



Performance Plus Learning Partners

Continuing Education & Customized Training

Performance Plus Learning Partners

Program Overview:

- A partnership is good for one year (September-August)
- You pay a per seat membership fee of \$895 each
- Each seat purchased allows you to send one employee to select courses for the entire year
- Seats are assigned to the business/agency not an individual
- Your seats can be filled with different staff members relative to the content of each individual training session
- Partners will renew their membership each July
- Classes take place at Century College

Benefits:

- Flexible
- Cost-savings
- Organize staff development—HR/training managers can create a year-long plan
- Credentialed instructors
- Buy now—decide later
- Annual calendar of staff training programs
- Convenient
- Improve worker performance

Questions?

Contact **Joan Peterson**,
at joan.peterson@century.edu
or **651.773.1743**.



Buy Now—Decide Later!

Performance Plus Learning Partners is a unique membership program that provides volume discounts for employers and organizations looking to purchase continuing education classes for their employees. Our new program provides a cost-effective and flexible way to partner with the College to train your employees. Purchase one seat or a block of seats and decide later which employees will attend classes in computer applications, supervisory/management, and professional development. It allows employers and training managers to invest in season ticket(s) for year-long training. Your seats can be filled with different staff members throughout the year relative to the content of each training course. Our courses offer you an opportunity to:

- Learn new skills you need on the job during times that fit your busy schedule
- Learn from knowledgeable instructors experienced in teaching adult learners

How do I become a partner?

- Partners will complete an application form good for one year (September – August) and pay a per seat membership fee of \$895. Each seat purchased allows you to send one employee to any course listed in the schedule for the entire year.
- Required textbooks are not included in the membership fee.

This year's calendar includes:

- Professional development, supervisory/management—**39 classes**
- Microsoft Office Computer Application—**15 classes**

Principles of Supervision

As a supervisor, you work with all types, but one style of supervision does not fit all. Learn the key principles to help you rapidly profile, supervise, and easily communicate with different personalities. Discover strategies for motivation, negotiation, and matching the right person to specific tasks. Tailor your conversation, email, delegation, and presentations to each of four distinct personality types.

You will learn:

- Enhance your leadership credibility in 10 ways
 - Recognize the 14 most effective traits of top supervisors
 - Start using quick tips and strategies for dealing with difficult people
- ...plus, you'll receive a bonus personal profile assessment and an easy-to-use profiling grid!

East Campus, Room 2313

Thur, Sept 22, 2011 8:30 am–12:30 pm
Tues, Jan 24, 2012 8:30 am–12:30 pm

Lead, Listen and Build: Creating Success through Coaching

Coaching is one of the most powerful one-on-one management techniques for getting the best out of every employee. As a manager or supervisor, you need to sharpen your coaching skills if you want your employees to achieve high performance. This session will demonstrate what you can do to develop employees and help them meet, and exceed, organizational expectations.

You will learn how to:

- Identify coaching styles and their consequences
- Recognize what it takes to be a great coach/leader
- Understand why coaching is critical in today's work environment
- Incorporate a simple coaching process for successful interactions
- Communicate expectations in a way that makes others want to follow through
- Learn barriers to effective coaching and how to deal with them

East Campus, Room 2313

Wed, Nov 9, 2011 8:30 am–12:30 pm
Thur, Feb 16, 2012 8:30 am–12:30 pm

Generational Diversity in the Workplace

Our workplace has become a playing field of competing viewpoints and values as five generations share the same workspace. In today's fast-paced, ever-changing work environment, finding ways to maximize the performance of every person has never been more vital. Understanding and appreciating one another's perspective has always been the key to effectiveness and productivity at work; in today's multi-generational workplace, an organization's success depends on it.

You will learn how to:

- Understand and identify generational viewpoints
- Be aware of your own generational perspectives and biases and use them to enhance outcomes
- Coach and manage intergenerational teams to maximum performance
- Deal with conflict among different generations
- Recruit, retain, and motivate employees to promote winning behaviors
- Enhance success by working with members of different generations

East Campus, Room 2313

Thur, Oct 27, 2011 8:30 am–12:30 pm
Thur, Mar 15, 2012 8:30 am–12:30 pm

Responding to Conflict: Strategies for Improved Communication

It's time to manage conflict rather than have it manage you! Conflict is a normal by-product of working with others. How you deal with conflict and differing perspectives impacts your ability to manage people and enjoy your work.

You will learn how to:

- Recognize the types of conflict
- Practice strategies for dealing with differences
- Build skills for positively resolving differences

East Campus, Room 2313

Tues, Dec 6, 2011 8:30 am–12:30 pm
Tues, Feb 28, 2012 8:30 am–12:30 pm

Supervisory Management Certificate Program - Phase I

To obtain the Phase I certificate, take one class of each of the following:

- Principles of Supervision
- Lead, Listen and Build: Creating Success Through Coaching
- Generational Diversity in the Workplace
- Responding to Conflict: Strategies for Improved Communication
- Performance Management: Effective Strategies for Improved Employee Performance
- How to Build High Performance Teams
- The Ethical Leader
- Legal Considerations: What Every Supervisor Needs to Know

Performance Management: Effective Strategies for Improved Employee Performance

This is a hands-on, practical class that will have you gaining new skills you can put to work right away. We'll discuss effective strategies for analyzing and planning for improved employee performance. By the end of the class, you'll know how to account for skills, knowledge, systems, processes, and personal factors in the total performance equation.

You will learn how to:

- Assess employee performance discrepancies against standards and expectations
- Successfully manage conflict among employees, including the most difficult ones
- Develop a performance management system

East Campus, Room 2313

Tues, Nov 29, 2011 8:30 am–12:30 pm
Thur, Apr 19, 2012 8:30 am–12:30 pm

How to Build High Performance Teams

Assigning several individuals to work together does not create a team—but a well formed team is a synergistic endeavor in which great things can be accomplished. The team involves many unique individuals at different levels of

skills, abilities, and motivation. Through the dynamics of true teamwork, a task force—or even an entire organization—can accomplish far more than any one person could ever achieve alone.

You will learn how to:

- Recognize the factors contributing to the dysfunction of a team
- Address issues such as absence of trust, fear of conflict, lack of communication, avoidance of accountability, and inattention to results

East Campus, Room 2313

Wed, Oct 12, 2011 8:30 am–12:30 pm
Wed, Feb 8, 2012 8:30 am–12:30 pm

The Ethical Leader

One of the greatest challenges in the public and private sectors is the supposed conflict between efficiency and ethics. This has been a topic of discussion even during the time of Socrates, and is still a real issue today. Look at the many individuals, from all positions in life, who learned this lesson the hard way: ethics matter.

You will learn how to:

- Recognize the importance of ethics at all levels of an organization
- Be a challenging and dynamic leader—and still ethical
- Address real-life ethical dilemmas, using real-life case studies

East Campus, Room 2313

Wed, Oct 5, 2011 8:30 am–12:30 pm
Wed, Jan 18, 2012 8:30 am–12:30 pm

Legal Consideration: What Every Supervisor Needs to Know

Employment law can seem complicated and intimidating. As a supervisor you need to understand and follow the law: you can't afford not to! This course will help you gain a basic understanding of employer and employee rights, and be ready to address them in your own situation.

You will learn how to:

- Recognize and address sexual harassment issues, including hostile environment; quid pro quo; same-sex sexual harassment; and harassment by third parties
- Understand disability discrimination and accommodations
- Avoid negligent hiring and negligent retention
- Deal with objectionable behavior
- Use effective and legal discipline
- Handle employee grievances

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Thur, Nov 17, 2011 8:30 am–12:30 pm
Thur, Feb 23, 2012 8:30 am–12:30 pm

Leading Change

Do you feel under pressure to get more work done, of better quality, with fewer people, in less time, in new ways, with a smaller budget, in constantly changing conditions? If so, you are not alone! Change has become a way of life in most organizations, and the most effective leaders are learning how to adapt. While some organizations flourish on routine and the status quo, it's more likely that today's leaders are required to embrace change as a fact of life.

You will learn how to:

- Use proven tips and techniques for leading change
- Minimize resistance and stress among your team
- Anticipate failure and mitigate risks
- Thrive on change as a path to success

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Tues, Oct 25, 2011 8:30 am–12:30 pm
Tues, Apr 10, 2012 8:30 am–12:30 pm

Building Employee Engagement: Managing Talent and Building Commitment

When employees join an organization, they're usually enthusiastic, committed, and ready to work hard for their new employer. Simply put, these employees are highly engaged. Studies show that motivation, passion, and focus can quickly recede if not nourished and

	Leadership Certificate	Supervisory/Management Certificate Program Phase I	Supervisory/Management Certificate Program Phase II
<i>Effective Business Writing Workshop</i>			●
<i>Time Management</i>			●
<i>How to Build High Performance Teams</i>	●	●	
<i>Project Management</i>			●
<i>Powerful Presentations</i>	●		●
<i>Generational Diversity in the Workplace</i>		●	
<i>Conflict Management</i>	●	●	
<i>Preparing Leaders for Tomorrow</i>			●
<i>Leading Change</i>	●		●
<i>Building Employee Engagement</i>			●
<i>The Ethical Leader</i>	●	●	
<i>Performance Management</i>		●	
<i>Principles of Supervision</i>		●	
<i>Lead, Listen, Build: Creating Success Through Coaching</i>	●	●	
<i>Legal Consideration: What Every Supervisor Needs to Know</i>		●	

managed. All too often, sick days increase and productivity declines. Research shows that a disengaged employee can cost an organization enormous resources. This class will give you practical techniques for ensuring that both you and your employees continue to be the valuable assets your organization needs to succeed.

You will learn how to:

- Apply a practical assessment to better understand what motivates different personality styles
- Measure employee engagement
- Implement techniques for enhanced success and outcomes
- Maintain higher productivity and commitment levels from all employees
- Engage employees in their own talent development

East Campus, Room 2313

Tues, Dec 13, 2011 8:30 am–12:30 pm
 Thur, May 3, 2012 8:30 am–12:30 pm

Developing Powerful Presentations

It has been said that more people fear public speaking than fear death. Yet to succeed in today's highly competitive business environment, you need to communicate well and present yourself successfully in a variety of settings. The ability to overcome nerves and deliver messages to a variety of audiences is crucial. If you want to develop more skill and confidence developing the message and speaking in front of others, this workshop is for you.

You will learn how to:

- Effectively prepare your message
- Convey information in a clear and concise manner
- Make an impact with your communication
- Use different presentation styles to influence the message
- Connect with the audience effectively
- Use visual tools for an enhanced delivery
- Deal with unruly audience members
- Reinforce your message effectively
- Use practical techniques to make your next one-on-one or group presentation a success

East Campus, Room 2313

Tues Oct 18, 2011 8:30 am–12:30 pm
 Thur, Mar 29, 2012 8:30 am–12:30 pm

Time Management: Work Smarter, Not Harder

Every organization is being forced to do more with less people. Discover how to get more done in less time with less stress and frustration. Cut your time in meetings, on the phone, searching for files, in one-on-one conversation, decision-making, negotiations, setting and achieving goals, handling paperwork, etc. Get yourself organized and working efficiently with proven methods!

You will learn how to:

- Recognize the seven major time-wasters and how to counteract each one
- Take a personal efficiency inventory and discover your time management strengths and areas needing improvement
- Balance work, personal, and family time

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Thur Dec 8, 2011 8:30 am–12:30 pm
 Thur, Mar 22, 2012 8:30 am–12:30 pm

Principles of Successful Project Management

Project management is one of the fastest growing disciplines today. Learn the basic principles of project management and how you can apply them in your own work setting. Specific project review questions are provided along with template tables to help you track, maintain, and learn from every project you are involved with. Improve your efficiency and reduce your costs and stress with proven tools that work!

REQUIRED TEXTBOOK: Project Management, approximately \$15. Online book code 1SUP 0030.

You will learn how to:

- Understand key principles such as origin of projects, project life cycle, milestone charting, defining projects, and evaluation
- Understand GANTT project management charts and read GANTT profiles
- Get accurate cost and time estimates from work breakdown structures
- Develop reasonable project scope – and limit “scope creep”
- Use practical tools that will help you manage every one of your projects

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Supervisory Management Certificate Program - Phase II

To obtain the Phase I certificate, take one class of each of the following:

- Leading Change
- Building Employee Engagement: Managing Talent and Building Commitment
- Developing Powerful Presentations
- Time Management: Work Smarter Not Harder
- Principles of Successful Project Management
- Effective Business Writing Workshop
- Preparing for Leadership: What It Takes to Lead Effectively

Tues, Sept 27, 2011 9 am–4 pm
 Tues, Jan 31, 2012 9 am–4 pm

Effective Business Writing Workshop

This workshop will help you write clear, concise, effective correspondence that reflects your professionalism. Through engaging, hands-on practice, you will sharpen your business writing skills and gain the confidence you need to be a more effective writer in any situation.

You will learn how to:

- Assess the reader before beginning to write
- Focus and clarify the purpose of the document you are writing
- Manage the tone conveyed in technical documents and correspondence
- Write attention-getting, effective openings for all correspondence
- Compose clear, concise sentences and paragraphs to convey the intended message
- Eliminate unnecessary and confusing words and phrases
- Avoid common errors in grammar, punctuation, and spelling
- Understanding how to use email for greatest impact and clarity

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Tues, Nov 22, 2011 8 am–4 pm
 Thurs, Mar 8, 2012 8 am–4 pm

Preparing for Leadership: What it Takes to Lead Effectively

Moving from the front line into leadership can be an exciting yet challenging opportunity. New managers sometimes fail because they don't fully understand what it means to "be in charge." Leadership requires you to make changes that will enhance your team's performance and, in turn, help the organization achieve its goals. This workshop will help you focus on results and make a successful transition into leadership. You will become a leader who thrives, not just survives, in your first leadership journey.

You will learn how to:

- Build on your personal foundation of capabilities, character, and interpersonal skills
- Make effective decisions
- Foster employee commitment
- Develop a team through coaching and mentoring
- Establish and maintain accountability
- Build personal power (creating and using networks, understanding office politics)

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Thur, Nov 3, 2011 8:30 am–12:30 pm
Tues, Apr 24, 2012 8:30 am–12:30 pm

Managing Stress and Creating Balance

According to the World Health Organization, "work-related stress has the potential to negatively affect an individual's psychological and physical health, as well as an organization's effectiveness." In other words, unmanaged stress impacts productivity, health, happiness, and balance—four things imperative to living your best life. Why not be in control of your circumstances, instead of your circumstances controlling you? Take charge by directing your energy to achieve maximum outcomes.

You will learn to:

- Identify your common stressors
- Determine the causes of pressure at work
- Take advantage of your energy cycle
- Use physical, mental, and communication techniques to manage your stress
- Increase your productivity by prioritizing
- Develop a life of balance

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Thur, May 10, 2012 8:30 am–12:30 pm

Motivation That Gets Results

"You are a living magnet. What you attract into your life is in harmony with your dominant thoughts." ~Brian Tracy.

The messages we send ourselves directly impact our level of success. Most people are great at focusing on their perceived shortcomings and failures. Their list of what they wish-to-be, is twice as big as the celebrations of who they are, draining them of possibilities. It is time to stop selling yourself short, and to begin capitalizing on the untapped awesomeness inside of you.

You will learn to:

- Translate your self-talk into results
- Differentiate between positive and negative verbiage
- Determine your situation specific inherent responses
- Customize attitude adjustments that work for you
- Align your thoughts with the outcomes you desire
- Develop a motivational plan that will get you the results you want

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Thur, Jun 7, 2012 8:30 am–12:30 pm

The "G" Factor

Gravitational Pull is the attraction one object has to another object caused by the invisible force of gravity. Human beings have the ability to create the same force. The question is, what is your Gravitational Pull? Are you the type of person or business who attracts people or repels them? Do others avoid you, not notice you, or gravitate to you? There is incredible power in being the force others choose to surround themselves with, or in being the business of choice.

You will learn to:

- Determine your "G" factor
- Identify limitations that negatively influence your pull
- Select a "Master G" to benchmark your strategy
- Build on the pull you already possess
- Create a personalized strategy with goals developed around character and behaviors
- Increase your "G" factor

East Campus, Room 2313

Thur, Jun 21, 2012 8:30 am–12:30 pm



Stop the Problem-Solving Paralysis

Like most people, you have likely suffered from problem-solving paralysis. Not knowing where to begin when a complex issue is presented can be frustrating, sometimes even overwhelming. Looking at a problem, as if it is just an unanswered question, shrinks the challenge of solving it from a Mt. Olympus size, into let's say, an ant hill or at least a manageable task. Being able to first pinpoint the problem, then identify goals, followed by the development of a variety of approaches, and then end with a discerning frame of mind is a way to stop any paralysis.

You will learn to:

- Stop problem-solving paralysis,
- Be action-oriented in the face of difficult situations
- Decipher the difference between surface problems and root problems
- Set short goals focused on surface problems
- Set long term goals focused on root problems
- Use creative techniques to formulate a variety of approaches
- Evaluate approaches and solutions to determine the best strategy
- Approach any problem using the DICE method

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Thur, Jul 19, 2012 8:30 am–12:30 pm

Critical Thinking in the Workplace

Take a step back and look from the outside in with an open and rational mind – this is the impetus of a critical thinker. So often, our perspective is skewed by unintentional bias. Being able to recognize bias and look at a situation with multiple perspectives is a method used to break through thinking limitations. Critical thinking allows you to get at what lies underneath and then generate productive ideas.

You will learn to:

- Be an appropriate skeptic
- Ask questions that are thought provoking and relevant
- Gather and assess information before interpreting
- Develop criteria to measure interpretations against
- Understand implications and consequences of interpretations

- Generate productive ideas based on a foundation of critique

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Thur, Aug 16, 2012 8:30 am–12:30 pm

Exceeding Customer Expectations!

Is the customer always right? Customer service is not only about meeting their needs, but exceeding their expectations. There are many choices for people when it comes to spending their dollars – why not make them choose your business? Making your customers feel heard, understood, and important is priceless. Learn how to set yourself apart from others in your industry by providing the service your customers want and deserve.

You will learn to:

- Define and analyze service: both great and poor experiences
- Internal versus external customers
- What do your customers want?
- Build rapport and take responsibility
- Use powerful language and avoid negative
- Handle customer complaints
- Set goals for exceptional service

East Campus, Room 2313

Tues, Oct 11, 2011 8:30 am–12:30 pm
Wed, Feb 22, 2012 8:30 am–12:30 pm

Professionalism at Work

What messages are you sending through the way you carry yourself? Your attitude? The way you interact? Your knowledge? Your integrity? The way you speak? Professionalism at work encompasses more than the way you look. In today's competitive marketplace, employers seek individuals who will represent their company professionally and can communicate effectively to both internal and external customers. Learn to present yourself in a way that not only can advance your career, but can help you to build your personal brand image.

You will learn:

- Professionalism assessment
- First impressions
- Attitude
- Communication
- Etiquette
- Integrity
- Defining your personal brand image

East Campus, Room 2313

Tues, Oct 4, 2011 8:30 am–12:30 pm
Wed, Feb 15, 2012 8:30 am–12:30 pm

Microsoft Office Computer Application Classes 2011-2012

Microsoft Office Word 2007: Basic

Learn how to get started with Word 2007, create documents, format text and paragraphs, and format/edit documents. REQUIRED TEXTBOOK: *Illustrated Course Guide: Microsoft Office Word 2007 Basic*, approximately \$25. Online book code 1CPT 0061.

East Campus, Room 2207

Wed, Sept 21, 2011 8:30 am–4 pm
Thur, Apr 5, 2012 8:30 am–4 pm
Tues, Jul 31, 2012 8:30 am–4 pm

Microsoft Office Word 2010: Basic

Learn how to create documents with Word 2010, edit documents, format text and paragraphs, format documents and create and format tables. REQUIRED TEXTBOOK: *Illustrated Course Guide: Microsoft Office Word 2010 Basic*, approximately \$25. Online book code 1CPT 0129.

Wed, Sept 21, 2011 8:30 am–4 pm
East Campus, Room 1730
Thur, Apr 5, 2012 8:30 am–4 pm
Location TBD
Tues, Jul 31, 2012 8:30 am–4 pm
Location TBD

Microsoft Office Word 2007: Intermediate

Learn how to illustrate a document with graphics, build a document using themes, merge Word documents, work with styles and templates and develop multi-page documents. REQUIRED TEXTBOOK: *Illustrated Course Guide: Microsoft Office Word 2007 Intermediate*, approximately \$25. Online book code 1CPT 0062. **Prerequisite: Microsoft Office Word 2007 Basic**

East Campus, Room 2207

Wed, Sept 28, 2011 8:30 am–4 pm
Thur, Apr 12, 2012 8:30 am–4 pm
Tues, Jun 5, 2012 8:30 am–4 pm
Tues Aug 7, 2012 8:30 am–4 pm

Microsoft Office Word 2010: Intermediate

Learn how to illustrate documents with graphics, work with themes and building blocks, merge word documents, work with styles and templates, develop multipage documents, and work with references. REQUIRED TEXTBOOK: *Illustrated Course Guide: Microsoft Office Word 2010 Intermediate*, approximately \$25. Online book code 1CPT 0130. **Prerequisite: Microsoft Office Word 2010 Basic**

Wed, Sept 28, 2011 8:30 am–4 pm
Transportation Training Center, Afton
Thur, Apr 12, 2012 8:30 am–4 pm
Location TBD
Tues, Jun 5, 2012 8:30 am–4 pm
Location TBD
Tues Aug 7, 2012 8:30 am–4 pm
Location TBD

Microsoft Office Word 2007: Advanced

Learn to work with references, integrate Word with other programs, explore advanced graphics, build forms, and customize Word. REQUIRED TEXTBOOK: *Illustrated Course Guide: Microsoft Office Word 2007 Advanced*, approximately \$25. Online book code 1CPT 0104. **Prerequisite: Microsoft office Word 2007 Basic and Intermediate**

East Campus, Room 2207

Thur, Dec 1, 2011 8:30 am–4 pm

Microsoft Office Word 2010: Advanced

Learn to integrate word with other programs, explore advanced graphics, build forms, collaborate with co-workers, and customize word. REQUIRED TEXTBOOK: *Illustrated Course Guide: Microsoft Office Word 2010 Advanced*, approximately \$25. Online book code 1CPT 0128. **Prerequisite: Microsoft Office Word 2010 Basic and Intermediate**

East Campus, Room 1733

Thur, Dec 1, 2011 8:30 am–4 pm

Microsoft Office Excel 2007: Basic

Get started with Excel 2007 including: working with formulas and functions, formatting a worksheet, working with charts, and analyzing data using formulas. REQUIRED TEXTBOOK: *Illustrated Course Guide: Microsoft Office Excel 2007 Basic*, approximately \$25. Online book code 1CPT 0058.

East Campus, Room 2207

Tues, Nov 15, 2011 8:30 am–4 pm
Thur, Jan 19, 2012 8:30 am–4 pm
Wed, May 9, 2012 8:30 am–4 pm
Mon, Jul 16, 2012 8:30 am–4 pm

Microsoft Office Excel 2010: Basic

Learn to get started with Excel 2010, work with formulas and functions, format a worksheet, work with charts, and analyze data using formulas. REQUIRED TEXTBOOK: *Illustrated Course Guide: Microsoft Office Excel 2010 Basic*, approximately \$25. Online book code 1CPT 0134.

Tues, Nov 15, 2011 8:30 am–4 pm
East Campus, Room 1730

Thur, Jan 19, 2012 8:30 am–4 pm
Location TBD

Wed, May 9, 2012 8:30 am–4 pm
Location TBD

Mon, Jul 16, 2012 8:30 am–4 pm
Location TBD

Microsoft Office Powerpoint 2007: Basic

Learn how to create a presentation in PowerPoint 2007, modify a presentation, insert objects into a presentation, finish a presentation, and work with advanced tools and masters. REQUIRED TEXTBOOK: *Illustrated Course Guide: Microsoft Office PowerPoint 2007 Basic*, approximately \$25. Online book code 1CPT 0060.

East Campus, Room 2207

Tues, Oct 11, 2011 8:30 am–4 pm

Microsoft Office Powerpoint 2010: Basic

Learn to create a presentation in PowerPoint 2010, modify a presentation, inserting objects into a presentation, finish a presentation, and work with advanced tools and masters. REQUIRED TEXTBOOK: *Illustrated Course Guide: Microsoft Office PowerPoint 2010 Basic*, approximately \$25. Online book code 1CPT 0137.

East Campus, Room 1731

Tues, Oct 11, 2011 8:30 am–4 pm

Microsoft Office Access 2007: Basic

Getting started with Access 2007 includes: building and using queries, using forms, using

Performance Plus Learning Partners Office Professional Certificate 2011-12

	Office Professional Certificate
MS Word Basic	●
MS Excel Basic	●
MS Powerpoint Basic	●
Effective Business Writing Workshop	●
Customer Service Training	●
Professionalism at Work	●

reports, and modifying the database structure.
 REQUIRED TEXTBOOK: *Illustrated Course Guide: Microsoft Office Access 2007 Basic*, approximately \$25. Online book code 1CPT 0057. **Prerequisite: Windows experience.**

East Campus, Room 2207

Thur, Oct 13, 2011 8 am–4:30 pm

Microsoft Office Access 2010: Basic

Learn to get started with Access 2010, build and use queries, use forms, use reports, and modify the database structure. REQUIRED TEXTBOOK: *Illustrated Course Guide: Microsoft Office Access 2010 Basic*, approximately \$25. Online book code 1CPT 0131. **Prerequisite: Windows experience.**

East Campus, Room 1733

Thur, Oct 13, 2011 8 am–4:30 pm

Microsoft Office Access 2007: Intermediate

Learn how to create multiple tab queries, enhance forms, analyze data with reports, import and export data, analyze data design using Northwind, and create advanced queries. REQUIRED TEXTBOOK: *Illustrated Course Guide: Microsoft Office Access 2007 Intermediate*, approximately \$25. Online book code 1CPT 0100. **Prerequisite: Microsoft Access 2007 Basic**

East Campus, Room 2207

Thur, Feb 16, 2012 8 am–4:30 pm

Microsoft Office Access 2010: Intermediate

Learn to create multiple tab queries, enhance forms, analyze data with reports, import and export data, analyze data design using Northwind, and create advanced queries. REQUIRED TEXTBOOK: *Illustrated Course Guide: Microsoft Office Access 2010 Intermediate*, approximately \$25. Online book code 1CPT 0132. **Prerequisite: Microsoft Office Access 2010 Basic**

Thur, Feb 16, 2012

8 am–4:30 pm
 Location TBD

Performance Plus Learning Partners – 2011-2012

Please fill out all information completely. This data is for student tracking purposes only, and will not be released or used for any other purpose. One person per registration form, please.

Name: _____ Date of Birth ____/____/____ Home Phone (____) _____
 (Under age 18 permitted only if indicated in course description)

Home Address _____ City _____ State _____ Zip _____

Business Name _____ Business Phone (____) _____

Address _____ City _____ State _____ Zip _____

Email Address _____

Course Name

Course Date

_____	_____
_____	_____
_____	_____
_____	_____



Continuing Education and Customized Training Division

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