# Table of Contents

## ESSENTIAL BUSINESS SKILLS

<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>35 Bare Essentials and Golden Tools of Business Writing</td>
<td>3</td>
</tr>
<tr>
<td>Bringing More Positivity into the Workplace</td>
<td>3</td>
</tr>
<tr>
<td>Collaborative Negotiation</td>
<td>4</td>
</tr>
<tr>
<td>Conveying Excellence in the Workplace through ‘Intra’preneurial Skills</td>
<td>4</td>
</tr>
<tr>
<td>Dealing Positively With Anger and Frustration</td>
<td>4</td>
</tr>
<tr>
<td>Developing Peak Personal Confidence</td>
<td>5</td>
</tr>
<tr>
<td>Government Accounting – Part II</td>
<td>5</td>
</tr>
<tr>
<td>Grammar Tips and Tricks</td>
<td>5</td>
</tr>
<tr>
<td>Winning Grant Writing Skills: The Basics</td>
<td>6</td>
</tr>
<tr>
<td>Grant Writing II – Beyond the Basics</td>
<td>6</td>
</tr>
<tr>
<td>How Your Leadership Style Impacts Everyday Productivity and Performance</td>
<td>6</td>
</tr>
<tr>
<td>Interpersonal Communication</td>
<td>7</td>
</tr>
<tr>
<td>Key Communication Skills in the Workplace</td>
<td>7</td>
</tr>
<tr>
<td>Managing Disagreement, Conflict and Confrontation</td>
<td>8</td>
</tr>
<tr>
<td>Managing Multiple Priorities</td>
<td>8</td>
</tr>
<tr>
<td>Mastering Office Politics</td>
<td>9</td>
</tr>
<tr>
<td>Maximizing Your Memory</td>
<td>9</td>
</tr>
<tr>
<td>Organizing Your Work Area to Maximize Output</td>
<td>9</td>
</tr>
<tr>
<td>Staying Cool Under Pressure</td>
<td>10</td>
</tr>
<tr>
<td>Thinking on Your Feet</td>
<td>10</td>
</tr>
<tr>
<td>Time Out: Powerful Time Management</td>
<td>11</td>
</tr>
<tr>
<td>Today’s Customer Service Essentials</td>
<td>11</td>
</tr>
</tbody>
</table>

## TECHNOLOGY ADVANCEMENT

<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Beyond the Basics of Word</td>
<td>12</td>
</tr>
<tr>
<td>Beyond the Basics of Word – Part 2</td>
<td>12</td>
</tr>
<tr>
<td>Excel – Beyond the Basics</td>
<td>12</td>
</tr>
<tr>
<td>Excel Formulas and Functions</td>
<td>13</td>
</tr>
<tr>
<td>Making the Most of Windows 7</td>
<td>13</td>
</tr>
<tr>
<td>Master Shortcuts for Speed Computing</td>
<td>13</td>
</tr>
</tbody>
</table>
Mobile Devices for the Workplace: Focus on iPad, iPhone and More.................................14
SMART Board Training for Teachers – SMART Board 201.............................................14
The Art of Making Effective PowerPoint Presentations..................................................14
ESSENTIAL BUSINESS SKILLS

35 Bare Essentials and Golden Tools of 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.

3/28 9:00 AM to 4:00 PM
Tunxis@Bristol, 430 North Main Bristol
Instructor: Chris Amorosino $85.00

Bringing More Positivity into the Workplace
Participants will be given the opportunity to imagine the work life they want and then given tools to begin to manifest those dreams. The Law of Attraction is at work all the time. Like gravity, you cannot do it wrong and it doesn’t turn off and on. It is not subject to fate or fancy. What you have now in your life is on some level what you are attracting – the good, the bad, the abundance and the lack of it.

Students will learn about the deep-seated collection of beliefs exerting a powerful magnetic force in your life-perhaps exerting a force contrary to what you really want to manifest.

We will learn to hone in on all of those thoughts in order to co-create your work life the way you want it to be.

4/23, 9:00 AM to 4:00 PM
Tunxis@Bristol, 430 North Main Street, Bristol
Instructor: Barbara Pinti Fee: $85.00
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.

3/26 & 3/27, 9:00 AM to 4:00 PM
Tunxis@Bristol, 430 North Main Street, Bristol
Instructor: Larry Lindquist      Fee: $225.00

Conveying Excellence in the Workplace through ‘Intra’preneurial Skills
Entrepreneurs aren’t the only ones who exhibit drive, discipline, initiative and ingenuity; those in the workplace whose intent it is to make a difference, leave a legacy, or stand out among the crowd do so as well. They are the workplace ‘intrapreneurs’. Learn what it takes to develop the skills that get you noticed, get the job done more efficiently, build trust with superiors allowing for greater job autonomy, offer greater chances of promotion and fulfillment. Innovation and initiative are the cornerstones of intrapreneurship but you can’t have these without leadership, confidence, and presentation skills. This workshop assists you in developing and/or improving all three first by identifying and pinpointing areas for improvement and by working on specific solutions.

4/12, 9:00 AM to 4:00 PM
Tunxis@Bristol, 430 North Main Street, Bristol
Instructor: Lisa Crofton             Fee: $85.00

Dealing Positively With Anger and 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.

3/15, 9:00 AM to 4:00 PM
Tunxis@Bristol, 430 North Main Street, Bristol
Instructor: Anne Peck      Fee: $85.00
Developing Peak Personal Confidence
Confidence can mean the difference between having the edge or falling over it. Whether it’s a razor sharp presentation or gaining the trust of your team, confidence is a necessary tool. If you feel your confidence could use some sharpening this is the workshop for you.

Learning Objectives:
- learn how confidence affects performance and productivity
- identify and inventory personal and professional assets that strengthen performance
- identify areas of past personal success that can be elevated to the next level
- learn which factors negatively affect confidence and
- develop tools to effectively correspond – learn how confidence attracts confidence

4/5, 9:00 AM to 4:00 PM
Tunxis@Bristol, 430 North Main Bristol
Instructor: Lisa Crofton $85.00

Government Accounting – Part II
This five-week class is a continuation of Governmental Accounting – Part I. In this class, students will learn about accounting for proprietary funds, fiduciary funds, fixed assets and long-term debt. Students will continue learning about preparing the government-wide financial statements (Comprehensive annual financial Report) in accordance with GASB 34. The last two classes may focus on accounting for not-for-profit organizations and governmental auditing.

Required text: Essentials of Accounting for Governmental and Not-for Profit Organizations, 11th edition, which was used by students who attended Part 1.

Prerequisite: Government Accounting – Part I
4/24, 9:00 AM to 12:00 PM; 5/1, 9:00 AM to 12:00 PM; 5/8, 9:00 AM to 12:00 PM;
5/15, 9:00 AM to 12:00 PM; 5/22, 9:00 AM to 12:00 PM
Tunxis@Bristol, 430 North Main Bristol
Instructor: Harold Colvocoresses $200.00

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.

3/15, 9:00 AM to 4:00 PM
Tunxis@Bristol, 430 North Main Street, Bristol
Instructor: Kirsten Ahern 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 one-day workshop will include exercises where attendees construct aspects of a grant proposal. The workshop is applicable for individuals employed in either the public or private sector.

4/5, 9:00 AM to 4:00 PM
Tunxis@Bristol, 430 North Main Street, Bristol
Instructor: Wendi Fralick  Fee: $85.00

Grant Writing II: Beyond the Basics
This course will include how to be clear and concise, strategies for making your project/program enticing to funders, elements of a complete budget, and identification of strength-based grant applications vs. weak applications. Following this course, attendees should have the tools to write a clear, concise and convincing grant application. Prerequisite: Winning Grant Writing Skills – The Basics

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

How Your Leadership Style Impacts Everyday Performance
Who you are as a leader determines how your team works in terms of productivity, style and process. The bottom line always comes back to you. Understanding your personal leadership style is key. Once your style is identified, only then can you strengthen areas of weakness, build upon unified strengths, and begin to understand how your style interacts with your team. In this workshop you will learn to:

- identify specific personal limitations that hinder individual and team productivity
- better understand personal work style for maximum results
- how to organize both time and priorities
- learn to listen with intent, non-bias and coach your team to success
- plant the seeds of your vision and empower your team to self-strategize
- sell your vision, create buy-in, and build trust within your team
- share successes with your team to create unilateral focus and learning to plan forward
- empower, build confidence, and earn respect by letting go, allowing failure and encouraging risk

4/26, 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 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.

3/19 & 3/20, 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 necessary for peak collaborative performance. This includes the ability to interact with others, understand them and interpret their behaviors. Interpersonal Intelligence improves our ability to comprehend, analyze and react to a situation and assists us in facilitating a communication so that conflicts and debates are reduced, interactions become easy, people seem approachable, hassles are minimized 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 productivity, job satisfaction and team cohesiveness among members.

3/22, 9:00 AM to 4:00 PM  
Tunxis@Bristol, 430 North Main Street, Bristol  
Instructor: Lisa Crofton     Fee: $85.00
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.

3/21, 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.

4/1, 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 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.

6/3, 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.

4/4, 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!)

4/22, 9:00 AM to 4:00 PM  
Tunxis@Bristol, 430 North Main Street, Bristol  
Instructor: Anne Peck     Fee: $85.00
Staying Cool Under Pressure
This is an experiential workshop that will enable participants to learn a variety of stress reducing techniques that they can bring into work with them. They will learn several breathing techniques, visualization, affirmations, minute meditation, body scanning and other ways to stay cool and keep their anxiety at bay under the pressure of too much work and not enough time.

4/9, 9:00 AM to 4:00 PM
Tunxis@Bristol, 430 North Main Street, Bristol
Instructor: Barbara Pinti        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

6/10, 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.

3/22, 9:00 AM to 4:00 PM
Tunxis@Bristol, 430 North Main Street, Bristol
Instructor: Larry Lindquist     Fee: $85.00

Today’s Customer Service Essentials
What external factors make today’s customer service so critical and challenging? Some say customers are more demanding. Others argue that technology tools have changed the service landscape. Experts believe internal factors are as important. Do you have customer standards and are they connected to your service goals? This workshop will help improve the service experience for the customer and for you. It covers the latest findings about customer service essentials: body language, attitude, image, tone of voice, phones and emails, listening, dealing with difficult people, persuasion, stress management, and teamwork. There’s enough information for frontline staff and supervisors. You’ll make a personal action plan and identify ways to improve customer service at the office.

4/24, 9:00 AM to 4:00 PM
Tunxis@Bristol, 430 North Main Street, Bristol
Instructor: Waldemar Kostrzewa     Fee: $85.00
**TECHNOLOGY ADVANCEMENT**

**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!

4/2, 9:00 AM to 4:00 PM  
Tunxis@Bristol, 430 North Main Street, Bristol  
Instructor: Jan Gyurko  $90.00

**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. Prerequisite: Beyond the Basics of Word.

4/11, 9:00 AM to 4:00 PM  
Tunxis@Bristol, 430 North Main Street, Bristol  
Instructor: Jan Gyurko  $90.00

**Excel – Beyond the Basics**
Make your work-life easier with this all new intermediate level MS Excel course. Learn to use Excel’s database features, subtotals and record macros to automate repeated tasks. Understand how to create, modify and manipulate charts. Convert Text to Columns and TRIM leading spaces. Explore templates, protecting your worksheets and troubleshooting error messages. Collaborate with others by sharing workbooks, tracking changes, comparing and merging worksheets and Pivot Tables and Charts. Prequisite: Basic knowledge of Excel.

4/25, 9:00 AM to 4:00 PM  
Tunxis@Bristol, 430 North Main Street, Bristol  
Instructor: Jan Gyurko  $90.00
**Excel Formulas and 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.

4/23 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.

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

4/30, 9:00 AM to 4:00 PM
Tunxis@Bristol, 430 North Main Street, Bristol
Instructor: Jan Gyurko    Fee: $90.00
Mobile Devices for the Workplace: Focus on iPad, iPhone and More
Let’s start with the basics of setting up your device to work at its best and get those Apps behaving! Next, we’ll move on to communication and collaboration so we can stay in touch on all those projects we’re working on. Finally, we’ll review some of those wonderful Apps that can make work easier and more productive. Please bring a mobile device to class.

5/31, 9:00 AM to 4:00 PM
Farmington Campus, room TBA
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.

2/26 – 3/19 (Tues.) 4:30 PM – 8:00 PM
Tunxis@Bristol, 430 North Main Street, Bristol
Instructor: Sue Weber    Fee: 145.00

The Art of Making Effective PowerPoint Presentations
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.

3/19, 9:00 AM to 4:00 PM
Tunxis@Bristol, 430 North Main Street, Bristol
Instructor: Laura Higgins    Fee: $90.00