

State In-Service Training Program Course Catalog

**Fall 2023
October-January**

Agency Registration Deadline: October 2, 2023

**Staff Development Courses offered by
The Connecticut State Colleges and Universities
and Board of Regents for Higher Education**

Fall 2023 Individual Application for State In-Service Training Program

This form may be used for agency registration purposes; however, some agencies have their own required application. Please check with your agency's Training Approval Officer. Email addresses & telephone numbers must be provided in order to complete each registration request. TAOs are asked to provide an Agency Spreadsheet that includes employee names, Net ID (if available,) email addresses, phone numbers, agency name and course names & numbers. College Coordinators from each campus will reach out to individual employees to identify or verify Net ID numbers if individuals may have taken courses previously.

Important notes to Applicants:

Direct all questions regarding timelines and procedures to your agency's Training Approval Officer. Each agency has unique policies concerning deadlines, eligibility, and the registration process.

- Be sure to carefully check the dates and times of the courses for which you are applying, for any potential conflicts. **No seat changes or withdrawals are allowed once seats have been reserved and courses confirmed at the start of the semester.**
- Certificates will be issued at the end of each course. Employees who leave at any point before the instructor ends the class will not be given a certificate.

AGENCY NAME: _____

Information about the Applicant:

Name _____ Title: _____
 Phone: _____ Department: _____
 Email: _____

STUDENT/NET ID (If applicable): _____ :

If you have previously taken classes, you may find your ID on

<http://supportcenter.ct.edu/netid/lookupnetid.asp>

You may leave this blank & the College Coordinator may reach out directly to follow up.

Course Information - One Course Per Page:

Course Title _____
 Course Number: _____ Date(s) _____
 Location: _____ Fee: _____

I meet the prerequisites listed in the course description: ___ Yes ___ No ___ None Listed

Supervisor's Approval

Name _____
 Title _____
 Date: _____

Agency Training Approval Officer (TAO) _____

Dear Colleagues,

Connecticut State Community College provides a wide variety of cost-effective training opportunities to Connecticut State employees. This catalog includes courses that will help employees enhance their skills to meet and support agency goals efficiently and with a high level of customer service. All agencies and employees at all levels are encouraged to participate. Whether you are familiar with the In-Service Training Program or looking at the catalog for the first time, we welcome your participation and feedback. The catalog is also available at <https://bor.ct.edu/in-service/>. You may also browse for courses there using the Search Courses tab, however, the database is no longer available for seat reservations.

Registration

All registrations are coordinated and submitted by agency Training Approval Officers (TAOs). See your agency's TAO for details about deadlines and the approval process within your agency. Don't know who your TAO is? Please ask your supervisor or email me at cconnor@commnet.edu.

****IMPORTANT – All registrations for Fall 2023 should be submitted by the Agency Training Approval Officer (TAO) to the IST Program Coordinator at cconnor@commnet.edu.** Seat reservations in the database are currently unable to be processed. TAOs are asked to provide an Agency Spreadsheet, including *employee name, email address, telephone number, Student ID number (if available), course number, course name, course meeting date and course cost*. Individual Employee Applications may also be accepted, but only when received directly via the Agency's TAO. Please be sure that all requested information is included, or the application may not be able to be processed. A course may be cancelled if minimum enrollment is not met by 10/2/2023. TAOs will be provided a list of cancelled courses by 10/5/2023 and are asked to inform employees accordingly. Late Registration will continue to be open through 10/16/2023.

Registrations are unable to be cancelled after 10/2/2023; if a registered employee later becomes unable to attend a course, they must notify their TAO and arrangements for another employee to attend in their place may be arranged by emailing the IST Program Coordinator. Be sure to include the exact course number, name, & meeting date, as well as the replacement employee's contact information.

Once spreadsheets and/or applications have been forwarded to the IST Program Coordinator, Campus Coordinators will then contact registered employees directly to confirm receipt and to complete the registration process. Coordinators/Instructors will also contact employees directly to provide Web Ex links or Log-In Credentials for online courses. For On-Campus classes requiring computer access, additional registration will need to be completed in advance of class to be able to log in to the computers in the classroom on the day of the course.

REQUIREMENTS FOR ALL WEBEX CLASSES: Computer, internet connection, video camera and microphone are required.

Students coming to campus must observe current COVID-19 guidelines. Please check the appropriate college's website.

Payment

Please ask your Training Approval Officer regarding payment options for courses. Each agency has its own policy regarding these courses; many pay for these professional development courses directly; others may offer various options. You may be eligible to apply for union workshop funds for reimbursement as defined by your collective bargaining agreements or professional development funds. Some individuals self-pay directly to our System Office (CT State Colleges & Universities) Attention: CT In-Service Training Program, 61 Woodland St., Hartford, CT 06105.

Customized training is also available: A course developed specifically for your staff to be delivered at your location, via WebEx, or on campus.

Thank you for your time and interest. We look forward to serving you this term!

Cheryl Connor

State In-Service Training Coordinator
Connecticut State Colleges and Universities

cconnor@commnet.edu

860 723-0037

Registration Timeline:

Agency Registration Deadline10/2/2023

Training Approval Officers Receive List of Cancelled Courses10/5/2023.

Late Registration 10/6/2023-
10/16/2023

****All Registration Requests Must Be Processed Via Agency Training Approval Officers (TAO); TAOs are asked to forward Agency Spreadsheets, providing their employees' names, email addresses approved course numbers, course name, course meeting date and cost to the In-Service Training Coordinator cconnor@commnet.edu. An Agency Spreadsheet, which may be added to or updated throughout the registration period is preferred, but individual registration applications will also be accepted.**

Only those applications forwarded by the Agency TAO will be considered approved by the employee's agency. Campus Coordinators will then add approved applicants to each course class list and will follow up with individual employees directly as appropriate, completing the registration process and providing them with any necessary class information or WebEx links or log in credentials.

CAMPUS	Name	Phone
Asnuntuck (AS)	Gary Carra GCarra@acc.commnet.edu	(860) 253-3128
Capital (CA)	Odile Dilone odilone@capitalcc.edu	(860) 906-5141
Gateway (GW)	Pamela Walsh pwalsh@gatewayct.edu	(203) 285-2142
Manchester (MA)	Jennifer Milavsky jmilavsky@mcc.commnet.edu	(860) 512-2816
Naugatuck (NV)	Cynthia Tolin ctolin@nvcc.commnet.edu	(203) 596-8743
Northwestern (NW)	Gary Carra GCarra@acc.commnet.edu	(860) 253-3128
Tunxis (TX)	Gary Carra GCarra@acc.commnet.edu	(860) 253-3128

Eligibility

- In-Service courses are open to all Connecticut state employees regardless of classification or job title. Individual agencies may elect to limit registrations in a way that best suits their organization.
- Where agency requirements allow, employees should be encouraged to attend classes other than those directly related to their present position, to foster mobility and skill enhancement.
- **Individual applications are submitted to each agency's Training Approval Officer (TAO). Agency TAOs register approved employees for requested courses by forwarding the application or agency spreadsheet to the In-Service Training Coordinator, providing each registered employee's name, email address and telephone number and Student Net ID number, if possible, along with course number, name, meeting date and cost.** Upon receipt of confirmation of seat reservations, TAOs will notify staff and forward any additionally provided course information or communications.
- Staff should direct all questions regarding timelines and procedures to their agency TAO, as each agency has unique policies concerning the program. Don't know who your TAO is? Inquire in your Human Resources Department or email Cheryl Connor at cconnor@commnet.edu.
- Even when employee names are provided to the Campus Coordinators, each agency must also keep track of approved registrations, and staff should direct questions concerning seat reservation status to their TAO.

Attendance & Refund Policies

- Once seats have been reserved for all classes, withdrawals and course substitutions are not allowed.
- Agencies "own" reserved seats and are required to pay for reserved seats even if a staff member does not attend.
- Before registering, students must be sure to check their schedules carefully and obtain supervisor's permission to attend a course.
- If for any reason the original registrant cannot attend, a substitute from the agency may be sent. It is the responsibility of the original registrant and the agency Training Approval Officer (TAO) to identify and select the substitute. No waiting lists for classes are by the In-Service Coordinator.
- Participants must be careful to attend the correct course section and location as assigned. Additional fees will be charged to agencies when non-registered staff attend courses.

Course Cancellations and Postponements

- We reserve the right to cancel any course with insufficient enrollment, during the initial registration period. Course status will be communicated to Training Approval Officers at the conclusion of the registration period, along with the status of all seat reservations.
- Inclement weather postponements: Students should listen to radio and TV stations for individual college closings. When in doubt students should call the college in question. Telephone numbers and detailed cancellation information is listed on each map in the map section. When classes are held, students are expected to attend, and no refunds or credits will be given for non-attendance.
- When courses must be postponed due to inclement weather or unexpected instructor illness, Training Approval Officers will be notified by the college offering the course as soon as the college is aware of the situation. Training Approval Officers should notify each employee they have registered for that course. If registrants cannot attend the new class date(s), the agency must notify the college right away. If no notice is given at least 48 hours prior to the new course date, credit for a future course may not be issued. NOTE: College representatives do not always have student names or contact information prior to class and may not be able to contact students individually.

Billing Procedures

- The Connecticut State Colleges & Universities System Office handles registrations & billing centrally.
- Invoices will be prepared upon completion of the registration process. We ask that all Invoices be processed and returned within thirty days.
- Billing will be based upon the number of seats reserved for each agency. TAOs should provide their agency's Business Office/Finance Department with any necessary information regarding course registrations and employee information to facilitate their processing of In-Service Training invoices.

Prerequisites

- Prerequisites (if any) are included in course descriptions. For computer courses especially, these are very important! The learning of all participants is adversely affected by those who are unable to keep pace at the required skill level. We strongly urge you to screen your employees for prerequisite skills!

Textbooks

- In most cases textbooks are not required. If they are, a note is included in the course description and books will be available at an extra cost at the college bookstore unless stated otherwise.

Certificate Requirements

- To earn a certificate of completion, 100% participation is required for classes that meet for one day. 80% participation is required for more lengthy courses, if extenuating circumstances exist (illness, emergencies, etc.). Each college may set more stringent (100%) attendance requirements for multi-session programs when necessary.
- Certificates will be issued at the end of each course. Employees who leave at any point before the instructor ends the program will not be given a certificate.
- CEUs are granted for most In-Service courses and are included on the certificate of completion. One CEU measures 10 contact hours in class, so a course that includes 30 contact hours will be worth 3.0 CEUs. Contact hours are measured in clock hours, and do not include lunch or coffee breaks. In order to grant CEUs, each Campus Coordinator must collect sufficient student data to enable them to track the student on our registration system.

Instructors

- Each semester, Instructor names and biographies are published on the In-Service Training website. We reserve the right to make instructor substitutions when necessary and without notification. Refunds or course substitutions will not be allowed.

Special Needs Students

- If special accommodations are required for any individuals, the Training Approval Officer must contact Cheryl Connor at cconnor@commnet.edu at least four weeks in advance of the course.

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Anxiety and Stress Relief ONLINE via WebEx

Covid-19 has taken a toll on us all! More than ever before, learning how to how to identify and overcome your anxiety and stress is the key to a healthy and happy life! This interactive workshop is filled with practical strategies and exercises to help you learn how to live a more meaningful day, and even possibly overcome "imposter syndrome" and reduce anxiety. You will discover the hidden energy of early morning moments, two questions to calm your mind, how to let go of inner struggle, the power of "permission slips," and strategies for "letting things settle." Whether you are challenged by feelings of anxiety, "overwhelm-ment" or everyday stress, this workshop will help you understand the dynamics of working to better control your thoughts and emotions. You will learn how to engage in positive "self-talk," as well as how to better communicate your needs and feelings, to attract positive energy! We will explore various anxiety and stress reducing techniques, such as guided visualization, self-acupressure, the "finger test," and simple exercises you can do at your desk, and more. You'll leave feeling relaxed and energized!

Required text: none

Prerequisite: Note: Course will be taught on WebEx and requires the use of computer audio and webcam. CEUs: 1.8

Course # , Date(s) Time
NW36105, 10/03/23, 9:00 AM to 4:00 PM
College, Campus & Room:
NW , ONLINE , ONLINE
Instructor: Margaret DeMarino
Fee: 480
Notes: ALL MEETING DATES 10/3, 10/10, 10/17

Communication - NEW Communication for Supervisors, Managers, and Leaders "ONLINE via WebEx"

Communication is the key to success for anyone who is directing others. Whether you have a team of one or 1,000, knowing how to encourage, persuade, and influence others with your words is a great asset. Successful leadership entails knowing what to say and how to say it, as well as what not to say. Effective leadership communication doesn't always have to be in inspiring speeches; it can start right here, right now, in the day-to-day practices and strategies you bring to the workplace and in the way you communicate on the everyday level, whether at a Teams meeting, across a desk, or via email. In this lively and inspiring online workshop, we will take an in-depth look at how leadership communication has evolved in the Covid-19 era. You will learn to develop a toolkit of communication strategies and practices that you can apply in the office or remotely everything from developing advanced listening skills to using diplomatic and encouraging language to adopting inspiring motivational practices through the art of dialogue. We will explore the strengths and challenges of your individual personality as it influences leadership style, as well as how to best communicate with other personalities and communication styles. Note: Course will be taught on WebEx and requires the use of computer audio and webcam.

Required text: None

Prerequisite: None CEUs: 1.8

Course # , Date(s) Time
AS36129, 11/03/23, 9:00 AM to 4:00 PM 11/17/23, 9:00 AM to 4:00 PM
College, Campus & Room:
AS , Asnuntuck , online
Instructor: Margaret DeMarino
Fee: 320
Notes: class meets online 11/3, 11/17 Note: no class 11/10

Interpersonal Communication -The Multicultural Workforce "ONLINE via WebEx"

The Multicultural Workforce (Diversity, Equity, and Inclusion in Workforce) This module will explore the fundamentals of diversity/equity in today's multi-cultural workforce and reveal how culture can impact attitude, approach, communication, and other aspects of workplace behavior. You will gain a better understanding about the diverse influences of diversity itself, how it can be applied to everything from personality to thinking styles to gender to culture of country or origin to physical abilities and more. Through enlightening training games and lively group exercises, this module will show you how to create a more harmonious, open workplace. You will learn how to: adapt your communication to best provide instruction via an individual's "thinking" (multiple intelligence) style and personality, gain additional insight about the communication styles and myths of culture, and discern ways in which communication and messages differ from culture to culture. We will also explore how to minimize and even eliminate assumptions via an exploration of various types of subconscious bias, including affinity bias, as well as gain a deeper meaning about how microaggressions occur and manifest. Note: Course will be taught on WebEx and requires the use of computer audio and webcam.

Required text: None

Prerequisite: None CEUs: 1.8

Course # , Date(s) Time
AS36125, 10/16/23, 9:00 AM to 4:00 PM 10/23/23, 9:00 AM to 4:00 PM 10/30/23, 9:00 AM to 4:00 PM
College, Campus & Room:
AS , Asnuntuck , online
Instructor: Margaret DeMarino
Fee: 480
Notes: class meets online 10/16, 10/23, 10/30

Business Writing for the Workplace - Best Practices (On Campus - in person)

If you can't write online then learn the best way to make it work in person! This course will engage participants to learn the key principles that make business writing effective. The principles cover wording, composition, organization, tone, persuasion, and format. Participants will learn a concept, read an example; and put the concept into immediate practice. Learning Objectives: Demonstrate the ability to create business e-mails, letters and other communications that deliver a clear message. Increase writing efficiency by knowing and applying proven business writing principles. Increase the response rate to communications through professional presentation. Communication is essential in the workplace so brush up on your skills and attend this in person course!

Required text: none

Prerequisite: none CEUs: 1.2

Course # , Date(s) Time
NV36101, 11/08/23, 9:00 AM to 4:00 PM 11/09/23, 9:00 AM to 4:00 PM
College, Campus & Room:
NV , Naugatuck Valley Wtby , F125
Instructor:
Frances Trelease
Fee:
320
Notes:
Participants should complete an NVCC registration form with Cindy Tolin prior to attending the course (ctolin@nv.edu). Arrive to the Waterbury Campus East Entrance and park in front of Founders Hall to the right - new brick building unattached to the rest of the campus. Class meets in F125 on the first floor. Park in front or behind the building. Attending both days is required to receive a completion certificate. Food and refreshments are available close to the campus on Chase Parkway.

Conflict Resolution Skills (Online via WebEx)

This course is designed to provide you with the skills and effective methods of dealing with resolving differences, managing disagreements, and negotiating conflict at all levels in the workplace. The class will focus on the challenges all people face in various roles of leadership within an agency. Upon completion of this course, participants will be able to identify your own values and needs; evaluate your own conflict situation and determine whether the conflict involves a difference in values, needs or perceptions; describe six essential techniques that will help you resolve conflict at work; identify the four stages in a conflict situation; assess your own conflict resolution style and practice solving conflicts effectively.

Required text: none

Prerequisite: none CEUs: 0.6

Course # , Date(s) Time
NV36090, 12/15/23, 9:00 AM to 4:00 PM
College, Campus & Room:

NV , Naugatuck Valley Wtby , online
Instructor: Amy Blackwood Gillespie
Fee: 160
Notes: Teaching platform is remote by WebEx. Instructor link will be shared with the participants one week prior to the course date once each participant has completed & returned the NVCC registration form. Contact Cindy Tolin for assistance ctolin@nv.edu.

Dump the Drama! Managing Workplace Emotions via WebEx

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

Required text: none

Prerequisite: Note: Course will be taught on WebEx and requires the use of computer audio and webcam. CEUs: 1.8

Course # , Date(s) Time
NW36107, 10/04/23, 9:00 AM to 4:00 PM 10/11/23, 9:00 AM to 4:00 PM 10/18/23, 9:00 AM to 4:00 PM
College, Campus & Room:
NW , ONLINE , ONLINE
Instructor: Margaret DeMarino
Fee: 480
Notes: ALL MEETING DATES: 10/4, 10/11 and 10/18

Financial Literacy: Knowledge that Pays for Itself (Online via WebEx)

How do you feel about your financial future? Are you comfortable making financial decisions that may impact your future? There are a lot of individual choices and scenarios to consider when making decisions about your financial goals or your retirement. Understanding loans,

investments and interest rates is essential to success as well as goal setting. We will cover the question How can I make better decisions with my money?? Whether you are just starting your career or nearing retirement in the next few months, this course can help you prepare. We will cover how to make smarter investment decisions as well as smarter expense decisions; these skills apply in everyday life. This course will help you make better spending choices, develop a financial plan, understand where many others make mistakes, and get more comfortable with the many investment options you have with your savings. Specific topics to be covered include understanding stocks, bonds, interest rates and credit cards, and reflecting on your own self-control as it concerns your individual spending habits.

Required text: none

Prerequisite: none CEUs: 0.6

Course # , Date(s) Time
NV36097, 10/20/23, 9:00 AM to 4:00 PM
College, Campus & Room:
NV , Naugatuck Valley Wtby , online
Instructor: Cindy Averill
Fee: 160
Notes: Teaching platform is remote by WebEx. Instructor link will be shared with the participants one week prior to the course date once each participant has completed & returned the NVCC registration form. Contact Cindy Tolin for assistance ctolin@nv.edu.

Interpersonal Communication - Communication for Introverts and Ambiverts "ONLINE via WebEx"

An estimated one-third to one-half of the world's population are introverts. Introversion is defined as a personality type where the person feels "more comfortable focusing on their inner thoughts and ideas, rather than what's happening externally." Too much stimulation and "spotlight" can be counter-productive when it comes to communication. This course will help participants first understand the dynamics of introversion. We will look at the four types of introverts, how introverts react to new information and monitor change, what constitutes "overwhelming" for introverts, and myths and facts about introversion. We will also discuss IRL (In Real Life) tips and techniques that will help introverts navigate the challenges of communication. We will explore key practices, such as: active listening, "un-forcing," default language starters and transitions, preparation, and dealing with communication discomfort. Participants will leave with a toolkit of best practices to handle everyday communication as an introvert. Note: Course will be taught on WebEx and requires the use of computer audio and webcam.

Required text: None

Prerequisite: None CEUs: 1.8

Course # , Date(s) Time
AS36124, 10/06/23, 9:00 AM to 4:00 PM 10/13/23, 9:00 AM to 4:00 PM 10/20/23, 9:00 AM to 4:00 PM

College, Campus & Room:
AS , Asnuntuck , online
Instructor: Margaret DeMarino
Fee: 480
Notes: class meets online 10/6, 10/13, 10/20

Interpersonal Communications - All About Emotional Intelligence

"ONLINE via WebEx"

There is a wide range of emotions at play in the workplace from "boo-hoo" to "bah humbug" to "happy-as-a-camper." Managing emotions effectively is a critical skill that will produce positive outcomes in your professional life. "Runaway" emotions, on the other hand, can influence our behavior, reputation, and even our career path. One angry moment, for example, might "wipe out" years of professional behavior. By developing a higher level of Emotional Intelligence Quotient, commonly referred to as EQ, you will gain the ability to recognize your own patterns, including behaviors, moods, and impulses, and manage them in a productive way. Understanding EQ will help you stop the pattern of over-reacting and over-compensating when things don't go as planned. Instead, you will learn how to plan your reaction and approach for optimum results whether it's working with co-workers, supporting your boss, helping customers, or working independently. This dynamic workshop will allow you to foster your self-awareness and improve your ability to interact with co-workers, direct reports, and management in a thoughtful, effective way that is truly satisfying. Note: Course will be taught on WebEx and requires the use of computer audio and webcam

Required text: None

Prerequisite: None CEUs: 1.8

Course # , Date(s) Time
AS36127, 10/25/23, 9:00 AM to 4:00 PM 11/01/23, 9:00 AM to 4:00 PM 11/08/23, 9:00 AM to 4:00 PM
College, Campus & Room:
AS , Asnuntuck , online
Instructor: Margaret DeMarino
Fee: 480
Notes: class meets online 10/25, 11/1, 11/8

Interpersonal Communications - Always Know the Right Thing to Say,

"ONLINE via WebEx"

Ever think of the right thing to say when it's too late? Or perhaps you say nothing at all because you are worried it will come out wrong. This workshop will put the words on the tip of your tongue, showing you how to strategize and script solutions to the toughest workplace communication problems whether in person, in a virtual meeting, or in an email. Loosely based

on the book "Lifescrpts" by Stephen M. Pollen and Mark Levine, this workshop will provide plenty of insight on how to effectively communicate while dealing with difficult workplace situations from asking for a deadline extension to attending to matters of hygiene with someone you supervise to interacting effectively with an angry client. You will learn key phrases, statements, and questions that will help open the doors to communication, as well as learn strategies to adopt and statements to avoid. This workshop will provide plenty of practice sessions so that "knowing what to say and how to say it" will become an acquired skill you can rely on. You will learn: ten magical phrases, four sure-fire strategies to gain cooperation, four basic communication/personality/behavioral styles and how to adapt to each, proven techniques for handling conflict, and much more. Note: Course will be taught on WebEx and requires the use of computer audio and webcam.

Required text: None

Prerequisite: None CEUs: 1.8

Course # , Date(s) Time
AS36120, 01/11/24, 9:00 AM to 4:00 PM 01/18/24, 9:00 AM to 4:00 PM 01/25/24, 9:00 AM to 4:00 PM
College, Campus & Room:
AS , Asnuntuck , online
Instructor: Margaret DeMarino
Fee: 480
Notes: class meets online 1/11, 18, 25, 2024

Interpersonal Communications - Communication Skills a Must! "ONLINE via WebEx"

Ever think of the perfect thing to say when it's too late? Or perhaps you're becoming frustrated with the amount of explanation it takes for others just to get the job done. This certificate program will help you build essential and effective communication skills whether you're interacting with clients or co-workers virtually, reporting upward, or working as part of an actual or virtual team. You will learn to manage emotional responses, develop intuition (internal wisdom), create "default language," and enhance your critical thinking skills under stress to position yourself as a true professional. You will learn: The five keys to creating effective communications. Strategies for identifying and overcoming listening blocks. Ways to "read" a person through observing body language "clusters," including gestures. The Four Basic Communication Personality/Behavioral Styles and how to adapt to each. Eight critical assertive communication practices. Ways to identify and shift ten major "hidden agendas" of others. Methods to adjust to how group dynamics and group roles influence behavior. Proven techniques for handling conflict. Techniques for dealing with workplace stress. Note: Course will be taught on WebEx and requires the use of computer audio and webcam.

Required text: None

Prerequisite: None CEUs: 1.8

Course # , Date(s) Time

AS36126, 10/24/23, 9:00 AM to 4:00 PM 10/31/23, 9:00 AM to 4:00 PM 11/07/23, 9:00 AM to 4:00 PM
College, Campus & Room:
AS , Asnuntuck , online
Instructor: Margaret DeMarino
Fee: 480
Notes: class meets online 10/24, 10/31, 11/7

Interpersonal Communications - Dealing with Difficult Customers, Co-Workers "ONLINE via WebEx"

From those who are merely moody to those who are dramatically difficult, this workshop will give you the know-how to handle challenging people and situations. You will discover how to survive and thrive in a "change environment" with proven communication keys, techniques for defusing anger, ways to manage the top 10 "crazy- making circumstances," techniques for navigating office politics, ways to "manage up," and much more. You will learn how to anticipate and address predictable cycles of change, manage "difficulty" by personality type, neutralize workplace drama, expose and effectively handle hidden agendas, etc. This workshop will help you gain the skills to positively influence people and outcomes whether you're in charge or not! Note: Course will be taught on WebEx and requires the use of computer audio and webcam.

Required text: None

Prerequisite: None CEUs: 1.8

Course # , Date(s) Time
AS36123, 10/05/23, 9:00 AM to 4:00 PM 10/12/23, 9:00 AM to 4:00 PM 10/19/23, 9:00 AM to 4:00 PM
College, Campus & Room:
AS , Asnuntuck , online
Instructor: Margaret DeMarino
Fee: 480
Notes: class meets online 10/5, 10/12, 10/19

Interpersonal Communications - Train the Brain for Better Performance "ONLINE via WebEx"

Neuroplasticity is the concept that the brain is plastic and changeable. Your brain is designed to learn, grow, and rewire itself throughout life. The key: using your brain's neuroplasticity to create new habits that will enhance the quality of your professional and personal life. You can activate your brain's "delete button" to change your unwanted behavior, thinking, and emotions. In this highly interactive workshop, you will learn the ten fundamentals of neuroplasticity as you "lay down new wiring" for the brain that will help you throughout your career and into

retirement. You will learn about "The Seven Minute Solution" and how to develop micro-habits, discover how to stop "picking fights" with your mind, and practice ways to use tools such as mindfulness and focus to decrease worry and anxiety. Participants will develop a Neuroplasticity Plan with action and "non-action" steps to create a more meaningful and productive life. Note: Course will be taught on WebEx and requires the use of computer audio and webcam

Required text: None

Prerequisite: None CEUs: 1.8

Course # , Date(s) Time
AS36121, 01/12/24, 9:00 AM to 4:00 PM 01/19/24, 9:00 AM to 4:00 PM 01/26/24, 9:00 AM to 4:00 PM
College, Campus & Room:
AS , Asnuntuck , online
Instructor: Margaret DeMarino
Fee: 480
Notes: class meets online 1/12, 1/19, 1/26, 2024

De-Escalation Workshop: Effective Behaviors, Strategies, and Resolutions NEW!

Join our interactive De-Escalation Workshop and acquire essential skills to effectively manage and diffuse tense situations. In this engaging session, we will explore a range of behaviors, strategies, and resolutions that promote peaceful and constructive resolutions in high-stress environments. Participants will learn practical techniques for recognizing early signs of escalation, maintaining emotional control, and establishing rapport with individuals in distress. Through scenario-based exercises and role-plays, attendees will gain hands-on experience in active listening, non-verbal communication, and conflict resolution techniques. Our expert facilitators will share evidence-based strategies for de-escalation, emphasizing the importance of empathy, de-escalating language, and creating safe spaces. Attendees will also gain insights into setting boundaries, managing personal triggers, and practicing self-care when dealing with challenging situations.

Required text: None Required

Prerequisite: None Required CEUs: 0.6

Course # , Date(s) Time
GW36117, 10/13/23, 9:00 AM to 4:00 PM
College, Campus & Room:
GW , Gateway ,
Instructor: Tameika Miller
Fee: 199
Notes: Class is held On-Campus: 20 Church Street, New Haven. Parking available in Temple Street parking garage (180 Crown). Please bring in parking ticket for validation. Participant will need approval from your /manager/TAO and complete a GCC Registration form prior to class. contact: pwalsh@gatewayct.edu

Organizational Skills - Time Management Tips, Tricks, and Take-Aways "ONLINE via WebEx"

It seems like we are all doing more these days. New technologies, new work environments, new challenges! It may seem like your to-do list can circle the globe and your schedule can make your head spin. Investing your time in this three-session workshop will help you increase your productivity, manage your "time stress," and enjoy your day. Think of this tip-filled program as a virtual work-makeover that will help you do more with less stress! Attendees will learn how to use storyboarding, SWEET objectives, and a SWOT analysis to set goals; how to conceive, prepare, organize, execute, and evaluate projects; how to understand the part personality plays into team management, and how to implement over 100 tips to become better organized, and how to do more in less time. You will develop and strengthen project management skills, address the human factor to motivate team members, and develop methods to work in new environments. You will learn how to meet the challenges of today's demanding workplace by better managing multiple priorities and multiple bosses, increasing your organization skills, and anticipating and preparing for roadblocks. Note: Course will be taught on WebEx and requires the use of computer audio and webcam.

Required text: None

Prerequisite: None CEUs: 1.8

Course # , Date(s) Time
AS36132, 11/30/23, 9:00 AM to 4:00 PM 12/07/23, 9:00 AM to 4:00 PM 12/14/23, 9:00 AM to 4:00 PM
College, Campus & Room:
AS , Asnuntuck , online
Instructor: Margaret DeMarino
Fee: 480
Notes: class meets online 11/30, 12/7, 12/14

Performance Under Pressure ONLINE via WebEx

You're being asked to do more with fewer resources. You might be wondering how you can stay on top of things, maintain control, and keep a positive attitude. Time out! This course will dedicate its focus to helping you manage under duress through appropriate attitude, good health and mindfulness habits, best time management practices, and more. You will gain a deep understanding about how you react to pressure and the strain it can put on your performance. Participants will each conduct a stress profile and learn strategies that will help develop new habits and work practices to not only help you cope - but thrive - when the heat gets turned on! You will learn how to manage ANTs (automatic negative thoughts) that flourish during high-pressure situations and replace them with APTs (automatic positive thoughts). You will also learn how to match responses appropriate to high-pressure situations. You'll leave the workshop refreshed and renewed with strategies for de-pressurizing work situations!

Required text: none

Prerequisite: Note: Course will be taught on WebEx and requires the use of computer audio and webcam CEUs: 1.2

Course # , Date(s) Time
NW36115, 12/06/23, 9:00 AM to 4:00 PM 12/13/23, 9:00 AM to 4:00 PM
College, Campus & Room:
NW , ONLINE , ONLINE
Instructor: Margaret DeMarino
Fee: 320
Notes: ALL MEETING DATES: 12/6 and 12/13

Personal Finance - Reaching your Financial Goals (Online via WebEx)

This personal finance course will run 6 hours in a live virtual format by WebEx. The most significant topics will include some basics for budgeting, savings, sources of income, expenses, assets, liabilities, and retirement plans. The class is a mix of theory, practice, and real life examples and the course is interactive giving participants the opportunity to ask additional questions and take a deeper dive into some specific topic areas. MS Excel will be used as tool for the class.

Required text: none

Prerequisite: none CEUs: 0.6

Course # , Date(s) Time
NV36095, 12/06/23, 9:00 AM to 4:00 PM
College, Campus & Room:
NV , Naugatuck Valley Wtby , online
Instructor: Juan De La Rosa
Fee: 160
Notes: Teaching platform is remote by WebEx. Instructor link will be shared with the participants one week prior to the course date once each participant has completed & returned the NVCC registration form. Contact Cindy Tolin for assistance ctolin@nv.edu .

Positive Communication in the Workplace (On Campus - in person)

What does positive communication look like in the workplace; why does it matter; strategies to keep stress responses out of workplace dialogue; ideas to keep employees engaged; affinity strategies we can implement at work. Attendees will be broken into small groups for hands-on activities, role playing and interactive exercises. Instruction will be informative and fun!

Required text: none

Prerequisite: none CEUs: 1.2

Course # , Date(s) Time

NV36099, 10/24/23, 9:00 AM to 4:00 PM 10/26/23, 9:00 AM to 4:00 PM
College, Campus & Room:
NV , Naugatuck Valley Wtby , T650
Instructor: Frances Trelease
Fee: 320
Notes: Participants should complete an NVCC registration form with Cindy Tolin prior to attending the course (ctolin@nv.edu). Arrive to the Waterbury Campus East Entrance and park in front of Technology Hall to the left - white building. Room is 650 up one flight from entrance on 5th floor. Attending both days is required to receive a completion certificate. Food and refreshments are available close to the campus on Chase Parkway.

Workplace Wellness - NEW A Mindfulness Guide to Productivity, Peace, and Sleep! "ONLINE via WebEx"

Research shows that people spend almost 47 percent of their waking hours thinking about something other than what they are doing. Blending time management and mindfulness strategies, this workshop will help you increase peace and productivity throughout your working day. As you become more aware of your energy levels, peak creative periods, and mood, you will be able to function in a more meaningful and aware way. This workshop will help you switch off the anxiety and "autopilot" and turn on your ability to be connected and mindful. You will be guided in developing mindfulness and attention practices that will show you how to focus on the task at hand, as well as release internal and external distractions at work. We will explore the role of meditation and guided visualization, including at-work practices such as waking meditation, doorway meditation, the three-breath-per meditation, and much more! You will develop a Mindful Approach Plan, incorporating simple but significant mindfulness exercises to help you throughout your day, a "mindful morning" routine, a post-work decompression routine, an I.C.E. (In Case of Emergency) toolkit, a breathwork repertoire, a nighttime release plan for better sleep and increased work productivity. You will also learn how to be a mono-tasker rather than a multitasker, how to become an "Appreciation Addict," and how to "slow down to speed up." Note: Course will be taught on WebEx and requires the use of computer audio and webcam. Participants are encouraged to take this class from home.

Required text: None

Prerequisite: None CEUs: 1.8

Course # , Date(s) Time
AS36133, 12/01/23, 9:00 AM to 4:00 PM 12/08/23, 9:00 AM to 4:00 PM 12/15/23, 9:00 AM to 4:00 PM
College, Campus & Room:
AS , Asnuntuck , online
Instructor: Margaret DeMarino
Fee: 480
Notes: class meets online 12/1, 12/8, 12/15

Workplace Wellness - NEW Avoiding Burnout: How to Recharge and Renew! "ONLINE via WebEx"

Burnout is a global concern. In a recent survey by Deloitte, 77 percent said they have experienced burnout at their current job and 91 percent said that unmanageable stress or frustration impacts the quality of their work. Whether you are feeling the stirring of burnout or its full-fledged impact, you are not alone. This workshop will help you understand the burnout phenomenon, which has been exacerbated during and in the wake of the pandemic. While there are many reasons why burnout is being experienced at higher-than-ever rates, we will focus on real life, practical solutions, finding ways to recharge and renew. From practical time-management techniques to dozens of stress management practices to strategies for setting boundaries to explorations in mindfulness and mindset, this course will leave you feeling recharged and re-energized! Note: Course will be taught on WebEx and requires the use of computer audio and webcam

Required text: None

Prerequisite: None CEUs: 1.8

Course # , Date(s) Time
AS36131, 11/15/23, 9:00 AM to 4:00 PM 11/22/23, 9:00 AM to 4:00 PM 11/29/23, 9:00 AM to 4:00 PM
College, Campus & Room:
AS , Asnuntuck , online
Instructor: Margaret DeMarino
Fee: 480
Notes: class meets online 11/15, 11/22, 11/29

Writing Skills - All about Grammar and Punctuation "ONLINE via WebEx"

Are you semicolon savvy? Comma confident? A grammatical guru? If not, this workshop can help you gain a working knowledge of grammar and punctuation that will increase your writing and editing skills. More than a mere recitation of rules, this workshop is painless and practical and maybe even a little fun! It's focused on providing you with the grammar and punctuation tools you need. You will learn the 20 percent of the rule's writers use 80 percent of the time and where to easily find the rest of them. Led by a professional writer, this workshop will also reveal your recurring errors and show you how to eliminate them forever! You will leave with a mastery of everyday grammar and punctuation rules, a list of resources and websites to help you at work, and a new confidence when it comes to writing and editing. Note: Course will be taught on WebEx and requires the use of computer audio and webcam

Required text: None

Prerequisite: None CEUs: 1.8

Course # , Date(s) Time
AS36122, 01/22/24, 9:00 AM to 4:00 PM 01/29/24, 9:00 AM to 4:00 PM
College, Campus & Room:
AS , Asnuntuck , online

Instructor: Margaret DeMarino
Fee: 320
Notes: class meets online 1/22, 1/29, 2024

Aging in the Workplace - Strategies to Remain Relevant (Online via WebEx)

COVID-19 has forever changed the world of work and this economy has experienced rapid changes in the workforce, including downsizing, an increase in the virtual workplace and other changes that impact the world of work. The aging worker must understand and adapt for potentially longer years in the workforce with resilience and resourcefulness. Older workers tend to be creative problem solvers based on their additional years of employment experience with these factors gaining importance in managing an aging workforce, to employment security, and finally to your retirement. This class will highlight the following areas: Work/life balance for multigenerational aging populations, increase of older population workers in the US & what this means for work/environment/support/flexibility/re-training/retirement, Protections for older employees, Economic challenges as a result of an aging workforce changes in retirement age, burden on government finances, lower pension provisions, etc. Preconceptions and realities of older workers, stereotypes, productivity, illness, motivation, age discrimination, Top 10 traits for flexibility in the workforce for the long haul (how to remain productive and resilient to the end of your work life).

Required text: none

Prerequisite: none CEUs: 0.6

Course # , Date(s) Time
NV36092, 12/01/23, 9:00 AM to 4:00 PM
College, Campus & Room:
NV , Naugatuck Valley Wtby , online
Instructor: Amy Blackwood Gillespie
Fee: 160
Notes: Teaching platform is remote by WebEx. Instructor link will be shared with the participants one week prior to the course date once each participant has completed & returned the NVCC registration form. Contact Cindy Tolin for assistance ctolin@nv.edu.

Effective Negotiations (Online via WebEx)

This virtual course is designed to help individuals learn how to effectively negotiate by moving away from confrontational thinking and conflict-based negotiating. It includes practice exercises and critique to help individuals gain the confidence to work with difficult negotiators. By the end of this session participants will: define negotiation, discuss I Win-You Lose negotiations, review Win-Win Negotiations, review the 3 Ps and the Big L, work on building effective proposals, gain tips for dealing with difficult negotiators, discuss negotiating from weakness, review how to unlock deadlocks, work on building relationships, negotiate from a position of nice, practice

using negotiation skills.

Required text: none

Prerequisite: none CEUs: 0.6

Course # , Date(s) Time
NV36091, 10/06/23, 9:00 AM to 4:00 PM
College, Campus & Room:
NV , Naugatuck Valley Wtby , online
Instructor:
Amy Blackwood Gillespie
Fee:
160
Notes:
Teaching platform is remote by WebEx. Instructor link will be shared with the participants one week prior to the course date once each participant has completed & returned the NVCC registration form. Contact Cindy Tolin for assistance ctolin@nv.edu.

First Time Supervisor - Management Training - Part II

Making the transition from top performing employee to top performing supervisor is often difficult. Do not get caught making the same mistakes over and over. Nip them in the bud! Your management style defines your success as a supervisor as well as the success of your team and your department. This two-day class is the second part of a two-part series that focuses on identifying what you would like your own personal leadership style to be and how to achieve this intention. At the end of the 2-day session you will: Understand how to build morale and a strong team Manage perception and conflict Gain strategies for time-management and improve your problem-solving skills Smoothly make the transition from co-worker/friend to supervisor Coach employees to excellence and recognize when to coach and when to discipline.

Required text: None Required

Prerequisite: None Required CEUs: 1.2

Course # , Date(s) Time
GW36110, 12/07/23, 9:00 AM to 4:00 PM
College, Campus & Room:
GW , Gateway ,
Instructor:
Tameika Miller
Fee:
320
Notes:
Class is held On-Campus: 20 Church Street, New Haven. Parking available in Temple Street parking garage (180 Crown). Please bring in parking ticket for validation. Participant will need to complete a GCC Registration form prior to class.

First Time Supervisor-Management Training - Part I

Making the transition from top performing employee to top performing supervisor is often difficult. Do not get caught making the same mistakes over and over. Nip them in the bud! Your management style defines your success as a supervisor as well as the success of your team and

your department. This two-day class is the first of a two-part series and works through the general transition into a supervisory role. At the end of the 2-day session you will: Understand how to build morale and a strong team Manage perception and conflict Gain strategies for time-management and improve your problem-solving skills, smoothly make the transition from co-worker/friend to supervisor, coach employees to excellence, and recognize when to coach and when to discipline.

Required text: None Required

Prerequisite: None Required CEUs: 1.2

Course # , Date(s) Time
GW36109, 11/16/23, 9:00 AM to 4:00 PM 11/17/23, 9:00 AM to 4:00 PM
College, Campus & Room:
GW , Gateway ,
Instructor: Tameika Miller
Fee: 320
Notes: Class is held On-Campus (11/16 & 11/17): 20 Church Street, New Haven. Parking available in Temple Street parking garage (180 Crown). Please bring in parking ticket for validation. Participant will need approval from your /manager/TAO and complete a GCC Registration form prior to class. contact: pwalsh@gatewayct.edu

Implementing Emotional Intelligence with your Team (Online via WebEx)

You may know a little bit about Emotional Intelligence, but would like to know to use it successfully with your employees and co-workers? As the workforce changes, the need for emotionally intelligence management is getting greater and greater. Learn how emotional intelligence has changed and how using it can make your life as a manager easier. This course will cover: why you need to become emotionally intelligent, why emotional intelligence is essential in today's work environment and with today's workforce, how effective managers and leaders use emotional intelligence, the connection between emotional intelligence and diversity and inclusion, and excellent techniques for implementing emotional intelligence with your team.

Required text: none

Prerequisite: none CEUs: 0.6

Course # , Date(s) Time
NV36087, 11/17/23, 9:00 AM to 4:00 PM
College, Campus & Room:
NV , Naugatuck Valley Wtby , online
Instructor: Amy Blackwood Gillespie
Fee: 160
Notes: Teaching platform is remote by WebEx. Instructor link will be shared with the participants one week prior to the course date once each participant has completed & returned the NVCC registration form. Contact Cindy Tolin for assistance ctolin@nv.edu .

Management Fundamentals for New Supervisors (2-part course online by WebEx)

This 12-hour interactive course highlights the differences between management and leadership. It provides those transitioning to a supervisor role with the basic building blocks they will need to be successful as a leader and a manager. Fundamentals include: leadership basics, management basics, managing team dynamics, effective delegation, proactive & positive communication, coaching & mentoring, recognizing & reacting to different behavioral styles and how they are best managed and led, change management, performance management and much more. Essential for all new supervisors!

Required text: none

Prerequisite: none CEUs: 1.2

Course # , Date(s) Time
NV36088, 10/13/23, 9:00 AM to 4:00 PM 10/27/23, 9:00 AM to 4:00 PM
College, Campus & Room:
NV , Naugatuck Valley Wtby , online
Instructor: Amy Blackwood Gillespie
Fee: 320
Notes: Teaching platform is remote by WebEx. Instructor link will be shared with the participants one week prior to the course date once each participant has completed & returned the NVCC registration form. Contact Cindy Tolin for assistance ctolin@nv.edu .

Managing a Multigenerational Workforce (Online via WebEx)

Moving into a management role and need to know how to manage your team? Used to managing others but are at a loss on how to manage today's workers? Not sure how to get your team to work together? Tired of the chaos and negativity of your team? This course can help you weed through why people work in certain ways and why they don't. This course will cover: Why do you need to get generations of workers to work together? The generations that are found in today's workforce, The ideas and concepts that matter to each generation, Why diversity and inclusion are essential, Techniques to effectively manage and motivate each group, Methods to get people of different generations to work toward a common goal (if not a team, then an effective group)

Required text: none

Prerequisite: none CEUs: 0.6

Course # , Date(s) Time
NV36089, 11/10/23, 9:00 AM to 4:00 PM
College, Campus & Room:
NV , Naugatuck Valley Wtby , online
Instructor: Amy Blackwood Gillespie
Fee: 160

Notes: Teaching platform is remote by WebEx. Instructor link will be shared with the participants one week prior to the course date once each participant has completed & returned the NVCC registration form. Contact Cindy Tolin for assistance ctolin@nv.edu.

Supervisory Solutions ONLINE via WebEx NEW

This course will provide practical solutions to common supervisory problems, as well as on-the-spot strategies to help you every day and long-term issues that you face. Think of it as a think-tank where you will be able to strategize IRL (In Real Life) solutions with other leaders willing to share best practices! We will explore the topics that mean the most to you: everything from dealing with a low work-ethic, addressing insubordination, communicating by personality, delegating more effectively, dealing with performance issues, addressing poor morale, and much more. You will leave with an IRL (In Real Life) Tool Kit, filled with new insights and skills that you can immediately put into practice. And to further the flow of ideas - an email "support group" will be available for one month after class for sharing insights, strategies, and successes.

Required text: none

Prerequisite: Note: Course will be taught on WebEx and requires the use of computer audio and webcam CEUs: 1.2

Course # , Date(s) Time
NW36114, 12/11/23, 9:00 AM to 4:00 PM 12/18/23, 9:00 AM to 4:00 PM
College, Campus & Room:
NW , ONLINE , ONLINE
Instructor:
Margaret DeMarino
Fee:
320
Notes:
ALL MEETING DATES: 12/11 and 12/18

Spanish for the Workplace: Intermediate (Online via WebEx)

The intermediate class is a continuation from Spanish for the Workplace-Beginner and will focus in verbal and written communication for workplace interactions in General Spanish. Topics to learn will be conversations such as Asking Questions, Answering Questions, and Obtaining Information, and the instructor will review services, environmental and education topics. Basic cultural differences in verbal and written communication like formatting or interaction will also be discussed. Participants will practice communication from various vantage points: Customer, Colleague, Supplier, etc. and Spanish language specifics in verbal and written communications will be presented. This is a fast track 9 hour, intermediate level interactive class.

Required text: none

Prerequisite: Spanish for the Workplace beginner or basic Spanish proficiency in speaking, reading and writing a plus. CEUs: 0.9

Course # , Date(s) Time

NV36094, 11/08/23, 1:00 PM to 4:00 PM 11/15/23, 1:00 PM to 4:00 PM 11/29/23, 1:00 PM to 4:00 PM
College, Campus & Room:
NV , Naugatuck Valley Wtby , online
Instructor: Juan De La Rosa
Fee: 240
Notes: Teaching platform is remote by WebEx. Instructor link will be shared with the participants one week prior to the course date once each participant has completed & returned the NVCC registration form. Contact Cindy Tolin for assistance ctolin@nv.edu.

Spanish in the Workplace: Beginner (Online via WebEx)

The class is intended for people new to the Spanish language and will focus on beginning verbal and written communication for interacting at the workplace in General Spanish. Topics to learn will be greetings, farewells, conversations (asking questions, answering questions, seeking information) and the course content will review services, manufacturing, and healthcare industries. The class will also discuss basic cultural differences in verbal and written communication like formatting or interaction. Communication will be practiced from various perspectives (customer, client, vendor, etc.) and will include language specifics for verbal and written communications. This is a fast track 9-hour beginner interactive class.

Required text: none

Prerequisite: none CEUs: 0.9

Course # , Date(s) Time
NV36093, 10/18/23, 1:00 PM to 4:00 PM 10/25/23, 1:00 PM to 4:00 PM 11/01/23, 1:00 PM to 4:00 PM
College, Campus & Room:
NV , Naugatuck Valley Wtby , online
Instructor: Juan De La Rosa
Fee: 240
Notes: Teaching platform is remote by WebEx. Instructor link will be shared with the participants one week prior to the course date once each participant has completed & returned the NVCC registration form. Contact Cindy Tolin for assistance ctolin@nv.edu.

Supervising for Success via WebEx

You want to get the best out of your staff, but it's not always easy. Sometimes there are stumbling blocks. It may be an employee who's a workhorse but doesn't work well with others. Or an employee who seems more interested in texting than working. Or an employee whom you know isn't working up to his/her potential. Learn best supervisory practices and strategies to help your direct reports achieve their personal best. This course centers on understanding motivation, including the intrinsic rewards employees crave, such as recognition and appreciation. You will:

- 1) Acquire and strengthen key coaching skills to guide your staff to stretch their comfort zones
- 2)

Help your staff members define and enhance their risk-taking skills 3) Learn how to guide staff in defining objectives and developing new skill sets 4) Employ proven techniques for motivating staff 5) Acquire an arsenal of perfect phrases for key situations 6) Inspire employees to become more engaged, productive, and successful

Required text: none

Prerequisite: Note: Course will be taught on WebEx and requires the use of computer audio and webcam CEUs: 1.2

Course # , Date(s) Time
NW36112, 11/06/23, 9:00 AM to 4:00 PM 11/20/23, 9:00 AM to 4:00 PM
College, Campus & Room:
NW , ONLINE , ONLINE
Instructor: Margaret DeMarino
Fee: 320
Notes: ALL MEETING DATES - 11/6 and 11/20 (no class 11/13)

Supervisory Skills - NEW - How to Handle Sticky Supervisory Situations "ONLINE via WebEx"

All supervisors handle "sticky" situations the ones you never learned about in school. The ones that give you that sick feeling in the pit of your stomach. How you handle sticky situations can make or break you as a supervisor. This workshop explores how to foster excellent communication and interpersonal skills so that you can handle even the toughest incidents with grace, diplomacy, and effectiveness. You will learn how to manage resistance to change, how to handle failure to use authority properly, how to deal with the employee who is under-producing, how to handle the employee with personal problems, how to deal with hidden agendas and much more! You will learn how to handle resistance to change from those you supervise. Understand how to constructively give and take criticism. Develop strategies for dealing with under-producing employees, employees with personal problems, employees who sidestep authority, inconsistent communicators, etc. You will learn the keys to artful confrontation that will create a more open atmosphere in the workplace. How to handle emotional responses in the workplace, including anger, crying, and unresponsive behavior. How to plot a course of effective action when workplace friends expect favors. Turn negative situations into positive outcomes. Note: Course will be taught on WebEx and requires the use of computer audio and webcam

Required text: None

Prerequisite: None CEUs: 1.8

Course # , Date(s) Time
AS36130, 11/14/23, 9:00 AM to 4:00 PM 11/21/23, 9:00 AM to 4:00 PM 11/28/23, 9:00 AM to 4:00 PM
College, Campus & Room:
AS , Asnuntuck , online
Instructor: Margaret DeMarino
Fee: 480

Notes: class meets online 11/14, 11/21, 11/28
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Supervisory Skills - NEW A Guide to Team Building "ONLINE via WebEx"

Creating and strengthening workplace teams especially teams of hybrid workers involve many skills! This Workshop will provide a Guide from A (authenticity) to Z (use of Zoom and other virtual platforms.) We will take an in-depth look at everything from how teams develop to how to avoid "group-think" to how to expand the roles team members adopt to develop a team's efficiency, productivity, and creativity. This workshop will address the real-life practicalities of managing hybrid teams, dealing with uneven work ethics, and handling personality conflicts within the team. We will also take a look at operational goals of the team in terms of time and project management, and much more. You will learn: the 4 pillars that drive a successful team, the top ten do's and don'ts for team building, key ways to motivate team members by personality style, how to deal with team complacency, and much more. You will also learn fun and functional team building exercises that can be used in in-person, virtual, and hybrid meetings to increase team participation and productivity. Note: Course will be taught on WebEx and requires the use of computer audio and webcam

Required text: None

Prerequisite: None CEUs: 1.8

Course # , Date(s) Time
AS36134, 12/05/23, 9:00 AM to 4:00 PM 12/12/23, 9:00 AM to 4:00 PM
College, Campus & Room:
AS , Asnuntuck , online
Instructor: Margaret DeMarino
Fee: 320
Notes: class meets online 12/5, 12/12

Supervisory Skills - The Upward Mobility & Supervisory Skills Toolkit "ONLINE via WebEx"

Whether you are a supervisor, want to become one, or simply want to move ahead in your career, this workshop will position you as a valued team player in your department. You will develop expertise that will be critical to your career success, whether you are supervising a remote, hybrid, or back-to-the-workplace team. You will leave with a toolkit of insights, tips, and practices, including key communication practices for getting along with co-workers, bosses, and those you supervise. Attendees will learn: 7 key steps to get respect, 15 best practices of supervisors, 4 key practices for providing feedback to employees, 10 keys to managing a virtual workplace, 3 keys for supervising hybrid workers, the 5-15 reporting structure, 30 top supervisory missteps to avoid, and a 7-step stress management plan. Each participant will leave with their own customized real-life transition plan, with a way to identify and supervise each employee by personality, working style, and work ethic. Note: Course will be taught on WebEx and requires the use of computer audio and webcam.

Required text: None

Prerequisite: None CEUs: 1.8

Course # , Date(s) Time
AS36128, 10/26/23, 9:00 AM to 4:00 PM 11/02/23, 9:00 AM to 4:00 PM 11/09/23, 9:00 AM to 4:00 PM
College, Campus & Room:
AS , Asnuntuck , online
Instructor:
Margaret DeMarino
Fee:
480
Notes:
class meets online 10/26, 11/2, 11/9

Supervisory Skills - Women in Leadership Certificate Program "ONLINE via WebEx"

Women face unique challenges in leadership roles. This highly participative online workshop provides an IRL (In Real Life) approach to leading in today's virtual, hybrid, and workplace-based environments. It takes an in-depth look at five basic areas: addressing the "double standard" dilemma; understanding your personal leadership style, factoring in gender and personality; communicating more effectively when providing and receiving feedback; strengthening leadership skills by increasing emotional intelligence; and navigating the work-life balance. You will learn how to outsmart gender bias and create better self-talk and habits to accomplish more! You will learn strategies for dealing with the three most common challenges faced by women leaders. Explore how gender dimensions of communication and behavior, including microaggressions and affinity bias, affect perception and reality of leadership. Define your own leadership styles and tendencies, focusing on magnifying strengths and strengthening weaknesses. Understand how to integrate emotional intelligence into leadership best practices. Explore how gender impacts feedback and plays a role in coaching and mentoring. Learn how to effectively seek mentors for your own professional development. Identify and address work-life balance conflicts. Note: Course will be taught on WebEx and requires the use of computer audio and webcam.

Required text: None

Prerequisite: None CEUs: 1.8

Course # , Date(s) Time
AS36119, 01/09/24, 9:00 AM to 4:00 PM 01/16/24, 9:00 AM to 4:00 PM 01/23/24, 9:00 AM to 4:00 PM
College, Campus & Room:
AS , Asnuntuck , Online
Instructor:
Margaret DeMarino
Fee:
480
Notes:
class meets online 1/9, 1/16, 1/23, 2024

Support Your Boss: Reporting "Up" ONLINE via WebEx

Build a better relationship when you manage up - whether it's to a single boss or multiple managers. One key: understanding how personality plays into the reporting structure. This workshop will provide insight on how to best support your boss' objectives and present information in the most effective way. Crammed with practical pointers and proven communication techniques, you will leave with the insights you need to improve any working relationship - particularly the often-intricate relationship between boss and employee. The workshop will show you how to: 1) resolve everyday "boss-blocks" from hidden agendas to blaming 2) identify six major boss types 3) develop strategies for each major boss type 4) incorporate techniques for determining and tuning into your boss's goals 5) create strategies for building networking and mentoring relationships 6) effectively handle criticism from your boss 7) provide effective feedback to your boss Incorporate reporting strategies, such as the 5-15 report - and more!

Required text: none

Prerequisite: Note: Course will be taught on WebEx and requires the use of computer audio and webcam CEUs: 1.2

Course # , Date(s) Time
NW36113, 11/27/23, 9:00 AM to 4:00 PM 12/04/23, 9:00 AM to 4:00 PM
College, Campus & Room:
NW , ONLINE , ONLINE
Instructor: Margaret DeMarino
Fee: 320
Notes: ALL MEETING DATES: 11/27 and 12/4

Creating Forms and Templates: using Adobe Creative Suite and MS Word (On Campus - in person)

Adobe Acrobat Pro can help you turn your paper forms into electronic ones that can be saved after the form has been completed and emailed back to the sender. This time saving feature from Adobe allows you to email/upload your form, and users can save it and submit it electronically. You can design a new form from scratch, convert a MS Word form to PDF, or scan a paper form and create a new electronic form from it. MS Word allows you to create electronic forms that the end-user can fill out on their computer, save it and return it electronically. You can create a form by starting with a new template, or download one, and adding content controls, including check boxes, text boxes, date pickers, and drop-down lists. Participants must log into myctstate and activate their NET ID and password to access the software after completing the course registration form (contact ctolin@nv.edu).

Required text: none

Prerequisite: Basic computer/mouse/file saving skills and MS Office 2019. CEUs: 0.6

Course # , Date(s) Time
NV36104, 10/13/23, 9:00 AM to 4:00 PM
College, Campus & Room:

NV , Naugatuck Valley Wtby , T641
Instructor: Catherine Poehler
Fee: 160
Notes: Participants should complete an NVCC registration form with Cindy Tolin prior to attending the course (ctolin@nv.edu). Arrive to the Waterbury Campus East Entrance and park in front of Technology Hall to the left (white bldg.) Class meets in T641 on the sixth floor. Park in front of the building. Food and refreshments are available close to the campus on Chase Parkway. Participants must log into myctstate and activate their NET ID and password to access the software after completing the course registration form (contact ctolin@nv.edu).

MS Excel 2019: An Introduction (on ground in Waterbury)

This course is an in person on ground class for beginner students. A twelve-hour curriculum will familiarize students with spreadsheet terminology and the fundamental concepts of Microsoft Excel which interfaces with other Microsoft software programs. This entry level beginner course has the following objectives: to recognize spreadsheet terminology; create and navigate a workbook; open a downloaded template; enter and edit text values and formulas; save and update a workbook; move and copy data and formulas; work with relative and absolute references; insert and delete ranges, rows, and columns; use basic functions to perform calculations in a worksheet; format text, cells, rows, and columns; format numbers; review workbooks for spelling errors, modify page setup and print worksheets.

Required text: none

Prerequisite: Basic computer skills, use of mouse, keyboard, flash drive and internet. CEUs: 1.2

Course # , Date(s) Time
NV36103, 10/06/23, 9:00 AM to 4:00 PM 10/13/23, 9:00 AM to 4:00 PM
College, Campus & Room:
NV , Naugatuck Valley Wtby , T655
Instructor: Martha Tillow
Fee: 320
Notes: Participants should complete an NVCC registration form with Cindy Tolin prior to attending the course (ctolin@nv.edu). Arrive to the Waterbury Campus East Entrance and park in front of Technology Hall to the left - white building. Room is 655 up one flight from entrance on 5th floor. Attending both days is required to receive a completion certificate. Bring a flash drive! Participants must log into myctstate and activate their NET ID and password to access the software after completing the course registration form (contact ctolin@nv.edu). Food and refreshments are available close to the campus on Chase Parkway.

MS Excel 2019: Intermediate - V Look Ups, Pivot Tables and More (Online via WebEx)

Intermediate Excel is a two-day course that is intended for those with previous experience in using Microsoft Excel, preferably Intro to Excel. The main topics covered in this course include:

Formula Referencing, Summarizing and Subtotaling, Managing Worksheets, Logical and Lookup functions, Filters, and more. Better data analysis and presentation as well as the required skill set for certification in Microsoft Excel. Required Text: Live virtual class only. Laptop, Desktop or tablet with audio/video and camera required to participate in the class. Live virtual course using Microsoft Office 365 and Excel 2019. Reliable internet access required. PC format only. Prerequisite: Basic knowledge and proficiency in Intro to Excel course or comparable basic knowledge of Excel.

Required text: none

Prerequisite: Intro to Excel or basic Excel skills a must! CEUs: 1.2

Course # , Date(s) Time
NV36096, 11/03/23, 9:00 AM to 4:00 PM 11/17/23, 9:00 AM to 4:00 PM
College, Campus & Room:
NV , Naugatuck Valley Wtby , online
Instructor:
Cindy Averill
Fee:
320
Notes:
Teaching platform is remote by WebEx. Instructor link will be shared with the participants one week prior to the course date once each participant has completed & returned the NVCC registration form. Contact Cindy Tolin for assistance ctolin@nv.edu.

PowerPoint: Bringing Presentations to Life (On Campus - in person)

Microsoft PowerPoint has become a staple in the workplace. Knowing how to use it effectively for meetings, sales calls, and training sessions or to pitch the next big idea is what makes all the difference. Many people know how to set up a basic PowerPoint presentation, but basic presentations come off flat and uninteresting. This session will walk you through how to bring your presentation to life by adding animations, audio, video clips, transitions, drawings, action buttons and links to your presentations that not only impress the audience but are used to drive your point home. You will gain tips and tricks for transitions, learn how to draw on your slides for affect, understand how to use action buttons and the proper use of hyperlink. Most importantly, connecting strong content with strong visuals. This course is taught in person on campus in Waterbury. Participants must register with NVCC prior to attending the first class. Contact Cindy Tolin for assistance ctolin@nv.edu. Attendance at both class sessions is necessary to receive a completion certificate. Enter the campus from the East Entrance and turn left to park in front of Technology Hall (white building). No parking permit is required. The classroom is through the side entrance (you will be entering the building on the 5th floor) and up one flight. T641 is off of the 6th floor lobby area. Food and refreshments are available a short distance in either direction once you leave the campus.

Required text: none

Prerequisite: none CEUs: 1.2

Course # , Date(s) Time
NV36102, 10/20/23, 9:00 AM to 4:00 PM 10/27/23, 9:00 AM to 4:00 PM
College, Campus & Room:

NV , Naugatuck Valley Wtby , T641
Instructor: Catherine Poehler
Fee: 320
Notes: Participants should complete an NVCC registration form with Cindy Tolin prior to attending the course (ctolin@nv.edu). Arrive at the Waterbury Campus East Entrance and park in front of Technology Hall to the left - white building. Room 641 up one flight from the entrance on the 5th floor. Attending both days is required to receive a completion certificate. Bring a flash drive to class! Participants must log into myctstate and activate their NET ID and password to access the software after completing the course registration form (contact ctolin@nv.edu). Food and refreshments are available close to the campus on Chase Parkway.

Public Speaking and Multimedia Presentations - On Campus (in person)

Seasoned professional trainer will guide the class through this informative and practical session on public speaking and presentations. Participants will learn to effectively deliver a speech for any stakeholder audience, bosses, employees, managers, customer, or vendors. Learn the fundamental tools to speak clearly and persuasively in order to impress your audience, and help you reach your target goals, with or without technological aids. The course will focus on these topics: Managing Speaker Anxiety, Types of Presentations, Knowing Your Audience and Setting, Preparation Skills, Controlling Verbal and Nonverbal Messages in addition to the Use of visual aids, including Power Point, Internet and Video clips.

Required text: none

Prerequisite: none CEUs: 1.2

Course # , Date(s) Time
NV36100, 10/17/23, 9:00 AM to 4:00 PM 10/19/23, 9:00 AM to 4:00 PM
College, Campus & Room:
NV , Naugatuck Valley Wtby , T515
Instructor: Frances Trelease
Fee: 320
Notes: Participants should complete an NVCC registration form with Cindy Tolin prior to attending the course (ctolin@nv.edu). Arrive at the Waterbury Campus East Entrance and park in front of Technology Hall to the left - white building. Room is 650 up one flight from entrance on 5th floor. Attending both days is required to receive a completion certificate. Food and refreshments are available close to the campus on Chase Parkway.

QuickBooks: An Introduction (Online via WebEx)

Discover the most effective methods for accomplishing essential business tasks and customizing QuickBooks. This short, accelerated course will explore best practices for tracking finances, managing payroll, processing invoices, controlling inventory, managing sales and expenses, and maximizing the software and other features. Topics include getting started; how to properly set up your accounts, customers, jobs and invoices quickly; following the money by learning how to

track everything from billable time and expenses to income and profit; keeping your company financially fit with methods to examine budgets and actual spending, income, inventory, assets, and liabilities; spending less time on bookkeeping and learning how to use QuickBooks to create and reuse bills, invoices, sales receipts and timesheets; finding key info fast using QuickBooks' search and find functions, as well as the vendor, customer, inventory and employee centers; and moving data between QuickBooks, Microsoft, and other programs. Required for this online course: Internet access and computer. Microphone and webcam needed for live audio/video training. This course will be taught using WebEx. The instructor will contact students with further instructions one to three business days prior to class.

Required text: none

Prerequisite: Computer literacy CEUs: 1.2

Course # , Date(s) Time
NV36098, 12/08/23, 9:00 AM to 4:00 PM 12/15/23, 9:00 AM to 4:00 PM
College, Campus & Room:
NV , Naugatuck Valley Wtby , online
Instructor: Cindy Averill
Fee: 320
Notes: Teaching platform is remote by WebEx. Instructor link will be shared with the participants one week prior to the course date once each participant has completed & returned the NVCC registration form. Contact Cindy Tolin for assistance ctolin@nv.edu .

Buisness Analyst (ECBA Certification) REMOTE ONLINE via WebEx

The course will spend most of the time on enterprise analysis, requirement development, 'use case' development, project lifecycle, meeting coordination, critical thinking, teamwork/collaboration, prioritization, and documentation. Students will learn how to identify business problems, collaborate on solutions, develop specifications (with traceability), and implement. Students will work on a mock run of a project by developing business justification and will work on a PowerPoint presentation including Project Mission, Pros and Cons, High level requirements, Requirement estimations, Project plan, Testing phase and implementation to gain an understanding of the System Development Life Cycle (SDLC). The course will be a combination of lecture and computer-based training.

Required text: None Required - Materials distributed in class

Prerequisite: None Required CEUs: 4.6

Course # , Date(s) Time
GW36111, 10/02/23, 12:00 PM to 2:00 PM 10/04/23, 12:00 PM to 2:00 PM 10/09/23, 12:00 PM to 2:00 PM 10/11/23, 12:00 PM to 2:00 PM 10/16/23, 12:00 PM to 2:00 PM 10/18/23, 12:00 PM to 2:00 PM 10/23/23, 12:00 PM to 2:00 PM 10/25/23, 12:00 PM to 2:00 PM 10/30/23, 12:00 PM to 2:00 PM 11/01/23, 12:00 PM to 2:00 PM 11/06/23, 12:00 PM to 2:00 PM 11/08/23, 12:00 PM to 2:00 PM 11/13/23, 12:00 PM to 2:00 PM 11/15/23, 12:00 PM to 2:00 PM 11/20/23, 12:00 PM to 2:00 PM 11/22/23, 12:00 PM to 2:00 PM 11/27/23, 12:00 PM to 2:00 PM 11/29/23, 12:00 PM to 2:00 PM 12/04/23, 12:00 PM to 2:00 PM 12/06/23, 12:00 PM to 2:00 PM 12/06/23, 12:00 PM to 2:00 PM 12/11/23, 12:00 PM to 2:00 PM

12/11/23, 12:00 PM to 2:00 PM 12/13/23, 12:00 PM to 2:00 PM 12/13/23, 12:00 PM to 2:00 PM 12/18/23, 12:00 PM to 2:00 PM 12/20/23, 12:00 PM to 2:00 PM
College, Campus & Room:
GW , Gateway , ONLINE
Instructor: Kevin Mills
Fee: 1267
Notes: This class meets remotely with the instructor twice weekly, M/W. This is an ONLINE class. Students will need to have access to a computer with internet access to complete the program. Participant must get approval from your TAO and complete a GCC Registration form prior to class. Contact: pwalsh@gatewayct.edu

OSHA 10 Certification: SELF-PACED/ONLINE

OSHA training is necessary for a safe and healthy work environment. Workers taking this course have jobs related to health care, electrical, factory, warehouse, manufacturing, storage and more. This OSHA 10 course covers general industry hazards not specific to those working construction-only jobs. Upon completion and passing the final assessment, the student will receive an OSHA-10 national certification. Please Note: This class is a self-paced, online class. Student will need to have access to a computer with internet access to complete the program. Required text: None Required: Login code will be provided on the first day
Prerequisite: None Required CEUs: 1

Course # , Date(s) Time
GW36116, 11/06/23, 10:00 AM to 11:00 AM 11/07/23, 12:00 AM to 12:00 AM 11/07/23, 12:00 AM to 12:00 AM 11/08/23, 12:00 AM to 12:00 AM 11/08/23, 12:00 AM to 12:00 AM 11/09/23, 12:00 AM to 12:00 AM 11/09/23, 12:00 AM to 12:00 AM 11/10/23, 12:00 AM to 12:00 AM 11/10/23, 12:00 AM to 12:00 AM 11/13/23, 12:00 AM to 12:00 AM 11/13/23, 12:00 AM to 12:00 AM 11/14/23, 12:00 AM to 12:00 AM 11/15/23, 12:00 AM to 12:00 AM 11/16/23, 12:00 AM to 12:00 AM 11/17/23, 12:00 AM to 12:00 AM
College, Campus & Room:
GW , Gateway(SELF-PACED/ONLN) , ONLINE
Instructor: Pam Walsh
Fee: 267
Notes: This class is a self-paced, online class. Students will need to have access to a computer with internet access to complete the program. Participant must get approval from your TAO and complete a GCC Registration form prior to class. Contact: pwalsh@gatewayct.edu