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**ESSENTIAL BUSINESS SKILLS**

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**TECHNOLOGY ADVANCEMENT**

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ESSENTIAL BUSINESS SKILLS

Collaborative Negotiation
The need to negotiate successful outcomes with internal and external customers is a daily occurrence in the work environment. Collaborating to optimize the results of these outcomes is the objective of this program. Individuals will discover their negotiation styles through a self-assessment and learn the use of strategies, tactics and countermeasures. The importance of trust, relationships, power and expectations in negotiations is also discussed. Participants will have the opportunity to practice their skills in at least three negotiation exercises.

4/27 & 4/28, 9:00 AM to 4:00 PM
Tunxis@Bristol, 430 North Main Street, Bristol
Instructor: Larry Lindquist      Fee: $235.00

Dealing with Difficult Situations and Challenges in the Professional Setting
Completing tasks, obtaining information, successful inter-office communication, and productive teamwork all depend on mutual respect, cooperation and a willingness to work towards a common goal. Challenges and breakdowns in productivity occur when misunderstandings, unwelcome change or unexpected glitches interfere. How we deal with them makes all the difference; being comfortable having difficult conversations, putting competitiveness aside when solutions are necessary, strengthening communication skills and recognizing when things are not personal are just a few of the skills necessary for dealing with difficult challenges in the professional setting.

4/20, 9:00 AM to 4:00 PM
Tunxis@Bristol, 430 North Main Street, Bristol
Instructor: Lisa Crofton             Fee: $90.00

Effective Business Writing
In this course, participants will learn the 35 key principles that make business writing effective. The principles cover wording, composition, organization, tone, persuasion, and format. Participants will learn a concept; read an example; and put the concept into immediate practice.

Learning Objectives:
• Demonstrate the ability to create business e-mails, letters and other communications that deliver a clear message
• Increase writing efficiency by knowing and applying proven business writing principles
• Increase the response rate to communications through professional presentation.

3/17 9:00 AM to 4:00 PM
Tunxis@Bristol, 430 North Main St., Bristol
Instructor: Chris Amorosino     $90.00
Everyday Application of the Four Agreements in the Workplace & Beyond – Part 2
Understanding The Four Agreements is the first step to integrating them into your everyday life. Applying them is not as easy as understanding them however, as many individuals find out as they work on practicing them. This course explores each agreement and the many possible applications in everyday work situations. Implications for shifts in perspective and successful outcomes will be discussed.

3/30, 9:00 AM to 4:00 PM
Tunxis@Bristol, 430 North Main St., Bristol
Instructor: Lisa Crofton    $90.00

Four Agreements in the Workplace Follow up – The Fifth Agreement & the Five Levels of Attachment
The Fifth Agreement, Be Skeptical and Learn to Listen, learn to use the power of doubt to question everything you hear. Is it really the truth? If we begin to listen to the intent behind the words, we begin to really understand the message. This assists us in making better decisions in both life and the workplace, improving relationships with others around us. The Five Levels of Attachment, help us gain awareness of the agreements we have been implicitly making all our lives that shape our reality and affect our future and show us how to release the attachments which no longer reflect who you really are. As we gain a foothold on our authentic selves we are improved communicators, team players, leaders, and innovators…bottom line: increased productivity, efficiency and overall workplace satisfaction.

4/27 9:00 AM to 4:00 PM
Tunxis@Bristol, 430 North Main St., Bristol
Instructor: Lisa Crofton    $90.00

Grammar Tips and Tricks
Strong grammar is at the heart of any style of written communication or verbal conversation – from the informal and casual to the crucial and persuasive. Poor grammar can have a steep price as well as loss of credibility, loss of an audience’s attention, and loss of consideration for grant money or job promotion. It’s time to freshen up your grammar skills.
Learning Objectives:
• Vocabulary building
• Sentence structure
• Punctuation
• Other areas to improve your understanding and appreciation for great grammar.

3/20, 9:00 AM to 4:00 PM
Tunxis@Bristol, 430 North Main Street, Bristol
Instructor: Kirsten Ahern    Fee: $90.00
How Can I Control the Stress & Anxiety in my Life?

This is an experiential workshop that will enable participants to learn a variety of techniques that will help them in managing their stress and anxiety both at home and at work. As we know now, stress is the cause of most illness and disease; thereby creating much distress on the body. Come join me to learn visualization, affirmations, minute meditation, body scanning, breathing techniques and an understanding of energy that will give you an edge in realizing your life filled with more positive and enjoyable moments. Please bring a yoga mat or towel to class.

4/6, 9:00 AM to 4:00 PM
Tunxis@Bristol, 430 North Main Street, Bristol
Barbara Pinti  Fee:  $90.00

Interpersonal Communication

This 2-day program is strongly recommended for people at all organizational levels. Interpersonal skills form the basis of effective business and personal relationships. Participants discover their own behavioral/communication style, strengths and weaknesses. They also learn how their style contributes to or detracts from achieving their business or personal goals and enables them to improve performance. In addition, they will develop skills to identify the styles of others, “bridge” to them and build positive work relationships with them. The skills acquired in this program are critical for those working in a team or group environment. The foundation of the program is LIFO® (Life Orientations) Training from Stuart Atkins, Inc. which has been used for more than 35 years by thousands of companies from American Express to Xerox.

4/23 & 4/24, 9:00 AM to 4:00 PM
Tunxis@Bristol, 430 North Main Street, Bristol
Instructor: Larry Lindquist  Fee: $210.00
Learning to be a Great Public Speaker – whether you Like it or Not!
Public speaking is a professional necessity…whether you are reporting to a small group in a board meeting or a large group of constituents. Sharpening public speaking skills can help to morph you into a good public speaker but understanding the mechanics of a great speech, gaining an understanding of what your audience is expecting from you and what truly makes a speaker someone people want to hear is even more important. This course is not your average Public Speaking class; come learn to make public speaking comfortable for you, what elements turn a presentation from good to amazing and which public speaking skills actually make a difference?

6/8, 9:00 AM to 4:00 PM
Tunxis@Bristol, 430 North Main Street, Bristol
Instructor: Lisa Crofton    Fee: $90.00

Managing Disagreement, Conflict and Confrontation
This program takes a positive and effective approach to disagreement, conflict, confrontation, difficult people and other sources of negativity in the workplace. Participants will explore the causes of opposition, its emotional and behavioral manifestations and how to prevent or minimize it. This program is also an ideal introductory program for those who need to develop negotiating skills.

Learning Objectives:
• Define conflict and identify those elements present in every conflict.
• Identify the sources and stages of conflict and disagreement.
• Describe how your self-expectations directly influence the conflict in your life.
• Describe the role of relationships in conflict resolution.
• Employ confrontation as a productive technique in resolving conflicts, while minimizing your risk.
• List five conflict management styles, identify your own style and know when to use each style.
• Use collaboration and problem solving to achieve gain/gain outcomes to conflicts.
• Recognize ways you can build on your conflict management strengths to become more effective in managing conflicts.
• Accept conflict as inevitable and benefit from it.

4/21 9:00 AM to 4:00 PM
Tunxis@Bristol, 430 North Main Street, Bristol
Instructor: Larry Lindquist    Fee: $90.00
**Mastery of Obstacles – Part III The Four Agreements**

In continuing the study and practice of The Four Agreements, the mastery of obstacles introduces us to the concept of perception. Truth be told our days need only be as difficult as we make them and our proficiency and productivity depends on our personal mastery of perceived hindrances or restrictions. By its very nature ‘work’ implies challenges; time and budget constraints, differences of opinion, methods & styles, demanding expectations, as well as personal and professional agendas. This course will walk you through the definition, process and the perspective of handling obstacles as a means of relieving stress in the workplace environment.

5/18, 9:00 AM to 4:00 PM  
Tunxis@Bristol, 430 North Main Street, Bristol  
Instructor: Lisa Crofton    Fee: $90.00

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**Social Media Marketing Demystified**

A crash course on the social media tools available on the Internet to market your organization whether you have a product, service and/or idea to promote. This will be an interactive workshop where students will navigate through a variety of social media tools on an overhead led by the instructor.

By the end of this workshop, you will:

- Identify social media marketing tools including:
  - Facebook
  - Twitter
  - YouTube
  - Pinterest
- Know the impact of social media marketing in your organization
- Know the pros/cons of the social marketing tools
- Identify and analyze audiences using social media marketing tools
- How to get started using social media marketing tools professionally

5/1, 9:00 AM to 4:00 PM  
Tunxis@Bristol, 430 North Main Street, Bristol  
Instructor: Tatiana Machado    Fee: $90.00
Strategic Planning Leadership

Some state-agency people say they don’t need strategic planning because “things change so fast around here.” That’s why they need it. Others complain that pervious strategic plans just “sit on the shelf.” Without good leadership, they do. Whether you’re new to strategic planning or want to get better at it, this workshop will help. You’ll see why strategic planning is an effective management tool, how it differs from other planning processes, what a strategies plan contains, and who should lead it. You’ll cover strategic planning from its initial framework to its commitment to accountability. Coordination, goals, SWOT analysis, distribution, outcomes, evaluation, follow-up, sustainability, and other topics will be included. You’ll see sample plans and use templates to assemble tailored pieces of your own strategic plan. Participants will benefit from individual and group practice.

4/22, 9:00 AM to 4:00 PM
Tunxis@Bristol, 430 North Main Street, Bristol
Instructor: Waldemar Kostrzewa    Fee: $90.00

The Art of Communication: Observing, Listening, Being Understood

Learning to express oneself accurately and be understood and clearly understanding another are the cornerstones of great communication and stronger relationships. Great communication leads to great understanding which leads to mutual respect. Mutual respect allows for freedom of expression, Freedom of expression lends itself to creative solutions and ideas. Creative ideas and solutions bring about innovation and productivity within groups, relationships and teams. This course details the key components to developing strong interpersonal communication skills in the workplace.

5/11, 9:00 AM to 4:00 PM
Tunxis@Bristol, 430 North Main Street, Bristol
Instructor: Lisa Crofton    Fee: $90.00
The Making of an Excellent Supervisor
In this workshop, supervisors will explore the many ways in which we communicate. Attendees will discuss the communication process, the different types of communication, and methods that we use. The group will also examine in detail the positive or negative impact of communication. By learning how to convey clear and positive verbal and non-verbal messages, supervisors are able to motivate and encourage employees to achieve workplace goals. Superior employee performance is a direct result of a combination of factors resulting from strong leadership including: clearly stated goals and expectations; performance feedback; information sharing; help in achieving goals; removal of barriers to success, and great mentors as role models. By learning to supply all of the factors that influence effective performance and avoid common performance feedback errors, attendees will learn to provide more accurate, objective, and helpful appraisals and create employee/employer relationships that produce.

6/1, 9:00 AM to 4:00 PM
Tunxis@Bristol, 430 North Main Street, Bristol
Instructor: Lisa Crofton  Fee: $90.00

Time Out: Powerful Time Management
Many people have difficulty achieving peak performance because there never seems to be enough time to get everything done. They need to take a Time Out and get control of their time and their lives. This program is based on the expertise of time management guru, Alan Lakein. Participants will learn how to plan, organize, prioritize and manage their time for greater productivity and less stress. They will analyze how they currently spend their time, determine what their time wasters are and develop a new approach for efficient use of their time. This program eliminates the need to purchase a costly “time management planning system” that requires you to carry a planning calendar with you everywhere you go.

Learning Objectives:
- Measure how effective you are at using your time, currently
- Identify the Myths of Time that limit your effectiveness
- Analyze your present use of time
- Identify your personal time thieves and techniques to catch them
- Employ six easy ideas for overcoming your poor time habits
- Set short and long term time objectives
- Develop a plan with strategies to improve your use of time on a continuing basis.

4/22, 9:00 AM to 4:00 PM
Tunxis@Bristol, 430 North Main Street, Bristol
Instructor: Larry Lindquist  Fee: $90.00
Using Your Intuition to Gain a Professional/Personal Edge
No one knows better than you what works best for you. Whether you call it a sixth sense, gut instinct, or intuitive process, learning to listen to your own inner wisdom and pay close attention to what you are feeling instead of solely relying on what you are thinking is the practice of awareness or mindfulness. Staying present in every moment allows us the benefit of clarity and self-control. In this state of calm we can more successfully interact, communicate and relate to our co-workers and expect more expedient and productive outcomes. When we practice mindfulness, we increase our intuitive muscle thereby increasing the trust we feel in our own judgment, choices and decisions. We become more definitive, less stressed, more confident, more assertive and less doubtful. Our overall outlook improves and our productivity is streamlined due to the efficient way we process information. Your intuition can be your greatest personal ally and your best professional tool.

4/13, 9:00 AM to 4:00 PM
Tunxis@Bristol, 430 North Main Street, Bristol
Instructor: Lisa Crofton    Fee: $90.00
TECHNOLOGY ADVANCEMENT

Access 2010 for Beginners
This beginner Access course will cover: Why Use Access? What’s New in the 2010 version, How Access 2010 works and how you work with it, Navigating your way around Database basics Data management, Querying your data, Report basics. This class will review the basics of Access and teach you how to create your own databases. It is a beginners session designed to get you started using the program and the new features of Access 2010. It is not a high level programming course and is not designed to create databases for you as the participant. It will give you building blocks to move on to higher level usage.

4/16, 9:00 AM to 4:00 PM
Tunxis@Bristol, 430 North Main Street, Bristol
Instructor: Amy Blackwood $95.00

Beyond the Basics of Word
There’s a lot more to Word than just text and formats. Have you tried Styles or added a Cover Page or used the Table of Contents feature? How about creating a form that allows you to fill in the blanks but protects the basic document from changes? Need to use Mail Merge or Tables or Graphics and Illustrations? How about creating your own Templates to use over and over? All this and more will be presented plus answers to your MS Word dilemmas!

3/24, 9:00 AM to 4:00 PM
Tunxis@Bristol, 430 North Main Street, Bristol
Instructor: Jan Gyurko $95.00

Beyond the Basics of Word- Part 2
Make your work life easier with this all new intermediate level MS Word course. Learn to create, modify and work with reusable templates such as reports or contracts – even modify your “normal” template so you don’t have to make changes to every “new” document. Create forms where users can fill in the blanks but your text stays put, learn to automate tasks, track changes, merge documents, create macros, mail merge and more.

4/7, 9:00 AM to 4:00 PM
Tunxis@Bristol, 430 North Main Street, Bristol
Instructor: Jan Gyurko $95.00
Intro to Cloud Computing
What is Cloud Computing? What is Google Drive or Dropbox or iCloud or Skydrive? Would you like to be able to create and save documents, spreadsheets and presentations and always have the latest and most updated software without the cost of upgrades? Would you like to be able to easily access your files from anywhere? Would you like to be able to collaborate and share files or have multiple people edit a document without ending up with all those confusing copies? Sign up to see how it all works and walk away having accounts all set up and hands on experience with computing in the cloud? Guaranteed to be lively, interactive, informative and fun!

5/19, 9:00 AM to 4:00 PM
Tunxis Community College, 271 Scott Swamp Road, Farmington
Room 205
Instructor: Jan Gyurko Fee: $95.00