Professional Development

Course Catalog

Arizona Western College
Continuing Education
Reskilling & Technology Center
www.azwestern.edu/workforce-ed
Phone: (928) 317-7674

Continuing Education

UNLOCK YOUR POTENTIAL

1351 S. Redondo Center Dr. Yuma, AZ 85365

WHAT IS CONTINUING EDUCATION?

The Continuing Education Department is an "extension" of Arizona Western College. We offer a wide variety of courses, workshops, seminars, and conferences aimed at business and industry professionals. You may be seeking to expand your knowledge of a particular subject, improve your professional skills, embark on a new career, or advance toward an academic degree. Or you may simply be interested in an intellectual challenge. Whatever your interest, we have the courses for you!

Continuing Education is a program of non-credit, fee-based courses and activities designed to serve individuals with educational goals that do not require college credit. Continuing Education offers workforce and personal enrichment courses in a variety of areas including business and management, information technology, career training, personal and professional development, and languages.

WHERE ARE WE LOCATED?

AWC Continuing Education serves the entire Yuma County area by offering Continuing Education classes from several convenient locations.

Yuma-Downtown
AWC Reskilling & Technology Center
1351 S. Redondo Center Drive
Yuma, AZ 85365
Phone: 928-317-7674

Yuma-Foothills
AWC Yuma Campus
2020 S. Avenue 8E
Yuma, AZ 85365
Phone: (928) 317-6100

Wellton
AWC Wellton Mfg. Training Center
28851 County 12th Street
Wellton, AZ 85356
Phone: 928-785-4175

Parker
AWC Parker Learning Center
1109 Geronimo Avenue
Parker, AZ 85344
Phone: 928-669-2214/928-317-6000

San Luis
AWC San Luis Learning Center
1340 N. 8th Ave
San Luis, AZ 85349
Phone: (928) 314-9449

Quartzsite
AWC Quartzsite Learning Center
695 N. Kofa Ave
Quartzsite, AZ 85346
Phone: 928-669-2214

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Continuing Education

COURSE DESCRIPTION ICON KEY

∆…….. Similar courses available online through our partners Ed2Go or UGotClass (see page 45)
♦…… Available as beginner, intermediate, or advanced level courses.

COURSE DESCRIPTIONS
(ALPHABETICALLY)

ACCESS MICROSOFT ∆ ♦ (12 hours)

Slash data entry time with the most used database. Access can help you manage, store, search, analyze, and display important information you've collected about your business, home, community, or any other entity. In the intermediate level class you will build an entire database project from scratch. By the time you've completed the course; you'll have a fully functional database that tracks customer and order information.

Course Competencies

1. Create and edit a database
2. Sort and filter data within the database
3. Create and use queries, parameter quires, and calculated quires
4. Import and export records from a variety of sources and applications
5. Create forms manually and by utilizing the form-wizard
6. Link a database to an external source

ACCOUNTABILITY AT WORK (4 hours)

The benefits to fostering a culture of accountability are not far-fetched. Most organizations are well aware of the end-result – high levels of employee commitment, participation, satisfaction and overall company morale just to name a few. What is less obvious is how to get there. Accountability is not about giving people more responsibility or punishing them for errors. The goal is simple – encourage actions that are consistent with desired results. This frame of mind sets the pace for *Accountability at Work*.

Course Competencies:

1. Identify the benefits of accountability and the areas in which it is most important
2. Recognize the components for building personal accountability
3. Recognize the components for encouraging mutual accountability
4. Overcome obstacles to accountability
5. Conduct constructive one-on-ones
6. Engage in conversations that resolve broken agreements and lead to a greater commitment to expectations in the future

ADAPTING YOUR LEADERSHIP STYLE (4 hours, 10 minutes)

Many theories of management and styles of leadership exist. In the end, none of them are right and none of them are wrong. Different people respond better to different styles of leadership. To be a truly skilled leader, you must become aware of the needs of your staff and adapt your leadership style to nurture the most productivity in your workers. This program will assess your personal leadership style and apply and practice tools for building connections with employees, running productive meetings and enhancing employee motivation

Course Competencies:

1. Identify the qualities of an effective leader
2. Make the mental shift from individual productivity to influencing others
3. Recognize style differences in others and cater to their preferences
4. Build rapport using verbal and nonverbal messages
5. Conduct constructive one-on-ones
6. Give positive and negative feedback to different styles
7. Develop individual motivation approaches for employees
8. Facilitate a meeting effectively

ANALYTICAL THINKING SKILLS (3 hours, 40 minutes)

According to a study published in Harvard Business Review, the best decision makers are "informed skeptics" who possess strong analytical skills. However, only 38% of employees fall into this category. *Analytical Thinking Skills* helps participants develop the ability to systematically and logically work through issues by following a 6-step process that begins with forming the issue into a question that can be answered. They then learn how to research and isolate the highest quality data needed to answer that question and analyze the data gathered in order to come to a verifiable conclusion or hypothesis that's how cause and effect. The last half of the program focuses on clearly communicating the analysis in such a way that it is easy for the intended audience to relate to and then factoring the analysis into decision making.

Course Competencies:

1. Follow a systematic process that leads to objective, verifiable conclusions
2. Focus on and gather the information required to address the issue
3. Assess the data you gather by following the principles of logic and reasoning
4. Communicate your analysis in a relatable and clear manner
5. Use your analysis to effect objective decision making

APPRECIATING DIVERSITY (4 hours, 5 minutes)

A survey by Korn/Ferry International found that more than 2 million people leave their jobs each year because of unfairness in the workplace. The hiring costs which result from high turnover are a huge stumbling block to company success, not to mention the time investment that goes into screening applicants and acclimating new hires to their role. Still, the greatest hindrance to progression lies within the heart of the issue - that is, to devalue and exclude employees because they are different is to also place limitations on their contributions and ability to grow.

From fundamental attribution errors to micro-inequities (a term coined by researcher Mary Rowe), *Appreciating Diversity*, explores the subtle ways that these limitations occur and how to combat them by fostering an environment that focuses on building respectful interactions. The program defines diversity in broad terms, recognizing that people see differences in varying ways from educational background to personal attributes and experiences, among other areas. Professionals at every level will learn how to take proactive steps to find and capitalize on unique skills as well as exercise flexible thinking and seek personal growth.

Course Competencies:

1. Understand the subtle ways that bias occurs
2. Identify instances of devaluing others through small, subconscious behaviors and micro-inequities
3. Establish a framework to increase inclusion at the organizational level
4. Recognize different ways of conveying respect
5. Address conflict productively and respectfully
6. Lead by example and be part of the solution

THE ART OF INFLUENCING OTHERS (11 hours, 5 minutes)

Lay the foundation for more effective communication in this highly interactive workshop. Develop creative ways to establish rapport and build relationships through a deeper awareness of the power of non-verbal communication. Learn how to avoid common communication barriers. Recognize communication styles preferences, and tailor your communication to be more effective with each style. Learn methods for de-escalating difficult situation sand resolving conflict effectively. Through a series of structured experiences, develop and learn to apply skills that improve your effectiveness when marketing your services in any communication skill.

Course Competencies:

1. Build rapport and develop genuine relationships.
2. Improve communication skills, including verbal and non-verbal messages, to be more effective with others.
3. Recognize common barriers to communication.
4. Understand and use communication styles to tailor your communications.
5. Resolve Conflict

ASSERTIVENESS SKILLS (3 hours, 20 minutes)

Assertiveness Skills are crucial to professional development, as well as other aspects of life. Some of these skills include asking for what you need, handling confrontations gracefully, and putting ideas forward with confidence. Not only do these skills improve teamwork, focus discussions, and build relationships, but they also help individuals to become competent, constructive, confident, and perform at their best. Assertiveness Skills provides the skill development, practice, and understanding individuals need to learn to how to be truly assertive.

Course Competencies:

1. Learn what it means to be assertive
2. Recognize the assertiveness continuum
3. Identify personal blocks to assertiveness
4. Demonstrate assertive language and behaviors
5. Know how to avoid using language and behaviors that are not assertive
6. Discover how to use assertive behaviors in everyday situations

BALANCING PRIORITIES (3 hours, 45 minutes)

How many times have you heard this plea for help? The demand for productivity is greater than ever before. Deadlines are tight, resources are limited, technology is complex, and often times employees have the added challenge of reporting to more than one manager. It's no surprise this pressure can lead to increased conflict and overwhelming feelings of confusion. That is, until you equip them with the skills they need to manage their workload effectively.

Start with *Balancing Priorities: How to Successfully Manage Tasks, Deadlines, and Expectations*. This half-day training program shows individuals - step by step - how to ditch the time-wasters and improve performance through better goal setting, task delegation, organization, and the proper use of technology.

Course Competencies:

1. Understand the importance of managing priorities
2. Determine the obstacles that undermine productivity
3. Prioritize your tasks, activities, and responsibilities
4. Employ strategies for making the best use of your time
5. Describe ways technology can keep you on track

BEHAVIORAL INTERVIEWS (4 hours)

The program discloses practical, valuable tips and techniques for uncovering the most pertinent information necessary to make the best possible hiring decision. What's more, numerous real-life practice exercises, activities, and role-plays provide participants the opportunity to apply their newfound knowledge in their own place of work, ensuring greater chances for success.

Course Competencies:

1. Identify competencies for which to screen
2. Write behavior-based questions
3. Conduct an interview effectively
4. Avoid legal pitfalls
5. Evaluate candidates' responses objectively
6. Start new employees off on the right foot

BUSINESS ETIQUETTE (6 hours, 20 minutes)

Business etiquette is defined as the conduct or procedures that are generally acceptable and polite in the workplace. It is typically a set of unspoken expectations that most people either meet, or find out about when they do *not* meet them. This course provides guidelines for common business etiquette, how to show respect for yourself and others, how to establish positive connections with anyone, and how to choose polite and positive responses to rude behavior.

Course Competencies:

1. Use basic courtesy and manners
2. Practice common business etiquette to build and maintain relationships
3. Implement practices for respecting yourself
4. Be resilient in difficult situations
5. Interact in a respectful manner with coworkers and subordinates
6. Interact respectfully with individuals with disabilities
7. Establish positive human connections
8. Maintain relationships with strong communication skills
9. Use technology effectively
10. Incorporate the traits of successful and respected managers into daily routines
11. Balance work and personal life appropriately

CLASSROOM TRAINING 101 (4 hours)

Suitable for both seasoned facilitators looking to maximize the learner experience and first-time facilitators looking to understand the ins-and-outs of effective classroom facilitation, Classroom Training 101 helps participants to develop, deliver, and manage a smooth and engaging training session. This program leads participants through the four dimensions of facilitation as they learn the best techniques for the most common training blunders and challenges. They'll discover how to gauge what content is best suited to their audience, the benefits of active-learning in contrast to a lecture-only approach, and how to field the toughest questions from learners, among other outcomes

Course Competencies:

1. Develop purposeful, relevant training content that is well-organized
2. Determine the best process for keeping participants engaged throughout the training
3. Manage challenging participant situations to ensure everyone has a positive experience
4. Contribute to a positive, successful training experience by developing strong facilitation skills

COACHING CONVERSATIONS (4 hours, 10 minutes)

This training will help you establish the context of a situation and lead a series of coaching conversations that make the individual responsible for proactively defining goals and becoming accountable to their commitments. You will understand how the various aspects of coaching conversations (such as defining the opportunity or problem, analyzing options, and developing an action plan) can motivate and support individuals to help them successfully meet their goals.

Course Competencies:

1. Identify the four steps of a coaching session and how they are applied in various contexts.
2. Recognize the correct application of inquiry and advocacy in a coaching session.
3. Apply basic coaching techniques to coaching for:
    a. Performance improvement
    b. Career development
    c. Training for specific skills
    d. Coaching a business team

COACHING FOR DEVELOPMENT Δ (4 hours, 5 minutes)

In this workshop, participants learn the key elements of building a successful coaching relationship and how to best implement them using a step-by-step coaching process; in addition, how to help an employee implement a development plan to individually improve their success as well as how to apply effective strategies for overcoming common coaching challenges.

Course Competencies:

1. Learn to discern the difference between coaching and other development strategies
2. Discover the key elements to successful coaching relationships
3. Understand the coaching process and how to apply each step
4. Identify common challenges to successful coaching
5. Discover effective strategies for managing challenges
6. Establish and maintain a successful coaching relationship with an employee

COMMUNICATING AS A MANAGER (3 hours, 40 minutes)

Managers communicate so that their employees know what is expected of them, understand what it is that they're doing correctly, and identify where they might need to improve. Clear communication also helps to increase employees' motivation and commitment. The results of unclear communication can be costly: poor performance and work quality, inefficiency, inability to achieve goals, misunderstandings, frustration, disappointment, anger, reduced job satisfaction, and increased turnover. Learning to communicate effectively with employees helps you to have better relationships with your employees, encounter fewer problems, and achieve your goals more easily, making you more valuable to your organization. The ability to communicate clearly is an essential management skill that can make your job more fulfilling and improve your career prospects.

Course Competencies:

1. Recognize the situations in which it is most necessary for managers to communicate with their employees
2. Understand the role of active listening in effective communication
3. Identify ways to convey your message
4. Effectively communicate performance expectations and performance goals
5. Coach employees and provide feedback
6. Facilitate the learning processes for employees as they take on new tasks
7. Implement strategies for communicating in times of change and uncertainty

CREATING CHEMISTRY IN TEAMS (4 hours, 15 minutes)

Appropriate for anyone who may have influence on the structure of a team, *Creating Chemistry in Teams: How to Build a Team that Everyone Wants to Join* teaches participants how to identify and correlate diverse, but complementary skills, characteristics, and strengths to team roles. They also learn the techniques for observing interactions, establishing positive communication patterns, overcoming group-think, developing mutual accountability for results, and boosting morale.
Course Competencies:

1. Understand how to choose team members to create a high performing team
2. Leverage the strengths of team members to maximize team performance
3. Implement strategies to promote positive interactions
4. Evaluate team processes and team results
5. Recognize the responsibilities of a team leader

CREATIVE PROBLEM SOLVING (7 hours)

Creative Problem Solving is a course in which participants will learn how to integrate creativity with analytic thinking for effective problem solving, and to develop critical thinking skills. Creative problem solving is a valuable skill for today's fast-changing world. The concept of "innovation" and how it relates to the bottom line will also be emphasized. An innovative mindset not only identifies and evaluates great ideas for the marketplace; it also focuses on solving customer problems.

Course Competencies:

1. Identify roadblocks that prevent creative thinking
2. Develop creative attitudes and learn to see that all problems have opportunities
3. Rediscover your creative ability
4. Focus and direct creative efforts
5. Overcome criticism and gain acceptance for new ideas
6. Learn creative and effective techniques to recognize and identify problems
7. Explore techniques for managing creative people
8. Realize the significance of humor and how it impacts creativity

CREATIVE PROBLEM SOLVING – APPLIED (4 hours, 5 minutes)

At the core of the program is a single case study which serves as a springboard for post-workshop application. At the end of each module, participants are presented with new circumstances and conversations that specifically relate to the learning material in the module – allowing them to witness the concepts of creative problem solving and/or the effects of the lack thereof in action. Participants are called to not only assess the effectiveness of the characters' ability to apply the concepts to the situation, but also put them into practice themselves.

Course Competencies:

1. Examine the most common myths and misperceptions about creativity and creative people
2. Understand the six laws that set the framework for creative problem solving
3. Learn how to use a variety of problem solving techniques to generate solutions
4. Learn how to avoid the most common mental roadblocks to creative and clear thinking
5. Identify techniques that will help you to evaluate and prioritize options
6. Put the concepts of creative problem solving into practice

CRITICAL THINKING SKILLS (4 hours, 5 minutes)

What's the #1 skill executives look for in their employees? Critical thinking. It's not about criticizing others—it's about understanding the problem, evaluating the evidence, and making logical and thoughtful decisions. It's a skill that can help your organization find smart solutions to tricky problems, avoid emotional thinking and mistakes, and work together more efficiently. Critical Thinking Skills is a training solution that provides individuals with tips, techniques, and thought exercises that help to develop critical thinking skills.

Course Competencies:

1. Define critical thinking
2. Identify and adopt the characteristics of critical thinking
3. Recognize and avoid critical thinking mistakes
4. Identify assumptions
5. Evaluate information accurately and thoroughly
6. Distinguish between fact and opinion
7. Implement the critical thinking process in business situations

CRITICAL THINKING SKILLS – APPLIED (4 hours, 40 minutes)

Critical Thinking Skills Applied helps participants put theory into practice. It begins with an introduction into the process of critical thinking and the characteristics it encourages as well as the common mistakes one should avoid. Participants are then called to use their critical thinking skills to analyze a series of case studies or real-world scenario where they'll learn to challenge information, recognize biases, and assess options among other learning outcomes. The practical, interactive activities deepen insight and facilitate participants' ability to actively translate the learned material into their work back on the job.

Course Competencies:

1. Demonstrate the four characteristics of critical thinking to help you gather and assess the right information
2. Follow the three-step process of critical thinking to ensure you thoroughly review issues and potential solutions
3. Recognize and avoid the four critical thinking mistakes
4. Apply the process of critical thinking to real-world situations

CULTURE COMPETENCY (5 hours, 15 minutes)

Culture is the shared values, traditions, norms, customs, art, history, folklore and institutions of a specific group of people. Cultural competency is the willingness and ability to interact respectfully and effectively with individuals and groups, acknowledging the common and different elements of our cultural identities. The result is words and actions that recognize, affirm and value the worth of individuals and communities and protect and preserve the dignity of each.

Course Competencies:

1. Identify the elements of cultural competence in the workplace
2. Increase your understanding of your own cultural background and how it affects your perceptions and interpretations of other cultures
3. Recognize the three dimensions of cultural awareness when interacting with other cultures
4. Develop the skills needed to practice respectful and caring behavior toward culturally diverse individuals and groups
5. Understand how values differ among cultures
6. Identify different communication styles among diverse cultural groups
7. Give and receive feedback in a caring, respectful way
8. Adapt behaviors that support cultural competency and minimize behaviors that undermine it

DELEGATING FOR GROWTH (3 hours, 20 minutes)

Delegating for Growth is an interactive skills training course that will help any manager to better understand the purpose of delegation, prepare for and apply the steps to delegating effectively, and learn to recover from inevitable mistakes or disappointments. This training program will help to increase company-wide productivity, foster employee confidence at all levels, and develop a team-driven culture. Most tasks and projects can be delegated. In particular, if you find yourself doing the tasks and activities you were promoted from, that's a clear sign of items you should be delegating. Not sure how? That's where we come into play.

Course Competencies:

1. Recognize delegation as a tool for employee growth (not just as a way to lighten your own workload)
2. Prepare yourself to delegate effectively
3. Assess your employees to determine their delegation needs
4. Match employees and projects appropriately
5. Identify barriers to delegation and overcome them
6. Apply the steps to delegating effectively
7. Handle mistakes, missteps and failures as learning opportunities

DELIVERING EXCEPTIONAL SERVICE OVER THE PHONE (4 hours, 30 minutes)

Delivering Exceptional Phone Service is all about helping service reps to build the skills they need to meet customer's needs the best they can and to ensure customers feel heard and valued by your organization. The program is rich with partner and group role-play opportunities with realistic customer service examples that facilitate participants' ability to implement newfound skills post-workshop.

Course Competencies:

1. Actively listen to customers so that they feel heard and understood
2. Speak clearly so that customers can easily understand you
3. Convey an attitude of service during each stage of a call
4. Remain calm and professional when dealing with difficult situations
5. Know when to say no to customers' requests and how to do so in a positive way

DEVELOPING POSITIVE RELATIONSHIPS AT WORK (4 hours, 5 minutes)

Developing Positive Relationships at Work is the positive learning experience your organization needs to ensure that individuals unite around a common mission, value diversity, rise above personal slights, take responsibility, and cultivate an environment based on trust. This training will help you model the behavior you want as well as teach the value of getting to know your employees as individuals.

Course Competencies:

1. Base every working relationship on a common purpose
2. Demonstrate actions that build trust and avoid those that erode trust
3. Model the positive relationship behaviors you seek in others
4. Manage, not manipulate, relationships.
5. Implement strategies to improve or survive relationships
6. Set boundaries and stand your ground
7. Create an effective individual development plan

DEVELOPING YOUR DIRECT REPORTS (4 hours, 20 minutes)

Developing Your Direct Reports is a course in which participants will learn Development Coaching. So what's the difference between Performance Management and Development Coaching? Performance management is focused on eliminating the weaknesses of the past and present. Development coaching, on the other hand, targets employee strengths as the basis for future performance and the achievement of long-term goals. And the other major difference? It requires the direct and regular involvement of the manager.

Course Competencies:

1. Recognize the difference between performance management and development coaching.
2. Implement a strengths-based approach to development
3. Provide employees with the tools to assess their strengths and development needs
4. Conduct a positive development discussion
5. Identify a variety of paths to development
6. Create an effective individual development plan

EFFECTIVE LISTENING SKILLS (3 hours)

Without the proper training, two things can stand in the way of effective listening: bad habits and style differences.
The first step to becoming a better listener is to break and eliminate those habits. The second step is to understand the different ways people listen, along with its benefits and potential trouble spots. Using a five-step process, individuals learn how to eliminate barriers to good listening, improve communication skills, maximize productivity, and build interpersonal relationships.

Course Competencies:

1. Describe the importance of listening
2. Identify barriers to listening well
3. Implement the steps of active listening
4. Uncover hidden messages
5. Listen in emotional situations
6. Increase information flow to enhance productivity and teamwork

EFFECTIVE RISK TAKING (4 hours)

In this program, participants learn how to conduct a risk analysis that unearths the potential benefits and negative consequences of acting on an idea or opportunity. Other areas of focus include overcoming fears, creating contingency plans, managing crises, and building resilience. With this know-how participants are able to develop the confidence they need to pursue valuable growth opportunities that effect positive change in their organization.

Course Competencies:

1. Develop your tolerance for risk and overcome fears
2. Conduct a formal and informal risk analysis
3. Plan for and manage the negative consequences of a risk
4. Build resilience and learn from mistakes
5. Leverage success and examine lessons learned

EMOTIONAL INTELLIGENCE (4 hours, 10 minutes)

Emotional intelligence is recognizing your emotional triggers and knowing when and how to use them in a way that enables you to not only deal with these stressors objectively, but to also develop strong connections with your co-workers. Emotional Intelligence: A Scientifically Proven Method for Developing the Skills of Success, introduces the four essential aspects to honing this soft skill - interpersonal skills, adaptability, and resilience - and strategies for developing each; helping you to confront issues, tackle problems, and manage change and stress with composure and clarity.

Course Competencies:

1. Manage your emotions by recognizing how thoughts and emotions are connected
2. Improve your self-control by identifying physical cues that indicate your emotions may be taking over
3. Discover how emotional intelligence can help you develop more positive relationships at work and a more optimistic outlook
4. Learn how to use assertive communication to express your needs and feelings appropriately
5. Learn how to respond more quickly and positively to changing circumstances
6. Improve your ability to remain composed in stressful situations
7. Explore how to use emotional intelligence to bounce back from setbacks
8. Learn how to develop a more optimistic outlook

EMPLOYEE ENGAGEMENT (4 hours, 20 minutes)

Employee Engagement is a training course that introduces leaders and managers alike to the tools and techniques for ensuring employees feel valued and supported in their day-to-day responsibilities. Organized into four distinct categories or strategies for employee engagement, the program offers self-assessments, interactive activities, and practical knowledge for becoming an effective and influential leader.

Course Competencies:

1. Recognize the importance of knowing every employee as a unique individual
2. Identify each employee's strengths and how to leverage them in the workplace
3. Show your support by minimizing obstacles that frustrate employees—including yourself!
4. Create a career path and meaningful work for each employee
5. Foster an environment where employees feel free to ask and say anything
6. Show appreciation and recognition in a way that is meaningful to each employee

ENGLISH ∆ ♦ (hours vary)

Whether you are just starting your journey in the English language or are looking to refresh your skills, this course is the perfect place to start. Participants will gain skills in reading, writing, and speaking American English.

Course Competencies:

1. Understand the various forms of verb conjugation
2. Effectively translate common and useful phrases
3. Apply decoding techniques to unfamiliar words

ETHICS IN THE WORKPLACE (4 hours, 25 minutes)

Ethics in the Workplace deals with the application of moral principles, standards of behavior, or set of values regarding proper conduct in the workplace as individuals and in a group setting. While ethics allow you to distinguish the difference between right and wrong, being ethical does not mean following your feelings. Your feelings can misdirect you. This training program explores how workplace ethics should be developed, how to create the standards and policies that support them, how employees can be trained and managed to follow and support these standards, and how to deal with problems where ethics are concerned.

Course Competencies:

1. Dispel common myths about business ethics
2. Describe the ideal ethical workplace
3. Implement ethics guidelines and policies in your organization
4. Identify and resolve typical ethical dilemmas
5. Recognize common excuses for unethical behavior and what to do about them
6. Deal with unethical coworkers, customers and vendors

EXCEL MICROSOFT ∆ ♦ (6-18 hours)

Become proficient in using Excel and discover dozens of shortcuts and tricks for setting up fully formatted worksheets quickly and efficiently. In the intermediate class, take your skills to the next level as you master charts, PivotTables, Slicers, Sparklines, and other advanced Excel features. In the advanced class, you will discover the advanced features and functions of Excel, including data analysis tools, database techniques, and advanced methods for using PivotTables.

Course Competencies:

1. Create, format, and navigate through worksheets, workbooks, and charts
2. Create, format, and order and group cells and ranges
3. Create and modify tables
4. Apply formulas and functions

FROM CREATIVITY TO INNOVATION (3 hours, 50 minutes)

Coming up with an idea is only a first step to innovation. What matters more are execution and implementation. It may seem obvious, but many companies struggle with it. While brainstorming sessions are stimulating and spawn ideas - the implementation is too often considered impractical just days after the exercise. Innovation is usually less about a revolutionary idea and more about evolution and execution. Simply put, the goal of innovation is to introduce something new or to make something better. But that doesn't mean it has to be complex or difficult. Whether it’s improving customer return policies or developing high-tech products, innovation can happen anywhere in an organization – and by anyone.

Course Competencies:

1. Realize the common myths and misconceptions about innovation
2. Understand how to apply creativity to any problem or issue
3. Discover how to use multiple intelligences to generate ideas
4. Learn a four-step process for team innovation
5. Understand how to promote innovation without regulating it
6. Find out how to spot sacred cows

THE GOLDEN RULE (4 hours, 25 minutes)

An increasingly demanding workplace creates greater pressure and stress for every employee. In addition, impersonal electronic communication has taken precedence over face-to-face interactions. Sometimes, this increased stress, and the lack of personal contact leads to more abrupt, informal face-to-face communication. The Golden Rule is designed to help employees consistently demonstrate respect in their day-to-day interactions. From electronic to face-to-face communication, participants learn the behaviors that contribute to a respectful environment. They will learn how to establish self-respect, develop reciprocity with colleagues, and maintain respect when faced with stress, uncertainty, and change.

Course Competencies:

1. Examine the behaviors that contribute to a respectful workplace at the individual and organizational level
2. Recognize the importance of building an organizational culture that fosters respect
3. Implement strategies to maintain a respectful work environment when faced with stress, uncertainty, and change
4. Maintain and rebuild respect after there has been an offense

HOW TO MAKE YOURSELF INDISPENSABLE (4 hours, 5 minutes)

Indispensable employees are always indispensable, no matter where they go or what they do. That's because it's more about attitude than skill set. They know the key to their success is to work smarter, not harder. They understand where to focus their energy to get the greatest return on their efforts. They take time out to plan and they offer a solution for every problem. They get the difference between being proactive and being reactive. They also know they are replaceable…and perhaps most importantly, they want to be replaceable. It's how they climb the ladder faster than everyone else.

Course Competencies:

1. Take ownership of your responsibilities and results
2. Take initiative to go above and beyond what is expected of you
3. Expand your sphere of influence
4. Perform well under pressure
5. Adapt to changing situations
6. Be someone others want to work with
7. Help others improve their performance
8. Avoid being "irreplaceable" – locked into your role and unwilling to share your knowledge

HOW TO MANAGE YOUR EMOTIONS (3 hours, 40 minutes)

While it is not always possible to check emotions at the door, it is possible to figure out what triggers emotional responses and then learn how to respond appropriately. From minimizing frustration to conquering negative self-talk, this training will give individuals the tools they need to control physical responses, reframe thinking, handle accidental outbursts, and learn long-term strategies for channeling emotions productively.

Course Competencies:

1. Recognize the messages our emotions send us at work
2. Understand the trigger-perception-response cycle
3. Reframe our thinking to avoid emotional outbursts
4. Replace emotional outbursts with productive confrontations
5. Recover from your own or another person's emotional outburst
6. Employ long-term strategies to channel emotions productively

INCREASING YOUR EMOTIONAL INTELLIGENCE (4 hours, 30 minutes)

Emotional intelligence is the ability to comprehend your emotions and to manage them effectively. It also helps you say the right thing and accurately judge how the other person is reacting. This training program offers you techniques to increase and develop your emotional intelligence. It will guide you through proven methods to apply emotional intelligence in the workplace to enhance employee relationships and increase productivity.

Course Competencies:

1. Develop your level of emotional intelligence
2. Identify negative consequences of unmanaged emotions on your personal effectiveness
3. Describe the importance of emotional intelligence to building good relationships
4. Increase your empathy and social skills
5. Practice techniques to achieve greater self-awareness, self-control, and self-motivation
6. Understand how emotional intelligence can be applied at the workplace to enhance employee relationships and increase productivity

INCREASING YOUR FINANCIAL INTELLIGENCE (4 hours, 15 minutes)

Increasing Your Financial Intelligence is a back-to-basics training program that's perfect for anyone who needs to learn how to read, interpret, and analyze the ten most commonly used accounting instruments. Managers, particularly, will benefit from understanding the financial consequences of their decisions. And, in doing so, be more able to contribute to planning and strategy discussions. From budgets and income statements to EBITDA, break-even analysis, and profitability ratio, this program empowers individuals to control operations, justify requests, translate performance into financial terms, and quantify their contribution to the organization.

Course Competencies:

1. Budgeting
2. Balance sheet
3. Income statement
4. Statement of cash flows
5. EBITDA (Earnings Before Interest, Tax, Depreciation and Amortization)
6. Break-even analysis
7. Liquidity ratios
8. Profitability ratios
9. Leverage ratios
10. Efficiency ratios

LEADERSHIP 101 Δ (4 hours, 35 minutes)

Leadership is that mysterious, enigmatic ability that enables one to turn a vision into a reality by engaging other people. You can't "do" leadership. Leading is more a state of being that permeates your values, your approach and your actions. Leadership is invaluable in implementing business initiatives. Whether you are a CEO, a manager, a small business owner or a community organizer, your ability to lead is a key driver of success within your organization. By addressing everything from trust to perception to attitude, Leadership 101 is a training program that gives both newly emerging and experienced leaders and managers the tools and techniques for developing and refining their skills. This learning resource will help your organization retain employees and clients, make better decisions, and improve performance.

Course Competencies:

1. Identify key characteristics of leaders
2. Build trust and confidence with employees
3. Avoid behaviors that undermine leadership
4. Promote teamwork and esprit de corps
5. Act decisively
6. Demonstrate leadership in a crisis

LEADING OTHERS THROUGH CHANGE (8 hours, 20 minutes)

Organizational shifts can bode either a positive or negative experience for those involved depending on how effectively they are led through the process. Leaders play a vital role in seeing that employees understand the benefits and new opportunities brought about by change. Leading Others through Change recognizes that to affect a positive and productive experience, leaders must ACT - Active the change, create a Plan, and Transition the change. Using a 10-step process as its basis, this program takes participants through the three phases and identifies techniques for ensuring that the change is not only a success, but that it becomes a lasting part of the culture. They'll learn to manage resistance, garner commitment, and increase motivation for the change from start to finish, including how to evaluate efforts in order to steer the success of future initiatives.

Course Competencies:

1. Understand why change initiatives fail and how to ensure their success
2. Implement a framework to actively lead change efforts
3. Plan for the success of future change through close evaluation of the current initiative
4. Identify, acknowledge, and manage resistance to ensure an efficient transition
5. Apply techniques for increasing and gaining commitment to the change

LEARNING TO MANAGE Δ (4 hours, 15 minutes)

So, you're highly knowledgeable and skilled in your career field, your hard work has paid off and a job promotion is likely or has already come your way. You relish in the prospects and rightfully so — a managerial role is an exciting and advantageous opportunity, but if you're not equipped with the management know-how, it can be a surprisingly overwhelming transition. How do you make it a success? Learning to Manage walks you through the process of successful management by introducing the tools and techniques for effectively handling five target areas — people, projects, performance, problems, and even personal development because successful management starts with being able to manage yourself. Each of these areas is essential to minimizing the stress associated with the transition from individual work as you learn to delegate, communicate, and most of all, develop your employees — laying the foundation for productivity and organizational success.

Course Competencies:

1. Understand how to make the transition into management
2. Avoid the common pitfalls that derail new managers
3. Discover how to communicate effectively up and down your organization
4. Explore ways to effectively delegate work and encourage employee development
5. Identify how to manage task-related and interpersonal crises
6. Develop self-awareness and determine the support you need to successfully manage employees

LISTENING WITH INTENT (3 hours, 25 minutes)

Who would you consider a great listener? What sets them apart from an average listener? You might say they show a sincere desire to understand what you have to say, they have an open mind, willing to have their assumptions and conclusions about your message corrected. These are all the signs of an active listener. It is someone who seeks to learn something new and because of that, remains fully engaged in the conversation. This program teaches you how to master the skills of active listening, so that you can produce important benefits for your team and your organization like minimizing misunderstandings, encouraging open communication, and increasing cooperation and collaborative problem solving.

Course Competencies:

1. Explore the process of active listening
2. Recognize common situations that block active listening
3. Identify personal filters that create obstacles to active listening
4. Understand cultural differences that form barriers to active listening
5. Discover ways to practice active listening in a conflict
6. Implement steps to regain the listener's attention when it has drifted away

MANAGING OFFSITE EMPLOYEES (4 hours, 15 minutes)

Organizations are buzzing about the potential benefits and competitive advantage an off-site workforce has to offer. Decreased turnover and absenteeism. Improved retention. Cost reduction. Access to a larger pool of talent. And there are perks for the individual too, including increased flexibility, independence, and a better work-life balance. But let's face it. Managing a remote workforce takes more than smartphones, Wi-Fi, web cams, and expense allowances. It requires the right employees in the right jobs with the right skills and the right resources. And it also requires managers with the know-how to communicate effectively, maintain a sense of community, cultivate teamwork and develop relationships built on trust.

Course Competencies:

1. Discuss the benefits and challenges of off-site working relationships for employees, managers, and organizations
2. Explain the importance of successfully managing off-site employees
3. Identify the factors and tools that must be in place for an off-site employee to be effective
4. Describe the role that trust and communication play in the success of an off-site relationship
5. Employ strategies that help off-site employees stay on track and that deal with common problems faced by managers

Follow a set of best practices for successfully managing off-site employees

MANAGING UP (4 hours, 20 minutes)

The principles of managing up are designed to make your supervisor's life easier. However, you'll find that becoming in tune with their needs and supporting their daily obligations in turn, benefits you. Your work life will run smoother, you'll encounter less conflict, and you'll make a positive impression on your supervisor, ultimately forging a successful relationship. After all, your boss is key to your current on-the-job satisfaction and to your future success in the organization -- and perhaps even beyond. If there ever were a relationship for you to invest in, this is it. This program helps you lay the groundwork for a productive working relationship over the long haul.

Course Competencies:

1. Identify and support your supervisor's strengths, weaknesses, and working style
2. Proactively seek consistent communication and monitor data
3. Determine your supervisor's priorities, goals, and pressures
4. Establish expectations and a clear system of organization
5. Help to eliminate preventable problems and use effective problem solving skills to find resolutions
6. Exhibit positive behaviors that make you an invaluable employee

MANAGING THE WORK OF YOUR DIRECT REPORTS (3 hours, 45 minutes)

Managing employees' performance effectively ensures that the right work gets done in the right way, reduces turnover and lost workdays, increases productivity, improves morale, commitment, and motivation, and minimizes problems that can ripple through the organization. This course takes a holistic approach to managing employee performance from setting employees up for success, to supporting their everyday work, and finally, to discussing progress and evaluating results through both informal and formal performance reviews.

Course Competencies:

1. Communicate and confirm job expectations
2. Collaborate with employees on setting goals and developing an action plan
3. Support employees' growth and ability to achieve success
4. Observe and document performance
5. Conduct informal and formal performance reviews
6. Identify and handle performance issues

MEETINGS (3 hours, 15 minutes)

Meetings: How to Make Them More Efficient and Effective, helps participants identify and develop the skills for ensuring the meetings are an advantage as opposed to a disadvantage to both employees and organizations alike. Successful completion of this training will increase your knowledge and ability to effectively prepare for meetings. Whether running the meeting or simply participating in it, this program provides the knowledge and techniques for making the most of meetings. Among other practices, participants learn to provide a specific meeting focus, identify the signs of an unproductive meeting, generate ideas for creating an environment of fun to encourage participation, and prepare a proper agenda.

Course Competencies:

1. Recognize ways to change your mind set about meetings
2. Eliminate habits that make meetings unproductive
3. Identify alternatives to holding traditional meetings
4. Demonstrate effective facilitation skills
5. Help your group make decisions quickly
6. Ensure that every meeting ends with actionable items

MENTAL MODELS (4 hours, 40 minutes)

Each one of us has a perception of reality about how the world works -- a mental model. Like an internal hard drive, they provide understanding, guide thinking, and direct decision making. Built from everyday experiences, outside influences, and rewards such as money and success, mental models can be both beneficial and detrimental to success. Just as technology shifts and advances, so does the need for individuals, teams, and organizations to update, flex, and reconstruct mental models to improve performance. An excellent starting point is to create awareness. This training shows the people in your organization how to examine their mental models, separate fact from opinion, clarify assumptions, and reveal hidden beliefs. Using interactive exercises and activities, this learning experience illustrates the need to tune into one's surroundings, look for opportunities, and approach work with an open mind.

Course Competencies:

1. Define mental models and describe how they influence the workplace
2. Identify your own mental models
3. Recognize assumptions in your mental models
4. Reveal hidden assumptions
5. Avoid typical mental mistakes
6. Implement strategies to adjust inaccurate mental models

MENTORING 101 (4 hours, 5 minutes)

From the perspective of both mentee and mentor, *Mentoring 101* teaches participants how to ask the right questions, set up expectations, and establish measurements of success to ensure the relationship is a valuable use of each person's time. Mentoring is not just for fast-tracked, star-potential employees. Everyone from millennials (the newest employees in the workforce) to CEOs can benefit from having a mentor. And for good reason: the Gartner study also found that mentoring resulted in promotions, salary increases and retention rates that were higher for both mentees and mentors than those who didn't participate at all.

Course Competencies:

1. Identify the elements of a good mentoring match
2. Recognize the mentee's responsibilities in the mentoring relationship
3. Discover effective questioning techniques as a mentor
4. Deliver constructive criticism to help a mentee improve their abilities
5. Handle issues in the mentoring relationship
6. Successfully move beyond the mentoring relationship

THE MILLENIAL MINDSET (4 hours)

More than 1 in 3 employees in today's workforce is a Millennial. Just like Boomers and Gen Xers, Millennials share a common set of beliefs and characteristics – brought about by certain cultural influences – that drive their behavior. As a manager, it's important to understand this mindset in order to help millennial employees maximize job performance and work productivity. This program explores their expectations, preferences and motivations in various capacities of the working environment and then shares the ways that managers can adapt their behavior to this growing segment of the workforce in order to leverage their unique skill set. This program is primarily for managers who supervise millennial employees, but is also appropriate for anyone who works with Millennial-age employees.

Course Competencies:

1. Understand the influences that shaped Millennials' workplace habits and preferences
2. Replace negative stereotypes with positive perceptions about working with Millennial employees.
3. Identify elements of a company culture that are appealing to Millennials
4. Maximize the effectiveness of your daily interactions with Millennial employees through engagement and communication strategies
5. Identify ways to reduce tension with Millennials as both a manager and an employee

MOTIVATING EMPLOYEES TO BE THEIR BEST (6 hours, 35 minutes)

Unlike traditional extrinsic motivation techniques like rewards, *Motivating Employees to Be Their Best* is about helping employees to find intrinsic motivation by fostering positive feelings and eliminating obstacles. The program focuses on providing the skills and techniques you will need to help groups develop a sense of community, to acquire influence over their work-related actions, and to enjoy the openness of shared information and feelings. The three elements of this type of climate are Community, Influence and Openness. The training focuses on providing the skills you will need to help groups develop a sense of community, to acquire influence over their work-related actions, and to enjoy the openness of shared information and feelings.

Course Competencies:

1. Identify major factors that affect motivation.
2. Apply dialog and listening skills that model community, influence, and openness.
3. Take specific actions to foster trust within a group.
4. Model the concept of accountability.
5. Identify inhibitors to fostering group commitment and passion.
6. Teach a four-step process designed to help groups learn from mistakes.
7. Encourage group initiative-taking.
8. Create a group culture of ownership and accountability.
9. Identify and apply strategies for dealing with outside pressures that negatively affect motivation.
10. Identify and apply strategies for dealing with systems and policies that negatively affect group esteem.
11. Match or tailor your leadership style to various employees' motivational preferences

NAVIGATING DIFFICULT CONVERSATIONS (4 hours, 25 minutes)

Most managers and team leaders will not readily welcome the task of having to let an employee go or provide them with a negative performance review. These are just a couple of examples of those difficult conversations which are an unavoidable and recurring instance in the workplace. Despite their compelling presence, they don't have to be feared or dreaded—they can be handled in such a way that increases self-confidence and encourages an environment of positivity. Navigating Difficult Conversations introduces participants to a seven-stage process for taking control in these situations and minimizing negative backlash to affect an environment of reduced stress, increased trust, improved relationships, and higher productivity. With realistic examples and role-playing activities, this program helps participants as they prepare, carry-out, and close difficult conversations in the most productive manner—leading them to embrace, rather than fear confrontation and produce long-lasting benefits for both the employee and organization.

Course Competencies:

1. Understand the nature of difficult conversations and what it takes to handle them
2. Identify the seven stages of handling difficult conversations
3. Use empathy in a way that minimizes negative responses and strengthens relationships
4. Apply best practices for preparing, initiating, and delivering the conversation
5. Discover how to generate solutions and bring the conversation to a close

ONBOARDING (3 hours, 30 minutes)

Onboarding is the training course you need to help your new hires build a foundation for success from the get-go. At its core is the Onboarding Model with four overlapping elements -- *Resources, Rules, Relationships, and Roles*. Using these elements as a cornerstone in the onboarding process, managers learn how to become an active participant in helping new hires not only accelerate their involvement, but establish a groundwork for continual progression.

Course Competencies:

1. Explain the purpose of onboarding and the benefits it provides to new employees
2. Describe four key onboarding elements and how they support the onboarding process
3. Describe actions you can take and information you can use to successfully integrate new employees within the context of the four key elements
4. Prepare information relating to the four onboarding elements to use and share with new employees during the onboarding process

ONGOING PERFORMANCE DEVELOPMENT (3 hours, 50 minutes)

Ongoing performance development is a new way of thinking about assessing performance that involves establishing a structured process that leads to the growth of employees. The program introduces a four-step approach that focuses on setting clear expectations for individual performance based on organizational goals as well as meeting regularly with employees to provide feedback and customized training. Managers learn how to best share performance observations, brainstorm development strategies, and gain commitment on actionable ways to improve among other techniques to help employees achieve their peak performance potential.

Course Competencies:

1. Differentiate between ongoing performance development and annual performance appraisals
2. Recognize the benefits of using a systematic approach to performance management
3. Create a performance management plan
4. Establish objective measurements of performance
5. Hold productive performance conversations and avoid conversation minefields
6. Evaluate your own performance as a developer of your employees

ORGANIZATIONAL TRUST (3 hours, 50 minutes)

While the nature of day-to-day tasks and responsibilities certainly make up a large portion of employee job satisfaction, more often than not, the most influential aspect has to do with the interaction between colleagues. Organizations that promote a positive, supportive working environment or rather, those that emphasize a culture of trust are also those with the highest recruitment and retention rates — this is because they lay the groundwork for effecting respect, faith, and integrity at all levels. In turn, personal attributes such as these have far-reaching effects on the organization's success — they're more credible, productive, flexible, innovative, and able to adapt to changing circumstances and effectively handle crises.

Course Competencies:

1. Assess the level of trust in your organization and your own trustworthiness.
2. Be mindful of the results of distrust between employees and within an organization.
3. Identify the characteristics that engender trusting employees and organizations.
4. Discover the common "trust busters" and specific actions you can take to prevent their presence in the workplace.
5. Explore the ways organizations and teams can build a culture of trust.
6. Identify the warning signs of a low-trust organization and how to restore trust when it's been lost.

OUTLOOK MICROSOFT ∆ ♦ (6 hours)

Are you overwhelmed by emails, meetings, and to-do lists? Harness the power of Microsoft Outlook, and you'll instantly enhance your efficiency and productivity.

Course Competencies:

1. Customize the outlook environment
2. Manage messages, calendar, tasks, and contacts
3. Create, edit, and format emails
4. Utilize review functions, folders, and other utilities

POWERPOINT MICROSOFT ∆ ♦ (6 hours)

Take your PowerPoint presentations from “so-so” to sensational! In these lessons, you’ll learn how to use Microsoft PowerPoint to create professional quality slide presentations that grab and hold your audience’s attention from start to finish.

Course Competencies:

1. Create and format tables, charts, and other objects
2. Insert text into a slide and apply basic formatting
3. Change and work with various slide layouts and designs
4. Create and work with SmartArt graphics
5. Add transitions and various layers of animations
6. Record a timed and/or narrated presentation
7. Use a range of printing techniques

PRACTICAL PROJECT MANAGEMENT (3 hours, 45 minutes)

It's not unusual for an organization's employees to be immersed in a series of projects in any given week. However, many times those projects unearth less than desirable results where valuable resources are wasted and time lost due to poor conception and implementation. Being able to carry a project from its inception to completion, on time, on budget, and with effective results is a critical and invaluable skill to any organization. *Practical Project Management* will help employees to become effective leaders on projects of any size and scope. The program walks participants through four key stages to project management. Throughout the course, they are given the opportunity to apply the techniques inherent in each stage as they work to help a team construct an on-site fitness center that will encourage a healthier lifestyle for employees leading to reduced health insurance costs.

Course Competencies:

1. Carry out the four stages of a project
2. Understand what makes a project succeed
3. Initiate and define a project
4. Plan steps to move a project forward
5. Keep a project on track
6. Bring a project to a close and evaluate its success

PREVENTING WORKPLACE HARASSMENT (4 hours, 20 minutes)

In this program, you’ll learn the answers to all of your questions about dealing with harassment in the workplace. You’ll read about real cases, learn some tips and tools for dealing with situations that may come up, and implement steps to prevent the occurrences of harassment.

Course Competencies:

1. Administer an effective harassment prevention policy
2. Determine what qualifies as harassment and what does not
3. Conduct a thorough investigation when a claim of harassment is made
4. Implement steps to prevent the occurrence of harassment

PRODUCTIVE WORK HABITS (4 hours, 35 minutes)

Good work habits are essential for anyone who wants to succeed on his or her job. They increase your organizational value and job satisfaction and help you have better relationships with your boss and coworkers. Productivity isn't about quantity. It's about doing the right task, at the right time. In other words, it's about recognizing what to do when. But sometimes that's easier said than done.

You can help employees and managers improve their productivity with *Productive Work Habits*. Participants will begin to develop the positive habits they need to gain focus, learn how to prioritize tasks efficiently, become better organized, manage their time efficiently, work more effectively with colleagues -- and even create better work-life balance

Course Competencies:

1. Understand what it means to be productive
2. Become better organized
3. Learn how to manage your time
4. Work more effectively with others
5. Create balance between work and personal life

PUBLISHER MICROSOFT ∆ ♦ (6 hours)

This course is perfect for beginners who want to learn how to produce professional-quality newsletters, fliers, letterheads, and brochures.

Course Competencies:

1. Apply design principles to create professional-looking documents
2. Utilize peripheral equipment and tools such as photo editing
3. Incorporate visual elements with and without text
4. Export documents in several formats

PUT IT IN WRITING (4 hours)

Sharing information in the form of a report is an integral part of most workers' daily responsibilities. *Put it in Writing* helps employees to create reports that are consistently relevant, organized, credible, and professional no matter whether the message is intended to help improve work processes, resolve an issue, or encourage a decision. Participants are given the opportunity to apply the techniques for developing effective reports and hone their skills through numerous individual and group writing activities throughout
the course. The program closes with practices on converting the content of a written report into a compelling presentation that leaves the audience with a positive impression and clear sense of the next steps.

Course Competencies:

1. Identify how to prepare the content and structure of your report
2. Discover the elements that make up some of the most common types of reports
3. Learn techniques for making your report clear, credible, professional, and accurate
4. Understand how to best present the content of your report

QUICKBOOKS® ONLINE ∆ ♦ (12 hours)

This hands-on training will introduce you to the basic features of QuickBooks® Online version. You will discover how QuickBooks® Online version can save time and help organize your home and/or business finances. For the intermediate and advanced courses, learners should already be familiar with QuickBooks® basics. These hands-on, interactive courses will provide an overview of payroll in QuickBooks® Online including payroll set up, payroll schedules, tracking tax liabilities and paying payroll taxes.

Course Competencies:

1. Set up a company
2. Create customer, vendor, and employee lists
3. Manage payroll, taxes, income, and expenses
4. Create and track invoices
5. Query and read reports
6. Write checks

RESILIENCE (4 hours, 20 minutes)

Conflict, change, and stress are a regular part of everyday organizational life. The key to employee survival is resilience, the ability to bounce back after adversity. Being resilient doesn't prevent tough challenges from happening, but it does provide individuals with the strength and wherewithal to recover and move on time and time again.

Developing resilience is a lot like engineering a building to withstand an earthquake. It requires a solid foundation and a flexible structure that won't crack or crumble under pressure. In human terms, it translates into self-esteem, connections with others, mental agility, and effective coping strategies.

Course Competencies:

1. Bounce back from adversity
2. Build your self-esteem as a foundation of resilience
3. Establish connections to create a support network
4. Develop the ability to accept and embrace change
5. Learn how to overcome obstacles using flexible thinking
6. Implement stress management and relaxation strategies to maintain resilience

SELLING ESSENTIALS: COACHING FOR PERFORMANCE (3 hours, 50 minutes)

Ask any manager about sales coaching, and you're likely to see them roll their eyes in response. Why? Because most managers claim they don't have the time, the skills, the patience, or the need to do it. But in reality, creating a coaching culture will fundamentally change the way business is done. It will enable your organization to develop the potential of its sales team, retain its top performers, and multiply sales. And guess what? Coaching doesn't involve hours of time. As a module of the **Selling Essentials Training Series**, *Coaching for Performance* targets the skills sales managers need to be effective coaches throughout the selling process, from high-level planning in the early stages to tactical decision making later in the cycle.

Course Competencies:

1. Understand what the term "coaching" means in a professional setting
2. Comprehend the importance of effective coaching and feedback
3. Know your strengths and areas for improvement as a coach
4. Be able to describe the challenges of coaching
5. Understand and apply a 3-step coaching model
6. Demonstrate the best practices for giving feedback

SELLING ESSENTIALS: DEVELOPING CLIENTS FOR LIFE (3 hours, 55 minutes)

Whether you are working with fresh faces or seasoned pros, there are usually gaps between where salespeople are in their development and where they should be. That's why it's a good idea to assess skill levels from time to time, establish a baseline, and always have an action plan for improvement. The results are beneficial to the bottom line -- for both the individual and the organization. As a module of the **Selling Essentials Training Series**, *Developing Clients for Life*, focuses on the skills salespeople need to cultivate relationships based on mutual trust and loyalty.

Course Competencies:

1. Understand the product implementation process
2. Learn how and why it's important to develop relationships with existing clients
3. Know how to create a plan to build client loyalty
4. Discover effective strategies for building and maximizing client relationships

SELLING ESSENTIALS: OPENING THE SALES CALL (4 hours, 20 minutes)

You never get a second chance to make a first impression. Ten seconds or less -- that's how long the window of opportunity is open for your salespeople to grab a client's attention. And that's why it's vitally important to arm them with the tools that enable them to be confident, sincere, engaging, and successful–before they set foot in their next face-to-face sales call. With the proper knowledge and preparation, your salespeople can establish themselves as experts, think on their feet, adapt to client expectations, and capture lifetime clients. As a module of the **Selling Essentials Training Series**, *Opening the Sales Call* is an in-depth training program that does just that.

Course Competencies:

1. Understand the importance of preparation
2. Learn an effective framework for opening face-to-face sales calls
3. Discover the traits and characteristics that improve success rate
4. Understand the importance of building rapport
5. Learn how to overcome obstacles and resistance to change

SELLING ESSENTIALS: PRESENTING SOLUTIONS (4 hours, 25 minutes)

It's true. Preparation is key, especially when it comes to selling. Successful salespeople know it. From mastering product knowledge to understanding what the client wants and figuring out how to clinch the sale, they always do their homework. But knowing what to prepare, and *how* to prepare, can't be left to trial and error. That's because developing the ability to see through the client's eyes, pinpoint their needs, think outside of the box, and deliver a convincing presentation takes time, training, practice, and then more practice. As a module of the **Selling Essentials Training Series**, *Presenting Solutions, Overcoming Objections, and Closing the Sale*, prepares your sales force to approach each sales call with the skill, confidence, and know-how to achieve results.

Course Competencies:

1. Learn an easy-to-use model for presenting
2. Understand how to effectively describe features and benefits
3. Become skilled at identifying customer objections
4. Know how to overcome objections using an effective model
5. Learn and master specific steps to close a deal

SELLING ESSENTIALS: PROSPECTING AND TERRITORY MANAGEMENT
(4 hours, 45 minutes)

Ask any sales professional about prospecting and most will tell you it's their least favorite thing to do. From figuring out how to develop a territory to finding qualified leads and making cold calls, it's enough to cause even the most seasoned people to cringe. Some even point fingers claiming it's not within the realm of their responsibility. But prospecting is the vital first step in the sales cycle, and the key to success is preparation, practice, and confidence. The training gives salespeople at all levels the know-how to tackle prospecting, maintain a healthy pipeline, and grow their business.

Course Competencies:

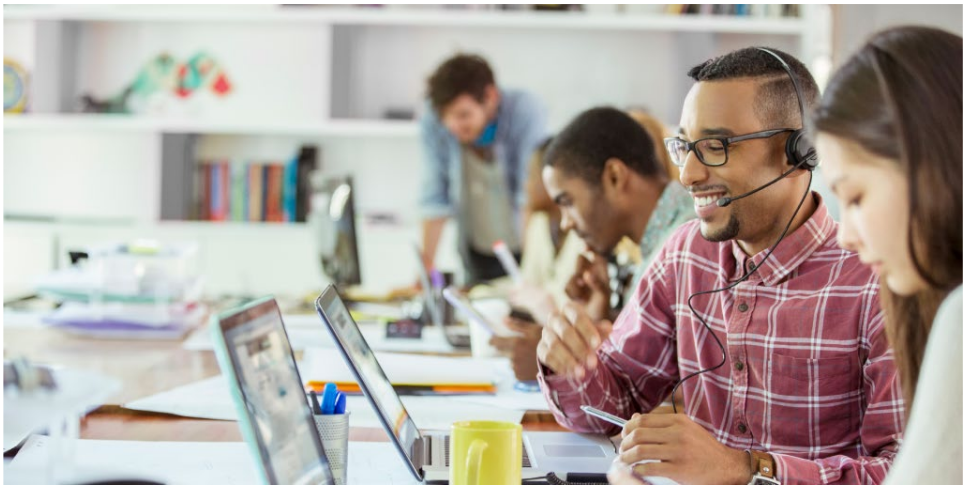
1. Learn practical tips for prospecting and qualifying
2. Discover how to develop a pipeline of profitable customers
3. Determine how to plan for sales opportunities
4. Identify techniques for making contact with prospects
5. Learn to implement strategies for prospecting and territory management

SELLING ESSENTIALS: UNDERSTANDING THE SALES CYCLE (3 hours, 30 minutes)

Whether you are working with fresh faces or seasoned pros, there are usually gaps between where salespeople are in their development and where they should be. That's why it's a good idea to assess skill levels from time to time, establish a baseline, and always have an action plan for improvement. The results are beneficial to the bottom line—for both the individual and the organization.

Course Competencies:

1. Assess selling strengths and areas for improvement
2. Learn about the trends in today's selling environment
3. Understand the concept of customer-focused selling
4. Learn the steps of the sales process and buying cycle
5. Discover how customers make decisions
6. Describe the steps in the sales process



SELLING ESSENTIALS: WHAT TO ASK AND HOW TO LISTEN (3 hours, 45 minutes)

They've mastered prospecting, scoped out hot leads, and succeeded in getting their foot in the door. So far, your salespeople are off to a great start. But at this moment, they're sitting face-to-face with their next (hopefully) new customer, and after an engaging opening, they stop and think, hmm…now what? It's time to shift the focus to the customer.

So before your salespeople have the chance to jeopardize their next big deal, make sure they know how to keep the customer engaged, uncover their needs, learn their decision-making strategies, and know what not to say. Teach them what to ask—and how to listen.

Course Competencies:

1. Identify types of questions to uncover customers' needs
2. Identify customer needs and challenges
3. Learn how to use active listening to better understand customers
4. Develop strategies for business discussions that get results

SERVANT LEADERSHIP (3 hours, 40 minutes)

In his 1970 essay, Robert K. Greenleaf described the servant leader as someone who desires first to serve and then to lead. It is someone whose primary concern is to help others realize their aspirations and achieve their greatest potential. In *Servant Leadership*, participants discover how to shape an environment of support where everyone feels a sense of value and purpose -- and where, as a result, organizational success is bound to naturally transpire. It is broken into three segments of servant leadership: managing, motivating, and mediating. From a management perspective, participants learn how to establish shared power in decision making to encourage the growth, development, and well-being of individuals and teams. Following management, participants learn how to help others to develop an intrinsic motivation to excel in their job (both individually and as part of a team). And the final module explores compassionate collaboration as a means of resolving conflict that results in maintaining, or even increasing, an atmosphere of trust and respect in the workplace.

Course Competencies:

1. Understand the philosophy of servant leadership
2. Identify personal traits that strengthen servant leadership
3. Implement actions that nurture the growth and development of others
4. Discover ways to recognize and appreciate individuals and teams
5. Use compassionate collaboration as a way to resolve conflict

SKILLFULL COLLBALANCING PRIORITIESABORATION (4 hours, 45 minutes)

Before the individuals in your organization attempt the next project, introduce them to *Skillful Collaboration*, a soft-skills training program that will help them to make sense of the ins and outs of collaboration. From setting common objectives, defining roles, and establishing processes to communication strategies, troubleshooting obstacles, and building networks, *Skillful Collaboration* focuses on how to structure an effective framework that enables individuals to develop harmonious and productive working relationships.

Course Competencies:

1. Discover when collaboration can be an effective and beneficial approach - and when it's not
2. Learn how to establish and successfully communicate expectations to group members
3. Recognize the inward attitudes and outward behaviors necessary to collaborate well
4. Understand communication strategies that foster or hinder collaboration
5. Identify non-collaborative behaviors and implement strategies to cope with them
6. Recognize the scope of your network to increase the ability to collaborate

SOCIAL MEDIA AT WORK Δ (4 hours, 10 minutes)

Social Media at Work: Reap the Rewards and Avoid the Risks is the on-trend training program that explores the do's and don'ts of using social media in the workplace. Packed with ripped-from-the- headlines examples, activities and exercise to test knowledge, a sample social media policy, and an action planning worksheet, it's the comprehensive solution your organization needs to help instill good judgment in employees, build a social media presence, safeguard against from potential pitfalls, and implement a sound policy.

Course Competencies:

1. Recognize the benefits of using social media in the workplace
2. Identify the various legal and ethical risks of using social media in the workplace
3. Discover methods to protect your organization from violations of law or policy
4. Learn how to encourage an "ambassador attitude" in employees
5. Provide guidelines to help employees make good decisions when using social media at work
6. Identify the elements of an effective social media policy

SOLID BUSINESS WRITING ∆ (3 hours, 55 minutes)

Have you ever misunderstood an e-mail? You thought it said one thing, only to find out later that the writer intended something totally different. This is a daily occurrence and is often the result of relying only on words. Few of us really love to write, but it is a necessary part of most jobs. It's normally seen as a chore and a daunting task that we have to do. By learning the tricks taught in this course, you will actually spend less time writing and create a better document.

Course Competencies:

1. Implement techniques to effectively write all types of business documents
2. Utilize outlining to plan documents
3. Follow acceptable e-mail protocol
4. Edit and proofread for complete and professional documents

SPANISH ∆ ♦ (hours vary)

Whether you are just starting your journey in the Spanish language or are looking to refresh your skills, this course is the perfect place to start. Participants will gain skills in reading, writing, and speaking Spanish.

Course Competencies:

1. Understand the various forms of verb conjugation
2. Effectively translate common and useful phrases
3. Apply decoding techniques to unfamiliar words

STAYING FOCUSED (3 hours, 30 minutes)

Today's workplace is anything but static and predictable. Organizations are struggling to do more with less as they try to keep up with rapidly changing technology and increasing global competition. You can't avoid change, but you can control your response, and that response can have a profound effect on your own ability to succeed. In this course, you will learn how to handle change in a positive way so that you can make the most of the opportunities it may offer. You'll discover how a positive response will make you a more valuable employee, increase your skills and self-confidence, reduce your stress level, and help you advance your career.

Course Competencies:

1. Recognize and understand typical responses to change and uncertainty
2. Understand the importance of a positive attitude and a flexible approach to change
3. Identify strategies for maintaining focus and composure during periods of change

STRATEGIC PLANNING 101 (3 hours, 45 minutes)

Strategic Planning 101 helps you to outline a plan that is relevant to your organization's mission, vision, and values and helps you to manage execution throughout the process. The program introduces a logical set of activities or tasks that are grouped into three phases: preparation, development, and implementation of the plan. Participants learn how to assemble the right team, gain the commitment of stakeholders, assess their current situation, formulate specific strategies, set priorities, develop objectives, measure success, and respond to change as the plan is carried out. With a case study to drive home application, this program will help to ensure your organization's managers and leaders gain the know how to begin focusing team efforts to achieve long-term goals.

Course Competencies:

1. Recognize the difference between a strategic plan and other planning processes
2. Identify the situations in which a strategic plan is most useful
3. Understand the three phases in the strategic planning process
4. Develop and implement strategies that will help you achieve long-term goals

SUPER MANAGER (hours vary)

As a manager, overseeing employee performance is an essential obligation. Yet, it's more than just ensuring a timely schedule of operations and quality production. Organizations that surpass expectations with unmatched success ensure employees receive the necessary support, resources, and guidance to get the job done. In a study on employee retention, a number of respondents pointed the finger back at their manager citing behaviors such as a lack of recognition and an inability to meet commitments as some of the top reasons for quitting. It takes a special manager to increase employee engagement and satisfaction in the workplace—it takes a super manager.

Course Competencies:

1. Recognize and learn to balance the qualities of a super manager.
2. Develop self-awareness regarding your managerial skills and display attentiveness to your employees
3. Demonstrate consistency in your values, attitude, and behavior
4. Identify when and how to appropriately exercise mental flexibility
5. Display humility and confidence in your decisions as a manager and show confidence in your employees
6. Ensure that employees maintain focus

SUPERVISOR COMMUNICATION SKILLS (6 hours, 35 minutes)

In general, there are four basic purposes of communication: To inform, to persuade, to ask a question, or to learn. It's as important to know what you *don't want* as it is to know what you *do want*.

In this course, you will learn the importance of assertive speaking -- asking directly for what you need from others without being aggressive. You will discover techniques for holding others accountable while also creating and practicing the art of equitable compromise.

Course Competencies:

1. Identify the characteristics of assertive behavior and include them in your interactions
2. Ask directly for what you need without being aggressive
3. Confront problem behaviors successfully
4. Create equitable compromises with employees and peers
5. Hold others accountable
6. Manage conflicts to achieve productive outcomes
7. Deal with difficult people effectively

SYSTEMS THINKING (4 hours, 40 minutes)

From production and marketing to customer service and fulfillment, organizations are made up of a series of interconnected parts. And while each function may appear to operate efficiently on its own, a change in just one cog can throw the whole system out of whack, creating a continuous chain reaction of problems. If your organization is plagued by nagging issues that affect its performance, it’s time for a new approach. Systems thinking is a proactive problem-solving technique that examines the relationships between various organizational functions and how they impact each other. What makes systems thinking so powerful is that it enables your organization to predict the consequences of change eliminate solo thinking, adjust perspectives to see different viewpoints, and remain focused on the big picture.

Course Competencies:

1. Understand the concept of systems thinking and why it's important
2. Identify the benefits of using systems thinking in the workplace
3. Learn how to apply systems thinking to address a problem or situation
4. Minimize unintended consequences of major decisions
5. Know how to use systems thinking to improve innovation and productivity
6. Recognize the potential pitfalls of implementing systems thinking

TAKING CONTROL OF CONFLICT (4 hours, 20 minutes)

Is conflict an ongoing battle in your organization? Apparently, it is for most. A recent study reveals that 85 percent of employees experience conflict at work—a staggering 2.8 hours each week—ranging from mild squabbles with teammates to explosive disagreements between managers. Let's face it. Conflict isn't going to become obsolete anytime soon. But individuals can learn how to handle it maturely and collaboratively with insight, knowledge, and the proper skills. And better yet, organizations can actually benefit from conflict in the form of increased productivity and improved relationships—that is, when it's managed successfully.

Course Competencies:

1. Identify your preferred strategy for handling conflict
2. Understand the characteristics and drawbacks of five conflict strategies
3. Recognize the sources of conflict that most often occur in the workplace
4. Learn effective strategies for managing and resolving conflict
5. Practice behaviors that minimize tension and conflict
6. Discover how to address an issue before it escalates into conflict

TAKING INITIATIVE (3 hours, 30 minutes)

How to Inspire a Proactive Company Culture allows participants to develop these skills in the framework of a four-step model that can be used for initiative efforts of all shapes and sizes; however, focuses specifically on how to effect positive change from a large-scale perspective. Participants learn how to identify, develop, sell, and implement ideas that produce a wide-array of long-term company benefits. To put the concept of initiative into greater perspective, throughout the program participants are asked to apply the learned techniques to a case study that focuses on an employee who is working to organize a company-wide charitable event as a way to boost employee morale.

Course Competencies:

1. Find an opportunity to take initiative by anticipating a need
2. Conduct research and gather information to develop your idea
3. Present your idea with confidence and gain necessary approval
4. Follow through on your idea with clear action steps

TALK LIKE A LEADER (4 hours, 30 minutes)

Did you know the average person speaks up to 16,000 words each and every day? No doubt, that's a lot of chatter. But successful leaders know there's a significant difference between being a big talker and being an effective communicator. And they also know communication is the key to motivating and inspiring people. A training program that cuts through the noise to focus on four key areas of leadership communication: Vision, Competence, Relationships, and Support. An interactive workshop chock-full of activities, action planning exercises, and takeaway resources, Talk Like a Leader is the learning experience that empowers leaders with the skills and confidence to encourage enthusiasm, increase productivity, minimize miscommunication, and improve working relationships. *What Every Leader Needs to Hear* is a half-day classroom training program that cuts through the noise to focus on four key areas of leadership communication: Vision, Competence, Relationships, and Support. An interactive workshop chock-full of activities, action planning exercises, and takeaway resources, *Talk Like a Leader* is the learning experience that empowers leaders with the skills and confidence to encourage enthusiasm, increase productivity, minimize miscommunication, and improve working relationships.

Course Competencies:

1. Learn key communication phrases that express vision and competence
2. Recognize the key communication phrases that reinforce relationships and support of others
3. Explore ways to demonstrate accountability and expect it of others
4. Learn how to become effective at delivering constructive criticism
5. Understand how to show appreciation and provide meaningful praise

TEAM EXCELLENCE (4 hours, 30 minutes)

Organizations know that every one of their employees is valuable and contributes unique talents and experience to each project or task at hand. So, comparatively, when employees come together as a team, the end result is typically even greater success—that is, when members understand how to work collaboratively. Effective collaboration not only helps to increase the quality of results, but also the productivity. Team Excellence is the training resource that ensures teams achieve these outcomes. Participants fundamentally learn to CARE by discovering techniques for effective Communication, maximizing individual Ability, producing Results, and fostering Esprit de corps. Among these techniques, they learn to create synergy, set goals, cultivate accountability, and coordinate effective team building activities, effectively allowing them to achieve high performance.

Course Competencies:

1. Recognize the communication characteristics of high-performing teams and team members
2. Assess individual strengths in order to ensure the best possible team performance
3. Set goals successfully and avoid common goal-setting mistakes
4. Learn how to focus on goals and results effectively
5. Recognize the elements of esprit de corps

   Learn what makes team building successful and what types of activities to avoid.

TIME MANAGEMENT (8 hours, 10 minutes)

A simple glance at the desks of various workers reveals different organizational and time management practices that individuals have adapted to their personality. Personality preferences have an impact on how individuals successfully manage their time. Different approaches to time management are equally effective and neither approach is better than the other. In this program you will learn how to increase your personal effectiveness by using management techniques that fit your personality. You will apply time saving techniques, learn ways to overcome procrastination and finding out a variety of methods to living a balanced life.

Course Competencies:

1. Understand the relationship between time-management style and personality preferences
2. Assess your time-management style
3. Outline traditional time-management steps
4. Recognize the causes of procrastination
5. Apply time-saving techniques
6. Determine when tasks can be automated
7. Utilize the priority matrix
8. Identify the priorities and boundaries of your job

THE TOUGHEST SUPERVISOR CHALLENGES (4 hours, 35 minutes)

When dealing with issues such as employee performance, personality clashes, and conflict, the truth is that there are no quick fixes. Successful supervisors know it takes time to do what's best for the long-term success of the organization, its employees, and even themselves. They also know that they can overcome just about any challenge by exercising the "three keys": realism, restraint, and resolve. The Toughest Supervisor Challenges gives both new and experienced managers the supervisory skills, tools, and techniques they need to evaluate the situation at hand and choose the appropriate response.

Course Competencies:

1. Understand how to use realism, restraint, and resolve to face any challenge
2. Learn how to resolve conflicts between employees
3. Know how to minimize the impact of employee layoffs
4. Discover how to support employees with performance issues
5. Learn how to manage while preparing for possible discipline or termination
6. Handle employee issues with sensitivity and fairness
7. Know how to take control and responsibility in a crisis situation

THE TRANSFORMATIONAL LEADER (4 hours)

In plain English, transformational leadership creates important, positive change. It is grounded in the belief that inspiring others to focus on the greater good produces a level of excellence that exceeds results achieved by other forms of leadership.

This program will walk you through the four components to transformational leadership -- calling, charisma, challenge, and caring -- allowing you to develop the skills and techniques required to make a real difference at your workplace and to inspire others to work toward a shared vision of positive change.

Course Competencies:

1. Carry out the four components of transformational leadership
2. Identify your calling and share it with passion and purpose
3. Develop the elements of charisma and share impactful stories with others
4. Help others engage in critical thinking
5. Implement ideas to encourage creativity and innovation
6. Make personal connections with your followers and encourage their growth

UNDERSTANDING GENERATIONAL DIFFERNCES (3 hours, 30 minutes)

This program will help you gain a better understanding of the four generations that make up the current workforce - Veterans, Baby Boomers, and Generations X and Y - and how their unique experiences and expectations impact their view of the workplace. You will be able to identify the challenges of working with multiple generations and learn techniques that foster respectful communication and positive interaction with all groups.

Course Competencies:

1. Describe the changing workplace
2. Identify the four generations in the workplace
3. Describe the characteristics of the four generations in the workplace
4. Examine the stereotypes associated with each generation
5. Identify potential challenges when interacting with the different generations
6. Demonstrate techniques that foster respectful communication with different generations
7. Develop an action plan to connect to all generations in your workplace

WHY WE STRUGGLE WITH TOUGH DECISIONS (4 hours, 35 minutes)

In the workplace, some people get stuck over analyzing all of their choices -- they want a spreadsheet packed with data before proceeding with any decision. Others swear by their intuition and have no data to back up how they arrived at a particular decision.
How can you make a high-impact decision that is effective, practical, and successful? By having a clear objective, gathering and evaluating information in a structured way, avoiding common decision traps, and by using your intuition to confirm or question your decision. This course will enhance your confidence and skill at making -- and implementing -- tough decisions, allowing you to increase your value to your organization and actively contribute to its success.

Course Competencies:

1. Understand the role that emotions play in decision-making.
2. Describe how to make a decision effectively, recognizing key steps to take before, during, and after the decision-making process
3. Identify your values in order to guide your actions, behaviors, and decisions
4. Put into practice various methods for collecting and evaluating information
5. Recognize—and avoid—the most common traps that complicate tough decisions
6. Develop strategies to overcome your concerns about making and implementing tough decisions

WOMEN AND LEADERSHIP
(4 hours, 15 minutes)

Women and Leadership identifies the specific challenges imposed on women in the workplace and provides an in-depth look at how they can combat these obstacles to maximize their strengths - helping not only women, but all professionals and organizations as they work to build the leadership skills of their employees.

Course Competencies:

1. Understand the challenges that women face as they pursue leadership positions
2. Assess limitations that women place on themselves
3. Build skills that enhance your development as a leader
4. Develop and manage relationships to maximize your leadership potential
5. Overcome work-life challenges
6. Recognize special issues women leaders face when they interact with others
7. Use your natural strengths to build and maintain a strong team
8. Implement a plan to target the leadership skills you most want to improve

WORD MICROSOFT ∆ ♦ (6 hours)

Become more efficient learning the basics of what PC Magazine ranked as one of the 'strongest and most intelligent programs ever written'. If you already have experience with MS word, try the intermediate and advanced level courses.

Course Competencies:

1. Open and create various new types of documents
2. Add, edit, and format text
3. Create, edit, and design tables
4. Adjust page layout and other page formatting
5. Add, edit, and format graphics and other objects
6. Utilize proofing, printing, and exporting functions

Not all courses listed in the catalog are offered on a continuous basis and courses which do not appear in this catalog may be offered in addition to regular AWC CE courses. For a list of courses currently open for registration, please visit our course list at:

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* Ed2Go and UgotClass courses are personal and professional development which do not accrue college credits, but *may* qualify for CEU hours. Please verify with your employer *before* enrolling.

** Some Ed2Go Career Training Programs may qualify for MyCAA or military benefit funding. For more information please visit our website and select the Online Courses tab from the left-hand navigation menu.

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Who is eligible?

- Spouses of an active duty Army, Navy, Air Force, or Marine service member in pay grades E1-E5, W1-W2, or O1-O2.
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- Dedicated admission counselors will help you find a training program that best fits your interests.
- Start your training immediately.
- 24/7 access allows you to learn around your busy schedule.
- Earn industry-recognized certification.
- Many programs include a voucher to take the certification exam.
- Your Student Support Representative will guide you through your program and assist you with any questions that arise.

For more information regarding MyCAA eligibility and program availability, or to contact a Military Benefit Specialist, please visit our website and select Online Courses from the left-hand navigation menu.

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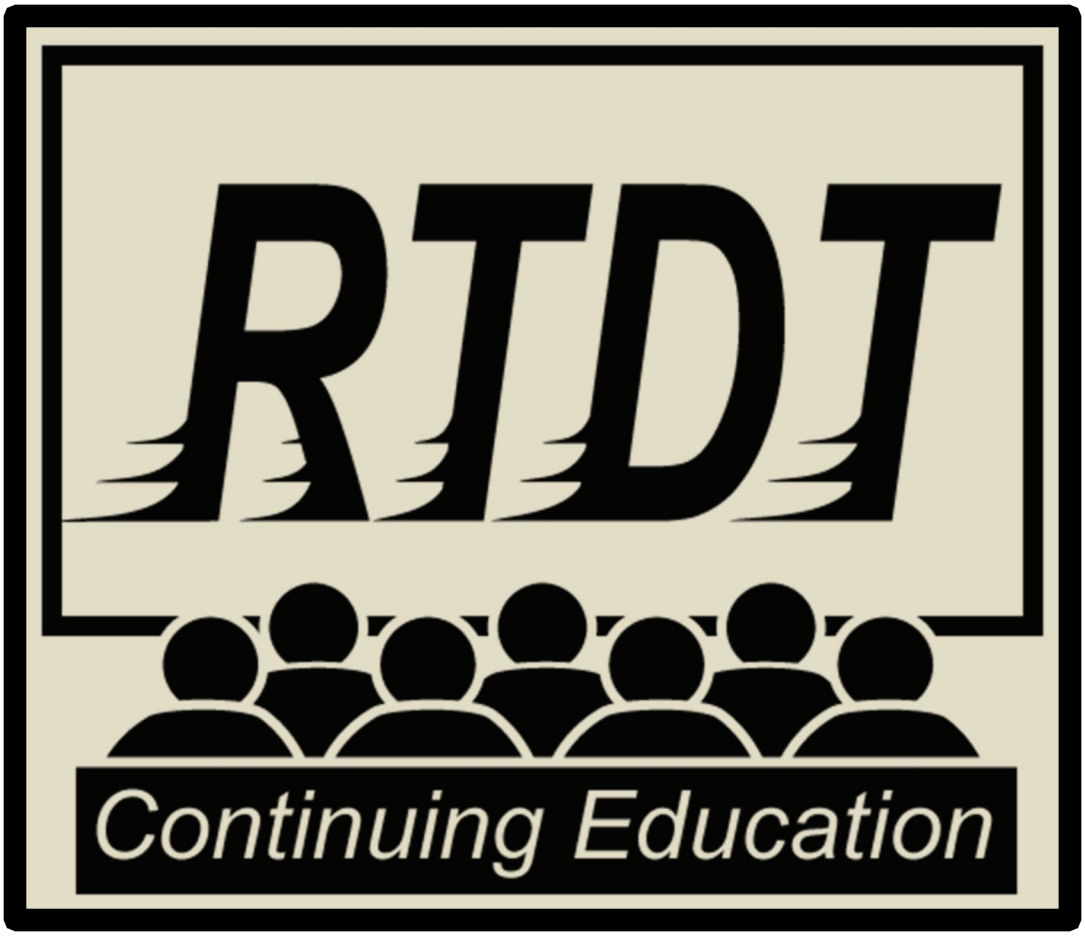

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"A few months ago, our company began working with AWC's Continuing Education to hold ISO Microbiology training. Medcomp/Martech has been so satisfied we are now finalizing our next group of trainings for ISO Sterilization. Because their programs are cost-effective, and simultaneously held locally and remotely, we have been able to train more employees than ever before. I would highly recommend using Continuing Education Real Time Distance Training to any company looking for a quality experience and significant savings to their training budget."

- Tracy L. Schultz, VP Operations, Martech Medical

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