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Applying the Four Agreements to the Workplace Setting…ancient wisdom for today
As seen on Oprah and written by Don Miguel Ruiz, The Four Agreements, uses an ancient Toltec wisdom to apply simple agreement in one’s life. 1. Be impeccable with your word. 2. Don’t take anything personally. 3. Don’t make assumptions. 4. Always do your best. These agreements while on the surface seem simple, once practiced and applied change lives and behaviors that affect us personally and by extension professionally. By overcoming limiting beliefs, improving the way you use your language, improving relationship skills, understanding others, decreasing misunderstandings and disagreements, increasing clarity and always doing your best, you improve both your personal and professional lives!

3/17, 9:00 AM to 4:00 PM
Tunxis@Bristol, 430 North Main Street, Bristol
Instructor: Lisa Crofton        Fee: $90.00

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.

4/25, 9:00 AM to 4:00 PM
Tunxis@Bristol, 430 North Main Street, Bristol
Instructor: Barbara Pinti       Fee: $90.00
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 counter-measures. 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.

3/24 & 3/25, 9:00 AM to 4:00 PM
Tunxis@Bristol, 430 North Main Street, Bristol
Instructor: Larry Lindquist      Fee: $235.00

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.

4/21, 9:00 AM to 4:00 PM
Tunxis@Bristol, 430 North Main Street, Bristol
Instructor: Lisa Crofton             Fee: $90.00

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.

5/5, 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.

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

5/12 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.

4/4, 9:00 AM to 4:00 PM
Tunxis@Bristol, 430 North Main Street, Bristol
Instructor: Kirsten Ahern  Fee: $90.00
How Your Leadership Style Impacts Everyday Productivity and 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, 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

3/24, 9:00 AM to 4:00 PM
Tunxis@Bristol, 430 North Main Street, Bristol
Instructor: Lisa Crofton     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.

3/20 & 3/21, 9:00 AM to 4:00 PM
Tunxis@Bristol, 430 North Main Street, Bristol
Instructor: Larry Lindquist     Fee: $210.00
Learning to De-stress and Detach in Challenging Environments

Today’s work environment poses challenging stressors; economic stressors combined with budgetary constraints have placed unique emotional and physical strains on today’s employee. Combine that with personal challenges and most individuals today feel like they can barely lift their heads above water. This class addresses those challenges by offering new perspectives and teaching unique stress reduction methods meant to help individuals deal with everyday issues and beyond. Suggestions and Exercises for Mind, Body and Spirit for stress reduction will be addressed.

5/19, 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.

3/19, 9:00 AM to 4:00 PM
Tunxis@Bristol, 430 North Main Street, Bristol
Instructor: Larry Lindquist     Fee: $90.00
Mastering Personal Development for Maximum Professional Efficiency
Strengthening Interpersonal skills, Improving Communication, Mastering Self-Control, Becoming Self-Aware and Learning to use Acute Listening Skills are all part of mastering personal development and securing your place in workplace excellence. Mastering these skills takes knowledge and practice.

They also lead to improved leadership abilities, collaborative skills, conflict resolution abilities, and overall balance in your personal and professional lives. This course will give you an understanding of each component of personal development in these areas and help you identify your strengths and weaknesses.

4/14, 9:00 AM to 4:00 PM
Tunxis@Bristol, 430 North Main Street, Bristol
Instructor: Lisa Crofton Fee: $90.00

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:
  o Facebook
  o Twitter
  o Youtube
  o 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

4/7, 9:00 AM to 4:00 PM
Tunxis@Bristol, 430 North Main Street, Bristol
Instructor: Tatiana Machado Fee: $90.00
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.

3/25, 9:00 AM to 4:00 PM
Tunxis@Bristol, 430 North Main Street, Bristol
Instructor: Barbara Pinti    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 previous 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.

5/7, 9:00 AM to 4:00 PM
Tunxis@Bristol, 430 North Main Street, Bristol
Instructor: Anne Peck    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.

3/18, 9:00 AM to 4:00 PM
Tunxis@Bristol, 430 North Main Street, Bristol
Instructor: Larry Lindquist  Fee: $90.00

Workplace Bullying
The effects of bullying in the workplace are getting increased attention. Mental stress and physical ailments often become serious problems for victims of workplace bullying. Targets lose days at work and agencies lose the full services of competent workers who suffer low self-esteem, loss of sleep, and worse. Schoolyard bullying is more familiar to us, but how do we define workplace bullying? Is it recognized easily? What laws apply? This workshop answers these questions. It also covers the bully-target relationship, how to deal with the bully, and developing a personal or professional action plan. The workshop is useful for staff and supervisors who want to understand, prevent, or otherwise address bullying in the workplace.

5/14, 9:00 AM to 4:00 PM
Tunxis@Bristol, 430 North Main Street, Bristol
Instructor: Waldemar Kostrzewa  Fee: $90.00
Writing Winning Grants: 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.

3/26, 9:00 AM to 4:00 PM
Tunxis@Bristol, 430 North Main Street, Bristol
Instructor: Amy Blackwood    Fee: $90.00
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!

4/8, 9:00 AM to 4:00 PM
Tunxis@Bristol, 430 North Main Street, Bristol
Instructor: Jan Gyurko     $95.00

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.

5/6 9:00 AM to 4:00 PM
Tunxis@Bristol, 430 North Main Street, Bristol
Instructor: Jan Gyurko     Fee: $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!

6/10 9:00 AM to 4:00 PM
Tunxis@Bristol, 430 North Main Street, Bristol
Instructor: Jan Gyurko     Fee: $95.00
Keys to Creating the Ultimate PowerPoint Presentation Deck
A combination of theory and tools, this class begins with the best way to outline a presentation, tips for creating amazing cover pages, powerful ways to open and close a presentation, many handy point and click techniques and shortcuts, and how to use a few free apps to create that standout presentation.

4/29 9:00 AM to 4:00 PM
Tunxis@Bristol, 430 North Main Street, Bristol
Instructor: Laura Higgins  Fee: $95.00

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.

6/17, 9:00 AM to 4:00 PM
Tunxis@Bristol, 430 North Main Street, Bristol
Instructor: Jan Gyurko  $95.00