

Arizona Western College Continuing Education

2014 Professional Development Schedule



- Communication
- Computer Skills
- Conflict and Stress Management
- Diversity & Harassment
- Leadership & Management
- Organizational Development
- Social Media
- Team Building



The Arizona Western College Continuing Education Division provides a wide variety of convenient professional development opportunities, in a classroom setting, online or delivered at your worksite. Individuals and businesses that elect to invest in these courses enhance their options for success by achieving well-recognized CEUs.



Register Now!

Don't Miss Out and Register Early! **Early Bird Discount**
Receive a \$5 discount when you register at least seven (7) days in advance!

Enroll early. Many classes fill up quickly. We will accept your registration as long as there is still room. Community Education classes may be canceled before the first class meeting if the minimum class size isn't met. Decisions to offer or cancel courses are generally made 2 days prior to course start date. Do not be disappointed by registering too late! If a class is canceled, you will receive a full refund.

The College reserves the right to cancel classes due to insufficient enrollment. Time, dates and locations are subject to change.

Want to Know More?

Check out our Web site at www.azwestern.edu/continuinged regularly for more, new or added classes.

Or visit us on Facebook at [AWC Continuing Education](https://www.facebook.com/AWCContinuingEducation) or Twitter [@AWCCONTINUINGED](https://twitter.com/AWCCONTINUINGED).

Easy Ways to Register

Yuma

Mail or In Person at:

AWC Entrepreneurial Center

1351 S. Redondo Center Drive

Yuma, AZ 85365

Email:

ContinuingEd@azwestern.edu

Phone: 928-317-7674

Fax: 928-317-7615

Wellton

Mail or In Person at:

AWC Wellton Learning Center

28851 County 12th Street

Wellton, AZ 85356

Email: WelltonLearningCenter@azwestern.edu

Phone: 928-785-4175

Fax: 928-314-9436

Parker

Mail or In Person at:

AWC Parker Learning Center

1109 Geronimo Avenue

Parker, AZ 85344

Email: awc.lapaz@azwestern.edu

Phone: 928-669-2214

Fax: 928-669-5350

Quartzsite

Mail or In Person at:

AWC Quartzsite Learning Center

695 N. Kofa Ave at Quail

Quartzsite, AZ 85346

Email: awc.lapaz@azwestern.edu

Phone: 928-927-8299

Methods of Payment Accepted

Checks or money orders payable to AWC— Visa, Discover, Master Card—payments can be received via phone or fax. Purchase Orders and Third Party Billing accepted.

Refund/Cancellation Policy

A 100% refund is granted or another individual may attend in your place if a request is made two working days prior to the start of class. A 90% refund will be issued if notice is received less than two working days prior to class start date. No refunds will be issued after the first day of class.

Please allow 4 - 6 weeks to receive your refund. If you do not cancel at least 24 hours before the class begins and you do not attend the class, you will be charged the entire fee.

WANTED! Continuing Education Instructors

Arizona Western College Continuing Education is always looking for new ideas in regard to personal enrichment classes. If you are interested in teaching and/or have an idea for an enrichment course at AWC, please call our offices or log onto our website for a Teaching Interest Form and New Course Proposal form at www.azwestern.edu/continuinged or call 928-317-7674.

Your Opinion Counts

Your comments are welcomed and assist AWC Continuing Education in the delivery of programs and services. Our Mission Statement includes the commitment to provide lifelong learning opportunities through innovative partnerships which enhance the lives of people in Yuma and La Paz counties.

- Do they meet your needs?
- Do you have any ideas for new programs?
- Is our staff providing the service (quality/care) that you would expect?

If you have any concerns or questions we would like to hear them. Please contact the Continuing Education division at 928-317-7674.

Create a Class

Do you see a need for a class that has not been offered or do you have a special interest that you think others might like to learn? Send your Teaching Interest Form along with your name, daytime phone number and address to: AWC Continuing Education 351 S. Redondo Center Drive Yuma, AZ 85365

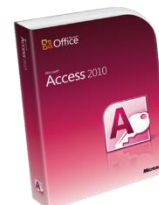
Like us on  

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Computers and Social Media

Access – Introductory Level

Take control over your data! Whether you're a novice or an experienced database user, this course will show you how to harness the full power of Microsoft Access 2010. You'll build relationships between your tables to eliminate redundancies and slash data entry time. And you'll discover how to achieve huge reductions in data entry errors by setting default values, creating validation rules, and building input masks. In addition, you'll find out how to make your database more user-friendly with custom data entry forms, smart lists, and other sophisticated controls.



| Days | Dates | Time | Location/Room | Instructor | Fee |
|------|---------|---------------|-----------------|------------|------|
| F | July 11 | 9:00am-4:00pm | E-Center/EC 115 | Liz Davis | \$99 |

Access – Intermediate Level

Do you have experience building Microsoft Access 2010 databases, but want to take your skills to the next level? In this course, you'll build an entire database project from scratch. By the time you've completed the course, you'll have a fully functional database that tracks customer and order information. You'll start by learning how to create your new database by importing information from Excel spreadsheets into tables. Using action queries, you'll add and update key fields that allow you to build relationships among the tables. Then you'll master the steps for building complex yet easy-to-use forms to manage table data.

| Days | Dates | Time | Location/Room | Instructor | Fee |
|------|---------|---------------|-----------------|------------|------|
| F | July 18 | 9:00am-4:00pm | E-Center/EC 115 | Liz Davis | \$99 |

Excel - Basics (Introductory Level)

This course serves as an introduction to students who want to learn the basics to Microsoft Excel. Students will learn the basic concepts of how to navigate spreadsheets, enter and delete data, use formulas and perform basic formatting functions. The focus of this course will be to get students familiar with using Microsoft Excel 2010.

| Days | Dates | Time | Location/Room | Instructor | Fee |
|------|---------|---------------|-----------------|-----------------|------|
| F | Feb. 21 | 9:00am-4:00pm | E-Center/EC 115 | Sandy Hernandez | \$99 |
| F | May 16 | 9:00am-4:00pm | E-Center/EC 115 | Sandy Hernandez | \$99 |
| F | Aug. 22 | 9:00am-4:00pm | E-Center/EC 115 | Sandy Hernandez | \$99 |

Excel – Beyond the Basics (Intermediate Level)

This course serves as an intermediate study to students who want to know more about Microsoft Excel. Students will learn ways to make their job easier and increase the sophistication of data reporting and analyzing; focusing on time-saving techniques, advanced “how-to’s,” while exploring Microsoft Excel 2010 features

| Days | Dates | Time | Location/Room | Instructor | Fee |
|------|----------|---------------|-----------------|-----------------|------|
| F | Feb. 28 | 9:00am-4:00pm | E-Center/EC 115 | Sandy Hernandez | \$99 |
| F | June 13 | 9:00am-4:00pm | E-Center/EC 115 | Sandy Hernandez | \$99 |
| F | Sept. 19 | 9:00am-4:00pm | E-Center/EC 115 | Sandy Hernandez | \$99 |

Excel - Advanced Level

This course builds on the skills and concepts taught in Excel 2010: Intermediate. Students will work with advanced formulas, as well as lookup functions such as VLOOKUP, MATCH, and INDEX. In addition, students will learn about data validation and database functions such as DSUM. They will learn how to work with PivotTables and Pivot Charts, how to import and export data, and how to query external databases. Finally, students will learn about the analytical features of Excel (such as Goal Seek and Solver), running and recording macros, SmartArt graphics, and conditional formatting with graphics.

Please note that this course is not appropriate for those students using Mac computers running the Mac version of Microsoft Office. This course is only appropriate for those using PCs running the Windows version of Microsoft Office.

| Days | Dates | Time | Location/Room | Instructor | Fee |
|------|----------|---------------|-----------------|-----------------|------|
| F | April 18 | 9:00am-4:00pm | E-Center/EC 115 | Sandy Hernandez | \$99 |

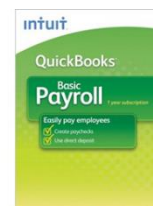
QuickBooks® - Introductory Level

This hands-on training will introduce you to the basic features of QuickBooks®. You will discover how QuickBooks® can save time and help organize your home and/or business finances.

| Days | Dates | Time | Location/Room | Instructor | Fee |
|------|------------|---------------|-----------------|-----------------|-------|
| F | April 4 | 9:00am-4:00pm | E-Center/EC 115 | Sandy Hernandez | \$129 |
| F | October 17 | 9:00am-4:00pm | E-Center/EC 115 | Sandy Hernandez | \$129 |

QuickBooks® - Intermediate Level (Payroll and Taxes)

Learners should already be familiar with QuickBooks basics. This hands-on, interactive course will provide an overview of payroll in QuickBooks including payroll set up, payroll schedules, tracking tax liabilities and paying payroll taxes.



| Days | Dates | Time | Location/Room | Instructor | Fee |
|------|------------|---------------|-----------------|-----------------|-------|
| F | January 24 | 9:00am-4:00pm | E-Center/EC 115 | Sandy Hernandez | \$129 |
| F | March 21 | 9:00am-4:00pm | E-Center/EC 115 | Sandy Hernandez | \$129 |
| F | July 25 | 9:00am-4:00pm | E-Center/EC 115 | Sandy Hernandez | \$129 |

Social Media at Work

Recognize the benefits of using social media in the workplace.

Identify the various legal and ethical risks of using social media in the workplace
Protect your organization against legal action resulting from intentional or unintentional violations of law or policy.

Encourage an “ambassador attitude” in employees.

Provide guidelines that help employees make good decisions when using social media at work. Identify the elements of an effective social media policy.



| Days | Dates | Time | Location/Room | Instructor | Fee |
|------|-------|----------------|-----------------|-------------------|------|
| S | May 3 | 8:30am-12:30pm | E-Center/EC 115 | Vanessa Blackburn | \$49 |

Microsoft Office Outlook 2010

You can use Outlook 2010 for all your personal and business calendaring, email, contacts, tasks and note needs. Learners will receive information regarding the additional components of Outlook and how to integrate them together enhancing your daily activities. Detailed classroom demonstrations and discussions are provided.



| Days | Dates | Time | Location/Room | Instructor | Fee |
|------|------------|---------------|-----------------|------------|------|
| F | January 31 | 9:00am-4:00pm | E-Center/EC 115 | Liz Davis | \$99 |
| F | August 15 | 9:00am-4:00pm | E-Center/EC 115 | Liz Davis | \$99 |

Windows 7

This course presents the basic concepts of Windows 7. This operating system is designed to simplify your everyday tasks, work the way you want them to, and make new things happen. Learners will acquire a working understanding of the fundamentals of Windows 7. Participants will develop the ability to productively use the Windows 7 operating system to perform the correct steps to achieve desired results. In addition, learners will be exposed to practice sessions and hands-on exercises in a computer lab environment.

| Days | Dates | Time | Location/Room | Instructor | Fee |
|------|------------|---------------|-----------------|------------|------|
| F | April 25 | 9:00am-4:00pm | E-Center/EC 115 | Liz Davis | \$99 |
| F | November 7 | 9:00am-4:00pm | E-Center/EC 115 | Liz Davis | \$99 |

WORD 2010 – Introduction

Microsoft Office Word 2010 helps you produce professional-looking documents by providing a comprehensive set of tools for creating and formatting your document in the new Microsoft Office Fluent user interface. Rich review, commenting, and comparison capabilities help you quickly gather and manage feedback from colleagues. Features discussed and demonstrated are: Basic formatting; Cut/Copy/Paste; Alignment; Headers/Footers; Bullets/Numbering; Intro to graphics.

| Days | Dates | Time | Location/Room | Instructor | Fee |
|-------|-------------|----------------------------|-----------------|----------------|------|
| F | March 14 | 9:00am-4:00pm | E-Center/EC 115 | Liz Davis | \$99 |
| TH, F | Sept. 11-12 | 9:00am-12:00pm (each day) | E-Center/EC 115 | Alees Langford | \$99 |

WORD 2010 – Intermediate Level

Prior basic experience with Word is recommended. Microsoft Office Word 2010 Intermediate will assist you with the intermediate levels of this application. Formatting features covered in this workshop are: Tabs and tabs with dot leaders; Automatic formatting; Understanding and using indentation; Bulleted Lists, Numbered lists and Multi-level lists; Breaks – when to use paragraph and page breaks; Line spacing; Changing defaults; Creating and formatting tables; Creating and formatting columns; Find and Replace.

| Days | Dates | Time | Location/Room | Instructor | Fee |
|-------|-------------|----------------------------|-----------------|----------------|------|
| F | March 28 | 9:00am-4:00pm | E-Center/EC 115 | Liz Davis | \$99 |
| TH, F | Sept. 25-26 | 9:00am-12:00pm (each day) | E-Center/EC 115 | Alees Langford | \$99 |

WORD 2010 – Advanced Level

Microsoft Office Word 2010 Advanced will assist you with the progressive levels of this application.

Features covered in this course are:

- Create a table of contents and index
- Headers and footers
- Custom page numbers, footnotes, and watermarks
- Explore styles and working in outline view
- Develop your own forms, track changes, customize your toolbars, and modify menus

| Days | Dates | Time | Location/Room | Instructor | Fee |
|-------|--------------|---------------------------|-----------------|----------------|------|
| F | April 11 | 9:00am-4:00pm | E-Center/EC 115 | Liz Davis | \$99 |
| TH, F | October 9-10 | 9:00am-12:00pm (each day) | E-Center/EC 115 | Alees Langford | \$99 |

Online Courses

Arts

- Drawing for the Absolute Beginner
- How to Get Started in Game Development
- Introduction to Digital Scrapbooking
- Introduction to Guitar
- Pleasures of Poetry
- Start Your Own Arts and Crafts Business

Children, Parents and Family

- Assisting Aging Parents
- Discover Digital Photography
- Empowering Students With Disabilities
- Development in Childhood
- Genealogy Basics
- Guiding Kids on the Internet
- Homeschool With Success
- Managing Life as a Single Parent
- Marriage and Relationships: Keys to Success
- Teaching Students With Learning Disabilities

Digital Photography

- Discover Digital Photography
- Introduction to Digital Scrapbooking
- Introduction to Photoshop CS5
- Mastering Your Digital SLR Camera
- Photographing Nature with Your Digital Camera
- Photographing People With Your Digital Camera
- Secrets of Better Photography

Health and Wellness

- Handling Medical Emergencies
- Human Anatomy and Physiology
- Introduction to Biology
- Introduction to Chemistry
- Introduction to Natural Health and Healing
- Medical Math
- Start Your Own Edible Garden

Languages

- Beginning Conversational French
- Conversational Japanese
- Grammar for ESL
- Instant Italian
- Spanish in the Classroom
- Speed Spanish I & II



We now offer more than 300 online courses that you can take on your own time and from the comfort and convenience of your home, 24 hours a day, 7 days a week. Most are only \$95.

Enroll now!

www.ed2go.com/AWC

Personal Enrichment

- Achieving Success with Difficult People
- Assisting Aging Parents
- Get Assertive!
- Get Funny!
- Grammar Refresher
- Homeschool With Success
- How to Make Money From Your Writing
- Interpersonal Communication
- Introduction to Guitar
- Introduction to Interior Design
- Introduction to Natural Health and Healing

Personal Finance and Investments

- Introduction to Stock Options
- Keys to Successful Money Management
- Personal Finance
- Protect Your Money, Credit, and Identity
- Real Estate Investing
- Real Estate Investing II: Financing Your Property
- Stocks, Bonds, and Investing: Oh, My!
- The Analysis and Valuation of Stocks
- Where Does All My Money Go?

Start Your Own Business

- Creating a Successful Business Plan
- Learn to Buy and Sell on eBay
- Marketing Your Business on the Internet
- Secrets of the Caterer
- Start a Pet Sitting Business
- Start and Operate Your Own Home-Based Business
- Start Your Own Arts and Crafts Business
- Start Your Own Gift Basket Business
- Start Your Own Small Business
- Starting a Consulting Practice
- Wow, What a Great Event!



“Skills for the 21st century”

Online learning is **easy**. It's **fun**!

Business and Career Skills

- Business Coaching Certificate
- Business Research Certificate
- Cyber Security for Managers
- Cyber Security for Non-Technical Managers
- Entrepreneur Boot Camp
- Government Contracting
- Extraordinary Customer Service
- Media Buying Strategies
- Practical Math for the Workplace
- Program Evaluation for Nonprofits
- Revenue Generation for Nonprofits
- Recruiting and Retaining Gen X and Gen Y
- Successful Survey Techniques
- The Business Plan

Business Communication

- Certificate in Customer Service
- Photoshop
- Using Personality Profiles for Better Work Performance

Courses for K12 Teachers

- Gender in the Classroom
- Generational Learning Styles for K-12 Teachers
- Online Learning & Teaching for K-12 Teachers
- Social Media and Online Tools for K-12 Teachers
- Students with ASD (Autism Spectrum Disorder)
- Substitute Teacher Preparation
- Using Cell Phones in the Classroom

Health

- Dementia Care
- Spanish for Medical Professionals

Leed Green Workplace

- LEED AP + BDC
- LEED Green Associate Exam Preparation

Management and Leadership

- Management Boot Camp
- Managing Telework Certificate
- Supervisory and Leadership Certificate

New Media Marketing

- Advanced Website Strategies
- Emarketing Essentials Certificate
- Google Analytics
- Video Marketing Certificate

Social Media for Business

- Creating Cell Phone Apps for your Business
- Designing Successful Webinars
- Facebook for Business
- Mobile Marketing
- Social media for Business Certificate
- Twitter

Training & Education

- Certificate in Online Teaching
- Certificate in Teaching Adults Certified
- Online Instructor (COI)

For more information including fees and starting dates, login in to
<http://www.yougotclass.org/catalog.cfm/AWC>

Professional Development

True Colors- Keys to Personal Success

This program is designed for the beginning level-those individuals just learning about True Colors. Strengthen relationships and create a more harmonious environment. True Colors provides a universal language that connects an organization, a family, a team. Foster appreciation of differences in self and others. Promote self-esteem, respect and confidence.

| Days | Dates | Time | Location/Room | Instructor | Fee |
|------|----------------|----------------|-----------------|-------------|------|
| W | March 12, 2014 | 8:30am-12:00pm | E-Center/EC 170 | Tim Regular | \$49 |

True Colors- Communication

This hands-on, interactive workshop provides opportunity for those who have previously completed the Keys to Personal Success to expand and follow up in the area of communication. You will learn how to improve your individual communication skills and interaction with different personality types. You will be able to strengthen rapport, boost listening skills and clearly deliver your message in a mutually beneficial way.

| Days | Dates | Time | Location/Room | Instructor | Fee |
|------|----------------|---------------|-----------------|-------------|------|
| W | March 12, 2014 | 1:30pm-5:00pm | E-Center/EC 170 | Tim Regular | \$49 |

True Colors- Keys to Personal Success

This program is designed for the beginning level-those individuals just learning about True Colors. Strengthen relationships and create a more harmonious environment. True colors provides a universal language that connects an organization, a family, a team. Foster appreciation of differences in self and others. Promote self-esteem, respect and confidence.

| Days | Dates | Time | Location/Room | Instructor | Fee |
|------|-----------------|----------------|-----------------|-------------|------|
| W | October 8, 2014 | 8:30am-12:00pm | E-Center/EC 170 | Tim Regular | \$49 |

True Colors- Communication

This hands-on, interactive workshop provides opportunity for those who have previously completed the Keys to Personal Success to expand and follow up in the area of communication. You will learn how to improve your individual communication skills and interaction with different personality types. You will be able to strengthen rapport, boost listening skills and clearly deliver your message in a mutually beneficial way.

| Days | Dates | Time | Location/Room | Instructor | Fee |
|------|-----------------|---------------|-----------------|-------------|------|
| W | October 8, 2014 | 1:30pm-5:00pm | E-Center/EC 170 | Tim Regular | \$49 |



Take both True Colors morning & afternoon sessions and receive a 20% discount!

\$79



Register Now!

LEARN WHAT IT TAKES TO BE A SUCCESSFUL SUPERVISOR

These four Super Manager-Supervisory Skills flexible and interactive Modules prepare supervisors and potential supervisors to become more effective in a diverse and ever-changing work environment.

Students may elect to complete all four modules or select only those most applicable to their goals. On exiting the series, students will receive a Certificate of Completion indicating the modules completed.

Continuing Education Units Awarded!

A total of 12 hours per module earns you 1.2 CEUs each.

Attend all four for 4.8 CEUs



Investment Fees: \$129 per module \$155
Textbook (optional)

10 % discount if you register and pay for all 4!



| Functions of the Supervisor | | | | | |
|---------------------------------|-----------------------------|---------------|-----------------|-----------------|-------|
| Days | Dates | Time | Location/Room | Instructor | Fee |
| T TH | Jan 21, 23, 28, 30 Feb 4, 6 | 5:30pm-7:30pm | E-Center/EC 143 | Kay Eldridge | \$129 |
| | | | | | |
| Skills of the Supervisor | | | | | |
| T TH | Feb. 11, 13,18,20,25,27 | 5:30pm-7:30pm | E-Center/EC 143 | Margaret Mai | \$129 |
| | | | | | |
| Modern Supervision Challenges | | | | | |
| T TH | Mar 4,6,11,13,18,20 | 5:30pm-7:30pm | E-Center/EC 143 | Michelle Thomas | \$129 |
| | | | | | |
| Supervision and Human Resources | | | | | |
| T TH | Mar 25,27 Apr 1,3,8,10 | 5:30pm-7:30pm | E-Center/EC 143 | Troy Love | \$129 |
| | | | | | |

Functions of the Supervisor

Upon completion of this course, students will be able to:

- describe types of planning that takes place in organizations
- identify the supervisor's role in the planning process
- identify the types and tools for control in a supervisor's role
- identify the basic ways that organizations are structured
- discuss the benefits and challenges of a supervisor's role in delegation
- analyze different types of effective leadership styles
- develop and maintain good relations with employees, managers and peers
- describe steps and guidelines for effective, rational decision making
- describe guidelines for maintaining an environment where creativity thrives
- identify and provide a work application for each of the six functions of the supervisor

| Days | Dates | Time | Location/Room | Instructor | Fee |
|------|-----------------------------|---------------|-----------------|--------------|-------|
| T TH | Jan 21, 23, 28, 30 Feb 4, 6 | 5:30pm-7:30pm | E-Center/EC 143 | Kay Eldridge | \$129 |

Skills of the Supervisor

Upon completion of this course, students will be able to:

- describe the process of communication
- identify the different communications styles and how the supervisor can use the formal and informal communications network organization to his/her advantage
- identify the relationship between motivation and performance
- explain when financial incentives are likely to motivate employees
- identify ways supervisors can motivate their employees
- identify common types of problem behavior among employees
- explain why and when supervisors should counsel employees
- describe steps and guidelines to effective discipline of employees
- identify time wasters and how to control them and gain control of your time
- identify ways organizations, including supervisors, can help their employees manage stress
- define types of conflict
- identify sources of change and explain why employees and supervisors resist it
- describe how supervisors can overcome resistance and implement change
- describe the types of power supervisors can have
- describe how supervisors can contribute to achieving sustainability

| Days | Dates | Time | Location/Room | Instructor | Fee |
|-------|-----------------------------|---------------|-----------------|--------------|-------|
| T, TH | Feb. 11, 13, 18, 20, 25, 27 | 5:30pm-7:30pm | E-Center/EC 143 | Margaret Mai | \$129 |

Modern Supervision Challenges

Upon completion of this course, students will be able to:

- identify the roles and responsibilities of a successful supervisor
- list the characteristics of a good supervisor
- complete a self-analysis of basic supervisory skills
- analyze team-building and communications and write recommendations
- describe consequences suffered by organizations as a result of poor quality work
- identify ways organizations measure their success in continuous quality improvement
- complete a self-analysis of personal work habits
- analyze quality control scenarios, including customer service issues and write recommendations

| Days | Dates | Time | Location/Room | Instructor | Fee |
|-------|---------------------|---------------|-----------------|-----------------|-------|
| T, TH | Mar 4,6,11,13,18,20 | 5:30pm-7:30pm | E-Center/EC 143 | Michelle Thomas | \$129 |



Supervision and Human Resources

Upon completion of this course, students will be able to:

- identify the role of the supervisor in the selection process
- discuss legal issues involved in selecting employees
- explain the purpose and benefit of new employee orientation
- describe methods in coaching and evaluation in surrounding the orientation and training process
- explain the purposes of the performance appraisal
- review types of performance appraisals
- list the government regulation on safety and health
- discuss labor relations and the supervisor's role
- analyze ethics as it relates to the role of the supervisor

| Days | Dates | Time | Location/Room | Instructor | Fee |
|-------|------------------------|---------------|-----------------|------------|-------|
| T, TH | Mar 25,27 Apr 1,3,8,10 | 5:30pm-7:30pm | E-Center/EC 143 | Troy Love | \$129 |

Ethics in the Workplace

Workplace ethics go beyond doing the right thing. An ethical workplace establishes a solid foundation for organizational behavior, cultivates better teamwork and productivity, creates consistent standards for company offerings, ensures the legality and enforcement of corporate policies, and supports company growth and reputation. This half-day program explores how workplace ethics should be developed, how to create the standards and policies that support them, how employees can be trained and managed to follow and support these standards, and how to deal with problems where ethics are concerned.

- Describe the ideal ethical workplace
- Implement ethics guidelines and policies in your organization
- Identify and resolve typical ethical Dilemmas
- Dispel common myths about business ethics
- Recognize common excuses for unethical behavior, and what to do about them
- Deal with unethical coworkers, customers, and vendors

| Days | Dates | Time | Location/Room | Instructor | Fee |
|------|------------------|---------------|-----------------|--------------|------|
| W | January 29, 2014 | 1:00pm-5:00pm | E-Center/EC 170 | Margaret Mai | \$49 |

Business Writing & Grammar Improvement

Poorly written business letters and memos will not get the results you are seeking. Learn to create business correspondence that presents your messages in a clear, concise and effective matter.

- Express a competent image
- Grab your audience in your opening sentences
- Start and finish documents quickly and painlessly
- Discontinue the usage of poor business jargon
- 10 simple rules to follow
- Effective Emails and Memos
- Focus on proper grammar and punctuation

| Days | Dates | Time | Location/Room | Instructor | Fee |
|------|-------------------|---------------|-----------------|--------------|------|
| W | February 26, 2014 | 9:00am-4:00pm | E-Center/EC 159 | Joan Painter | \$99 |

Challenging Negative Attitudes

This course explores how to challenge individual negativity as well as how to protect you from the negativity of others. Behavioral models to use in coaching yourself and others in how to build optimistic responses to any given situation are taught. Learn how negative norms become entrenched in an organization, department or team and how to create a more positive working environment.

- Adjust your own attitude regarding your work situation
- Control the impact of negative situations
- Deal with negative people more effectively
- Determine how the explanatory styles contribute to pessimism or optimism
- Practice using disputation to enhance your optimistic side
- Discriminate between situations that call for optimism versus pessimism
- Use specific coping tools for dealing with change
- Identify the negative norms present in your own organization, department, or team
- Use a four-step process to eliminate negative organizational norms

| Days | Dates | Time | Location/Room | Instructor | Fee |
|------|---------------|---------------|-----------------|-----------------|------|
| F | March 7, 2014 | 9:00am-4:00pm | E-Center/EC 170 | Michelle Thomas | \$99 |

Team Building

Before you can build a cohesive team, individual team members must understand their own values and ways they connect with others. In this program you will learn skills to communicate more effectively, minimize misunderstandings and conflict, and build your sense of value. The program takes you further, helping you take your individual strengths to build a group identity. You will create a team mission statement, ground rules and a plan to foster trust and morale that will lead your team to success.

- Establish well-defined goals and clear priorities
- Designate clear roles and duties
- Allow team goals to override individual goals
- Minimize unproductive competition and work collaboratively
- Deal with conflict effectively
- Listen to varying points of view
- Practice open and frequent communication
- Build trust and morale within the team

| Days | Dates | Time | Location/Room | Instructor | Fee |
|------|----------------|---------------|-----------------|--------------|------|
| F | March 28, 2014 | 9:00am-4:00pm | E-Center/EC 170 | Kay Eldridge | \$99 |

Sexual Harassment-for Managers

In Fiscal Year 2012, EEOC received 7,571 charges of sexual harassment. 17.8% of those charges were filed by males. EEOC resolved 2,190 sexual harassment charges in FY 2012 and recovered \$43 million in monetary benefits for charging parties and other aggrieved individuals (not including monetary benefits obtained through litigation). Sexual harassment is a workplace issue that if properly handled can be of little consequence to you and your company. You play a vital role in preventing sexual harassment from occurring at your company. Not handled properly, sexual harassment can take a toll on the victim, their family, friends, coworkers and your company.

- Managers and Their Roles
- What is Sexual Harassment?
- Types of Sexual Harassment
- Potential Victims and Harassers
- Effects of Sexual Harassment
- Your Company's Sexual Harassment Policy
- Investigative Procedures

| Days | Dates | Time | Location/Room | Instructor | Fee |
|------|---------------|---------------|-----------------|--------------|------|
| W | April 9, 2014 | 5:30pm-7:30pm | E-Center/EC 170 | Blanca Garza | \$25 |

Resolving Conflict at Work

Conflict is an inevitable part of work. Whether between individuals or teams, at some point, conflict will arise and need to be addressed. But resolving conflict doesn't need to be a negative experience, in fact, managing conflict can be a catalyst for positive change. This half-day program explores various work relationships and their impact on the employee, how business relationships can be managed to avoid unnecessary conflict, how to use effective resolution steps when conflict occurs, and how to deal with difficult people when managing conflict.

- Recognize your network of relationships at work and your part in it
- Positively manage business relationships to avoid unnecessary conflict
- Use effective conflict resolution steps when conflict occurs
- Deal with difficult team members

| Days | Dates | Time | Location/Room | Instructor | Fee |
|------|--------------|---------------|-----------------|------------|------|
| T | May 14, 2014 | 1:00pm-5:00pm | E-Center/EC 170 | Troy Love | \$49 |

The Toughest Supervisor Challenges and How to Overcome Them

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

- Use realism, restraint, and resolve when facing any tough challenge.
- Deal with layoffs in a way that minimizes the negative effects.
- Deal with employees' personal problems with sensitivity and fairness.
- Take control and responsibility in a crisis
- Resolve conflicts between employees effectively.
- Show support for employees with performance issues while building a defensible case for discipline and/or termination if necessary.

| Days | Dates | Time | Location/Room | Instructor | Fee |
|------|---------------|---------------|-----------------|--------------|------|
| W | June 18, 2014 | 1:00pm-5:00pm | E-Center/EC 170 | Joen Painter | \$49 |

Fundamentals of Strategic Planning

Learn how to describe the process for discovering your strengths, weaknesses, opportunities, and threats when implementing strategic direction. This training will help you be more skilled at describing the process for translating strategic goals into action plans. You will know how to identify the elements of an effective measurement system. And last, but not least, you'll be able to list ways to communicate with team members and stakeholders.

- Identify the elements of an effective strategic planning model
- Identify a good foundation for creating a strategic team
- Avoid common pitfalls that derail strategic plans
- Define strategic values
- Discover your strengths, weaknesses, opportunities, and threats when setting directions
- Participate in a strategic planning effort

| Days | Dates | Time | Location/Room | Instructor | Fee |
|------|----------------|---------------|-----------------|--------------|------|
| Th | August 7, 2014 | 9:00am-4:00pm | E-Center/EC 170 | Joen Painter | \$99 |

The Multi-Generational Workplace

Today's generationally-diverse workforce is an asset, bringing a variety of skills, knowledge, and experience to the organization. However, finding ways to connect effectively with the various generations within the workplace can be challenging. Through this half-day program, gain a better understanding of the four generations that make up the current workforce - Veterans, Baby Boomers, and Generations X and Y - and how their unique experiences and expectations impact their view of the workplace. Identify the challenges of working with multiple generations, and learn techniques that foster respectful communication and positive interaction with all groups.

- Describe the changing workplace
- Identify the four generations in the workplace
- Describe the characteristics of the four generations in the workplace
- Examine the stereotypes associated with each generation
- Identify potential challenges when interacting with the different generations
- Demonstrate techniques that foster respectful communication with different generations
- Develop an action plan to connect to all generations in your workplace

| Days | Dates | Time | Location/Room | Instructor | Fee |
|------|-------------------|---------------|-----------------|-----------------|------|
| Th | September 4, 2014 | 1:00pm-5:00pm | E-Center/EC 170 | Michelle Thomas | \$49 |

Leadership 101

Great leaders aren't just born that way—they must learn how to lead and influence others through experience, mentoring, and training. By addressing everything from trust to perception to attitude, Leadership 101 is a training program that gives both newly emerging and experienced leaders and managers the tools and techniques for developing and refining their skills. What's the bottom line? This learning resource will help your organization retain employees and clients, make better decisions, and improve performance.

- Identify key characteristics of leaders
- Build trust and confidence with employees
- Avoid behaviors that undermine leadership
- Promote teamwork and esprit de corps
- Act decisively
- Demonstrate leadership in a crisis

| Days | Dates | Time | Location/Room | Instructor | Fee |
|------|--------------------|---------------|-----------------|------------|------|
| Th | September 25, 2014 | 1:00pm-5:00pm | E-Center/EC 170 | Troy Love | \$49 |

Public Speaking

Experienced public speakers know how to grab their audience's attention. They can do so with their very first word or gesture. Their method of captivating their audience is only limited by their creativity. Find your own voice and style as you present. Dare to be your unique self as you learn public speaking.

- Address speaking anxiety
- Recognize the advantages of speaking styles
- Practice responding to questions
- Create a speech outline
- Deliver an organized speech
- Use visual complements to present message
- Discuss and practice characteristics of a competent speaker
- Incorporate eye contact
- Practice correct posture
- Demonstrate appropriate and purposeful gestures
- Identify distractions
- Analyze strengths and weaknesses
- Create a plan to deal with weaknesses

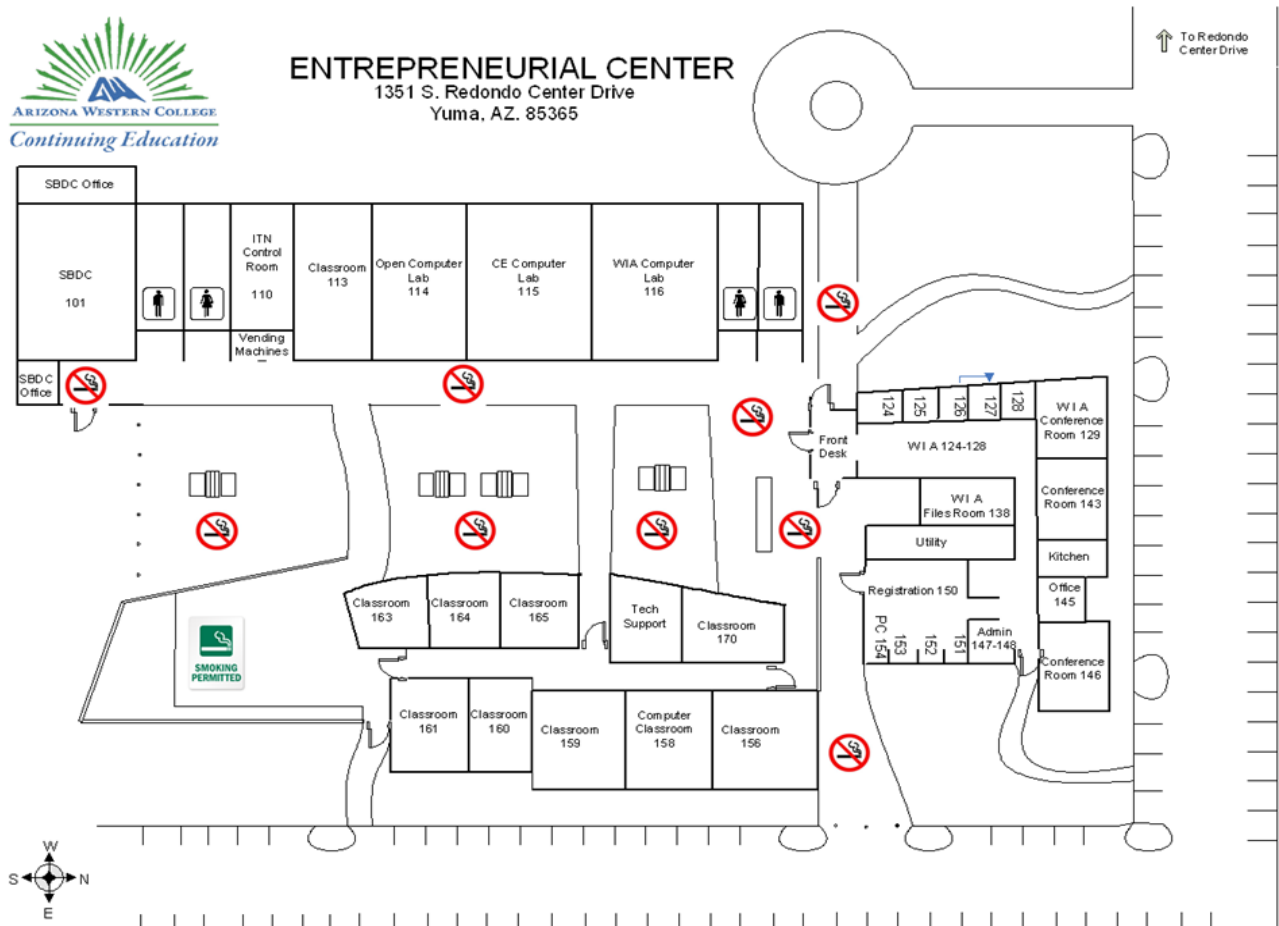
| Days | Dates | Time | Location/Room | Instructor | Fee |
|------|----------------------|---------------|-----------------|--------------|-------|
| W,TH | November 19-20, 2014 | 9:00am-4:00pm | E-Center/EC 170 | Margaret Mai | \$179 |



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Sincerely,

AWC Continuing Education Team



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