



Continuing Education & Customized Training

Administrative Professional Certificate Program

Five Easy Registration Options

Online: 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, Rm E2330
Mon–Thu 8:00am–7:00pm
Fri 8:00am–4:00pm

Questions?

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

Employers, are you looking for a way to increase the effectiveness of your employees? For the easiest and most cost-effective way to train your supervisors and managers, the above programs (plus others) can be customized to your specific work environment and delivered to your staff at your site or ours.

For more information, contact Joan.

The Century College Administrative Professional Certificate Program is a fast-paced, interactive program which explores techniques to achieve professionalism as an Administrative Professional. It will cover topics that help participants improve their daily work skills, interpersonal skills, and task skills to increase their performance and improve productivity.

Complete the following 13 courses to earn the Century College Administrative Professional Certificate:

- Effective Business Writing
- Principles of Successful Project Management for Administrative Professionals
- Time Management: Work Smarter Not Harder
- Developing Powerful Communication and Presentation Skills
- How to Build High Performance Teams
- Professionalism in the Workplace
- Customer Service Training: Exceeding Customer Expectations!
- Microsoft Office Word 2007: Basic
- Microsoft Office Word 2007: Intermediate
- Microsoft Office Excel 2007: Basic
- Microsoft Office Excel 2007: Intermediate
- Microsoft Office PowerPoint 2007: Basic
- Microsoft Office Access 2007: Basic



Effective Business Writing

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.

In this session, 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
- Understand how to use email for greatest impact and clarity

East Campus, Rm 2313 **Fee: \$230**

- **Tuesday, Nov 9** 8:00am-4:00pm
- **Thursday, April 21, 2011** 8:00am-4:00pm

Principles of Successful Project Management for Administrative Professionals

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!

In this session, 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

Required Textbook: *Project Management*, approximately \$25. Online book code 1SUP 0030.

East Campus, Rm 2313 **Fee: \$225**

- **Tuesday, Nov 2** 9:00am-4:00pm
- **Thursday, Apr 14, 2011** 9:00am-4:00pm

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 work efficiently with proven methods!

In this session, you will learn how to:

- Recognize the 7 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, Rm 2313 **Fee: \$225**

- **Tuesday, Oct 26** 8:30am-12:30pm
- **Thursday, Apr 7, 2011** 8:30am-12:30pm

Developing Powerful Communication and Presentation Skills

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. The ability to overcome nerves and deliver messages to a variety of audiences is crucial. If you want to develop more skill and confidence speaking in front of others, this workshop is for you.

In this session, you will learn how to:

- Prepare yourself for a variety of situations
- Develop confidence as a speaker
- Convey facts and information in a clear and concise manner
- Reinforce your key messages to your audience

- Use practical techniques to make your next presentation a success

East Campus, Rm 2313 **Fee: \$130**

- **Tuesday, Oct 19** 8:30am-12:30pm
- **Thursday, Mar 31, 2011** 8:30am-12:30pm

How to Build a High Performance Team

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.

In this session, 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, Rm 2313 **Fee: \$130**

- **Thursday, Oct 28** 8:30am-12:30pm
- **Thursday, Feb 24, 2011** 8:30am-12:30pm

Professionalism in the Workplace

Do you project a professional image? Professionalism in the workplace is based on many factors, including how you dress, how you carry yourself, your attitude, and how you interact with others. Self-presentation skills can make or break your next career move. Your competence on the job is one factor in career advancement, but how you present and promote your skills is also critical. This is one area where it is definitely up to you alone.

In this session, you will learn how to:

- Improve your self-presentation to be ready for the next advancement opportunity

East Campus, Rm 2313 **Fee: \$130**

- **Tuesday, Sept 21** 8:30am-12:30pm
- **Thursday, May 12, 2011** 8:30am-12:30pm

Customer Service Training: Exceeding Customer Expectations!

Is the customer always right? Customer service is not about meeting the needs of customers, but exceeding their expectations. The question of what makes good customer service is best answered from the point of view of the customer, and in order to grasp that, you must first understand who the customer is and why you need to pay attention to that relationship.

In this session, you will learn how to:

- Develop a practical definition of customer service specifically tailored to your own workplace and industry
- Practice a variety of approaches to building successful relationships
- Identify and develop skills to take your customer service to the next level

East Campus, Rm 2313 **Fee: \$130**

- **Thursday, Dec 2** 8:30am-12:30pm
- **Thursday, May 5, 2011** 8:30am-12:30pm

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, Rm E2207 **Fee: \$139**

- **Wednesday, Sept 22** 8:30am-4:00pm
- **Tues & Thurs Oct 5 & 7** 5:30pm-9:00pm
- **Tuesday, Oct 26** 8:30am-4:00pm
- **Wednesday, Nov 17** 8:30am-4:00pm
- **Wed, Jan 19, 2011** 8:30am-4:00pm
- **Tues & Thurs, Jan 25 & 27** 5:30pm-9:00pm
- **Tuesday, Feb 22** 8:30am-4:00pm
- **Tues & Thurs, Mar 1 & 3** 5:30pm-9:00pm
- **Wednesday, Mar 16** 8:30am-4:00pm
- **Tues & Thurs, Apr 5 & 7** 5:30pm-9:00pm
- **Thursday, Apr 7** 8:30am-4:00pm
- **Tuesday, Apr 26** 8:30am-4:00pm
- **Tuesday, May 31** 8:30am-4:00pm
- **Tuesday, July 12** 8:30am-4:00pm
- **Tuesday, Aug 2** 8:30am-4:00pm

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, Rm E2207 **Fee: \$139**

- **Wednesday, Sept 29** 8:30am-4:00pm
- **Tuesday, Nov 2** 8:30am-4:00pm
- **Wednesday, Nov 24** 8:30am-4:00pm
- **Wednesday, Jan 26, 2011** 8:30am-4:00pm
- **Tuesday, Mar 1** 8:30am-4:00pm
- **Wednesday, Mar 23** 8:30am-4:00pm
- **Thursday, Apr 14** 8:30am-4:00pm
- **Tuesday, May 3** 8:30am-4:00pm
- **Tuesday, Jun 7** 8:30am-4:00pm
- **Tuesday, Jul 19** 8:30am-4:00pm
- **Tuesday, Aug 9** 8:30am-4:00pm

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, Rm E2207 **Fee: \$139**

- **Thursday, Sept 23** 8:30am-4:00pm
- **Tues & Thurs, Oct 12 & 14** 5:30pm-9:00pm
- **Wednesday, Oct 13** 8:30am-4:00pm
- **Tuesday, Nov 16** 8:30am-4:00pm
- **Tues, Nov 30 & Thurs, Dec 2** 5:30pm-9:00pm
- **Tuesday, Dec 7** 8:30am-4:00pm
- **Thursday, Jan 20, 2011,** 8:30am-4:00pm
- **Tues & Thurs, Feb 1 & 3** 5:30pm-9:00pm
- **Wednesday, Feb 23** 8:30am-4:00pm
- **Wednesday, Mar 2** 8:30am-4:00pm
- **Tues & Thurs, Mar 15 & 17** 5:30pm-9:00pm
- **Tuesday, Mar 22** 8:30am-4:00pm
- **Tues & Thurs, Apr 12 & 14** 5:30pm-9:00pm
- **Wednesday, Apr 20** 8:30am-4:00pm
- **Wednesday, May 11** 8:30am-4:00pm
- **Wednesday, Jun 1** 8:30am-4:00pm
- **Monday, Jul 18** 8:30am-4:00pm
- **Wednesday, Aug 3** 8:30am-4:00pm

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.

Required Textbook: *Illustrated Course*



Guide: Microsoft Office Excel Intermediate, approximately \$25. Online book code 1CPT 0059.

Prerequisite: Familiarity with the basics of Excel spreadsheets.

East Campus, Room 2207 **Fee: \$139**

- **Thursday, Sept 30** 8:30am-4:00pm
- **Tues & Thurs, Oct 19 & 21** 5:30pm-9:00pm
- **Wednesday, Oct 20** 8:30am-4:00pm
- **Tuesday, Nov 23** 8:30am-4:00pm
- **Tues & Thurs, Dec 7 & 9** 5:30pm-9:00pm
- **Tuesday, Dec 14** 8:30am-4:00pm
- **Thursday, Jan 27, 2011** 8:30am-4:00pm
- **Tues & Thurs, Feb 8 & 10** 5:30pm-9:00pm
- **Wednesday, Mar 9** 8:30am-4:00pm
- **Tuesday, Mar 29** 8:30am-4:00pm
- **Wednesday, Apr 27** 8:30am-4:00pm
- **Wednesday, May 18** 8:30am-4:00pm
- **Monday, Jun 13** 8:30am-4:00pm
- **Wednesday, Jul 20** 8:30am-4:00pm
- **Wednesday, Aug 10** 8:30am-4:00pm

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, Rm E2207 **Fee: \$139**

- **Tuesday, Oct 12** 8:30am-4:00pm
- **Thursday, Nov 4** 8:30am-4:00pm
- **Tuesday, Feb 8, 2011** 8:30am-4:00pm
- **Thursday, Mar 3** 8:30am-4:00pm
- **Wednesday, Apr 6** 8:30am-4:00pm
- **Tuesday, May 17** 8:30am-4:00pm
- **Monday, Jun 6** 8:30am-4:00pm
- **Thursday, Jul 28** 8:30am-4:00pm

Microsoft Office Access 2007: Basic

Getting started with Access 2007 includes: building and using queries, using forms, using 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, Rm E2207 **Fee: \$159**

- **Thursday, Oct 14** 8:00am-5:00pm
- **Tues & Thurs, Oct 26 & 28** 5:00pm-9:00pm
- **Thursday, Feb 10, 2011** 8:00am-5:00pm
- **Tues & Thurs, Feb 15 & 17** 5:00pm-9:00pm
- **Thursday, Mar 10** 8:00am-5:00pm
- **Tues & Thurs, Mar 29 & 31** 5:00pm-9:00pm
- **Thursday, Apr 28** 8:00am-5:00pm
- **Thursday, Jun 16** 8:00am-5:00pm
- **Thursday, Jul 14** 8:00am-5:00pm
- **Thursday, Aug 4** 8:00am-5:00pm

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

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 Program 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 # _____ - _____ - _____ (Confidential—to be used in registration system as your Student ID.) ___ 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 ____/____/____