Performance Plus Learning Partners

SPRING 2021 CATALOG

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Train the Trainer: How to Design, Build, and Deliver Training Using a Modular Format

Are your trainers just reading power point slides to people and putting them to sleep? In our society today, fast transfer of knowledge is essential. Being able to organize information in a logical, teachable fashion is critical. People learn in different ways. A trainer must be receptive to this and make the training active, fun, and engaging in order for it to stick and be remembered. If methods are taught, they need to be demonstrated or illustrated. The trainer needs to share their personal experiences to make an emotional connection with their audience. Participants of this session will get ideas on the use of: physical models, storytelling, engagement methods, YouTube videos, pictures, graphs, charts, etc. They will learn how to organize and enhance existing training materials with their personality and experiences.

Course: 1PDE-0036
Section 1   Tu  2/16/2021
8:00 AM - 12:00 PM
Instructor: Michael Kiefer

LOCATION: Online Delivery via Zoom*

Impact of Bias and Stereotypes in the Workplace

What are implicit and explicit biases, and why is it important to understand where they originate? We’ve all heard stories of workplace bias and stereotypes in the news and in our personal and professional lives. Explicit biases and stereotypes are those that we are conscious of and implicit biases and stereotypes are those that live deep in our unconsciousness.

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*SPECIAL NOTICE: This course will be held virtually through Zoom. You will need Internet connection and an email address. Approximately three days prior to the start of class, you will receive an email with the Zoom link to your class meeting. To prepare for your class, setup and test your Zoom connection. A troubleshooting guide can be found here. Your instructor will not be able to troubleshoot technology issues during class.
The Art of Effective Communication

Do you wonder why you get frustrated when communicating with others; you don’t feel heard or you feel misunderstood?
In this course you will:

• Learn the communication feedback process model
• State the different types of communication
• Understand what makes communication ineffective
• Learn the different styles of communication and what your style is and how it affects your communication
• Establish an individual plan for effective communication

Course: 1PDE-0167

Section 1  W  2/17/2021
8:00 AM - 11:00 AM
Instructor: Jana Fischer

LOCATION: Online Delivery via Zoom*

Conversational Intelligence

It isn’t always about how smart you are, rather how effective you are in creating powerful conversations to build trusting relationships and mutual success. Business at its core is about people connecting with people, with everything happening thru conversations. Sharing and challenging different perspectives comes with the territory of moving up the ladder. Yet authentic communication can be a challenge, and if done poorly, can lead to miscommunication, lack of trust, and poor collaboration between team members.
If you tend to put off business conversations and want to expand your conversation skills to help you create buy-in for your ideas, make better-informed decisions and obtain committed action from others, this interactive workshop is for you.

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Impact of Bias and Stereotypes in the Workplace

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Both types of biases and stereotypes can have a dramatic effect on workplace effectiveness, engagement, and productivity. This training is intended to help you understand and minimize the role of bias within your experiences and communications. Through education and discussion, this training strategy will help you understand how to effectively recognize and manage your own and others’ biases and stereotypes at work.

Course: 1PDE-0166

Section 1  Tu  1/19/2021
12:00 PM - 4:00 PM
Instructor: Lisa Sorensen

LOCATION: Online Delivery via Zoom*

A Good Story is Better than Great Information

During this 90 minute webinar, you will learn one of the most effective ways of sharing ideas and challenging different perspectives – storytelling. Stories are two times more powerful than facts because they have an impact on people while building a personal connection. The trick is learning how to equip yourself with the right story for the right reason at the right time. Come get some easy actionable advice and practice to ramp up your conversational intelligence!

Course: 1PDE-0172

Section 1  Tu  2/23/2021
8:00 AM - 9:30 AM
Instructor: Nanette Gesche

LOCATION: Online Delivery via Zoom*

Impact of Bias and Stereotypes in the Workplace

...continued from previous page
Dealing with Conflict Confidently
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Learn to get along with others by knowing how to remain in control of your power while empowering the other person at the same time. In this class you will learn: to understand what drives difficult behavior to define the four intents (or desires) of people to define the type of difficult person we are to identify personal triggers to develop an awareness of how we affect others to use language which promotes respect and understanding to develop a plan for change.

**Course:** 1PDE-0153  
**Section 1  Tu  5/4/2021**  
8:00 AM - 12:00 PM  
**Instructor:** Jeannette Grace  
**LOCATION:** Online Delivery via Zoom*

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Conversational Intelligence
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After attending this session, our goal is for you to answer “yes” to the following statements:

- I understand my communication style and can effectively communicate with different styles
- I can share my perspectives and desires in a way that makes the other person want to hear more and feel safe to share their perspective – even when we disagree
- I can express my thoughts and feelings in ways that can strengthen relationships and builds success

**Course:** 1PDE-0173  
**Section 1  Tu  4/6/2021**  
8:00 AM - 12:00 PM  
**Instructor:** Nanette Gesche  
**LOCATION:** Online Delivery via Zoom*

The Ethical Leader

The ethical leader is not a weak leader but one of the most challenging and dynamic leaders an individual will ever work for and has the courage to hold themselves and their direct reports accountable for maintaining high standards. This is a leadership class that addresses many of the difficulties with becoming an effective ethical leader (supervisor) for too often we fail to give leaders (supervisors) the tools needed to perform their new responsibilities and then wonder why they are having difficulties; the real failure is not with them but the organization.

**Course:** 1PDE-0153  
**Section 1  Tu  5/4/2021**  
8:00 AM - 12:00 PM  
**Instructor:** Jeannette Grace  
**LOCATION:** Online Delivery via Zoom*

Dealing with Conflict Confidently
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Life would be wonderful if we interacted with pleasant people all the time. The reality is - we don’t. So how do we learn to get along with a person who drives us crazy? The key is remembering we all want to feel important and respected - even the most difficult of human beings desire this.

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Fostering an Inclusive Climate

Inclusion is ultimately about how your team functions and performs based on the quality of social connections, openness to learning, agility, and depth of decision making. How can you foster greater inclusion within your workgroup? Throughout this course you will be asked to reflect upon your own experiences and apply the lessons in your own role.

Microaggressions In Everyday Life And How To Effectively Deal With Them

Microaggressions are the everyday verbal, non-verbal, and environmental slights, snubs, or insults, whether intentional or unintentional, which communicate hostile, derogatory, or negative messages to target persons. While microaggressions are often not systemic and often covert, it can be very difficult for employers to identify and manage. Taking steps to positively address and mitigate microaggressions in the workplace requires identifying what microaggressions are and understanding the impact they can have.

Participants will learn:
• What microaggressions are and the negative effects they can have on others
• Why certain remarks are considered microaggressions
• How to respond to microaggressions positively and effectively

Course: 1PDE-0171
Section 1  Tu  2/9/2021
12:00 PM - 4:00 PM
Instructor: Lisa Sorensen
LOCATION: Online Delivery via Zoom*

Process Mapping and Root Cause Analysis

Learn how to apply these important techniques borrowed from Lean Six Sigma philosophy at your workplace. Participants will learn in small groups how to build a process map for any process or procedure, then compare each step to a master checklist. In doing so, any process may be improved and errors can be uncovered. Participants will gain insights in to how to critically analyze and search for process improvement ideas to increase speed, efficiency, and reduce errors. Special insights in to how to plan and hold a ‘Kaizen Event’ will also be discussed.

Course: 1SUP-0166
Section 1  W  2/3/2021
8:00 AM - 12:00 PM
Instructor: Michael Kiefer
LOCATION: Online Delivery via Zoom*

Fostering an Inclusive Climate

Inclusion is ultimately about how your team functions and performs based on the quality of social connections, openness to learning, agility, and depth of decision making. How can you foster greater inclusion within your workgroup? Throughout this course you will be asked to reflect upon your own experiences and apply the lessons in your own role.

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Designing and Implementing an Effective Onboarding Program

Too few companies appreciate how important the employee onboarding experience is. Studies show new hire productivity comes faster with an efficient and enticing onboarding experience, with 90% of employees deciding whether to stay with the company within the first 6 months of starting a new position. Guiding new employees through each step of the onboarding process can get them up to speed faster, ensure that appropriate goals are being assigned, help foster a sense of community and support, and increase productivity. This class will review key tools and techniques for effective onboarding of new staff as well as staff accepting promotional opportunities.

Course: 1SUP-0177

Section 1   M  3/29/2021
12:00 PM - 4:00 PM
Instructor: Lisa Sorensen

LOCATION: Online Delivery via Zoom*

Overcome the Overwhelm

Most people are busier than ever and find that work-life balance seems impossible. Do you know why? It is impossible! What would happen if you could get your work life and personal life to play nice together? What if you had more harmony? Find out how your brain works when you are overwhelmed, how to leverage your communication, and what to do to feed your motivation.

Course: 1PDE-0168

Section 1   Tu  3/16/2021
8:00 AM - 12:00 PM
Instructor: Jeannette Grace

LOCATION: Online Delivery via Zoom*

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Leading and Working in a New Normal
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It will examine what is changing, and provide tools for leading in regards to working from a distance and during times of change.

Course: 1SUP-0170

Section 1   Th  4/15/2021
12:00 PM - 4:00 PM
Instructor: Lisa Sorensen

LOCATION: Online Delivery via Zoom*

Coach the Coach

Using a brain-based four-step model, Leaders and Supervisors will discover how to involve team members along the coaching continuum. Coaching Conversations that bring forth reflection and action to the forefront of the conversation have a much greater impact than the traditional ‘what-to-do and how-to-do-it’ conversation. With customized practice scenarios, this entire workshop is a large application of the coaching framework. This workshop delivers a coaching strategy that is applicable to all communication preferred styles.

Course: 1SUP-0168

Section 1   F  4/23/2021
8:00 AM - 12:00 PM
Instructor: Liz Weatherhead

LOCATION: Online Delivery via Zoom*

Strengthening and Maintaining Team Spirit

Nothing undermines morale and team spirit like personality clashes! This class will focus on valuing and understanding diversity and differences on your team. Participants will learn how to: motivate, communicate, understand values and recognize proper matching of people to tasks using the 4 square personality styles grid. They will also gain insights into team spirit building activities based on real life examples from businesses and government agencies in Minnesota. Boost your team’s morale by helping everyone on your team understand each other better!

Course: 1SUP-0178

Section 1   Tu  4/20/2021
8:00 AM - 12:00 PM
Instructor: Michael Kiefer

LOCATION: Online Delivery via Zoom*

Leading with Emotional Intelligence

Why does emotional intelligence (EI) matter? Because at the core of every outstanding leader are the abilities to connect, achieve, inspire and act with resilience. Now you can learn to apply the best practices of an emotionally intelligent leader and give yourself a winning edge. EI helps you create and sustain unique opportunities and more impactful relationships. This course uses an integrated competency approach to help you develop this crucial skill. You’ll get hands-on implementable tools that can help you influence and motivate others to new heights of achievement.

Course: 1SUP-0158

Section 1   Tu  5/11/2021
12:00 PM - 4:00 PM
Instructor: Lisa Sorensen

LOCATION: Online Delivery via Zoom*
Resilience: Do You Bend or Break During Change?

Life is full of changes, good and bad. These changes take their toll on our ability to accomplish personal and organizational goals unless we know how to bounce back when things don’t go as planned. We can’t stop change from happening, but we can change our response. Resilient people don’t dwell on the things that didn’t work. They accept the situation for what it is and learn from the experience to help them move forward. As a result, resilient people tend to be happier, more productive, and more innovative. Doesn’t that sound like a better way to deal with change?

Course: 1PDE-0144

Section 1  Tu  5/18/2021
8:00 AM - 12:00 PM
Instructor: Nanette Gesche

LOCATION: Online Delivery via Zoom*

Leadership

Are you interested in becoming a more effective leader? In this course you will:

• Identify leadership opportunities in everyday life
• Understand the differences in power vs. influence
• Learn the seven skills of effective leaders
• Understand the phases in negotiating
• Implement strategies to build resilience as a leader

Course: 1SUP-0169

Section 1  W  5/12/2021
8:00 AM - 11:00 AM
Instructor: Jana Fischer

LOCATION: Online Delivery via Zoom*

Project Management 1 - Project Initialization

The focus of this 90-minute session will be on what must be done prior to a project getting underway. Learn about project charters, the components required for each project, resources a project manager should reference, and create a list of possible activities to be completed for any project (large or small).

Course: 1SUP-0171

Section 1  Tu  3/30/2021
8:00 AM - 9:30 AM
Instructor: Steve Compton

LOCATION: Online Delivery via Zoom*

Project Management 2 - Project Planning

A project charter has been created and signed. What happens next and how do you prepare for work to begin? During this session you will learn how to build a team, create a plan for completing the project goals (deliverables), and start the project moving.

Course: 1SUP-0172

Section 1  Tu  3/30/2021
10:30 AM - 12:00 PM
Instructor: Steve Compton

LOCATION: Online Delivery via Zoom*
With both the team in place and the plan in hand, the hard work begins. Learn about project kick-off, project execution and necessary controls to monitor the work of all the integrated parts of the project.

Course: 1SUP-0173
Section 1   Tu  4/13/2021
8:00 AM - 9:30 AM
Instructor: Steve Compton
LOCATION: Online Delivery via Zoom*

This 90-minute session will focus on the bigger picture: how do project managers work together to support long-term goals of an organization and bring value to the organization through a coordinated effort.

Course: 1SUP-0175
Section 1   Tu  4/27/2021
8:00 AM - 9:30 AM
Instructor: Steve Compton
LOCATION: Online Delivery via Zoom*

The project is complete. What happens next is just as important as the planning and execution itself. Learn the responsibilities of the project manager at the end of a project, how to close and review, and how to ensure the organization gets the most value from the completed project.

Course: 1SUP-0174
Section 1   Tu  4/13/2021
10:30 AM - 12:00 PM
Instructor: Steve Compton
LOCATION: Online Delivery via Zoom*

Results of a project can be impactful on an organization. Learn the pivotal role a project manager plays in helping the organization change and adopt the deliverables from the project.

Course: 1SUP-0176
Section 1   Tu  4/27/2021
10:30 AM - 12:00 PM
Instructor: Steve Compton
LOCATION: Online Delivery via Zoom*

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Microsoft Office 2019/365: Access Level I

Let this class introduce you to the basics of database design theory and development. Build and use queries, forms, reports, modify database structure, and tables. Materials included in the course fee and will be provided in class.

Course: 1CPT-0198

Section 1  W, Th  2/17/2021 - 2/18/2021
8:00 AM - 11:45 AM
Instructor: Donna Seys

LOCATION: Online Delivery via Zoom*

Microsoft Office 2019/365: Access Level II

Expand your database design skills! Take a deeper dive into queries, forms and reports, advanced query wizards and other advanced design features. The textbook is included in the course fee and will be provided in class.

Course: 1CPT-0199

Section 1  W, Th  2/24/2021 - 2/25/2021
8:00 AM - 11:45 AM
Instructor: Donna Seys

LOCATION: Online Delivery via Zoom*

Microsoft Office 2019/365: Access Level III

Be empowered to design Access as a user-friendly tool for others. Expand your knowledge by using sub forms, creating form letters, importing and integration with Excel, Word and other databases. The textbook is included in the course fee and will be provided in class.

Course: 1CPT-0200

Section 1  W, Th  3/3/2021 - 3/4/2021
8:00 AM - 11:45 AM
Instructor: Donna Seys

LOCATION: Online Delivery via Zoom*

Microsoft Office 2019/365: Excel Level I

New to Excel? Using it forever? This class is a must. Old habits die hard. Sit right down and acquire foundations of Excel & Office using 21st century tools. Learn how to make entries in cells, including formulas and functions. Tell your story with Styles and Themes and charts. Work on analyzing data with challenging formulas including the If function. There’s plenty here for all. Materials included in the course fee and will be provided in class.

Course: 1CPT-0186

Section 1  W, Th  1/6/2021 - 1/7/2021
8:00 AM - 11:45 AM

Section 2  W, Th  3/17/2021 - 3/18/2021
8:00 AM - 11:45 AM

Instructor: Donna Seys

LOCATION: Online Delivery via Zoom*
Microsoft Office 2019/365: Excel Level II

It’s time to explore views, data protection, and creation of Macros. ‘What-if’ analysis tools help discover all possible answers to changing variables in formulas. And Tables, the gem of Excel, turns any dataset into a dynamic range. Discover what you’ve been missing in Excel. Materials included in the course fee and will be provided in class.

Course: 1CPT-0187

Section 1  W, Th  1/13/2021 - 1/14/2021
8:00 AM - 11:45 AM

Section 2  W, Th  3/24/2021 - 3/25/2021
8:00 AM - 11:45 AM

Instructor: Donna Seys

LOCATION: Online Delivery via Zoom*

Microsoft Office 2019/365: Excel Level III

All roads have led you to this destination. Dive into Pivot Reports and learn the solution to slice and dice data within Excel. Discover how tools from previous classes are brought together for a complete solution. Learn to: exchange data between Excel and other programs, work in a single file simultaneously, customize features to your liking, and advanced Macro instruction. Materials included in the course fee and will be provided in class.

Course: 1CPT-0188

Section 1  W, Th  1/20/2021 - 1/21/2021
8:00 AM - 11:45 AM

Section 2  W, Th  3/31/2021 - 4/1/2021
8:00 AM - 11:45 AM

Instructor: Donna Seys

LOCATION: Online Delivery via Zoom*

Microsoft Office 2019/365: Excel Level IV

Produce powerful, interactive reports in minutes instead of hours. Drop data to Excel from another source? Save endless hours with Power Query to quickly import, clean, shape, and analyze disparate data sources. Construct and share data through geographical 3D Maps, PowerPivot, and dynamic dashboards. Transform those large data sets into clear summary reports. Data crowns distributed at end of class! The textbook is included in the course fee and will be provided in class.

Course: 1CPT-0189

Section 1  W, Th  1/27/2021 - 1/28/2021
8:00 AM - 11:45 AM

Section 2  W, Th  4/7/2021 - 4/8/2021
8:00 AM - 11:45 AM

Instructor: Donna Seys

LOCATION: Century East Campus - 1733 - Computer Classroom

Starting August 10, 2020 EVERYONE who plans to enter Century College must complete and pass a DAILY self-assessment before they arrive each day. CLICK HERE to access the COVID-19 health assessment tool. Choose ‘I am a visitor’ upon starting the assessment.

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Formulas and Functions in Excel

This class will focus solely on the use of formulas and functions. Spend time learning the proper way to use Dates, Lookup, and If functions. Discover the value of Named Ranges and where to use them. What about the new XLookup? And the Spill area? Step up your game, increase your confidence, and build a better data story. Materials included in the course fee and will be provided in class.

Course: 1CPT-0201
Section 1   Tu  5/25/2021
8:00 AM - 11:45 AM
Instructor: Donna Seys

LOCATION: Online Delivery via Zoom*

Microsoft Office 2019/365: Word Level I

Learn the basics of this tried and true word processing software. Write with confidence by creating, editing, and formatting documents, create and format tables and learn tips & tricks to expand your Word horizons. Materials included in the course fee and will be provided in class.

Course: 1CPT-0193
Section 1   M, W  4/12/2021 - 4/14/2021
8:00 AM - 11:45 AM
Instructor: Marnie Matz

LOCATION: Online Delivery via Zoom*

Microsoft Office 2019/365: Word Level II

Stay with the flow by illustrating documents with graphics, work with themes and building blocks, merge documents, work with styles and templates while developing multi-page documents. Materials included in the course fee and will be provided in class.

Course: 1CPT-0194
Section 1   M, W  4/19/2021 - 4/21/2021
8:00 AM - 11:45 AM
Instructor: Marnie Matz

LOCATION: Online Delivery via Zoom*

Microsoft Office 2019/365: Word Level III

Integrate with other programs and collaborate with co-workers, friends, or family while learning advanced graphics, how to build a form and customizing Word to best suit your needs.

Course: 1CPT-0195
Section 1   M, W  4/26/2021 - 4/28/2021
8:00 AM - 11:45 AM
Instructor: Marnie Matz

LOCATION: Online Delivery via Zoom*

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Photoshop Level I

Photoshop is a powerful graphics design and image-editing program with which you can create sophisticated and impressive graphics for the Web or for print. With Photoshop, you can create, combine, modify, and enhance digital images for print or for the Web. Photoshop contains powerful capabilities that few software programs can match. In the first level you will learn the layout of Photoshop, editing tools, working with selections, understanding of layers and adjusting images.

Course: 1CPT-0050

Section 1  M, W  2/1/2021 - 2/3/2021
8:00 AM - 11:45 AM
Instructor: Marnie Matz

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Photoshop Level II

This Photoshop course will teach you the tools you need to know. Starting with the typing and vector tools which allow creative text. Then moving into gaining knowledge with the use of channels and working with the important mask tool. You will learn how to find and use filters and save time by learning actions and camera raw.

Course: 1CPT-5622

Section 1  M, W  2/8/2021 - 2/10/2021
8:00 AM - 11:45 AM
Instructor: Marnie Matz

LOCATION: Century East Campus - 1733 - Computer Classroom
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