



Work Skills for the Workplace Certificate

Continuing Education & Customized Training

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
Mon–Thu 8:00am–7:00pm
Fri 8:00am–4:00pm

Questions?

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

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



Learn basic work skills to become a successful employee in any work environment by taking the following seven classes. During class time, you will learn and practice the expectations of professional behavior and effectiveness on the job along with basic computer skills.

- Professionalism at Work
- Exceeding Customer Expectations!
- Time Management: Work Smarter Not Harder
- Effective Business Writing Workshop
- Basic Computer Keyboarding Skills: Beginning and Intermediate
- Microsoft Office Word 2007/2010 Basic
- Microsoft Office Excel 2007/2010 Basic

Upon completion, please email joan.peterson@century.edu to receive your Work Skills for the Workplace Certificate.

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 how to:

- 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

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

East Campus, Room 2313 \$235

Tues, Nov 22, 2011 8 am-4 pm
 Thur, Mar 8, 2012 8 am-4 pm

Computer Keyboarding: Beginning and Intermediate Level

Do you wish you knew how to type? Learn keyboarding basics including the correct hand positions for alphabetic, numeric, and symbol keys. Get guided practice to improve your speed, technique, and accuracy. REQUIRED TEXTBOOK: *Course ILT Keyboarding: A-Z*, approximately \$30. Online book code 1CPT 9080.

East Campus, Room 2207 \$225

Tues, Sept 20, 27, Oct 4 8:30 am-12:30 pm
 Tues, Jan 17, 24, 31, 2012 8:30 am-12:30 pm
 Tues, Apr 3, 10, 17, 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 2207 \$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 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 2207 \$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 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 \$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
 Tues & Thur, Apr 10 & 12, 2012 5:30 pm-9 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 2207 \$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

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 a member of the Minnesota State Colleges and Universities system. We are 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 or 1.800.228-1978 x 3354 or Minnesota Relay Service at 1.800.627.3529.

Work Skills for the Workplace 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
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 ____/____/____