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ESSENTIAL BUSINESS SKILLS

Assertiveness Training: Getting Your Point Across (Nicely)
This program is designed for all professionals who want to gain skills dealing more cooperatively and constructively with bosses, co-workers, friends and family members. Understand the differences between assertive, aggressive, passive, and passive aggressive behaviors. Learn how to communicate what’s on your mind in a positive, proactive way; that gets results. Discover underlying messages you are unknowingly conveying with your body language, voice, and word choice. Learn strategies to increase your comfort level and gain more confidence in your day to day communications. There will be activities and role playing opportunities to reinforce and support your skills. (The instructor will provide a safe, comfortable environment).

3/23, 9:00 AM to 4:00 PM
Tunxis@Bristol, 430 North Main Street, Bristol
Instructor: Noreen Reilly     Fee: $85.00

CPR/AED Certification
This course is designed to teach CPR, the use of automated external defibrillator (AED), and relief of foreign – body airway obstruction to all lay rescuers, particularly those who are expected to respond to emergencies in the workplace. This course teaches CPR, the use of the AED and relief of foreign body airway obstruction for adult victims. In addition, this course is also designed to teach the infant and child module from the Heartsaver CPR course and AED use on children. Certification will be granted upon course completion.

4/11, 9:00 AM to 4:00 PM
Class is held at Bristol Hospital EMS & Home Care, 420 North Main St., Bristol
Instructor: Bristol Hospital     Fee: $110.00

Dealing Positively With Anger & Frustration
Conflict can lead to anger, team disunity, loss of productivity, frustration, stress, and broken down communications.

Learning Objectives:
• Distinguish between beneficial and destructive anger
• Disagree without creating arguments and dissension
• Become assertive rather than too accommodating
• Handle disagreements of others without joining them
• Identify and deal with emotional triggers
• Confront conflict and resolve it quickly
• Discover stress and anger management techniques that help create a more productive work environment.

4/23, 9:00 AM to 4:00 PM
Tunxis@Bristol, 430 North Main Street, Bristol
Instructor: Anne Peck     Fee: $85.00
Forty Bare Essentials and Golden Rules of Business Writing
In this course, participants will learn the 40 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

3/27, 9:00 AM to 4:00 PM
Tunxis@Bristol, 430 North Main Bristol
Instructor: Chris Amorosino  $85.00

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

3/16, 9:00 AM to 4:00 PM
Tunxis@Bristol, 430 North Main Street, Bristol
Instructor: Kirsten Ahern  Fee: $85.00

How to Write a Masterful Public Presentation
The ability to create and present successful public presentations is a crucial skill in any organization today. By learning to develop an impactful presentation that engages the audience, regardless of how big or small, will place you in an elite category that improves your value within the division. From inception, outline to delivery, this workshop will help you discover the secrets of designing a presentation that both holds your audience’s attention and leaves a lasting impression. In the course, you will have the opportunity to actually conceptualize, outline, write and present a brief presentation.

5/7, 9:00 AM to 4:00 PM
Tunxis@Bristol, 430 North Main Street, Bristol
Instructor: Lisa Crofton  Fee: $85.00
**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 other, “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.

4/12 & 4/13, 9:00 AM to 4:00 PM  
Tunxis@Bristol, 430 North Main Street, Bristol  
Instructor: Larry Lindquist  
Fee: $200.00

**Key Communication Skills in the Workplace**

Beyond good written and oral communication skills, effective team members know the key to good communication is the ability to build relationships within the team environment. The use of interpersonal intelligence in the workplace means the ability to understand others and build effective workgroups, perfecting the art of active listening and promote individual and team initiatives and productive environments. The ability to exist socially and communicate effectively in the workplace is for peak collaborative performance. This includes the ability to interact with others, understand them and interpret their behaviors. Superior Communication skills are something we all need but are a vital factor for people in occupations that require interaction with coworkers and others. Interpersonal Intelligence improves our abilities to comprehend, analyze and react to a situation and assists us in facilitating a communication wherein conflicts and debates are reduced, interactions become easy, people seem approachable, hassles minimize and a healthy and productive environment is inevitable. This course raises the bar on communication skills for any employee wishing to improve the level of production, job satisfaction and team cohesiveness among members.

3/23, 9:00 AM to 4:00 PM  
Tunxis@Bristol, 430 North Main Street, Bristol  
Instructor: Lisa Crofton  
Fee: $85.00
Managing Disagreement, Conflict & 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.

4/10, 9:00 AM to 4:00 PM
Tunxis@Bristol, 430 North Main Street, Bristol
Instructor: Larry Lindquist     Fee: $85.00

Managing Multiple Priorities
Being able to manage multiple priorities efficiently and effectively are critical skills when resources are scarce and teams are lean. Maximize the hours and productivity of your day while maintaining your attitude and ability to cope. Regain valuable hours that you lose each day and recapture a sense of accomplishment. Overcome frustration and increasing challenges by learning to analyze and assess time patterns; set priorities and delegate; differentiate between the necessary and the urgent; become results oriented; set deadlines; handle multiple deadlines efficiently and effectively; take advantage of dead time; create time by multi-tasking; develop a plan of action; and eliminate distractions, time-wasters and avoidance behaviors.

Learning objectives:
• Discover time effective techniques to maximize productivity
• Explore and develop new ways to implement time-management techniques
• Become results-oriented by discovering ways to reutilize and invest time more wisely
• Create time through multi-tasking
• Develop a proactive plan of action to eliminate distractions, time-wasters, and avoidance behaviors

5/21, 9:00 AM to 4:00 PM
Tunxis@Bristol, 430 North Main Street, Bristol
Instructor: Anne Peck     Fee: $85.00
Mastering Office Politics
Are you working hard but not smart? Develop the skills to deal confidently and successfully with the maneuvers of office politics. Learn to implement tips and techniques to survive and thrive in spite of the challenges that you encounter. Discover career-building tactics and skills such as: dealing with organizational change, common mistakes to avoid, strategies for winning with the boss and others, understanding others’ motives, differentiating between allies and foes, avoiding becoming a victim, being proactive with game players, hidden rules of negotiating and winning, coping with stress and burnout, career challenges to avoid, developing the art of networking, and managing the inevitable conflicts that will arise.

3/26, 9:00 AM to 4:00 PM
Tunxis@Bristol, 430 North Main Street, Bristol
Instructor: Anne Peck     Fee $85.00

Maximizing Your Memory
Discover ways to get your memory in peak condition. Learn how the memory functions inside the brain and the importance memory plays in everyday life. Develop strategies for improving and maximizing your brainpower. Explore ways to enhance your ability to remember: names and faces, where you put things, words, what you were doing or saying before you were interrupted. Be prepared to give your memory and your mind a workout – in a fun, relaxed environment.

6/1, 9:00 AM to 4:00 PM
Tunxis@Bristol, 430 North Main Street, Bristol
Instructor: Noreen Reilly     Fee: $85.00

Organizing Your Work Area to Maximize Output
Performance is greatly impacted by organization. In today’s rushed work environment, we often don’t take time to organize our work area or our computer files. Consequently, we waste vast amounts of time looking for things that we didn’t put away properly in the first place.

Learning Objectives:
- Understand your workflow
- Develop an organizational system that will support your workload
- Identify opportunities to streamline your processes and save time (and aggravation!)

5/14, 9:00 AM to 4:00 PM
Tunxis@Bristol, 430 North Main Street, Bristol
Instructor: Anne Peck     Fee: $85.00
OSHA 10
This Outreach Training Program meets the criteria outlined by OSHA’s outreach training initiative. It is ideal for all construction workers, including project managers and superintendents. Each student who successfully completes the program will receive a completion card issued by the US Department of Labor.

Learning Objectives:
- Introduction to OSHA
- Electrical Safety
- Fall Protection
- Power Tool Safety
- Stair & Ladder
- Fire Protection
- Safety
- Scaffolding
- HAZCOMM
- Material Handling & Storage
- Ergonomics
- Personal Protective Equipment (PPE)
- Confined Spaces
- Trenching & Excavation

3/22, 9:00 AM to 4:00 PM and 3/23, 9:00 AM to 1:00 PM
Tunxis@Bristol, 430 North Main Street, Bristol
Instructor: Dave Stevens     Fee: $120.00

The Benefits of Flex and Stretch
Our workshop will provide you with practical skills to identify and eliminate risk factors that lead to workplace injury. We will present concepts on how to prevent back strains, alleviate headaches and eyestrains, and reduce the risk of carpal tunnel syndrome and to help you feel better at work. We will teach you good working postures, better workstation setup, and reduce sick time due to injury.

4/19, 9:00 AM to 4:00 PM
Tunxis@Bristol, 430 North Main Street, Bristol
Instructor: Dave Stevens     Fee: $85.00
Thinking on Your Feet
Have you ever been tongue-tied or at a loss for words? Have you wished that you replied differently to something that caught you off-guard? Make even the most challenging situations winning ones. Learn to get what you need and want by mastering powerful persuasive techniques. Expand your sphere of influence and open up channels of communication by getting your ideas heard and implemented. Create win-win interactions by learning the art of: what, when and how to say it; communicating clearly and confidently; gaining compliance and consensus; responding versus reacting; developing the tools of persuasion; creating rapport; recognizing and cancelling objections; and making effective proposals rather than demands.

Learning Objectives:
• Identify, assess, and utilize effective persuasion techniques
• Express ideas with increased confidence and clarity
• Listen and respond more effectively
• Gain compliance and develop consensus solutions
• Create and execute an action plan to get ideas heard and implemented

3/19, 9:00 AM to 4:00 PM
Tunxis@Bristol, 430 North Main Street, Bristol
Instructor: Anne Peck     Fee: $85.00

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.

4/11, 9:00 AM to 4:00 PM
Tunxis@Bristol, 430 North Main Street, Bristol
Instructor: Larry Lindquist     $85.00
Tweaking Your Confidence to Overcome Public Speaking Fears
Confidence can mean the difference between having the edge or falling over it. Whether it’s delivering a razor sharp presentation or delivering a ho-hum, get-it-over-with-quick monologue, confidence can make or break you. Confidence affects performance and productivity. Whether oral presentation or luncheon speech, public speaking can strike sheer terror in the hearts of some but there are proven methods of overpowering the fearful beast within. Participants will learn to gain confidence over what prevents them from becoming effective, dynamic presenters. They will learn it is sometimes a matter of facing the truth about what frightens us, coming to terms with our phobias, and learning tried and true techniques of the trade. Participants will identify and inventory personal and professional assets that strengthen performance to effectively measure confidence levels. Participants will identify areas of past personal success that can be elevated to the next level. Participants will learn which factors negatively affect confidence and develop tools to effectively correspond. Confidence attracts confidence: every time.

3/30, 9:00 AM to 4:00 PM
Tunxis@Bristol, 430 North Main Street, Bristol
Instructor: Lisa Crofton     Fee: $85.00

Winning Grant Writing Skills: The Basics
This workshop is intended for individuals with no or limited grant writing experience. Topics covered will include: grant terminology; the difference between grant writing and fundraising; determinants of project fundability, sources of grant funding; efficient grant research; effective proposal development; cultivating potential grant funders; understanding the difference between goals, objectives, and outcomes; and the basic components of grant proposals. This two-day workshop will culminate with an exercise in which participants construct a grant proposal to be submitted to a private foundation. The workshop is applicable for individuals employed in either the public or private sector.

4/13 & 4/20, 9:00 AM to 4:00 PM
Tunxis@Bristol, 430 North Main Street, Bristol
Instructor: Lisa Marie Bigelow     Fee: $170.00

Winning Grant Writing Skills: Advanced
This workshop is designed for those who have completed an introductory grant writing course or have some working knowledge of the grant writing process. The course will include specific instruction on how to write components of grant proposals, including: letters of intent and inquiry; letters of support; a compelling needs statement; goals, objectives, and outcomes; an evaluation plan; budget and budget narrative. The course will conclude with an individual hands-on grant exercise where writing skills will be put to the test as participants develop a convincing proposal.

5/11 & 5/18, 9:00 AM to 4:00 PM
Tunxis@Bristol, 430 North Main Street, Bristol
Instructor: Rod Waterman     Fee: $170.00
DEVELOPING LEADERSHIP SKILLS

Supervision 101: Survival Skills for First-Time Supervisors
Position yourself for success by developing the skills you need to be a highly effective supervisor. Make a positive career move with this certificate program that is designed to help you achieve the results you want.

- Session 1: Discover What Every Supervisor Should Know
- Session 2: High-Performance Coaching
- Session 3: Supervisors Stand Up and Be Heard!
- Session 4: Become a Problem-Solver
- Session 5: How to Deal with Impossible Clients, Bosses, and Employees

2/16 – 3/15 (5 Thurs.) 6:00 PM – 9:00 PM
Tunxis@Bristol
Instructor: Anne Peck  Fee: $239.00
TECHNOLOGY ADVANCEMENT

Access Reports and Queries
This 1-day course will teach you how to build advanced queries and reports including basic and advanced calculation methods.
Learning Objectives:

- Querying the Database
  - The Select Query
  - Add Criteria to a Query
  - Add a Calculated Field to a Query
  - Perform a Calculation on a Record Grouping

- Producing Reports
  - Create an AutoReport
  - Create a Report by Using the Wizard
  - Examine a Report in Design View
  - Add a Calculated Field to a Report
  - Modify the Format Properties of a Control
  - AutoFormat a Report
  - Adjust the Width of a Report

3/30, 9:00 AM to 4:00 PM
Tunxis@Bristol, 430 North Main Street, Bristol
Instructor: Ian Rankine     Fee: $90.00

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!

5/17, 9:00 AM to 4:00 PM
Tunxis@Bristol, 430 North Main Street, Bristol
Instructor: Jan Gyurko     $90.00
**Excel Formulas & Functions**
This formulas and functions view of Microsoft Excel will prepare you to create and work proficiently with Excel’s mathematical options. We’ll cover formula vs. function, mathematical operators, order of operations, relative and absolute cell references, functions and their arguments, dates in calculations, conditional formulas and statistical functions.

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

**Making the Most of Windows 7**
Windows 7 is filled with new features and enhancements. Find out how to use Gadgets, Snap, Peek, Shake and Flip! Plus, learn to customize Windows 7 to work for you! Put the items you use every day on your Task Bar or in your Start Menu. Create a Library for a project you’re working on or add items to Favorites to make access faster. Also, get a better understanding of files and where they go. Learn renaming, moving, organizing and finding files in the Documents folder as well as copying files to and from outside sources such as a server or flash drive. This course is a must to make your office work easier and less complex.

3/22, 9:00 AM to 4:00 PM
Tunxis@Bristol, 430 North Main Street, Bristol
Instructor: Jan Gyurko $90.00

**Master Shortcuts for Speed Computing**
Shortcuts can replace excessive mouse use and time and frustration spent hunting for programs and files. Shortcuts can save hours and make work time less stressful. Plus, setting up your computer to work for you can save even more time. For example, if you can click once on an icon on your Taskbar to take you directly to a network file rather than going to Start, then Computer, then Network Drive, then folder, then sub-folder and more sub-folders, etc., you are saving even more time! Shortcuts also work within programs such as Word, Excel, PowerPoint and others. In fact, all programs have their built-in shortcuts designed to save time and frustration! Where is that command anyway? Find out in this class.

3/23, 9:00 AM to 4:00 PM
Tunxis@Bristol, 430 North Main Street, Bristol
Instructor: Jan Gyurko Fee: $90.00
SMART Board Training for Teachers – SMART Board 201
Earn 1.2 Technology CEUs
Create interactive lessons your students will love to remember. Learn to use the SMART Board and all of its tools to challenge your students in math, literacy skills, and other necessary areas for success. Engage your students as you enhance your instruction and learning. You will develop a minimum of two complete lessons from a teacher who is a certified SMART Board instructor.

2/28 – 3/20 (Tues.) 4:30 PM – 8:00 PM
Tunxis@Bristol, 430 North Main Street, Bristol
Instructor: Sue Weber    Fee: 145.00

SMART Board for Novices
Are you interested in improving your presentation skills by using that ‘magical white board’ attached to the wall? Our workshop will provide you with those basic skills to use a SMART Board. We take the mystery away from this presentation/training/communication tool. Improve your performance using today’s technology.

4/16. 9:00 AM to 4:00 PM
Tunxis@Bristol, 430 North Main Street, Bristol
Instructor: Sue Weber    Fee: 90.00

The Art of Making Effective PowerPoint Presentation
This class is for those who want to learn techniques to free audiences from the boredom and fatigue known as “Death by PowerPoint”! Creating a winning presentation doesn’t need to be a time consuming task. Learn to design effective slides that energize presentations and engage audiences with simple techniques like the rule of three, letting audio, video, and animation do the talking, transforming backgrounds with the click of a button, and controlling animation by touching the screen.

3/21, 9:00 AM to 4:00 PM
Tunxis@Bristol, 430 North Main Street, Bristol
Instructor: Laura Higgins    Fee: $90.00
DIRECTIONS TO TUNXIS

Main Campus: Tunxis@Bristol:
271 Scott Swamp Road 430 North Main Street
Farmington, CT 06032 Bristol, CT 06010
(860) 255-3500 (860) 314-4700

www.tunxis.commnet.edu

Courses will be held at Tunxis@Bristol.

Tunxis@Bristol in Bristol, Connecticut

From Hartford:
Take 84 West to Exit 38, Bristol / Rt. 6. Follow Rt. 6 approximately 11 miles to
the intersection of Rt. 6 and North Main St. Take a left onto North Main and
then a left into North Side Plaza. Tunxis@Bristol is located next to Super
Natural.

From Middletown, Rocky Hill, Newington and Points East:
Take Rt. 9 North, and follow signs to RT 72. Continue on Rt. 72 and take Exit 1,
Rt. 177. Turn right at light onto Rt. 177. Go 2 miles (passing by Tunxis
Community College) to the intersection Of Rt. 177 and Rt. 6. Take a left onto Rt.
6 and follow approximately 4.5 miles. At the intersection of Rt. 6 and North Main
Street, take a left onto North Main and then a left into North Side Plaza.
Tunxis@Bristol is located next to Super Natural.

From Waterbury:
Take 84 East to Rt. 72. Take Exit 1 onto Rt. 177 / North Washington St. and then follow
the underlined directions above.

If you need further assistance, call 860.314.4700.

College Closing Procedures
In the event of inclement weather, please listen to any of the following radio
stations for cancellations: WRCH, WTIC, WPOP, WDRC, WHCN, WWYZ, or call
the college weather line at 860 255-3501.