

WINTER 2021 NON-CREDIT CATALOG

L.E.A.D. Center | *Leadership, Excellence, Achievement & Development*
Workforce Development and Continuing Education



Career Training That Works

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CORONAVIRUS (COVID-19) PANDEMIC DISCLAIMER

Beginning March 2020, Connecticut along with the rest of the United States suffered the effects of the COVID-19 coronavirus pandemic. Day-to-day life as it existed before the pandemic changed drastically, and individuals and institutions adapted to new practices and behaviors. Normative actions now include wearing facial masks, maintaining social distance, and working and learning remotely. Learning about and adherence to Center for Disease Control and Prevention (CDC) guidance has become a way of life. As we plan for the next academic year, so much is uncertain, including the continuing threat of COVID-19.

The Connecticut State Colleges and Universities (CSCU) must adapt to meet this reality. Going forward, it is up to all of us – faculty, staff and students – to do our part to ensure our campus community stays as healthy and safe as possible. This is a shared responsibility, and every member of our community must adhere to national, state, and local health guidelines and requirements, and adhere to those measures Capital Community College deems safe and appropriate for the campus. This will include social distancing, wearing masks or other facial coverings, not reporting to class or work if sick, and isolating when required.

Although Capital Community College is readily developing a schedule of courses that include some in-class and on-ground instruction, no one knows what the future may hold. In the case of an outbreak of the coronavirus or other illness, the institutions reserve the right to adapt the format of any class to an entirely online/distance learning modality as public health conditions warrant. Such change will not result in any increase or decrease of tuition and fees. We all understand that tuition and fees are in exchange for learning, academic credit, and certain non-academic services regardless of whether taught on-ground, in a hybrid environment or entirely remotely.

Most important to CSCU and Capital Community College is the health, safety, and welfare of every member of its community. Yet, despite campus efforts to comply with health and safety guidelines, it is not possible to guarantee a disease-free environment, or to guarantee that campuses will not close and return to an online-only learning environment. These are the realities of working and learning during a pandemic. If you choose to return to campus during the pandemic, you accept that you are willing to do your part to keep the campus safe and acknowledge that you may be required to complete your course work in an evolving or remote learning environment.

The Capital Community College community is looking forward to welcoming you back.

ADA STATEMENTS

Students with a Diagnosed Disability

Students with a Diagnosed Disability must self- disclose and provide appropriate documentation to the Disability Services Coordinator. This process must be done thirty (30) days prior to the beginning of the semester. If the student requires academic adjustments, the student should make a request every semester.

For more information, contact Mark Lukas, Disability Services Coordinator at (860) 906-5260 or email MLukas@capitalcc.edu

Continuing Notice of Nondiscrimination

English – Capital Community College does not discriminate on the basis of race, color, religious creed, age, gender, gender identity or expression, national origin, marital status, ancestry, present or past history of mental disorder, learning disability or physical disability, veteran status, sexual orientation, genetic information or criminal record. The following person has been designated to handle inquiries regarding the non-discrimination policies:

Spanish – Capital Community College no discrimina por motivos de raza, color, credo religioso, edad, sexo, origen nacional, estado civil, origen, historia pasada o presente de trastorno mental, problemas de aprendizaje o discapacidad física, orientación sexual, identidad de género y expresión o información genética en sus programas y actividades. Además, el colegio no discrimina en el empleo por motivos de ser veterano de guerra o tener antecedentes penales. El colegio tomara las medidas necesarias para asegurar que la falta de conocimientos del idioma ingles no sea una barrera para la admisión y participación en programas educativos.

Contacts: Mr. Angelo Simoni, CSCU Title IX Coordinator, simonia@ct.edu, 860-723-0165.

Eddie Miranda, Associate Dean of Administration/Deputy Title IX Coordinator, emiranda@capitalcc.edu, 860-906-5050.

Statement of Change

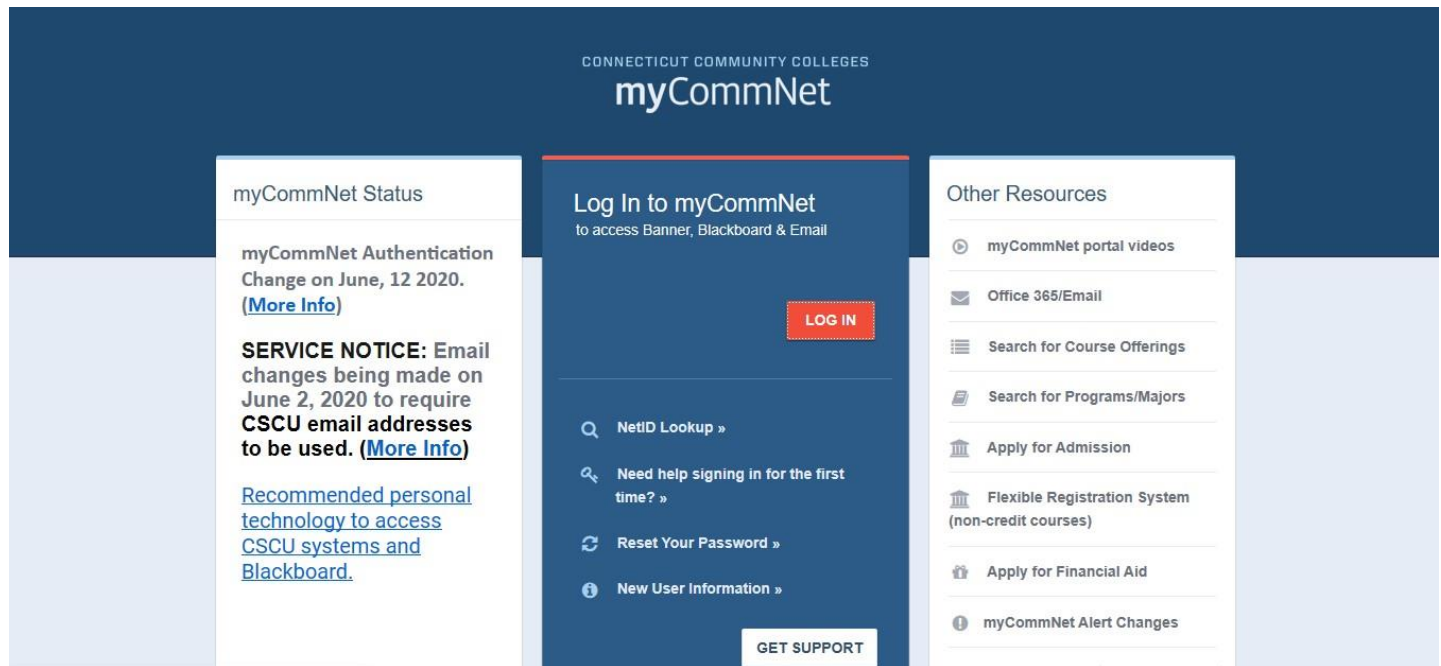
The text of this document does not constitute a contract. The college reserves the right to make changes in the information presented.

HOW TO ACCESS BLACKBOARD

1. Go to Capital Community College's website: <https://www.capitalcc.edu/>

Click on MyCommnet

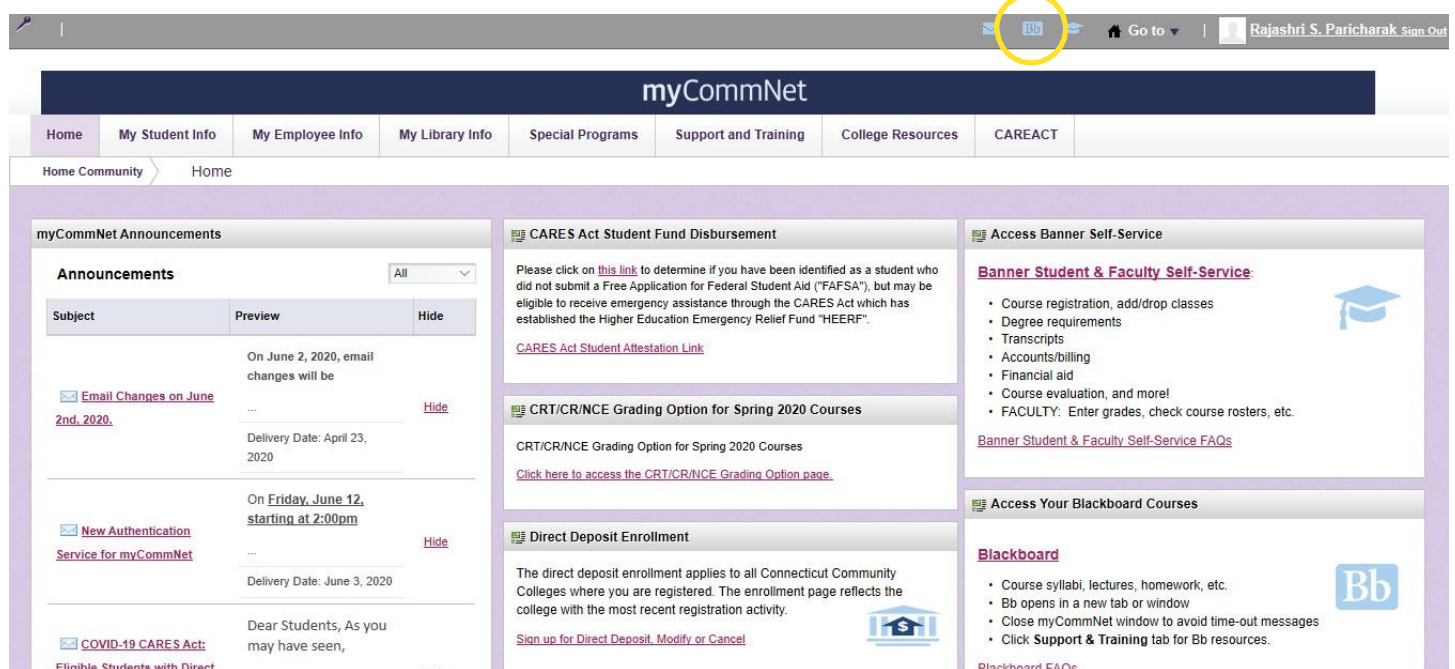
The below page appears:



2. Log in

Enter: NetID (ex: 12345678@student.communet.edu) and password (same ID and password used on college computers – options to reset your password are available on the login page).

3. Click on the icon “Bb”




The page which appears looks like the one below:




The screenshot shows the Blackboard Faculty interface. At the top, there is a navigation bar with the 'Connecticut Community Colleges' logo on the left and user information 'Rajeshni Paricharak' on the right. Below the navigation bar, there are tabs for 'My Institution', 'My Help/Training', 'WebEx/Microsoft Teams', and 'My Organizations'. The 'My Institution' tab is selected, showing a sub-tab 'Kaltura My Media'. The main content area has a heading 'Faculty: New Training Opportunities!' followed by two bullet points: 'Faculty peer mentoring now available!! Schedule a session today!' and 'Course Design and Delivery Competencies (self-paced) training course for faculty'. Below this, there are three columns: 'Blackboard Student Mobile' with a download link for the BB Student app, 'Course List' showing a list of courses where the user is a student, and 'IMPORTANT FACULTY UPDATES' with a link to the 'MY HELP/TRAINING' tab and information about the Faculty Professional Development website.

Faculty: New Training Opportunities!

- **Faculty peer mentoring now available!! Schedule a session today!**
Visit the new [Faculty Professional Development website](#) to learn more and access the online booking site.
- **Course Design and Delivery Competencies (self-paced) training course for faculty**
You will find this course in your Bb Course List in the section *Courses where you are: Student*

Blackboard Student Mobile

 **Download the BB Student app.** Search on "Connecticut Community Colleges" (not your specific college).

Course List

Courses where you are: Student

1194.118107: PHY-G121-1194-Spring2018-General Physics I (unavailable - was last available Saturday, November 10, 2018)
Instructor: Solomon Fissaha;

1214.118107: ENG-G102-1214-Spring2018-Literature and Composition (unavailable - was last available Saturday, November 10, 2018)
Instructor: Taramathie Singh;

1474.118140: MAT-1258-1474-Spring2018-Calculus III: Multivariable

IMPORTANT FACULTY UPDATES

Click the **MY HELP/TRAINING** tab above for links to faculty training resources

Check out the new Faculty Professional Development website!

Designed to support faculty in the possibility of remote/online teaching for Fall 2020.

Within this website, you will find **NEW RESOURCES:**

- Pre-Blackboard Competencies: Self-Assessment form

You have entered the blackboard

4. Below the course list you can see the courses you are registered for

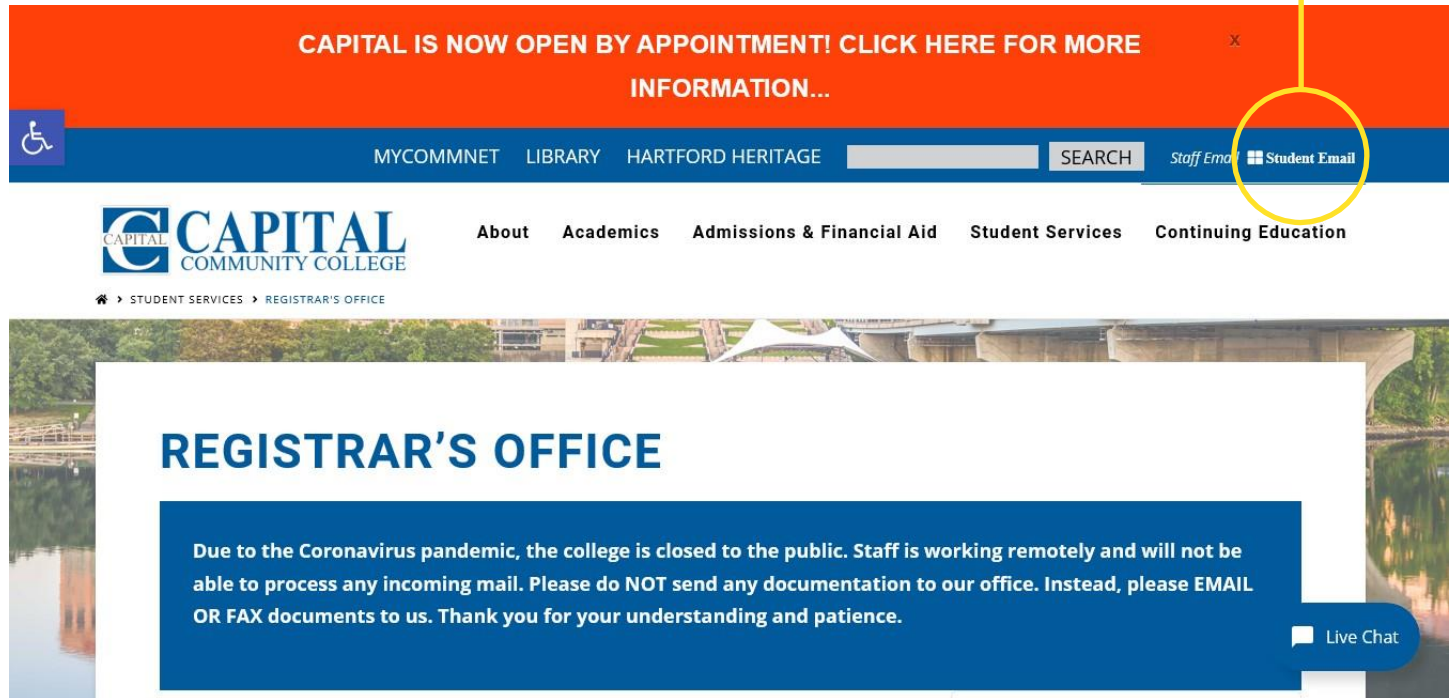
Click on the Course you are enrolled for and start your course

Good Luck!

HOW TO ACCESS STUDENT EMAIL

1. Go to <https://www.capitalcc.edu/>

2. Click on Student Email

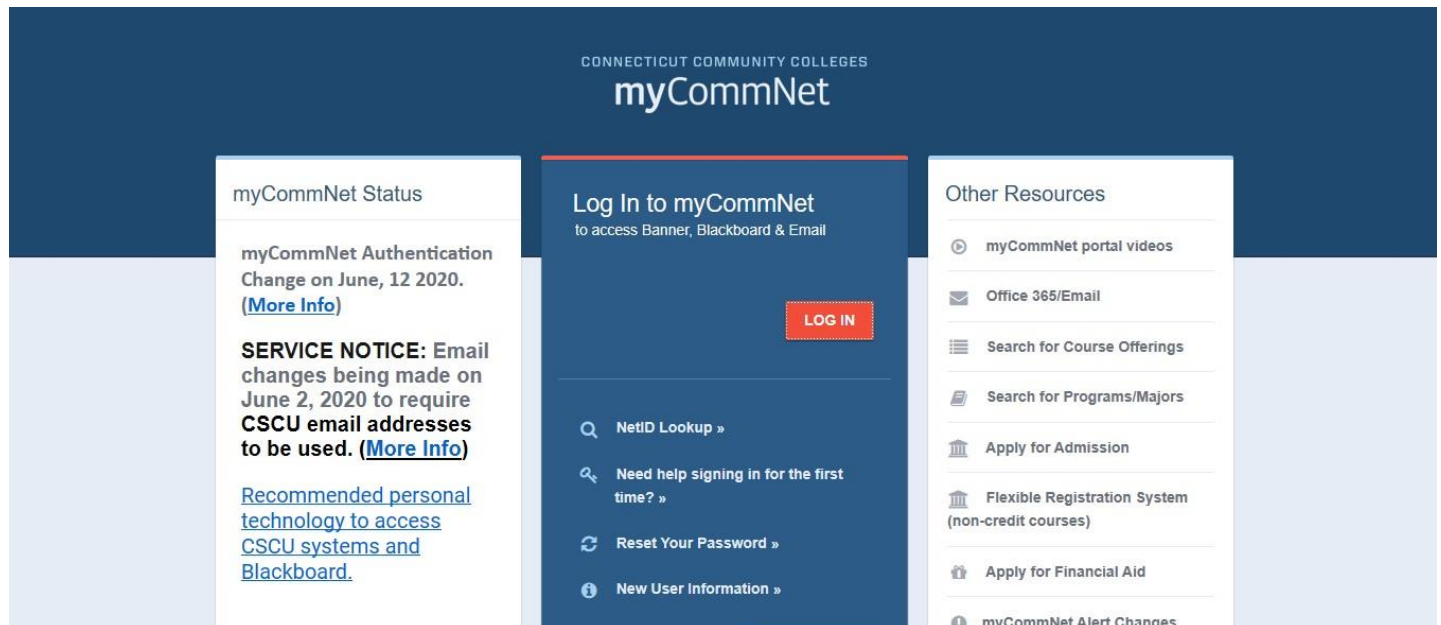


You can also access emails through MyCommnet.

1. Go to Capital Community College's website: <https://www.capitalcc.edu/>

Click on MyCommnet

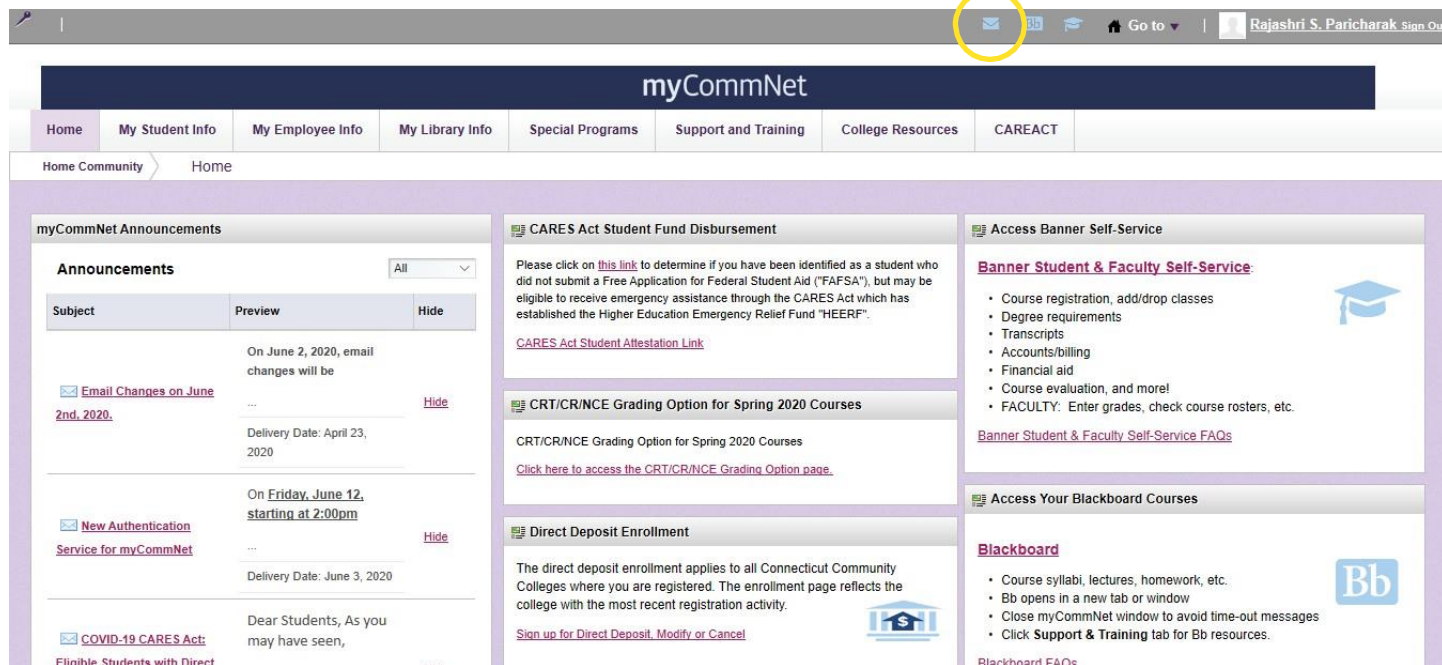
The below page appears:



2. Log in

Enter: NetID (ex: 12345678@student.commnet.edu) and password (same ID and password used on college computers)

3. Click on the email icon



The screenshot shows the myCommNet website interface. At the top, there is a navigation bar with the myCommNet logo and several tabs: Home, My Student Info, My Employee Info, My Library Info, Special Programs, Support and Training, College Resources, and CAREACT. Below this, there is a secondary navigation bar with links to Home Community and Home. The main content area is divided into several sections:

- myCommNet Announcements:** A table with columns for Subject, Preview, and Hide. It lists three announcements: "Email Changes on June 2nd, 2020", "New Authentication Service for myCommNet", and "COVID-19 CARES Act: Eligible Students with Direct".
- CARES Act Student Fund Disbursement:** A section with a link to determine if a student is eligible for emergency assistance through the CARES Act.
- CRT/CR/NCE Grading Option for Spring 2020 Courses:** A section with a link to access the grading option page.
- Direct Deposit Enrollment:** A section with a link to sign up for direct deposit.
- Access Banner Self-Service:** A section with a link to Banner Student & Faculty Self-Service, which includes links for course registration, degree requirements, transcripts, accounts/billing, financial aid, course evaluation, and more.
- Access Your Blackboard Courses:** A section with a link to Blackboard, which includes links for course syllabi, lectures, homework, etc.

WINTER 2021 CAREER-TRAINING CERTIFICATES

Schedule Legend

Class Days: Monday = M, Tuesday = T, Wednesday = W, Thursday = R, Friday = F, Saturday = S, Online = O

Format: Remote = Class has online live meetings, Hybrid = Class has online live meetings & classes on campus, Online = Course is offered online with no live meetings, On Campus = Course has live meetings at the College

Times: Asynchronous = Student learns on their own time

Title	Format	Days	Times	Dates	Cost	Instructor
Healthcare						
Administrative Medical Assistant	Remote	FS	9:00am-12:00pm	2/19-5/28	\$2499	A. Koehler
Administrative Medical Assistant	Remote	MTR	5:30pm-7:30pm	3/15-6/7	\$2499	J. Petillo
C.N.A. Refresher	On Campus	MTWR	6pm-9pm	1/19-2/1	\$399	T. Ellington
C.N.A. Refresher	On Campus	MTR	6pm-9pm	3/29-4/13	\$399	T. Ellington
Community Health Worker w/MHFA	Remote	TRS	9.30am-11.30am	2/16-5/13	\$2499	N. Bishop
EKG Technician w/BLS	Hybrid	MW	5:30pm-7:30pm	3/15-6/2	\$1649	K. Etienne
Nurse Aide Certification (CNA) w/BLS	Hybrid	MTWRF	Lec - 9.30am-12.30pm, Lab/Sim Clinical 9am-1pm	1/14-3/18	\$1569	C. Bailey
Nurse Aide Certification (CNA) w/BLS	Hybrid	MTWR	Lec/Lab - 6p-9pm, Clinical 5p-9pm	1/19-4/12	\$1569	C. Bailey
Nurse Aide Certification (CNA) w/BLS	Hybrid	MTWRF	Lec - 9.30am-12.30pm, Lab/Sim Clinical 9am-1pm	3/29-5/27	\$1569	Staff
Pharmacy Technician	Remote	MWF	9.30am-11.30pm	2/12-4/28	\$1469	P. Sposato
Security						
Safety & Security Guard w/MHFA and BLS	On Campus	TR	5:15pm-9:15pm	3/8-3/22	\$1599	J. Izzo
Social Services						
Social Services Assistant w/MHFA	Remote	MWF	9.30am-11.30pm	2/12-4/26	\$2299	N. Bishop

> Accelerated training for careers that are in demand. Be career ready in as little as 2 months <

> SNAP-ET & WIOA scholarships available <

WINTER 2021 PROFESSIONAL DEVELOPMENT COURSES

Schedule Legend

Class Days: Monday = M, Tuesday = T, Wednesday = W, Thursday = R, Friday = F, Saturday = S, Online = O

Format: Remote = Class has online live meetings, Hybrid = Class has online live meetings & classes on campus, Online = Course is offered online with no live meetings, On Campus = Course has live meetings at the College

Times: Asynchronous = Student learns on their own time

Title	Format	Days	Times	Dates	Cost	Instructor
Business						
Business Analysis Introduction	Online	O	Asynchronous	3/17-5/7	\$115	Online
Business Analytics Using Excel	Online	O	Asynchronous	4/1-4/30	\$115	C. Walpole-Griffin
Business Finance for Non-Finance Personnel	Online	O	Asynchronous	4/14-6/4	\$115	Online
Fundamentals of Supervision & Management	Online	O	Asynchronous	3/17-5/7	\$115	Online
High Speed Project Management	Online	O	Asynchronous	4/14-6/4	\$115	Online
Preventing Knowledge Loss - A Managers Guide to Capturing Knowledge Before it is Lost	WebEx	W	9:00am-4:00pm	3/24/21	\$90	J. Easmon
Six Sigma: Total Quality Applications	Online	O	Asynchronous	3/17-5/7	\$115	Online
Working Across Generations	WebEx	F	9:00am-4:00pm	4/9/21	\$90	J. Easmon
Communication & Interpersonal Skills						
Achieving Success with Difficult People	Online	O	Asynchronous	4/14-6/4	\$115	Online
Art of Tact & Diplomacy	WebEx	T	9:00am-4:00pm	5/25/21	\$90	Y. Shenoy
Certificate in Mindfulness	Online	O	Asynchronous	4/14-6/4	\$90	Online
Critical Thinking: Understanding Critical Vs. Non-Critical Thinking	On Campus	W	9:00am-4:00pm	6/2/21	\$90	C. Service
Conflict De-escalation Techniques	WebEx	F	9:00am-4:00pm	5/14/21	\$90	N. Bishop
Creativity & Problem Solving	WebEx	W	9:00am-4:00pm	5/19/21	\$90	C. Percy
Don't Debate, Persuade! Constructing the Velvet Argument	WebEx	R	9:00am-4:00pm	5/13/21	\$90	D. Gugliotti
Effective Business Writing in Plain English	WebEx	T	9:00am-4:00pm	6/1-6/8	\$180	Y. Shenoy
Individual Excellence	Online	O	Asynchronous	3/17-5/7	\$115	Online
Managing Chaos: Setting Priorities & Making Decisions Under Pressure	WebEx	W	9:00am-4:00pm	3/17/21	\$90	C. Percy

Title	Format	Days	Times	Dates	Cost	Instructor
Computers						
Adobe Acrobat Pro Intro	WebEx	F	9:00am-4:00pm	6/4/21	\$95	M. Montgomery
Achieving Top Search Engine Positions	Online	O	Asynchronous	3/17-5/7	\$115	Online
Creating Electronic Forms w/Word & Google Drive Forms	WebEx	F	9:00am-4:00pm	3/12/21	\$95	M. Montgomery
Excel: Introduction	WebEx	F	9:00am-4:00pm	3/26/21	\$95	M. Montgomery
Excel: Functions and Formulas	WebEx	F	9:00am-4:00pm	4/23/21	\$95	M. Montgomery
Excel: Pivot Tables, Power Pivots & Pivot Charts	WebEx	F	9:00am-4:00pm	5/14/21	\$95	M. Montgomery
Google Analytics Introduction	Online	O	Asynchronous	4/14-6/4	\$115	Online
PC Security Introduction	Online	O	Asynchronous	3/17-5/7	\$115	Online
Foreign Language						
Speed Spanish	Online	O	Asynchronous	4/14-6/4	\$115	Online
Speed Spanish II	Online	O	Asynchronous	3/17-5/7	\$115	Online
Grant Writing						
Grants: Fundraising Essentials for Nonprofits	Online	O	Asynchronous	4/14-6/4	\$115	Online
Grant Proposals – Preparing Winning Applications	Online	O	Asynchronous	3/17-5/7	\$115	Online
Healthcare						
Handling Medical Emergencies	Online	O	Asynchronous	4/14-6/4	\$115	Online
Mental Health First Aid Certification	WebEx	M	5/17-9:00am-11:00am, 5/24-9:00am-3:00pm	5/17-5/24	\$190	Staff

PROFESSIONAL DEVELOPMENT COURSE DESCRIPTIONS

BUSINESS

Business Analytics Using Excel

In today's business world, analyzing and presenting data in a manner that supports informed decision making can give your organization a competitive advantage. This course presents business problems and proposed solutions, using MS Excel tools and utilities, to help organize, evaluate, and display business data in a way that makes the data actionable. Topics include "What-if" modeling, built-in functions, charting, Sparklines, and PivotTables and a brief overview of Power Pivots.

Objectives:

- Have a better understanding of business analytics using MS Excel as a data analysis tool.
- Acquire a better understanding of the analysis of business data using MS Excel as a data analysis and presentation tool.
- Secure a working knowledge of numerous Excel formulas, tools, and utilities.

Course is offered online, via the student learning platform Blackboard.

Prerequisite: Students should have solid knowledge of the Excel application including navigation, charting and use of formulas and functions.

Business Analysis Introduction

Give yourself an employment advantage by developing analytical skills that are consistently in high demand. This course will teach you powerful quantitative methods that will have you making better, more informed, and more effective business decisions.

The days of making critical business decisions by instinct or coin toss are long gone. If you are planning a career in business, you cannot afford to miss this course!

Prerequisite: None

Business Finance for Non-Finance Personnel

Position yourself to be more confident in your business and financial decisions. This course will provide you with a better understanding of financial information and basic operations so you can make better decisions that will positively impact your company's bottom line.

This course is offered online over 6 weeks in an asynchronous format, for a total of 24 course hours. Participants can login at any time to complete their coursework.

Prerequisite: None

Fundamentals of Supervision and Management

If you have recently been promoted to a supervisory or management position or want to learn how to become a more effective manager, this course will help you master the basics of business by learning the language of management.

You will learn how to make a successful transition from employee to manager and you will learn how to manage your time so that you can deal with the constant demands of a managerial job.

You will learn the skills required to delegate responsibility and motivate your employees. A large part of a manager's job involves getting things done through other people, and this course will help you understand how to influence and direct other people's performance.

Prerequisite: None

High Speed Project Management

Retool your project management skill set to keep up with new technology projects. This course provides a breakthrough model for dealing with the realities of managing projects through the challenges of truncated timelines, short-staffed project teams, skimpy budgets, and crippling risks.

This course is offered online over 6 weeks in an asynchronous format, for a total of 24 course hours. Participants can login at any time to complete their coursework.

Prerequisite: None

Preventing Knowledge's Loss – A Manager's Guide to Capturing Knowledge Before it is Lost

Employees are an organization's most valuable resource. The knowledge and experience employees possess is what enables operations to complete and grow. This is especially true for employees who have been with the organization for a long time. It is important that organizations recognize the importance of Knowledge Management, especially as the workforce changes due to retirements, job changes and other events.

In this practical hands-on course, you will learn about the different types of knowledge, and you will develop a knowledge management plan by identifying critical business or technical knowledge, who possesses the knowledge, and simple yet effective techniques to capture, retain and transfer the knowledge. Be proactive and do not let valuable knowledge walk out the door.

Required text: None

Professional Certificate in Agile Project Management

Learn the skills, tools, and techniques to effectively manage complex and challenging projects using agile principles and methodologies. Topics include agile frameworks, Kanban, SCRUM, and eXtreme Programming.

Required text: None

Six Sigma: Total Quality Applications

Learn how to effectively apply the elements and methods of Six Sigma. Understand how more than 25 tools and methods relate to the DMAIC (define, measure, analyze, improve, and control) model. Determine the relationship of basic statistics to Six Sigma and learn about the Six Sigma business case, including strategic planning, the voice of the customer (VOC), quality function deployment (QFD), benchmarking, and financial investment methods. Discover how to use brainstorming; Pareto charts, and critical quality help define processes, problems, and opportunities. Master the use of other key tools such as cause and effect diagrams, check sheets, scatter diagrams, failure mode and effects analysis (FEMA), and force field analysis.

In this course you will learn how to apply the DMAIC model each step of the way. You will learn how to define, plan, implement, and close a Six Sigma project. You will also know how to use process capability and how to apply lean thinking. You will understand the basics of advanced Six Sigma tools.

This course will help you prepare for the internationally recognized Six Sigma Black Belt and Quality Manager exams offered by the American Society for Quality® (ASQ®).

Required text: None

Working Across Generations

Today's workplace is a mixed batch of generations. Five generations are currently working together: iGen, Millennials, Generation X, Baby Boomers, and Traditionalists. Each of these generations have different expectations and needs. Learning the differences between each generation, will allow you to understand how to work with your teammates.

Objectives:

- Learn to recognize your own generational paradigms and how they impact perceptions of and interactions with the other generations
- Learn what the needs and expectations are for each generation
- Learn techniques to help you work with each generation

Prerequisite: None

COMPUTERS

Achieving Top Search Engine Positions

Most Web traffic comes from search engines. That means the most important thing you can do to increase your website's traffic is to improve its search engine ranking. To do that, you must understand both the art and science of search engine optimization (SEO).

In this course, you will gain the knowledge you need to boost your website's visibility. By the end of the course, you will have mastered proven, step-by-step SEO strategies that you can implement right away.

Prerequisites: An interest in learning how to get more search traffic to a website.

Adobe Acrobat Pro Intro (Software not included but required)

This course will cover the basics of Adobe Acrobat Pro. Topics covered are: what a Portable Document Format (PDF) is, difference between Adobe Reader and Adobe Acrobat, explore the menus and panels of the program, work with pages, combine PDFs, create PDFs from other programs, scanning documents to PDF, printing to PDF, exporting data, hyperlinks and bookmarks, headers, footers, page numbers, dates, comments, sticky notes, creating PDF portfolios, protecting documents, creating forms, emailing forms, embed multimedia objects, create watermarks, and optimizing file size.

Software required, but not included in the online course.

Prerequisites: Basic computer skills, which include opening and closing programs, creating, saving, and opening documents, and using a mouse.

Creating Fillable Electronic Forms with MS Word 2016 and Google Drive Forms

In this digital era, electronic forms are a must. There are many programs available that you can use for this purpose. In this workshop you will learn about two of these programs: Google Drive and Microsoft Word.

Google Drive Forms is a free form creation/data collection tool. You can create registrations, prepare polls, collect contact information, and more. With a wide array of themes and the possibility of using your own pictures or logos, you can customize your forms any way you want. Let others help you, by adding collaborators. Add random questions, question skipping, and YouTube videos. Invite an unlimited number of respondents by sharing the URL or emailing

an embedded form. Analyze the responses that are collected automatically from your forms with Google Sheets and charts. A Google account is needed or will be created during the class.

For the second part of the workshop, you will learn how to create forms from scratch in Microsoft Word 2016. Create user-friendly forms that can be completed electronically and saved by the end-user. You will learn about Templates, which are premade documents that you can customize.

Objectives:

- Learn what is Google Drive
- Create a Google Drive account
- Create forms and collect information from Google Drive
- Learn to create a new electronic form in MS Word

Prerequisites: Basic computer skills. Knowledge of MS Word.

Excel: Introduction

Basic skills are taught in this introductory course using the new ribbon interface. Learn the difference between a workbook and a spreadsheet; how to enter data, select cells; modify row, columns, and cells; format cells, freeze titles and create simple formulas and charts.

Prerequisite: Basic computer skills, which include opening and closing programs, creating, saving, and opening documents, and using a mouse.

Excel: Functions and Formulas

Apply advanced analytical concepts using formulas and functions. Topics covered include logical operators, VLOOKUP function, string-manipulation, date, sum, financial functions, Goal Seek Tool, and many others.

Prerequisites: Participants must have Excel intermediate level skills.

Excel 2016: Pivot Tables, Power Pivots & Pivot Charts

Pivot Tables allow you to analyze raw data for business analysis purposes, but they are limited. Due to Excel's own limitations of 1048576 Rows, you cannot analyze more than 1048576 rows of data, and there may even be limitations in analyzing data from two or more spreadsheets. The PowerPivot Add-In allows to import, merge and analyze data from several data sources at once, with barely any limitations. Turn your raw data into a Pivot Table to help you gather business analytics. Create a Pivot Chart from your Pivot Table.

Explore these amazing tools in Excel and make the most of your data. Objectives:

- Learn the difference between Pivot Tables and PowerPivot
- Learn how to use a Pivot Table
- Learn how to use a Pivot Chart
- Learn how to use the PowerPivot tool

Prerequisite: Excel intermediate level skills and need to know how to use formulas and functions in Excel.

Google Analytics Introduction

No matter what brings you to the Web, your hope is that a lot of people see your website, your wall, your tweets, and your videos. In this course, you will learn to use Google Analytics to make the most of your online traffic. You will see how you can track not just the to all of your online content, but also determine which content is the most appealing, where your visitors came from, what devices they used, how long they stayed, which links they clicked, and where they went when they left.

This course guides you step-by-step, report-by-report, through the major parts of the Google Analytics interface. From setting up your Google Analytics account and getting the all-important code you will need to add to your web pages to begin tracking your visitors, you will learn everything you need to know to get everything you can from the data that Google Analytics provides. You will even find out about Google AdWords and other tools to enhance your traffic as well as your Google Analytics reporting.

Prerequisites: None.

PC Security Introduction

Apply Learn why you are at risk and what you can do to protect your precious personal and business data from the outside world. This course will quickly bring you up to speed on the fundamentals of PC and network security.

You will understand and explore the vulnerability of operating systems, software, and networks. Then, you will get into the minds of hackers and crackers, developing an understanding of the exploits they use to access your computer without your knowledge. You will find out why, where, and how viruses, worms, and blended threats are created. You will learn a safe way to handle files and data across the Internet through a virtual private network. By the end of this course, you will be able to install and configure a firewall to build an impenetrable moat around your computer or network.

Prerequisites: A familiarity with general computing terminology, an understanding of any operating system you are using (Mac, Windows, or Linux) and an ability to locate programs and change settings.

COMMUNICATION AND INTERPERSONAL SKILLS

Achieving Success with Difficult People

Do you want to know how to interact with anyone, regardless of how difficult you perceive them to be? This course will give you the skills to effectively meet your needs while protecting the dignity and rights of others to form more cooperative relationships.

This course is offered online over 6 weeks in an asynchronous format, for a total of 24 course hours. Participants can login at any time to complete their coursework.

Prerequisite: None

Art of Tact & Diplomacy

Learn how to choose and use the most appropriate words and emotional tone for positive results. Practice techniques for receiving and transferring information, ideas, thoughts, feelings, and needs. Participants will understand how to navigate difficult situations, build consensus, and manage change with diplomacy and tact.

Objectives:

- Understand how to navigate difficult situations, build consensus, and manage change with diplomacy and tact
- Be familiar with techniques to effectively receive and transfer information, ideas, thoughts, feelings and needs

Prerequisite: None

Conflict De-escalation Techniques

Conflicts can escalate quickly. A simple disagreement may sometimes go from raised voices to violent behavior in a very short time. Anticipating potential conflict and knowing proper de-escalation techniques can help you manage a conflict quickly and safely. Start by defining and identifying conflict and learn techniques to help you de-escalate and resolve conflicts before there is danger to the participants or bystanders. Join this interactive workshop and develop your de-escalation skills toolbox.

Prerequisite: None

Creativity and Problem Solving

Every organization, regardless of size, leadership, or competence, will face challenges. These challenges can prevent staff members from working together and keep projects from moving forward which, in turn, can affect productivity and hamper mission-effectiveness. Creativity and problem solving are directly related. When presented with a problem or challenge, we tend to think inside the box, which can prevent us from exploring novel and creative solutions. Developing creativity in the workplace provides your organization with a new set of tools to find solutions and improve productivity. Develop your creativity and learn to think outside the box.

Objectives:

- Learn techniques to think more creatively.
- Learn the difference between divergent and convergent thinking strategies.
- Learn the 7 Step to Problem Solving.
- Review communication strategies for problem solving.

Prerequisite: None

Critical Thinking: Understanding Critical Vs. Non-Critical Thinking

Critical thinking skills are increasingly becoming a necessity for employees. The U.S. Department of Labor has identified critical thinking as the raw material essential for problem solving, decision making, organizational planning and risk management. But what is critical thinking exactly? How can you differentiate between critical thinking and non-critical thinking?

Objectives:

- Understand critical thinking
- Recognize deceptive reasoning
- Detect emotional manipulation
- Differentiate between the styles of critical vs non-critical thinking
- Recognize and evaluate arguments
- Develop and evaluate explanations

Prerequisite: None

Don't Debate, Persuade! Constructing the Velvet Argument

Never doubt this – persuasion is powerful. It's the plaything of lawyers, salespeople, contract negotiations, and agents to name a few talent higher profile professions. But it is also used daily the workplace by our leaders and colleagues alike. Persuasion is the fine art of influence and in this course, you will learn not only how to persuade, but to recognize when you are being persuaded.

Objectives:

- How reciprocity works.
- Why it's hard to take back "yes."
- Leveraging social proof.
- Keys to "likeability".
- Using authority.
- Scarcity and limited time offers.

Prerequisite: None

Effective Business Writing in Plain English

Do you struggle with writing emails and business correspondence? Would you like to learn better ways to streamline your writing, get to the point, but still maintain appropriate professionalism and courtesy? Do you worry if you have grammar and punctuation mistakes? Then this two-day class is for you! In this class, you will learn the importance of effective business writing, how to identify your audience and customize your messaging, and how to create business documents that say what you mean and achieve the results you want. This course not only covers the basics of how to improve your professional writing skills, but also how to achieve the right results from your written correspondence. Participants should be prepared to engage in hands-on, collaborative writing practice.

Objectives:

- Learn different strategies to sharpen and improve your writing skills by structuring ideas logically, exercising diplomacy in letters and reports, and shaping your arguments
- Know how to write business documents to a professional standard and conform to acceptable formats
- Understand how to use a business-like style and vocabulary, while displaying sensitivity to different levels of reader expertise

Prerequisite: None

Grants: Fundraising Essentials for Nonprofits

Explore the skills you need to become a successful nonprofit fundraiser. This course will provide a wealth of new nonprofit fundraising ideas. By the end of the course, you will have a wealth of new nonprofit fundraising ideas, and you'll be well on your way to success in this exciting career field.

This course is offered online over 6 weeks in an asynchronous format, for a total of 24 course hours. Participants can login at any time to complete their coursework.

Prerequisite: None

Grant Proposals – Preparing Winning Applications

Learn from an experienced grant writer how to research and write winning grant proposals. This course will provide you with a complete understanding of all the components used to determine whether to fund or reject a proposal and how to give your project an edge over others.

This course is offered online over 6 weeks in an asynchronous format, for a total of 24 course hours. Participants can login at any time to complete their coursework.

Prerequisite: None

Individual Excellence

Personal development is key to success in and out of the workplace. You can develop career-enhancing skills in a single course that covers twelve popular one-day seminar topics, including goal setting, time management, and personal organization.

You will learn how to improve your creative abilities, gain confidence with financial matters, and how to minimize conflict in your life. By the time you finish this course, you will have developed a fulfilling career plan, hold the skills to improve your interpersonal relationships; and learn how to utilize your creativity and problem-solving skills to work through adversity.

Prerequisite: None

Managing Chaos: Setting Priorities & Making Decisions Under Pressure

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. Participants will leave knowing how to apply the appropriate techniques to manage, clarify, and diminish chaos.

Objectives:

- Learn to identify what you can and cannot control
- Develop strategies for positive outcomes with negative co-workers, anxious workplace situations, and communicating with supervisors and staff
- Identify best practices to change the office atmosphere
- When to take additional action

Prerequisite: None

FOREIGN LANGUAGES

Spanish for Spanish Speakers

This course is for Heritage speakers of Spanish who have a familiarity with spoken Spanish but have little or no formal education in the reading or writing of the language. Designed to build upon students' existing listening and oral skills to further develop skills necessary for reading and writing. Students will enhance all skills through the reading of a variety of cultural topics and discussing and writing about relevant themes.

Prerequisite: None

Speed Spanish

Converse in Spanish in just a few weeks. This course will help you learn six easy recipes to glue Spanish words together into sentences so you can engage in conversational Spanish quickly.

This course is offered online over 6 weeks in an asynchronous format, for a total of 24 course hours. Participants can login at any time to complete their coursework.

Prerequisite: None

Speed Spanish II

Have you ever seen a non-native speaking Spanish fluently? Were you impressed? Would you like to become more conversational and more comfortable in Spanish-speaking situations? Now you can.

This Speed Spanish course is unlike any other Spanish class you have ever taken. You will see words, hear them pronounced properly, and be granted plenty of opportunities to practice your pronunciation. Then, you will learn several clever recipes that you can use to glue the words together into sentences. Enroll in Speed Spanish II and you will see an immediate improvement in your Spanish fluency from the very first lesson.

Prerequisite: Completion of "Speed Spanish".

HEALTHCARE

Certificate in Mindfulness

Lay the foundation for a career in health and wellness coaching with a deep understanding of the practice of mindfulness. This course will provide in depth knowledge of mindfulness and meditation, mindfulness and happiness, mindful eating, mindful movement, and mindful relationships.

This course is offered online over 6 weeks in an asynchronous format, for a total of 8 course hours. Participants can login at any time to complete their coursework.

Prerequisite: None

Handling Medical Emergencies

Learn how to help family, friends, and anyone in an emergency when every second counts. This course will help you recognize the early signs and symptoms of common medical conditions and emergencies, so you can provide appropriate treatment while waiting for the EMS to arrive.

This course is offered online over 6 weeks in an asynchronous format, for a total of 24 course hours. Participants can login at any time to complete their coursework.

Prerequisite: None

Mental Health First Aid Certification – see description for course pre-work

The adult Mental Health First Aid course is appropriate for anyone 18 years and older who wants to learn how to help a person who may be experiencing a mental health related crisis or problem. Topics covered include anxiety, depression, psychosis, and addictions. Learn a 5-step program to assessing risk, respectfully listening to, and supporting the individual in crisis, and identifying appropriate professional help and other supports. Participants will receive a certification from Mental Health First Aid USA.

Participants must do a 2hr self-paced intro course to be completed on the first date.

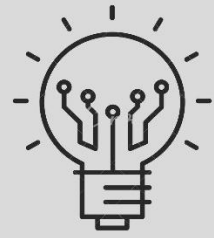
Objectives:

- Learn about the signs of addictions and mental illnesses
- The impact of mental and health disorders
- Learn the 5-step action plan to assess a situation and help
- Learn what local resources are available to help
- Help support an individual until appropriate professional help arrives

Required text: Mental Health First Aid USA self-paced online course pre-work included in the cost.

Prerequisite: None

Maximize the Potential of Your Teams



PROFESSIONAL CERTIFICATE IN AGILE PROJECT MANAGEMENT

Learn the skills, tools and techniques to effectively manage complex and challenging projects using agile principles and methodologies. Topics include agile frameworks, Kanban, SCRUM and eXtreme Programming.

Instructor:

Bill Sesko Agile Coach, Travelers

[linkedin.com/in/bill-sesko-b2527221](https://www.linkedin.com/in/bill-sesko-b2527221)



COST: \$400

JAN 22 - MAR 24, 2021

WED 5:30 PM - 8:00 PM

For more information, contact:

Prof. Seth Freeman/sfreeman@capitalcc.edu

