



## Administrative Professional Certificate

### Continuing Education & Customized Training

#### Five Easy Registration Options

**Online:** [century.augusoft.net](http://century.augusoft.net)

**Phone:** 651.779.3341

**Fax:** 651.779.5802

**Mail to:** Century College, CECT Dept.  
3300 Century Avenue North  
White Bear Lake, MN 55110

**In Person:** East Campus  
Mon–Thu 8 am–7 pm  
Fri 8 am–4 pm

#### Questions?

Contact **Joan Peterson**,  
at [joan.peterson@century.edu](mailto:joan.peterson@century.edu)  
or **651.773.1743**.

These programs can also be brought to your business or organization! Call Joan for more details.



This certificate is a fast-paced, interactive program which explores techniques to achieve professionalism as an administrative professional. It will cover topics that help you improve your daily work skills, interpersonal skills, and increase your performance and improve productivity.

Complete one each of the following 13 courses:

- Effective Business Writing Workshop
- Principles of Successful Project Management
- Time Management: Work Smarter Not Harder
- Developing Powerful Presentations
- How to Build High Performance Teams
- Professionalism in the Workplace
- Exceeding Customer Expectations!

- Microsoft Office Word 2007/2010: Basic & Intermediate
- Microsoft Office Excel 2007/2010: Basic & Intermediate
- Microsoft Office PowerPoint 2007/2010: Basic
- Microsoft Office Access 2007/2010: Basic

#### 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

East Campus, Room 2313                      \$235

Tues, Nov 22, 2011                      8 am-4 pm  
Thur, Mar 8, 2012                      8 am-4 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*, approx. \$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

East Campus, Room 2313                      \$230

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

East Campus, Room 2313                      \$135

Thurs, Dec 8, 2011                      8:30 am-12:30 pm  
Thurs, Mar 22, 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                      \$135

Tues, Oct 18, 2011                      8:30 am-12:30 pm  
Thur, Mar 29, 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                      \$135

Wed, Oct 12, 2011                      8:30 am-12:30 pm  
Wed, Feb 8, 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                      \$135

Tues, Oct 4, 2011                      8:30 am-12:30 pm  
Wed, Feb 15, 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 how to:

- Define and analyze service: both great and poor experiences

- Understand Internal versus external customers
- Determine what 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 \$135

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

### Microsoft Office Word 2007: Basic

Getting started with Word 2007 includes: creating documents, formatting text and paragraphs, and formatting/editing documents. REQUIRED TEXTBOOK: *Illustrated Course Guide: Microsoft Office Word 2007 Basic*, approximately \$25. Online book code 1CPT 0061.

East Campus, Room E2207 \$139

Tues, Sept 13, 2011 8:30 am-4 pm  
Wed, Nov 16, 2011 8:30 am-4 pm  
Tues, Feb 21, 2012 8:30 am-4 pm  
Thur, Apr 5, 2012 8:30 am-4 pm  
Tues, May 29, 2012 8:30 am-4 pm

### 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.

East Campus, Room E2207 \$139

Thur, Sept 15, 2011 8:30 am-4 pm  
Wed, Nov 23, 2011 8:30 am-4 pm  
Tues, Feb 28, 2012 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 E2207 \$139

Thur, Sept 22, 2011 8:30 am-4 pm  
Tues & Thur, Oct 11 & 13, 2011 5:30 pm-9 pm  
Wed, Feb 22, 2012 8:30 am-4 pm  
Tue & Thur, Apr 10 & 12, 2012 5:30 pm-9 pm

### Microsoft Office Excel 2007: Intermediate

Learn how to manage workbook data; use tables; analyze table data; automate worksheet tasks; enhance charts; share Excel files and incorporate Web information. Prerequisite: Familiarity with the basics of Excel spreadsheets. REQUIRED TEXTBOOK: *Illustrated Course Guide: Microsoft Office Excel Intermediate*, approximately \$25. Online book code 1CPT 0059.

East Campus, Room 2207 \$139

Thur, Sept 29, 2011 8:30 am-4 pm  
Tues & Thur, Oct 18 & 20, 2011 5:30 pm-9 pm  
Tues, Nov 22, 2011 8:30 am-4 pm  
Thur, Jan 26, 2012 8:30 am-4 pm  
Wed, Mar 7, 2012 8:30 am-4 pm  
Wed, May 16, 2012 8:30 am-4 pm  
Wed, Jul 18, 2012 8:30 am-4 pm

### 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 E2207 \$139

Wed, Sept 14, 2011 8:30 am-4 pm  
Tues, Feb 7, 2012 8:30 am-4 pm  
Wed, Apr 4, 2012 8:30 am-4 pm  
Mon, Jun 4, 2012 8:30 am-4 pm

### Microsoft Office Access 2007: Basic

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

East Campus, Room E2207 \$159



Mon, Oct 10, 2011 8 am-4:30 pm  
Tues & Thur, Oct 25 & 27, 2011 5 pm-9 pm  
Thur, Feb 9, 2012 8 am-4:30 pm  
Tue & Thur, Mar 27 & 29, 2012 5 pm-9 pm  
Thur, Jun 14, 2012 8 am-5 pm

### Microsoft Office Word 2010: Basic

Learn to understand the Office 2010 suite, start and exit an Office program, view the Office 2010 user interface, create and save a file, open a file and save it with a new name, view and print your work, get help and close a file. REQUIRED TEXTBOOK: *Illustrated Course Guide: Microsoft Office Word 2010 Basic*, approximately \$25. Online book code 1CPT 0129.

East Campus, Room E2207 \$139

Tues & Thur, Oct 4 & 6, 2011 5:30 pm-9 pm  
Tues, Oct 25, 2011 8:30 am-4 pm  
Wed, Jan 18, 2012 8:30 am-4 pm  
Tues & Thur, Jan 24 & 26, 2012 5:30 pm-9 pm  
Tues, Feb 28 & Thur, Mar 1, 2012 5:30 pm-9 pm  
Wed, Mar 14, 2012 8:30 am-4 pm  
Tues & Thur, Apr 3 & 5, 2012 5:30 pm-9 pm  
Tues, Apr 24, 2012 8:30 am-4 pm  
Tues, Jul 10, 2012 8:30 am-4 pm

**Microsoft Office Word 2010: Intermediate**

Learn to insert a graphic, size and scale a graphic, position a graphic, create a text box, create WordArt, draw shapes, create a chart, and finalize page layout. REQUIRED TEXTBOOK: *Illustrated Course Guide: Microsoft Office Word 2010 Intermediate*, approximately \$25. Online book code 1CPT 0130.

East Campus, Room E2207 \$139

Tues, Nov 1, 2011 8:30 am-4 pm  
Wed, Jan 25, 2012 8:30 am-4 pm  
Wed, Mar 21, 2012 8:30 am-4 pm  
Tues, May 1, 2012 8:30 am-4 pm  
Tues, Jul 17, 2012 8:30 am-4 pm

**Microsoft Office Excel 2010: Basic**

Learn to understand the Office 2010 suite, start and exit an Office program, view the Office 2010 user interface, create and save a file, open a file and save it with a new name, view and print your work, get help and close a file. REQUIRED TEXTBOOK: *Illustrated Course Guide: Microsoft Office Excel 2010 Basic*, approximately \$25. Online book code 1CPT 0134.

East Campus, Room E2207 \$139

Wed, Oct 12, 2011 8:30 am-4 pm  
Tues, Nov 29 & Thur, Dec 1, 2011 5:30 pm-9 pm  
Tues, Dec 6, 2011 8:30 am-4 pm  
Tues, Jan 31 & Thur, Feb 2, 2012 5:30 pm-9 pm  
Tues, Mar 20, 2012 8:30 am-4 pm  
Wed, Apr 18, 2012 8:30 am-4 pm  
Wed, May 30, 2012 8:30 am-4 pm  
Wed, Aug 1, 2012 8:30 am-4 pm

**Microsoft Office Excel 2010: Intermediate**

Learn to manage workbook data, using tables, analyzing table data, automating worksheet tasks, enhancing charts, using what if analysis. REQUIRED TEXTBOOK: *Illustrated Course Guide: Microsoft Office Excel 2010 Intermediate*, approximately \$25. Online book code 1CPT 0135.

East Campus, Room E2207 \$139

Wed, Oct 19, 2011 8:30 am-4 pm  
Tues & Thur, Dec 6 & 8, 2011 5:30 pm-9 pm  
Tues, Dec 13, 2011 8:30 am-4 pm  
Wed & Thur, Feb 8 & 9, 2012 5:30 pm-9 pm  
Tues, Mar 27, 2012 8:30 am-4 pm  
Wed, Apr 25, 2012 8:30 am-4 pm

Mon, Jun 11, 2012  
Wed, Aug 8, 2012

8:30 am-4 pm  
8:30 am-4 pm

**Microsoft Office Powerpoint 2010: Basic**

Learn to understand the Office 2010 suite, start and exit an Office program, view the Office 2010 user interface, create and save a file, open a file and save it with a new name, view and print your work, get help and close a file. REQUIRED TEXTBOOK: *Illustrated Course Guide: Microsoft Office PowerPoint 2010 Basic*, approximately \$25. Online book code 1CPT 0137.

East Campus, Room E2207 \$139

Thur, Nov 3, 2011 8:30 am-4 pm  
Thur, Mar 1, 2012 8:30 am-4 pm  
Tues, May 15, 2012 8:30 am-4 pm  
Thur, Jul 26, 2012 8:30 am-4 pm

**Microsoft Office Access 2010: Basic**

Learn to understand the Office 2010 suite, start and exit an Office program, view the Office 2010 user interface, create and save a file, open a file and save it with a new name, view and print your work, get help and close a file. REQUIRED TEXTBOOK: *Illustrated Course Guide: Microsoft Office Access 2010 Basic*, approximately \$25. Online book code 1CPT 0131.

East Campus, Room E2207 \$159

Tues & Thur, Feb 14 & 16, 2012 5 pm-9 pm  
Thur, Apr 26, 2012 8 am-4:30 pm  
Thur, Jul 12, 2012 8 am-4:30 pm  
Thur, Aug 2, 2012 8 am-4:30 pm

***"I am enjoying the program very much - all of the classes have been fascinating and informative."***

**~Mary Kirby, Administrative Professional Certificate participant**





## Textbook Information

Textbooks should be purchased before the first class and are available at the Century College Bookstore, located on the West Campus, 651.779.3281 or online at [centurycollegebookstore.com](http://centurycollegebookstore.com)

Century College is an affirmative action, equal opportunity employer and educator. This document can be available in alternative formats to individuals with disabilities by calling 651.779.3354 voice, 1.800.228.1978 x3354 toll free, 651.773.1715 TTY or through the Minnesota Relay Service at 1.800.627.3529

## Administrative Professional Certificate Registration Form

Please fill out all information completely. Date of birth **or** social security number is required. This data is for student tracking purposes only, and will not be released or used for any other purpose.

Name \_\_\_\_\_ Date of Birth \_\_\_\_/\_\_\_\_/\_\_\_\_ Home Phone (\_\_\_\_) \_\_\_\_\_

Home Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Social Security # \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_    \_\_\_ Male \_\_\_ Female

Business Name \_\_\_\_\_ Business Phone (\_\_\_\_) \_\_\_\_\_

Business Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

E-mail address \_\_\_\_\_

Course Name	Course Date	Course Fee
_____	_____	\$ _____
_____	_____	\$ _____
_____	_____	\$ _____
_____	_____	\$ _____

Total Course Fees: \$ \_\_\_\_\_

### PAYMENT INFORMATION

Check(s) Enclosed (Please write a separate check for the exact amount of each course, payable to Century College.)

Business purchase order attached

Please charge to my: \_\_\_ VISA \_\_\_ MasterCard \_\_\_ Discover    Account # \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

Cardholder's Name \_\_\_\_\_ Exp. Date \_\_\_\_/\_\_\_\_/\_\_\_\_