



To Enroll!

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FALL 2015

Supervisory/Management Training/Professional Development

Beyond Customer Service-Creating Customer Loyalty
 Cost: \$75
 Meeting Day and Time: Monday, 8AM-12PM
 Date: August 11, 2015
 Instructor: Michael J. Harbaugh

Customer Service and Customer Satisfaction have become commodities. Everyone says they provide them and people no longer see them as a reason to do business with an organization. It's time to go beyond customer service.., Customer Loyalty is the new frontier. To be competitive in today's ever-changing economy, organizations need to produce a distinctive personal and emotional experience for each of their customers. Participants will learn the key elements of what it takes to create loyal customers by exceeding their expectations. They will also understand the skills and attitudes necessary to help them personally and professionally connect with customers.

Creating And Measuring Customer Loyalty
 Cost: \$75
 Meeting Day and Time: Thursday, 8AM-12PM
 Dates: August 13, 2015
 Instructor: Michael J. Harbaugh

Understanding Customer Loyalty is important. However, understanding how to create and measure loyalty is critical for sustaining organizational success. Workshop 2 participants will understand how to build trust in every customer interaction. Customers recognize and can accept that every organization is not perfect, mistakes will be made, and conflict can arise. Participants will leave with the knowledge of how to turn these obstacles into opportunities to delight the customer. This workshop will provide participants with concrete strategies for effective measurement and communication of the key drivers of customer loyalty.

Effectively Managing Stress And Impulses
 Cost: \$75
 Meeting Day and Time: Thursday, 8AM-12PM
 Date: August 27, 2015
 Instructor: Michael J. Harbaugh

Professional Customer Service providers are in tune with the emotions of the people they deal with through awareness and empathy. This workshop will provide participants with the tools to become proficient at handling conflicts, and have the ability to maintain positive attitudes while engaged in their work even in the face of a continual barrage of negative customer interactions. Participants will discover effective models for building stress tolerance and the ability to deal effectively with adverse events and stressful situations. Workshop 3 attendees will be able to self-assess their ability to control their impulses and leave with specific goals and action steps to improve their responses.

Goal Accomplishment For Sustainable Success
 Cost: \$75
 Meeting Day and Times: Thursday, 8AM-12PM

Ironically, most people spend more time and energy planning a one-week vacation than to planning the other 51 weeks of the year. Workshop 4 will provide leadership knowledge in three key areas necessary to achieve more goals more often. Participants will learn the time-tested WHYSMART process for setting goals that will substantially improve their ability to

<p>Date: September 10, 2015 Instructor: Michael J. Harbaugh</p>	<p>get results faster, easier, and cheaper than if they continue to do things the same way they have always done them. They will also discover the four types of goals and an easy to remember set of criteria to test their goals against in order to determine the likelihood of achievement. Developing Your GPS provides critical tools and a consistent framework for the decision making and problem solving that is necessary to achieve any personal, professional, and organizational goal.</p>
<p><u>Creating A Powerful Customer Connection</u> Cost: \$75 Meeting Day and Time: Thursday, 8AM-12PM Date: September 24, 2015 Instructor: Michael J. Harbaugh</p>	<p>The emotional state of the service provider will always influence the outcome of the service interaction, and emotionally positive points of contact are the best predictors of Customer Loyalty. Workshop 5 participants will discover five key areas that customers use to evaluate service. Activities designed into the workshop will provide participants an opportunity to practice and receive feedback on their verbal and non-verbal skills when dealing with customers. Participants will learn best practices for dealing with customer complaints in terms of what to say, what not to say, and the proper sequence for addressing problems raised by the customer.</p>
<p><u>Time Management For Professionals</u> Cost: \$50 Meeting Days and Times: Wednesdays, 8:30AM-12:30PM Dates: August 12, 2015; September 9, 2015; October 7, 2015; November 4, 2015 Instructor: Michael J. Harbaugh</p>	<p>The great dividing line between success and failure can be summed up in five words: "I did not have time." A professional's most precious commodity is time. Whether they manage time, or time manages them... whether they stay ahead of things, or fall farther and farther behind... in a large degree depends on how they invest the available seconds, minutes, and hours of their workday. Workshop participants will self-discover their time management skills and gaps, understand the best practices of time management, and develop time strategies that will help them get more done in less time with less stress on themselves and others.</p>
<p><u>Effective Presentation Strategies</u> Cost: \$75 Meeting Days and Times: Monday or Thursday, 8:00AM-4:00PM Dates: September 21, 2015; November 5, 2015 Instructor: Michael J. Harbaugh</p>	<p>Whether you are a new team leader addressing your team, a facilitator guiding a problem solving team, a training instructor, or a seasoned salesperson, effective presentations can be a powerful tool to help you achieve desired results. This interactive workshop will help participants discover best-in-class presentation concepts and ideas to improve the effectiveness of their communications in front of groups, and then practice those concepts through live presentations and real-time peer and video-based feedback.</p>
<p><u>Row, Row, Row Your Boat! and What is a Leader?</u> Cost: \$50.00 Meeting Days and Time: Wednesday, 8:30AM-11:30PM</p>	<p><i>Row, Row, Row Your Boat!:</i> This high energy session takes the lines of a popular children's song and inspirational quotes to help participants chart their course for success and have fun along the way!</p> <p><i>What is a Leader?:</i> Leadership is a choice and everyone has the potential to be a leader within</p>

<p>Dates: September 23 , 2015 Instructor: Dianne Dyar</p>	<p>their organization. This interactive session provides 12 steps to becoming a leader as well as challenging participants to reach higher than they can imagine!</p>
<p><u>W.H.A.T.....Customer Service! and Celebrate!</u> Cost: \$50.00 Meeting Days and Time: Wednesday, 8:30AM-11:30PM Dates: October 21, 2015 Instructor: Dianne Dyar</p>	<p><i>W.H.A.T.... Customer Service!:</i> In a fast-paced society, often the common courtesies of customer service are last on everyone’s list. Welcome, Hear, Accomplish, and Thank are the foundation for great customer service. Participants will discover new methods for excelling at customer service regardless of their job description! This session is great for frontline employees of any business.</p> <p><i>Celebrate!:</i> Having fun at work creates a more productive work environment, happier employees, and ultimately, returning customers! Grocery store finds are the basis for tips you’ll take back to the workplace for fun and celebrating!</p>
<p><u>5 Languages of Appreciation in the Workplace and Who Burned the Popcorn?</u> Cost: \$50.00 Meeting Days and Time: Wednesday, 8:30AM-11:30AM Dates: November 11, 2015 Instructor: Dianne Dyar</p>	<p><i>5 Languages of Appreciation in the Workplace:</i> Appreciation of employees comes in all forms. An in-depth look at 5 approaches of showing appreciation to employees can make for a more vibrant, energetic workplace. Great session for managers! **Adapted from the book <i>5 Languages of Appreciation in the Workplace</i>, by Dr. Paul White and Dr. Gary Chapman</p> <p><i>Who Burned the Popcorn?:</i> We spend a lot of time at work and often forget that good manners are taken for granted in the workplace. A high-energy, interactive session uses the alphabet to address common problems that may arise when two or more are gathered together to work!</p>
<p><u>DIY: What’s in Your Toolbox? and Change=Opportunity</u> Cost: \$50.00 Meeting Days and Time: Wednesday, 8:30AM-11:30AM Dates: December 2, 2015 Instructor: Dianne Dyar</p>	<p><i>DIY: What’s in Your Toolbox?:</i> Visual reminders are great way to emphasize tools for success! Using a toolbox and all the tools needed to achieve success, participants will focus on their tools for creating success!</p> <p><i>Change = Opportunity:</i> The word change often brings to mind negative images. Participants will use the word opportunity to develop techniques that focus on the positives in life! This session is a hands-on, interactive session.</p>

<p><u>The Five Waves of Trust</u> Cost: \$50.00 Meeting Days and Time: Wednesday, 9:00AM-1:00PM Dates: August 26 , 2015 Instructor: Skip Wilson</p>	<p>Trust is the foundation of all enduring relationships. Without trust those relationships break down. When relationships break down, everything takes longer to get done. In any organization that causes costs to rise, taxing the organization's efforts to remain competitive. But if trust is there, organizations enjoy a dividend resulting from their efforts. Things speed up; costs go down.</p> <p>And when you think about trust as the key leadership competency for the 21st Century, you begin to see how powerful trust, or the lack thereof, can be. Stephen M.R. Covey, author of the best-selling business book <i>The Speed of Trust</i>, says, "Trust is the one thing that changes everything."</p> <p>Topics addressed: Define trust; the five waves of trust; four cores of credibility; design and develop a trust-building action plan.</p>
<p><u>Leadership Communication</u> Cost: \$50.00 Meeting Days and Time: Tuesday, 9:00AM-1:00PM Dates: September 1, 2015 Instructor: Skip Wilson</p>	<p>One of the biggest complaints by employees about their supervisors/managers is poor communication. Ironically, supervisors/managers complain that their employees don't do what's expected of them.</p> <p>This training addresses both of these issues as it covers listening, communicating expectations, giving and receiving feedback, and dealing with emotions during communication.</p> <p>Topics addressed: Levels of listening; listening skills; creating and communicating expectations and guidelines; accountability; giving and receiving feedback; two feedback models; the role of emotions during communication.</p>
<p><u>Team Dynamics</u> Cost: \$50.00 Meeting Days and Time: Tuesday, 9:00AM-1:00PM Dates: October 6 , 2015 Instructor: Skip Wilson</p>	<p>Work in any organization gets done best in a team environment. It's important, then, that employees at all levels understand how teams develop, grow, and evolve toward high performance.</p> <p>This module addresses team basics and team member needs at every stage of development. It includes a survival simulation activity that gets participants involved in consensus building, problem solving, and decision making.</p> <p>Topics addressed: Solve problems and make decisions as a member of a team; four stages of team development; three elements of effective team functioning; "synergistic problem solving and decision making" in the context of teamwork.</p>

<p><u>Workplace Diversity</u> Cost: \$50.00 Meeting Days and Time: Tuesday, 9:00AM-1:00PM Dates: November 10, 2015 Instructor: Skip Wilson</p>	<p>A world without diversity would be bland indeed! Differences not only add spice to life, but they are key ingredients for building strong futures based on common goals.</p> <p>In order to grow as individuals and as a team in workplace environment, we must learn how to understand, value, and manage diversity in the workplace.</p> <p>Topics addressed: Define workplace diversity; identify diversity factors at your organization; distinguish among the terms category, generalization, stereotype, prejudice, and discrimination; identify and use two intervention strategies for challenging disrespectful behaviors.</p>
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<p><u>Computer Classes</u></p> <p><i>*day classes are 2-four hour sessions- MUST attend for a total of 8 hours</i> <i>*night classes are 4- two hour sessions- MUST attend for a total of 8 hours</i></p>	
<p><u>Access 2010: Basic</u> Cost: \$50.00 Meeting Days and Time: Tuesday and Thursday NIGHTS, 5:30PM-8:30PM Dates: October 13 & 15, 2015 Instructor: Mary Katherine Shipp <u>*must attend both sessions</u></p>	<p>Data is everywhere. Whether you are at the grocery store, office, laboratory, classroom, or ball park, you are awash in data: prices, schedules, performance measures, lab results, recipes, contact information, quality metrics, market indices, grades, and statistics. Most job roles today involve some form of <i>data management</i>. A relational database application such as Microsoft® Office Access® 2010 can help you and your organization collect and manage large amounts of data. Access is a versatile tool. You can use it as a personal data management tool (for your use alone), or you can use it as a construction set to develop applications for an entire department or organization. In this course, you will learn how to use Access 2010 to manage your data, including creating a new database, constructing tables, designing forms and reports, and creating queries to join, filter, and sort data.</p>
<p><u>Access 2010: Intermediate</u> Cost: \$50.00 Meeting Days and Time: Tuesday and Thursday NIGHTS, 5:30PM-8:30PM Dates: October 20 & 22, 2015 Instructor: Mary Katherine Shipp</p>	<p>Your training and experience using Microsoft® Access® 2010 has given you basic database management skills such as creating tables, designing forms and reports, and building queries. In this course, you will expand your knowledge of relational database design, write advanced queries, structure existing data, share data across applications, and customize reports. Extending your knowledge of Microsoft Access 2010 will result in a robust,</p>

<p><u>*must attend both sessions</u></p>	<p>functional database for your users.</p>
<p><u>Excel 2010: Basics</u> Cost: \$50.00 Meeting Days and Time: Varies, 8AM-12PM Dates: August 4 & 5, 2015; September 9 & 11, 2015; October 6 & 7, 2015; November 3 & 4, 2015 Instructor: Chaka Turner (September); Jayne Hust (August, October, November) <u>must attend both sessions</u></p> <p>NIGHT: Meeting Days and Time: Tuesdays & Thursdays, 5:30PM-8:30PM Dates: August 4 & 6, 2015 Instructor: Mary Katherine Shipp <u>must attend both sessions</u></p>	<p>In this introductory course to Excel, participants will explore essential Excel activities and learn the many shortcuts and timesaving features in Excel. Start by learning the basics of getting started with Microsoft Office Excel 2010, performing calculations, setting up a worksheet and modifying it, then adding formulas, functions and formatting, managing a workbook and printing a workbook.</p>
<p><u>Excel 2010: Intermediate</u> Cost: \$50.00 Meeting Days and Time: Varies, 8AM-12PM Dates: August 11 & 12, 2015; September 16 & 17, 2015; October 13 & 14, 2015; November 17 & 18, 2015 Instructor: Chaka Turner (September); Jayne Hust (August, October, November) <u>must attend both sessions</u></p> <p>NIGHT: Meeting Days and Time: Tuesday & Thursdays, 5:30PM-8:30PM Dates: September 1 & 3 2015 Instructor: Mary Katherine Shipp <u>must attend both sessions</u></p>	<p>Expand your knowledge of Excel! In Excel, you created, edited, formatted, and printed basic spreadsheets. You will now learn to customize the Excel environment, create advanced formulas, analyze data by using functions and conditional formatting, organize and analyze datasets and tables, visualize data by using basic charts, analyze data by using PivotTables, slicers, and PivotCharts.</p> <p>This course is designed for students who already have foundational knowledge and skills in Excel 2010 and who wish to begin taking advantage of some of the higher-level functionality in Excel to analyze and present data.</p>

<p><u>Excel 2010: Advanced</u> Cost: \$50.00 Meeting Days and Time: Varies, 8AM-12PM Dates: August 18 & 19, 2015; September 29 & October 1, 2015; October 20 & 21, 2015; December 1 & 2, 2015 Instructor: Chaka Turner (September); Jayne Hust (August, October, November) <u>must attend both sessions</u></p> <p>NIGHT: Meeting Days and Time: Tuesday & Thursdays, 5:30PM-8:30PM Dates: October 6 & 7, 2015 Instructor: Mary Katherine Shipp <u>must attend both sessions</u></p>	<p>This course was designed for students desiring to gain the skills necessary to create macros, collaborate with others, audit and analyze worksheet data, incorporate multiple data sources, and import and export data. You will automate some common Excel tasks, analyze data sets, troubleshoot errors, collaborate on worksheets with other users, audit worksheets, work with multiple workbooks, import and export data and and share Excel data with other applications such as the web.</p>
<p><u>PowerPoint 2010: Basic</u> Cost: \$50.00 Meeting Days and Time: Wednesday & Thursday, 8AM-12PM Dates: September 2 & 3, 2015 Instructor: Chaka Turner</p> <p>NIGHT: Meeting Days and Time: Tuesday & Thursdays, 5:30PM-8:30PM Dates: August 11 & 12, 2015 Instructor: Mary Katherine Shipp <u>must attend both sessions</u></p>	<p>It's hard to imagine a day going by without people passing along large amounts of information. Messages are everywhere, and the number of messages we receive seems to be increasing each day. Whether via phone, email, mass media, or personal interaction, we are subjected to a constant stream of information. With so much communication to contend with, it can be difficult to grab people's attention. But, we are often called upon to do just that. So, how do you grab and maintain an audience's focus when you're asked to present important information? By being clear, organized, and engaging. And, that is exactly what Microsoft® Office PowerPoint® 2010 can help you do. Today's audiences are tech savvy, accustomed to high-impact multimedia content, and stretched for time. By learning how to use the vast array of features and functionality contained within PowerPoint 2010, you will gain the ability to organize your content, enhance it with high-impact visuals, and deliver it with a punch. In this course, you will use PowerPoint 2010 to begin creating engaging, dynamic multimedia presentations.</p>
<p><u>PowerPoint 2010: Intermediate</u> Cost: \$50.00</p>	<p>Meetings, instruction, training, pitches; these are all a part of our daily lives. We are often called upon to deliver presentations with little notice, at multiple venues, and with varying</p>

<p>Meeting Days and Time: Tuesday & Thursday NIGHT, 5:30PM-8:30PM Dates: September 15 & 17, 2015 Instructor: Mary Katherine Shipp <u>must attend both sessions</u></p>	<p>requirements, and that includes sensitive information that needs to be guarded. Given all the variables, it may seem an overwhelming task to deliver your content, on time, to all audiences, and to only those who need to see it. Oh, and by the way, you need to make it interesting, informative, and memorable. So, how do you do it? Without the help of a robust set of tools, it would be nearly impossible. But, PowerPoint 2010 provides you with a variety of such tools, that can help you deliver content in nearly any situation, while saving time and effort.</p> <p>By taking advantage of these tools, you will be creating presentations that not only stand out from the crowd, but also don't consume all of your available time.</p>
<p><u>Word 2010: Basic</u> Cost: \$50.00 Meeting Days and Time: Monday & Tuesday, 8AM-12PM Dates: August 31 & September 1, 2015 Instructor: Chaka Turner <u>must attend both sessions</u></p> <p>NIGHT: Meeting Days and Time: Tuesday & Thursdays, 5:30PM-8:30PM Dates: August 18 & 20, 2015 Instructor: Mary Katherine Shipp <u>must attend both sessions</u></p>	<p>With Word, you can create professional looking documents! Learn how to create your first document in Word: type where you want to on a page, fix spelling errors, make a list, change page margins, add emphasis to some words, quickly add some style through tables, page layout, and graphics, then proof and save your work.</p>
<p><u>Word 2010: Intermediate</u> Cost: \$50.00 Meeting Days and Time: Tuesday & Thursdays NIGHT, 5:30PM-8:30PM Dates: September 22 & 24, 2015 Instructor: Mary Katherine Shipp <u>must attend both sessions</u></p>	<p>After completing Word 2010: Basics, you are now able to perform the basic tasks to create a variety of documents. You probably noticed as you continued working in Word that there are some tasks that you repeat quite often. This course will show you how you can work more efficiently by automating some tasks and providing methods to maintain consistency between documents. You will create more complex documents that include lists, tables, charts, graphics, and newsletter layouts. You will also merge data into documents to personalize correspondence and address envelopes and labels with the data as well.</p> <p>Word can be used to create complex documents that are nearly as complicated as those</p>

	<p>created using a desktop publishing application. Using Word, you can control how the text flows between paragraphs and pages, you can link a story on page one to the rest of the story later in the document, and you can add graphics and specify how the text and graphic appear together on the page.</p>
<p><u>Adobe PhotoshopCS6: Basic</u> Cost: \$50.00 Meeting Day and Times: 9AM-12PM Dates: TBA Instructor: TBA</p>	<p>Adobe® Photoshop® CS6: Basic focuses on some of the basic features of Photoshop so that you can navigate the environment and use Photoshop tools to work with photographic images. In addition, the orientation to Adobe Bridge and organization of files in Bridge is covered. Although Photoshop is used by a variety of professionals, from photographers to designers to videographers, Photoshop Basic will focus mainly on the photography component. Some things this class covers: Identifying the basic components of the Photoshop workspace and Adobe Bridge, Defining image size, resolution, and color modes; working with selection tool and layer; making image enhancements and adjustment; opening and modifying an image in Camera Raw and preparing images for print and web.</p>
<p><u>Adobe InDesign</u> Cost: \$50.00 Meeting Day and Times: 9AM-12PM Dates: TBA Instructor: TBA</p>	<p>This course is intended for students who want to use the basic tools and features of InDesign for creating professional page layout and designs. Students will identify the elements of the InDesign interface, learn how to create a new document, manipulate text, shapes, graphics, colors, and frames to create eye-catching print products, manage page elements, build a table and prepare a document for delivery.</p>
<p><u>Computer for the Beginner</u> Cost: FREE Meeting Days and Time: Wednesday & Thursday, 8AM-12PM Dates: August 26 & 27, 2015 Instructor: Chaka Turner</p>	<p>Whether you're new to computers or have used them in the past, this class will help you become more comfortable using a personal computer (PC) and, more specifically, the Windows operating system (Windows 7). This course will help you to define what a PC is, and familiarize you with the Windows user interface and its basic capabilities, basic computer hardware and function. In this course, you will explore Windows and learn how to create documents, send email, browse the Internet, use a flash drive to save data, play a CD or DVD, and burn a disc. Basic knowledge of the mouse and keyboard is strongly suggested before taking this class.</p>

Community Enrichment & Personal Development

Conversational Spanish

Cost: \$50

Meeting Days and Time: Tuesday NIGHTS,
6PM-8PM

Dates: August 25 –September 29, 2015

Instructor: Rachel Hawkins

must attend all sessions

The purpose of this class is to give you an immediate speaking ability in Spanish. Participants will learn quickly in an engaging classroom atmosphere. The class will begin by covering the alphabet, pronunciation, key questions, and a look around your home. Participants will learn colors, money, numbers, days of the week, and common greetings. Among other topics, time, directions, traffic signs, menus, and transportation will be covered. *Cost includes textbook.*

English as a Second Language (ESL)

Cost: \$50

Meeting Days and Time: Tuesday
NIGHTS, 6PM-8PM

Dates: August 25-December 8, 2015

Instructor: Ana Davenport

must attend all sessions

ESL classes provide students with the opportunity to increase their use and understanding of everyday American English. All levels are conversational and include speaking, grammar, listening comprehension, and vocabulary development.

Project Management Institute

Register through Jim Shelton at vpeducation@pmicmsn.org

PMICMS PMP Exam Prep Boot Camp

Cost: \$1,000 for PMICMS members;
\$1,250.00 non-members

Meeting Days and Time: Thurs & Fridays,
8:30A–5:00P

Dates: July 22, 23, 29, & 30, 2015

Facilitator: Jim Shelton

Fall classes To Be Announced at a later date

During this four day intensive class, the following modules will be covered: Foundational Concepts, Process Framework, Integration Management, Scope Management, Time Management, Project Network Diagrams, Cost Management, Earned Value, Quality Management, Human Resources Management, Procurement Management and Stakeholder Management.

SHRM/HR

Essentials of Human Resource Management
(16 hours)

Cost: \$325.00

Meeting Days and Time: Thursday &
Friday, 8:30A-4:30P

Dates: September 24 & 25, 2015

Facilitator: Sara Jane Hope

SHRM Essentials of HR Management is an introductory course offering a comprehensive overview of human resource roles and responsibilities. It gives participants critical knowledge to help reduce potentially costly lawsuits and improves their ability to handle challenging HR issues. This course is ideal for those who are just starting out in the human resources profession, or those who are looking for an effective way to boost their employee management skills. More details:

<http://www.shrm.org/education/educationalproducts/essentials/pages/default.aspx>

SHRM Learning Essentials (48 hours)

Cost: \$925 SHRM/CAHRA members; \$975 non-members

Meeting Days and Time: Tuesday NIGHTS,
6:00P-9:00P

Dates: August 25-December 15, 2015
(Tuesdays)

Facilitator: Sara Jane Hope

Expand your HR knowledge and skills as well as prepare yourself for the SHRM Certified Professional (SHRM-CP) and SHRM Senior Certified Professional (SHRM-SCP) certification exams. Our course is based on the 2015 SHRM Learning System for SHRM CP/SHRM-SCP. Comprised of learning modules teaching the SHRM Body of Competency and Knowledge (SHRM BoCK), and online resources, this class provides study materials to streamline study time, accelerate learning and build confidence for passing the SHRM-CP/SHRM-SCP exam. Expand and test your knowledge and practical, real-life competencies in areas critical for HR career success.

For information regarding SHRM certifications, please visit www.shrmcertification.org.

ESRI Authorized Courses

Offered by the MSU Geosystems Research Institute

<http://www.geospatial.msstate.edu/Courses.htm#multi>

Free for MS local and state government agency employees IHL and CC/JC employees and students not eligible

TO BE ANNOUNCED LATER

MORE CLASSES COMING SOON