SMART Board, the how-to of its various tools, the computer software available plus have a hands-on opportunity to create and present to the rest of the class.
Required text: None
Prerequisite: None  CEUs: 0.6

Social Media Certificate
The Internet has achieved stature equal to that of the traditional broadcast and print media as a communication and transaction channel. Making a strong Internet marketing strategy is a key part of strategic planning for businesses large and small. This interactive, instructor-led certificate program explores the newest means of Social Media as tools for expanding business, networking, and socializing.
Required text: None
Prerequisite: None  CEUs: 0
Transitioning to Office 2010 - Word, Excel, and Access
Still trying to figure out where things have been moved and how to maneuver through the Ribbon? This course will examine the 2010 screens and look at the new features.
Required text: None
Prerequisite: None  CEUs: 0.6
VB.NET Programming: Introduction
Visual Basic.NET (or VB.NET) is the latest generation of Visual Basic. It is designed to be the easiest and most productive tool for creating .NET applications, including Windows applications, web services and web applications. This course covers basic programming techniques and the basic information participants need to get started using VB.NET. Registered students are eligible for free Visual Studio software.
Required text: Included in course fee.
Prerequisite: Windows, keyboard and mouse skills; Programming Basics or knowledge of programming concepts. CEUs: 1.2

Course #, Date(s) Time
MA12547, 05/13/14, 9:00 AM to 4:00 PM | 05/20/14, 9:00 AM to 4:00 PM
College, Campus & Room:
MA, Learning Resource Center, LRC B142
Instructor: George Pillar
Fee: $230
Notes: This course meets for 2 sessions.

Web Animation with Adobe Flash
Learn to create dynamic, compelling, and highly interactive web content with Adobe Flash. The course introduces the Flash authoring environment and basic features and functions of the Flash application to create high-impact websites.
Required text: None
Prerequisite: Web design skills a plus. CEUs: 0.6

Course #, Date(s) Time
CA12478, 04/18/13, 9:00 AM to 4:00 PM
College, Campus & Room:
CA, Capital Community College, Room 308
Instructor: Michael Montgomery
Fee: $95
Notes:
**Windows 8: Introduction - NEW!**

Windows 8 is Microsoft’s new operating system for desktop computers, laptops, tablets and phones and it is taking the market by storm. This class will introduce you to Windows Sky drive, MS store, and tile features, as well as the basic features of an operating system. Each student will receive a copy of Windows 8 and a demo on how to upgrade. Whether for home or office use, students will leave with a new confidence and familiarity of Windows 8.

Required text: None
Prerequisite: Basic keyboard and mouse skills recommended.  CEUs: 0.6

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<tr>
<td>Jayson Ferron</td>
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**Word 2010 - Beyond the Basics**

In this workshop, you will learn how to work with headers and footers, templates and styles, columns and tables, mail merge, and graphical features.

Required text: None
Prerequisite: Basic Knowledge of MS Word 2010.  CEUs: 0.6

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<th>Instructor:</th>
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<tr>
<td>Deb Lamont</td>
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Notes:
Word 2010: In-Depth
Skills taught in this in-depth course are: format paragraphs, insert and modify text boxes, create and modify headers and footers, how to use tables and lists to organize content, modify tables, merge documents and data sources, manage tracked changes, create Endnotes and Footnotes, insert Table of Contents, and other useful skills. Although this course uses Word 2010 software, 2007 & 2010 are very similar. Questions regarding 2007 will be addressed as time allows.
Required text: None
Prerequisite: Word 2007 or 2010 Introduction course, or permission of computer coordinator. CEUs: 1.2

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<td>MA12543, 03/19/14, 9:00 AM to 4:00 PM</td>
<td>03/26/14, 9:00 AM to 4:00 PM</td>
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<thead>
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<th>College, Campus &amp; Room:</th>
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<tr>
<td>MA, Learning Resource Center, LRC B142</td>
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<table>
<thead>
<tr>
<th>Instructor:</th>
<th>Dorothy Weiner</th>
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| Fee: | $190 |

| Notes: | This course meets for 2 sessions. |

Word 2013: In-Depth - NEW!
Using Microsoft’s latest release of the world’s leading word processing software, Word 2013, students will learn how to format paragraphs; insert and modify text boxes; create and modify headers and footers; learn to use tables and lists to organize content; modify tables; merge documents and data sources; manage tracked changes; create endnotes and footnotes, insert a table of contents; and other useful skills. Although this course uses Word 2013 software, versions 2007 and 2010 are very similar. Questions regarding versions 2007 and 2010 will be addressed as time allows.
Required text: None
Prerequisite: Word 2007 or 2010 Introduction course, or permission of computer coordinator. CEUs: 1.2

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<th>Course #, Date(s) Time</th>
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<tbody>
<tr>
<td>MA12552, 04/25/14, 9:00 AM to 4:00 PM</td>
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<td>MA, Learning Resource Center, LRC B141</td>
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<thead>
<tr>
<th>Instructor:</th>
<th>Dorothy Weiner</th>
</tr>
</thead>
</table>

| Fee: | $190 |

| Notes: | This course meets for 2 sessions. |
Instructor Biographies

Adamson, Kenneth
Kenneth Adamson, B.A., M.A., is adjunct professor of communications at Manchester Community College and Charter Oak State College. Ken is a communications consultant and successful voice actor, composer-arranger, copywriter, and producer. His online presence has played an important role in his recent success. Ken also brings more than two decades of sales, Trade Skills

Security Officer Training: Guard Card Certification - NEW!
Have you ever thought about becoming a security officer? Connecticut requires security officers to complete this 8-hour certification course, taught by a State-certified instructor. Topics include basic first aid, search and seizure, use of force, basic criminal justice, and public safety issues. The course finishes with a one-hour examination that students must complete with a passing score of 70%. Successful candidates will be given in-class instructions of how to apply and pay for their Security Officer Identification cards. Students will also have the option of beginning the fingerprinting process in the classroom. CT law states that no person shall be approved for a license who has been convicted of a felony, any sexual offense or any crime involving honesty or integrity. To be employed as a Security Officer you must be at least 18 years of age. NOTE: Students will be required to submit 2 sets of fingerprints, 2 passport photographs, a Security Officer application as well as the class supplied completion card when they apply to the state.
Required text: None
Prerequisite: None  CEUs: 0.8

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<tr>
<td>MA, Learning Resource Center, LRC B144</td>
</tr>
<tr>
<td>Instructor:</td>
</tr>
<tr>
<td>Richard Siena</td>
</tr>
<tr>
<td>Fee: $110</td>
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<tr>
<td>Notes: This course meets 8:30 a.m. – 5:00 p.m.</td>
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</table>
sales management, and marketing experience to the class. Ken received his B.A. in psychology and M.A. in communications from the University of Massachusetts in Amherst.

**Ahearn, Kirstin**

Kirstin Ahearn founded Ahearn Ink in 1996 to provide professional writing services to agencies and businesses. Prior to starting Ahearn Ink she worked on the Nissan Automotive account at Chiat/Day Advertising in Venice, Calif. While in Los Angeles, she also held high-level positions at Rogers & Associations (working on Universal Studios, Philips Interactive, WarnerActive and Toshiba) and The Spindler Organization (working on Microsoft, IBM, Lucky Grocery Stores, and Siemens Pacemakers). Kirstin is past president of the Connecticut Chapter of the American Marketing Association and was named a Forty Under Forty recipient in 2000 by the Hartford Business Journal. Her work has been recognized by the Connecticut Chapter of the Association of Business Communicators, and other business groups.

**Amorosino, Chris**

A freelance business writer for 12+ years, Chris has devoted himself to wordsmithing. Previously, Chris has worked as the Sales Promotion Officer for an insurance company and spent more than 5 years as the Senior Editor for an international trade association.

**Blackwood, Amy**

Amy Blackwood has 20 years experience as a corporate trainer, with a background in organizational training and development. She is currently the Executive Director for the John J. Driscoll United Labor Agency. This 501 (c) 3, non-profit agency, provides counseling, advocacy and safety net services for over 7,000 clients a year and survives by writing winning grants.

**Bowen, Jr., Nathaniel**

Nathaniel Bowen Jr. is a network administrator, system engineer, software engineer and educator. He currently holds a BS from the University of Hartford and a (MIS) Masters in Information Systems from the University of Phoenix. Nathaniel specializes in network design and has held positions at Lincoln Financial, Cigna, Aetna and currently at Sikorsky. Nathaniel brings a mixture of 7 years of corporate IT and real world experience to the classroom.

**Braithwaite, Ralph**

Ralph focuses on organizational consulting and training to help individuals and teams in organizations (both profit and not-for-profit) improve their effectiveness. Ralph works with organizations on strategic plans, assesses the organizational structure, conducts surveys to measure areas like morale and attitudes, and evaluates various processes within the organization. He has an MBA in Organizational Behavior from the University of Hartford, and an MS and BA from Central Connecticut State University. He is an active member of the American Society for Training and Development (ASTD) and the Organization Development Network (ODN).

**Burk, Ph.D., Linda**

Linda Burk, Ph.D., professor of romance languages at MCC, has a master's in Spanish language and literature and a doctorate in Latin American literature.

**Cohen, Marc**
Marc Cohen holds a Masters in Computer Science and Security and has more than 12 years’ experience in software development and systems analysis. He is working as the lead application architect/developer for the Siemon Company. Marc has been working with Oracle Database Development and Administration for over 8 years. Marc has been an Oracle and SQL Server instructor at Manchester Community College since 2007.

**Crofton, Lisa**
Lisa Crofton is a marketing specialist, columnist, mentor and entrepreneur having spent over twenty five years in the marketing/communications field. Lisa's inspirational verses have been published many times over and as creator of a popular 'Positive Living Series' as well as a 'Confidence Building Series' Lisa teaches courses that inspire individuals of all ages to live, work and play at their best.

**DeMarino, Margaret**
Margaret DeMarino has designed and led hundreds of workshops for the State of Connecticut, corporations, and financial institutions. While specializing in verbal and written communication, she also offers motivational seminars and workshops focusing on bettering organizational skills. A professional writer with a background in journalism and advertising, she also heads her own writing services business.

**Ferron, Jayson**
Jayson Ferron is principal for Interactive Security Training, LLC where his responsibilities include meeting customers’ requirements including security designs, network infrastructures, enterprise security solutions and mobility issues. His customers include Microsoft, Department of Defense, banks, government agencies, health agencies and service providers. He is a Microsoft Step member.

**Glaviano, Angelo**
Angelo Glaviano has a Master’s degree in Modern Languages: French, Spanish and Italian. He has 20 years of experience teaching in higher education at both public and private universities at all levels and for private companies/corporations, i.e. MXCC, CCC, CCSU, UOH, ECSU, Phoenix, Pratt & Whitney, Middlesex Hospital, etc. Angelo has created an international student exchange program with the University of Puerto Rico and is now in the process of doing the same with the Univerita’ di Pescara, Italy.

**Grace, Laurie**
Laurie Grace is an artist, illustrator, designer and educator. She holds a BFA from University of Connecticut and an MFA in Visual Arts from the Art Institute of Boston, at Lesley University. Her large format digital and mixed media paintings have been showcased in galleries around the New England area, and her digital illustration and animation works are published in the Illustrator Wow Book. Her clients include AT&T, Scientific American, Time, Newsweek, Forbes, and Discover. Laurie has been teaching and developing courses in digital media and design since 1989. She is currently a faculty member at Quinnipiac University and Manchester Community College. She teaches Motion Graphics, Animation, Web Design and related courses in the Interactive Digital Design and Creative Arts areas. Laurie has also taught at Pratt Institute, The New School, and the Maine College of Art.
**Greenleaf, Susan**
Sue Greenleaf is an Organizational/Leadership Development Professional. She holds certifications in numerous nationally recognized Leadership and Communications Trainings including, “Crucial Conversations,” “High Reliability,” BE’s Essentials of Leadership Excellence, Bridge’s Change & Transition, and SEI’s Emotional Intelligence.

**Gyurko, Jan**
Jan is an energetic and dynamic trainer and consultant. She has been a technology and software instructor for more than 25 years. Her clients include the Connecticut Community College system, and area businesses and organizations. Jan’s expertise is in both Windows and Mac operating systems, as well as devices such as iPad, iPhone, Chromebook and more.

**Hennick, Thomas**
Thomas Hennick is the Public Education Officer at the Freedom of Information Commission. He conducts FOI seminars and workshops statewide, educating members of the public as well as public officials about their rights and duties under the Act.

**Higgins, Laura**
Professional, smart and with years of real experience, Laura Higgins provides interactive on-site training tailored to individual and organizational needs. Her enthusiasm, determination and problem-solving ability combine with great courseware to create a powerful learning experience. Laura runs her own business as a curriculum developer, trainer and consultant, conducting seminars throughout Connecticut on numerous topics designed to increase business performance.

**Hilliman, Joseph**
Joseph Hilliman is an American artist and designer, who has worked in the field of design and publishing for more than 17 years. He has amassed a broad portfolio in visual communications and digital illustration. Working primarily in the digital medium, he uses his computer the way traditional artists use paint and canvas. Hilliman is known for a style that is vibrant, imaginative and balanced. He has produced award-winning design and illustration for business enterprises large and small. Notable clients have included Cigna Corp., The Hartford Courant, Circle Press Inc., Ray Charles Jr., Faith & Family magazine, Plan B Burger Bar and Northeast magazine among many others.

**Johnson, Joette**
Joette Johnson works as a social worker with children, teenagers, adults, and families experiencing emotional and psychological difficulties as well as mental illness diagnoses. She is an adjunct instructor at Capital Community College. She participates in various research projects and workshops at the Center for Urban Research Education and Training (CURET) using data as a planning tool in addressing various socio-cultural issues and strategies impacting the rapidly growing Caribbean-American, African-American, and Latino populations. Ms. Johnson is a contributing writer for the West Indian American Newspaper. She is a certified reading specialist and serves as a volunteer reading tutor for youth and adults. Also, she is a classically trained pianist and violist from the University of Hartford Hartt School of Music and the University of Connecticut with over 20 years of experience. She has earned her B.A from the University of Connecticut with a double major in political science and sociology; and her MSW from the University of Connecticut School of Social Work.
Kostrzewa, Waldemar
Waldemar Kostrzewa has spent nearly 35 years in state service, most of which was with the Community College System, as Director of Community Services and as Director of Government Relations. He is familiar with the needs of business and industry in Connecticut and has had extensive experience in presenting workshops on strategic planning, setting goals, project management, and business writing.

Kriksciun, Jennifer
Jennifer Kriksciun teaches developmental English and English as a second language at Capital Community College. She has also taught classes on research methods, college success, writing for the web, and social media writing. She also works at Hartford Public Library doing media projects and web page design, as well as teaching ESL and in working on projects involving citizenship and immigrant civic engagement. She has a degree from Central Connecticut State University in English.

Lamont, Deb
Debra Lamont started computer training in 1985 to help small business owners understand and use computers in their offices. A trained teacher and former college professor, Mrs. Lamont is a graduate of the University of Bridgeport and the University of Connecticut with a Master of Arts degree in Instructional Media and Education Technology. Since 1985, she has provided training and consulting for numerous companies, colleges, organizations, government agencies and individuals in several locations throughout the Northeast and Southeast.

Lindquist, Larry
Larry is a management/training consultant. He has a B.S. degree in Business Administration and minor degrees in Economics and Insurance. Additionally, he has acquired a broad background in the behavioral sciences, communications, negotiating and management through extensive research and education. His expertise is supported by over 25 years of work experience in business and government. He has held positions in marketing/sales, recruiting/personnel, supervision/management, consumer affairs and training/education.

Lombardo, John
John Lombardo is certified in project management through the American Management Association. He has been a project management leader for more than 20 years and has led teams of up to 150 members. His projects have included infrastructure replacement, Y2K compliance and implementation of new technology. John has lead a number of teams both as a Project Manager and as Functional Manager throughout a long 33 year career in private industry.
Lota, Sam
Sam Lota has an extensive coaching, consulting, marketing, and sales background. He has developed a wide variety of skills while working with many different organizations. Sam’s experience includes working with Maritz Inc. for 19 years developing sales and service personnel in marketing, employee development, customer satisfaction, business analysis, and strategic planning for General Motors dealerships. He has also worked for ARAMARK and the Wm. Wrigley Jr, Co. where he was in charge of increasing sales and market share while developing, and supervising 24 marketing representatives. Sam is completely knowledgeable in performance improvement, customer relationship management, customer retention, forecasts, sales promotions, client profitability, and several other marketing and administrative related functions. Sam has developed and trained Business Development Center personnel within dealerships and measured and monitored results. He has been invited and spoke at numerous regional service managers meetings addressing e-commerce and digital initiatives. Sam has been an Adjunct Professor of Marketing for the past 25 years at a number of Colleges and Universities throughout the Connecticut/New York area. He has taught several graduate level courses in Customer Relationship Management, e-marketing, and customer retention. He is very familiar with adult learning theory, educational design, along with group leadership techniques. Sam’s education includes a B.A. from Sacred Heart University and an M.B.A. from the University of New Haven.

Machado, Tatiana
Tatiana Machado has over 15 years of professional marketing/communication, advertising and public relations experience. Working on the account service side of the industry she has developed extensive public speaking skills while making presentations to audiences and selling ideas in different situations.

Manning, Bruce
Bruce Manning, Computer Coordinator for MCC's Continuing Education Division, designed, installed and maintained the networking, business and instructional applications for two public school districts in Connecticut. He has provided training for Quinebaug Valley Community College; UConn, CREC, public, private and technical schools; businesses; municipalities; and state agencies.

McGee, Philomena
Philomena has a Master’s Degree in Human Services. For over 30 years, she has worked as a case manager, counselor, therapist, and program director in the mental-health field, working with people living with Domestic Violence, Addiction, HIV/AIDS, Mental Illness, and people living with chronic diseases. A natural-born Spiritual Counselor, Clairvoyant, Spiritual Medium, and a Soul Historian. She is a certified Hypnotherapist, Rebirther, (energy breathing) REIKI Master Teacher. Philomena uses her gifts to explore ways to break life patterns that no longer serve your higher good. She will delight and surprise you with her ability to tell you why you live life, the way that you do.
Montgomery, Michael
Michael Montgomery is the owner of, Picture This Productions, where he leads a Web Design & Development Team of Design, Programming & Marketing Professionals to build digital brands using web 2.0 technology and magnificent design. He has worked with a broad range of clients, being involved with all aspects of internet marketing, web technology and design, including eCommerce design, logos, Search Engine Optimization and web system integrations. Michael studied Electronics Technology & Microprocessor Electronics at Computer Processing Institute where he received the Award of Excellence. He also studied Classical Percussion Performance at The Hartt School of The University of Hartford. He lives with his family in Newington Connecticut where he is the Marketing Chairperson of the Newington Chamber of Commerce, and the chairperson of the annual Newington Home & Business Showcase and is on the Newington Waterfall Festival committee. Michael is a member of these organizations: AIGA Professional Association for Design International Webmasters Association Percussive Arts Society Connecticut State Music Teachers Association Music Teachers National Association

Pedneault, Stephen
Stephen Pedneault, CPA/CFF, CFE is the founder and owner of a public accounting firm focused solely on fraud, forensic accounting and litigation support. Stephen is the author of four books, has lectured nationally, authored or contributed to many articles, and teaches forensic accounting at the University of Connecticut.

Petruzzi, Mark
Mark is the founder of Success Waypoint, LLC, and is also a managing partner in a sales and marketing firm that represents premier professional production lighting and audio equipment to retailers, production companies, and contractors. His work with Success Waypoint included Executive coaching; designing and delivering professional and personal development workshops; and speaking about stress management, emotional intelligences, self-leadership, and wellbeing to anyone interested. Because Mark is also currently active in business; he can bring this experience into his coaching, classroom and speaking engagements. All techniques, concepts, practices and perspectives are those he has tried himself. It’s all intended for practical effect, right now and the benefits of the teachings increase patience. Marks background also includes leadership or team leadership positions in consumer electronics, information technology services, and financial services industries. He has held performance consulting, training, and program/project management positions in the information technology services, business services, and financial services (health insurance) industries. He has enjoyed more than 15 year in corporate training, including time with IBM, CIGNA Corporation, and IKON Office Solutions. Mark has formal training in personality type (both the Enneagram of Personality and Jungian-Meyers typologies), and is a certified independent trainer for SpeedREACHingPeople interpersonal communication programs. He is a lifelong learner with a special interest in communication, general psychology, metaphysics and personal wellbeing. Mark lives in the Hartford area with his wife of 34 years. You can connect with Mark via this contact page or reach out to him on LinkedIn.com

Phaneuf, Allison
Allison L. Phaneuf, M.S., C.A.G.S. is committed to the education and self-improvement of others, and incorporates the use of experiential learning techniques into her seminars as tools for increasing knowledge and retention of information by way of a fun and interactive environment. She facilitates workshops, team development trainings, and career development seminars for the
corporate sector, as well as many colleges and academic settings in the New England area.

**Pillar, George**
George Pillar is an adjunct faculty member at MCC and the University of New Haven. An IT professional for 39 years, George has worked in electronics, hardware repair, programming and management. He has taught Microsoft Office products MIS, and graphics, Java and C programming. George holds a Master's degree from RPI - Hartford, A Bachelor's from Eastern CT State University and an Associates degree from Thames Valley State Technical College.

**Pinti, Barbara**
Barbara is a licensed psychotherapist who has also been an Adjunct Faculty member with St. Joseph College Counseling Institute. She has been a public speaker and workshop presenter with a focus on stress management, crisis intervention, group facilitation.

**Poehler, Cathy**
Cathy Poehler brings years of experience as a Microsoft Office and Web applications instructor to the classroom. She has trained over 6000 sales associates, managers and over a 1000 service coordinators in real estate, and the telecommunication industries. She has founded a real estate training school and taught Principles and Practices for the Connecticut Association of Realtors and Eastern Association of Realtors. Cathy's hands-on style allows students to build confidence, and learn through practicing. She works with Tunxis Community College facilitating Capital Workforce and other programs. Cathy is also an instructor for the Town of Farmington Continuing Education and Naugatuck Valley Community College's computer courses and has offered Real Estate Principles and Practices classes for a number of years.

**Revels, Ira**
Ira Revels is the Principal and Managing Director of her own consulting firm. She specializes in project management and training for non-profits and small businesses. Currently, Revels volunteers as a Development Associate for The Conference of Churches in Hartford, Connecticut. Prior to moving to Hartford, Revels was an associate librarian at Cornell University in Ithaca, New York for ten years. While at Cornell, she managed a digital library initiative funded by The Andrew W. Mellon Foundation for $1.25 million dollars. The initiative involved over twenty-five partner institutions and organizations. The goal of the initiative was to train library and IT professionals to build a collaborative digital archive of founding organizational documents. Revels is a 2007 Frye Leadership Institute Fellow. In 2007 the Black Caucus of the American Library Association awarded her the John C. Tyson Young Professional Award. Her forthcoming book Managing Digital Projects is due for publication by ALA Editions in the spring. The book takes a multidisciplinary approach to the nuances of digital project management in both large and small libraries and cultural heritage organizations.

**Salzman, Beverly**
Ms. Salzman has been employed by the State of Connecticut for over 21 years teaching behavioral social science credit courses and nonprofit continuing education classes. Ms. Salzman was a non-profit manager for many greater Bridgeport social service agencies where she fine-tuned and utilized her grant writing skills. Ms. Salzman has an MBA from Sacred Heart University and a MS in Psychology from Capella University.
Schwartz, Charles
Chuck Schwartz has more than 20 years of experience in computer applications, programming, database development, management information systems, website design, and as a professor at MCC. He has owned and operated an accounting and tax preparation company since 1987.

Shenoy, Yasmin
Yasmin Shenoy brings an excellent mix of corporate and academic experience to her training program for students of business writing. A Public Relations professional with 15 years of communications experience with Shell multinational and a communications educator at the University of Hartford, she can relate to specific writing needs of students at different levels.

Siena, Richard
Richard Siena has 26 years of police experience, including being a commander and instructor and currently owns a private investigation company.

Smits, Kathleen
Kathleen Smits has taught over five years as Media Arts adjunct faculty at Manchester Community College teaching computer graphics. She was an instructor at Connecticut Public Broadcasting Networks Learning Lab Veterans Program teaching digital media. She has also taught at Farmington Valley Art Center and the West Hartford Art League.

Thornton, Robert
Robert Thornton, B.A., is a Certified IT Security Engineer, Certified IT Instructor (CIT) and a Certified Internet Webmaster (CIW). He has more than 17 years’ experience as an IT instructor and developer.

Veit, Karen
Karen has over 25 years’ experience in training. She has worked in manufacturing in both the aircraft engine field and plastics. She was director of a 164 course adult enrichment program and holds a MS in Workforce Education.

Weiner, Dorothy
Dorothy Weiner is an MCP-and MOUS-certified instructor with more than ten years' experience teaching Microsoft products and various other applications and operating systems.
Maps and Directions

Asnuntuck

170 Elm Street, Enfield, CT 06082
(860) 253-3000 ~ www.acc.commnet.edu

From the South
Take 91 Northbound to Exit 48. Turn Right at the end of the ramp onto Route 220 (Elm Street). Travel East through five traffic lights. The college will be on the right. Parking is available directly in front of the building as well as in the back.

From the North
Take 91 Southbound to Exit 48. Turn Left at the end of the ramp onto Route 220 (Elm Street). Continue with directions as above from the South. Asnuntuck will be on your right.

College Closing Procedures

In case of inclement weather, especially snow, ACC may cancel or postpone classes. This information will be broadcast on several radio stations in Connecticut and Massachusetts:

For up to the date information on class cancellations or delays due to inclement weather or an emergency situation, please call 1.800.501.3967
Directions to parking garage for 950 Main Street, Hartford:
Ample free parking for Capital Community College In-Service students is available at the Morgan Street Garage. *Capital is only able to validate parking at the Morgan Street Garage - Bring your ticket stub to class for validation!* Anyone parking in other area garages will be responsible for any charges incurred. DAS / In-Service students are considered students at the college, not visitors. Motorcycle parking is prohibited in the garage.

**From Interstate 84 Eastbound (from West Hartford, Farmington, etc.)**
Take Exit 50 (Main Street). At third traffic light, turn right onto Market Street. At first light, turn left, then left again into Garage entrance.

**From Interstate 84 Westbound (from East Hartford, Manchester, Route 2, etc.)**
Take Exit 50 (Main Street). At bottom of ramp, turn left onto Market Street to go under the highway. At second traffic light, turn left, then left again into Garage entrance.

**From Interstate 91 Northbound and Southbound**
Take Exit 32-B (Trumbull Street). Ramp ends at a traffic light. Turn left onto Market Street. At third traffic light turn left, then left again into Garage entrance.

**Directions to enter Capital Community College from the Morgan Street Parking Garage:**
The entrance is located on the corner of Market and Talcott Streets, diagonally across from the Morgan Street Parking garage MAIN lobby. You will see a sign that says 960 Main. Enter through the revolving doors below that sign.

- Once in the building, take the escalators located on your LEFT up TWO full flights to the Main St. Level.
- Turn left and walk down the corridor to the circular retail area.
- Follow signs to Capital Community College lobby (glass doors on your left).
- A plasma screen mounted near the elevators lists room assignments each day.
  If you cannot find your room assignment, visit the Continuing Education Office on the 3rd floor for assistance.
College Closing Procedures

Information about delayed openings and class cancellations will be announced on:

- WVIT-TV Channel 30
- WKSS 95.7 FM
- WFSB-TV Channel 3
- WRCH 100.5 FM
- WTIC 1080 AM and 96.5 FM
- WZMX 93.7 FM

Messages called into some radio and TV stations are automated and do not allow for specific details. Therefore, messages may be vague. The information below should be helpful in explaining the situations that may occur:

1) If radio and television messages state “college is closed,” all classes are canceled for that day and will be rescheduled.

2) If radio and television messages state “2 hour delayed opening,” the college will open at 11:00am. Classes scheduled to begin at 9:00am and end at noon will not be held, but those scheduled to begin at 1:00pm and end at 4:00pm will run on schedule. Also, classes scheduled to start at 9:00am and end at 4:00pm will begin at 11:00am. Such classes will have both an abbreviated lunch period and afternoon break to make up for the lost class time. If necessary, instructors will extend their classes to ensure that the appropriate instruction time has been completed. If CCC is open, In-Service registrants are expected to attend class.

If any In-Service classes are postponed due to inclement weather, the college staff will contact Training Approval Officers within two business days regarding the rescheduled date for each class.
Directions & Parking

Parking
1300 parking spaces are available through Gateway’s own garage and the Temple Street Garage. Enter the Temple Street Garage off of Frontage, George or Crown Streets, or enter the Gateway garage off of Crown Street.

Visitor Parking
Visitors should enter the Temple Street Garage off Crown Street and take a parking ticket. Tickets can be validated at the security stations at all main entrances.

Student/Faculty/Staff Parking
Students, Faculty and Staff may use their College ID Card to enter the Gateway Garage or the Temple Street Garage. For further information on Parking and ID Cards, contact Security.

Directions to Gateway Community College

From the North (Hartford)
Take I-91 S toward New Haven / New York City. Entering New Haven, keep right to remain on 91 South and take exit 1 to merge onto CT-34 toward Downtown New Haven. Take exit 1, your first right off-ramp, to merge onto N Frontage Rd. Turn Right at the first light onto Church Street.
Turn Left on Crown Street.
Parking is Located on Crown Street, in either the GCC Garage or the Temple Garage (see Parking directions above)

**From the South (New York)**
Take I-95 North
Merge onto CT-34 W. via Exit 47 toward Downtown New Haven.
Take exit 1, your first right off-ramp, to merge onto N Frontage Rd.
Turn Right at the first light onto Church Street.
Turn Left on Crown Street.
Parking is Located on Crown Street, in either the GCC Garage or the Temple Garage (see Parking directions above)

**From the East (New London)**
Take I-95 S.
Merge onto CT-34 W. via Exit 47 toward Downtown New Haven.
Take exit 1, your first right off-ramp, to merge onto N Frontage Rd.
Turn Right at the first light onto Church Street.
Turn Left on Crown Street.
Parking is Located on Crown Street, in either the GCC Garage or the Temple Garage (see Parking directions above)
**HIGHWAY DIRECTIONS TO MCC**

Great Path, Manchester, CT 06040
Telephone: 860.512-3000
Website: www.mcc.commnet.edu

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**From Hartford:** From I-84 eastbound, take exit 59 to I-384. Immediately take exit 1. Turn left onto Spencer St. (eastbound). Turn right onto Hillstown Road. Take first left onto Great Path and proceed to stop sign. Take a right onto Founders Drive South to Lot C or a left onto Founders Drive North to Lot B.

**From Boston:** Take I-84 westbound. Take exit 59 onto I-384. Immediately take exit 1. Turn left onto Spencer St. (eastbound). Turn right onto Hillstown Road. Take first left onto Great Path and proceed to stop sign. Take a right onto Founders Drive South to Lot C or a left onto Founders Drive North to Lot B.

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**From Springfield:** Take I-91 south. Take exit 35A to I-291 east, to I-384. Immediately take exit 1. Turn left onto Spencer St. (eastbound). Turn right onto Hillstown Road. Take first left onto Great Path and proceed to stop sign. Take a right onto Founders Drive South to Lot C or a left onto Founders Drive North to Lot B.

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**Alternative Route Suggestions:**
- From I-384 eastbound, take exit 2. Turn right onto Wetherell Street. Continue on Wetherell Street to MCC campus entrance on the right.
- From I-384 westbound, take exit 2. Turn right onto Keeney Street. At light, turn left onto Hartford Road. Take first left onto Bidwell Street. Entrance to MCC campus will be on the right.
Manchester (continued)

College Closing Procedures

Announcements regarding cancellations due to weather conditions are broadcast on the following radio stations:

WTIC  WDRC  WHCN
WPOP  WRCH  WCCC

Television: Channel 3 and 30

In addition, you may call the college’s automated Info Line at (860) 512-3016, or the main line at (860) 512-3000, or visit us on our website at www.mcc.commnet.edu.

Details regarding cancellations and delayed openings:

- When the college is closed, all classes are cancelled for that day and will be rescheduled.
- When the college has a delayed opening of 10:00 a.m. or later, full-day In-Service Training Program classes will be cancelled and rescheduled. Classes scheduled from 9 a.m.-12 p.m. will not be held and will be rescheduled. Classes scheduled from 1-4 p.m. will run on schedule.
- When classes are held, students are expected to attend and no refunds or credits will be given for non-attendance.
Naugatuck Valley

Locations
K • Kinney Hall
A • Fine Arts Center/Theaters/Lever Artium
S • Cafeteria
L • Learning Resource Center
E • Electrom Hall
T • Technology Hall
F • Founders Hall
P • Parking Lots and Garages

Directions to the College
Route B
Take the Danbury exit off I-84, then first exit off I-84 (exit 18). Bear left at the fork and take a left at the light. Go to second light for East Entrance and third light for West Entrance.

I-84 West
Take exit 18, bear left at the fork and take a left at the light. Go to second light for East Entrance and third light for West Entrance.

I-84 East
Take exit 18. At light take a right and at next light take a right. Go over bridge and at light take a left onto Chase Parkway. Go to first light for East Entrance and second light for West Entrance.

The first entrance (east entrance) on the right will take you to Founders Hall, Electrom Hall and Technology Hall. The second entrance on the right (west entrance) will take you to garage parking, and Kinney Hall, Fine Arts Center, Student Center, Library, as well as Electrom Hall.

Directions for Mainstage, Playbox (A502D) and Lower Altrium Parking
Take the West Entrance into the College. Turn left at the stop signs. Take first light right, turn right at the stop sign and park in the parking garage. The first entrance (east entrance) is on the right. Main entrance to the Library is on level 4.
From Points South (Torrington, Waterbury, and Bridgeport):
1. Take Route 8 North to Winsted.
2. At the end of Route 8 divided highway section, turn right at traffic light onto Rt. 44W into Winsted.
3. The college is located on the right approximately 1/4 of a mile from the exit.

From Points East (Hartford):
1. Take Route 44 West to Winsted.
2. The college is located on the right, across from the green, approx. 1/4 of a mile past the Junction of Route 8 (Divided Highway Section) and Route 44.

From Points East (Canaan):
1. Take Route 44 East to Winsted.
2. The college is located on the right, across from the green.
College Closing Procedures

If snowy or icy driving conditions cause the postponement or cancellation of classes, announcements will be made on the following radio stations:

- WATR
- WRCH
- WDRC (AM and FM)
- WSNG
- WKZE
- WWCO
- WMMW (AM)
- WZBG
- WTIC (AM and FM)
- WZMX

Television: Channels 3 and 30.

Students may also call NCCC directly at (860) 738-6464 to hear a recorded message concerning any inclement weather closings. The recorded message will be available two hours prior to the start of the day, twilight, evening, and weekend classes. Radio and television stations will broadcast the announcement at about the same time period. Each group of classes will have its own cancellation announcement.
Three Rivers
574 New London Turnpike, Norwich, CT 06360
(860) 886-0177
www.trcc.commnet.edu

From New London:
Follow Route 32 to I-395. Take Exit 80. At the end of the exit ramp turn right.**
(travel time approximately 15 minutes)

From Groton/Mystic:
Follow I-95 south to Route 32 - Norwich. Take I-395 north to Exit 80. At the end of the exit ramp turn right. **
(travel time approximately 25 minutes)

From Colchester and points West:
Follow Route 2 east until it merges with Route 32 south. Take Exit 28S onto I-395 south to Exit 80. Take a left at the end of the Exit ramp (Route 82 West Main Street). **
(travel time approximately 23 minutes)

From Jewett City and points North:
Take I-395 south to Exit 80. Take a left at the end of the exit ramp (Route 82 West Main Street). **
(travel time approximately 20 minutes)

From Ledyard/Navy Sub Base area:
Follow 2A (Mohegan Pequot Bridge) to I-395 north. Take Exit 80 At the end of the exit ramp turn right. **
(travel time approximately 25 minutes)

From New Haven and points south:
Take I-95 north to I-395 north (exit 76). Take I-395 north to Exit 80. At the end of the exit ramp turn right. **

** From all points above:
Go five lights down to New London Turnpike. Turn right. The Three Rivers campus is about .2 miles on left.

**From All Points Above:
Five lights down is New London Turnpike. Turn right. Thames Valley Campus is about .2 mile on left.

College Closing Procedures:

Class cancellations due to inclement weather will be announced on the following radio and television stations:

<table>
<thead>
<tr>
<th>Radio</th>
<th>Frequency</th>
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<tbody>
<tr>
<td>WERI</td>
<td>1230AM</td>
</tr>
<tr>
<td>WNLC</td>
<td>1510AM</td>
</tr>
<tr>
<td>WNY</td>
<td>1350AM</td>
</tr>
<tr>
<td>WQGN</td>
<td>105.5FM</td>
</tr>
<tr>
<td>WVIT</td>
<td>Channel 30</td>
</tr>
<tr>
<td>WILI</td>
<td>1400AM</td>
</tr>
<tr>
<td>WICH</td>
<td>1310AM</td>
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<tr>
<td>WSUB</td>
<td>980AM</td>
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<tr>
<td>WBWM</td>
<td>106.5FM</td>
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<tr>
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</table>
In-Service courses will be held at both the Bristol campus and the Farmington campus. Students must check course locations carefully.

Bristol Campus in Bristol Connecticut:

*From Hartford:*  
Take 84 West to Exit 38, Bristol / Rt. 6. Follow Rt. 6 approximately 11 miles to the intersection of Rt. 6 and North Main St. Take a left onto North Main and then a left into North Side Plaza. The Bristol Campus is located next to Super Natural.

*From Middletown, Rocky Hill, Newington and Points East:*  
Take Rt. 9 North, and follow signs to RT 72. Continue on Rt. 72 and take Exit 1, Rt. 177. Turn right at light onto Rt. 177. Go 2 miles (passing by Tunxis Community College) to the intersection Of Rt. 177 and Rt. 6. Take a left onto Rt. 6 and follow approximately 4.5 miles. At the intersection of Rt. 6 and North Main Street, take a left onto North Main and then a left into North Side Plaza. The Bristol Campus is located next to Super Natural.

*From Waterbury:*  
Take 84 East to Rt. 72. Take Exit 1 onto Rt. 177 / North Washington St. and then follow the underlined directions above.

Main Campus in Farmington:

Tunxis Community College is located at 271 Scott Swamp Road, at the intersection of Routes 6 & 177 in Farmington, CT. Entrances to the parking areas are located on Route 177.

*From I-84 Westbound (from Hartford)*  
Take Exit 38 (Route 6/Bristol); follow Route 6 approximately 7 miles to the intersection of Routes 6 & 177. Turn left onto Route 177 South. College entrance is on the left. OR Take Exit 33 (Route 72 West/Bristol), then take the next exit to Route 177 North Washington St. Turn right at the bottom of the exit onto Rte. 177 North. Tunxis is on the right 2 miles from the exit ramp and just before the second light (intersection of Routes 6 & 177).
Tunxis (continued)

From I-84 Eastbound (from Waterbury)
Take Exit 33 (Route 72 West—Plainville/New Britain) which is a left exit approx. 2.8 miles past Exit 32—Queen Street/Southington. Continue for 2 miles on Route 72. Exit at Route 177/North Washington Street. Turn right onto Route 177 North. Tunxis is on the right 2 miles from the exit ramp and just before the second light (intersection of Routes 6 & 177).

From Middletown, Rocky Hill, Cromwell, Newington, and Points East
Take Route 9 North; follow signs for New Britain/Bristol Route 72. Continue on Route 72 to Route 177/North Washington St. Turn right onto Route 177 North. Tunxis is on the right 2 miles from the exit ramp and just before the second light (intersection of Routes 6 & 177).

If you need further assistance, call 860.255.3500.

College Closing Procedures
In the event of inclement weather, please listen to any of the following radio stations for cancellations: WRCH, WTIC, WPOP, WDRC, WHCN, WWYZ, or call the college. Snow line 860 255-3501