



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 Presentation Skills**
  - **How to Build High Performance Teams**
  - **Professionalism at Work**
  - **Customer Service: 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**
- Upon completion, email [cynthia.jahnke@century.edu](mailto:cynthia.jahnke@century.edu) to receive your Administrative Professionals Certificate.

If you have questions or need more information, please contact Joan Peterson at 651-773-1743 or email: [joan.peterson@century.edu](mailto:joan.peterson@century.edu).

## Effective Business Writing

**Workshop Purpose:** to assure that participants are able to write clear, concise, effective correspondence that reflects their professionalism.

Workshop participants will sharpen their business writing skills by:

- learning to assess the reader before beginning to write
- focusing and clarifying the purpose of the document they are writing
- managing the tone conveyed in technical documents and correspondence
- writing attention-getting, effective openings for all correspondence
- composing clear, concise sentences and paragraphs to convey the intended message
- learning ways to eliminate unnecessary and confusing words and phrases
- avoiding common errors in grammar, punctuation, and spelling
- understanding how to use e-mail for greatest impact and clarity

*Lynn Moline, Century College Instructor*

All classes take place at Century College, 3300 Century Avenue, White Bear Lake, East Campus, Room 2313; Class fee: \$230 including class materials

- Wednesday, October 7, 2009, 8:00am-4:00pm  
**Course Number: 20103-001545**

- Wednesday, February 3, 2010, 8:00am-4:00pm  
**Course Number: 20105-000017**

## Principles of Successful Project Management

**An all-time favorite course with critical information on managing projects at work and home – a must to attend!**

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. Learn key principles, including: origin of projects, project life cycle, milestone charting, work breakdown structures, GANTT charts, defining projects, scope, evaluation of projects, etc. Discover how to get accurate cost and time estimates from work breakdown structures, how to limit scope creep and how to “read” a GANTT profile for projects. 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, reduce your costs and stress with proven tools that work! **Required textbook:** *Project Management*, approximately \$25. Online book code 1SUP 0030. 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 <http://centurycollegebookstore.com/>

*Michael Kiefer, Century College Instructor*

All classes take place at Century College - East Campus, Room 2313; Class fee: \$225 + textbook

- Thursday, November 12, 2009, 9:00am-4:00pm  
**Course Number: 20103-001552**
- Thursday, March 4, 2010, 9:00am-4:00pm  
**Course Number: 20105-000021**
- Wednesday, May 5, 2010, 9:00am-4:00pm  
**Course Number: 20105-001315**

## Time Management: Work Smarter Not Harder

**Our highly-regarded instructor gives you tips and techniques on how to manage your time more effectively both at work and home!**

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! Learn 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. This workshop concludes with a special segment on balancing work, personal and family time.

*Michael Kiefer, Century College Instructor*

All classes take place at Century College - East Campus, Room 2313; Class fee: \$130 including class materials



- Thursday, December 3, 2009, 8:30am-12:30pm  
**Course Number: 20103-001556**
- Thursday, March 18, 2010, 8:30am-12:30pm,  
**Course Number: 20105-000024**
- Thursday, April 29, 2010, 8:30am-12:30pm,  
**Course Number: 20105-001314**

## Developing Powerful Presentation Skills

**NEW! This class will help you overcome the #1 fear - Public Speaking!**

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, gain confidence, and convey facts and information in a clear and concise manner is crucial. Get practical techniques to improve communication and reinforce your message in presentations. If you want to develop more skill and confidence speaking in front of others, this workshop is for you.

*Lisa Lynn, Century College Instructor*

All classes take place at Century College - East Campus, Room 2313; Class fee: \$130 including class materials

- Thursday, October 1, 2009, 8:30am-12:30pm  
**Course Number: 20103-001533**
- Thursday, February 25, 2010, 8:30am-12:30pm  
**Course Number: 20105-000020**

## 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. Get to know the factors contributing to the dysfunction of a team: Learn how to handle absence of trust, fear of conflict, lack of communication, avoidance of accountability, and inattention to results. 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.

*Everett Doolittle, Century College Instructor*

All classes take place at Century College - East Campus, Room 2313; Class fee: \$130 including class materials

- Wednesday, December 9, 2009, 8:30am-12:30pm  
**Course Number: 20103-001557**
- Thursday, April 15, 2010, 12:30-4:30pm  
**Course Number: 20105-000029**
- Thursday, June 3, 2010, 8:30am-12:30pm  
**Course Number: 20105-001316**

## ■ Professionalism at Work

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, so learn how to fine-tune your self-presentation abilities to be ready for the next advancement opportunity.

*Lisa Lynn, Century College Instructor*

All classes take place at Century College - East Campus, Room 2313; Class fee: \$130 including class materials

- Tuesday, October 27, 2009, 8:30am-12:30pm  
**Course Number: 20103-001698**
- Thursday, January 21, 2010, 8:30am-12:30pm  
**Course Number: 20105-001306**

## ■ 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, we must first understand who the customer is and why I need to pay attention to our relationship. In this class, participants will craft a practical definition of customer service specifically tailored to their own workplace/industry. We'll also explore a variety of approaches to building relationships and identify and develop skills that will enable you to take "customer service" to the next level.

*Mike Kiefer, Century College Instructor*



All classes take place at Century College - East Campus, Room 2313; Class fee: \$130 including class materials.

- Tuesday, October 13, 2009, 8:30am-12:30pm  
**Course Number: 20103-001532**
- Tuesday, February 9, 2010, 8:30am-12:30pm  
**Course Number: 20105-001307**

## ■ Microsoft Office Word 2007: Basics

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. 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 <http://centurycollegebookstore.com/>  
All classes take place at Century College – East Campus, Room 2207; Class Fee: \$139 + textbook

- Wednesday, September 23, 2009, 8:30am-4:00pm  
**Course Number: 20103-001577**
- Tues. & Thurs., October 6 & 8, 2009, 5:30-9:00pm  
**Course Number: 20103-001584**
- Tuesday, October 27, 2009, 8:30am-4:00pm  
**Course Number: 20103-001596**
- Wednesday, November 18, 2009, 8:30am-4:00pm  
**Course Number: 20103-001607**
- Wednesday, January 20, 2010, 8:30am-4:00pm  
**Course Number: 20105-000057**
- Tuesday, February 23, 2010, 8:30am-4:00pm  
**Course Number: 20105-000132**
- Wednesday, March 17, 2010, 8:30am-4:00pm  
**Course Number: 20105-000142**
- Thursday, April 8, 2010, 8:30am-4:00pm  
**Course Number: 20105-000153**
- Tuesday, April 27, 2010, 8:30am-4:00pm  
**Course Number: 20105-000159**
- Tuesday, June 1, 2010, 8:30am-4:00pm  
**Course Number: 20105-000175**
- Tuesday, July 13, 2010, 8:30am-4:00pm  
**Course Number: 20111-000009**
- Tuesday, August 3, 2010, 8:30am-4:00pm  
**Course Number: 20111-000019**

## ■ 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. 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 <http://centurycollegebookstore.com/>

All classes take place at Century College – East Campus, Room 2207; Class Fee: \$139 + textbook

- Wednesday, September 30, 2009, 8:30am-4:00pm  
**Course Number: 20103-001582**
- Tuesday, November 3, 2009, 8:30am-4:00pm  
**Course Number: 20103-001599**
- Wednesday, November 25, 2009, 8:30am-4:00pm  
**Course Number: 20103-001609**
- Wednesday, January 27, 2010, 8:30am-4:00pm  
**Course Number: 20105-000060**

- Monday, March 1, 2010, 8:30am-4:00pm  
**Course Number: 20105-000134**
- Wednesday, March 24, 2010, 8:30am-4:00pm  
**Course Number: 20105-000145**
- Thursday, April 15, 2010, 8:30am-4:00pm  
**Course Number: 20105-000156**
- Tuesday, May 4, 2010, 8:30am-4:00pm  
**Course Number: 20105-000163**
- Tuesday, June 8, 2010, 8:30am-4:00pm  
**Course Number: 20105-000178**
- Tuesday, July 20, 2010, 8:30am-4:00pm  
**Course Number: 20111-000012**
- Tuesday, August 10, 2010, 8:30am-4:00pm  
**Course Number: 20111-000023**

## ■ 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. 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 <http://centurycollegebookstore.com/>

All classes take place at Century College - East Campus, Room 2207; Class fee: \$139 + textbook

- Thursday, September 24, 2009, 8:30am-4:00pm  
**Course Number: 20103-001580**
- Tues. & Thurs., Oct. 13 & 15 2009, 5:30-9:00pm  
**Course Number: 20103-001588**
- Wednesday, October 14, 2009, 8:30am-4:00pm  
**Course Number: 20103-001589**
- Tuesday, November 17 2009, 8:30am-4:00pm  
**Course Number: 20103-001606**
- Tues. & Thurs., Dec. 1 & 3, 2009, 5:30-9:00pm  
**Course Number: 20103-001704**
- Tuesday, December 8, 2009, 8:30am-4:00pm  
**Course Number: 20103-001614**
- Thursday, January 21, 2010, 8:30am-4:00pm  
**Course Number: 20105-000058**
- Tues. & Thurs., Jan. 26 & 28, 2010, 5:30-9:00pm  
**Course Number: 20105-000059**
- Wednesday, February 24, 2010, 8:30am-4:00pm  
**Course Number: 20105-000133**
- Wednesday, March 3, 2010, 8:30am-4:00pm  
**Course Number: 20105-000135**
- Tues. & Thurs., March 9 & 11, 2010, 5:30-9:00pm  
**Course Number: 20105-000138**
- Tuesday, March 23, 2010, 8:30am-4:00pm  
**Course Number: 20105-000144**
- Tues. & Thurs., April 13 & 15, 2010, 5:30-9:00pm  
**Course Number: 20105-000154**
- Wednesday, April 21, 2010, 8:30am-4:00pm  
**Course Number: 20105-000157**
- Wednesday, May 12, 2010, 8:30am-4:00pm,  
**Course Number: 20105-000169**
- Wednesday, June 2, 2010, 8:30am-4:00pm  
**Course Number: 20105-000176**
- Monday, July 19, 2010, 8:30am-4:00pm  
**Course Number: 20111-000011**
- Wednesday, August 4, 2010, 8:30am-4:00pm  
**Course Number: 20111-000020**

## ■ 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. 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 <http://centurycollegebookstore.com/>  
**Prerequisite:** Familiarity with the basics of Excel spreadsheets.

All classes take place at Century College - East Campus, Room 2207; Class fee: \$139 + textbook

- Thursday, October 1, 2009, 8:30am-4:00pm  
**Course Number: 20103-001583**
- Tues. & Thurs., Oct. 20 & 22, 2009, 5:30-9:00p  
**Course Number: 20103-001592**
- Wednesday, October 21, 2009, 8:30am-4:00pm  
**Course Number: 20103-001593**
- Tuesday, November 24, 2009, 8:30am-4:00pm  
**Course Number: 20103-001608**
- Tues. & Thurs., Dec. 8 & 10, 2009, 5:30-9:00p  
**Course Number: 20103-001613**
- Tuesday, December 15, 2009, 8:30am-4:00pm  
**Course Number: 20103-001615**
- Thursday, January 28, 2010, 8:30am-4:00pm  
**Course Number: 20105-000061**
- Tues. & Thurs., Feb. 2 & 4, 2010, 5:30-9:00pm  
**Course Number: 20105-000062**
- Wednesday, March 10, 2010, 8:30am-4:00pm  
**Course Number: 20105-000139**
- Tuesday, March 30, 2010, 8:30am-4:00pm  
**Course Number: 20105-000147**
- Wednesday, April 28, 2010, 8:30am-4:00pm  
**Course Number: 20105-000160**
- Wednesday, May 19, 2010, 8:30am-4:00pm  
**Course Number: 20105-000171**
- Monday, June 14, 2010, 8:30am-4:00pm  
**Course Number: 20105-000180**
- Wednesday, July 21, 2010, 8:30am-4:00pm  
**Course Number: 20111-000013**
- Wednesday, August 11, 2010, 8:30am-4:00pm  
**Course Number: 20111-000024**

## 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. 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 <http://centurycollegebookstore.com/>

All classes take place at Century College - East Campus, Room 2207; Class fee: \$139 + textbook

- Tuesday, October 13, 2009, 8:30am-4:00pm  
**Course Number: 20103-001587**
- Thursday, November 5, 2009, 8:30am-4:00pm  
**Course Number: 20103-001602**
- Tuesday, February 9, 2010, 8:30am-4:00pm  
**Course Number: 20105-000126**
- Thursday, March 4, 2010, 8:30am-4:00pm  
**Course Number: 20105-000136**
- Wednesday, April 7, 2010, 8:30am-4:00pm  
**Course Number: 20105-000151**
- Tuesday, May 18, 2010, 8:30am-4:00pm  
**Course Number: 20105-000170**
- Monday, June 7, 2010, 8:30am-4:00pm  
**Course Number: 20105-000177**
- Thursday, July 29, 2010, 8:30am-4:00pm  
**Course Number: 20111-000018**

## 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. 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 <http://centurycollegebookstore.com/>  
**Prerequisite:** Windows experience.

All classes take place at Century College - East Campus, Room 2207; Class fee: \$159 + textbook

- Thursday, October 15, 2009, 8:00am-5:00pm  
**Course Number: 20103-001590**
- Tues. & Thurs., Nov. 3 & 5, 2009, 5:00-9:00pm  
**Course Number: 20103-001600**
- Thursday, February 11, 2010, 8:00am-5:00pm  
**Course Number: 20105-000127**
- Thursday, March 11, 2010, 8:00am-5:00pm  
**Course Number: 20105-000140**
- Wed. & Thurs., April 7 & 8, 2010, 5:00-9:00pm  
**Course Number: 20105-000152**
- Thursday, April 29, 2010, 8:00am-5:00pm  
**Course Number: 20105-000161**
- Thursday, June 17, 2010, 8:00am-5:00pm  
**Course Number: 20105-000183**
- Thursday, July 15, 2010, 8:00am-5:00pm  
**Course Number: 20111-000010**
- Thursday, August 5, 2010, 8:00am-5:00pm  
**Course Number: 20111-000021**

**To register, call 651-779-3341.  
 For class information, call Joan Peterson at 651-773-1743 or email: [joan.peterson@century.edu](mailto:joan.peterson@century.edu)**

This document can be made available in alternative formats to individuals with disabilities by calling 651-779-3354, 1-800-228-1978 or through the Minnesota Relay Service at 1-800-627-3529.

Century College is an equal opportunity, affirmative action employer and educator, and a member of the Minnesota State Colleges and Universities system.

**If you would like any of these programs brought to your business/organization, please contact Joan Peterson at 651-773-1743 or email: [joan.peterson@century.edu](mailto:joan.peterson@century.edu)**

## 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 Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_ Business Phone (\_\_\_\_) \_\_\_\_\_

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

Course Number	Course Name	Course Fee
1. _____ - _____	_____	\$ _____
2. _____ - _____	_____	\$ _____
3. _____ - _____	_____	\$ _____
4. _____ - _____	_____	\$ _____
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 \_\_\_\_/\_\_\_\_/\_\_\_\_