Tunxis@Bristol

Spring 2020

In-Service/Professional Development Training

Skills for your job – Skills for YOU!

To Register for a class, call 860-314-4700. All information can be taken over the phone.

Tunxis@Bristol, 430 North Main street, Bristol, CT
10 Ways to Bring Humanity Back to the Workplace

Structure, policy and fear-based beliefs can sometimes make us feel like we are one person during the work day and another when we leave the office. It doesn’t have to be that way. This can leave us feeling stressed, disappointed in ourselves and others and disillusioned. It is within our control to create kinder, gentler more humane work environments so we can maintain our humanity all day through. With a little focus in the direction of mindfulness and shared intentions we can work together to bring about positive change and productive work centers. This workshop will guide students through the Ten Most Productive Ways to Bring Humanity Back to the Workplace.

Date(s) Time 03/09/20, 9:00 AM to 4:00 PM
College, Campus & Room: TX, Tunxis@Bristol, CR1
Instructor: Lisa Crofton Fee: $90

Past, Present and Future: Kicking Your Career and Life into Overdrive

This humorous, hard-hitting, motivational and content-rich workshop will provide you with the boost, methods and tools you need to maximize your potential, turn your plans into realities, and create the life and career you want to have. If you want to be happier, more successful, and more fulfilled personally and professionally, it’s up to you to take charge of your life and your career. This interactive program will show you the way to live and work with purpose and passion. Come prepared to take a close, hard look at who you really are and get ready to let go of the past, be present in the present, and face the future with enthusiasm.

Date(s) Time 03/10/20, 9:00 AM to 4:00 PM
College, Campus & Room: TX, Tunxis@Bristol, CR1
Instructor: Edward Hendricks Fee: $90

To Register for a class, call 860-314-4700. All information can be taken over the phone. Tunxis@Bristol, 430 North Main street, Bristol, CT
Gifted Management-Creating Buy-In

Fostering productive teamwork in any organization creates a work culture that values collaboration. In a team-based environment, people understand and believe that thinking, planning, decisions and actions are better when done cooperatively. Smart managers understand the players on their team and create strategic management structures that produce positive results. Learn how to analyze your staff in order to determine where you need to focus your energies in reaching your goals. This workshop will share the secrets to understanding behaviors, personalities and personal agendas that affect team structure and personal production.

Date(s) Time 03/11/20, 9:00 AM to 4:00 PM
College, Campus & Room: TX, Tunxis@Bristol, CR1
Instructor: Lisa Crofton Fee: $90

How Can I Control Stress in My Life?

This experiential workshop 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. Learning Objective: Students will learn techniques to help them manage stress both at work and at home.

Date(s) Time 03/17/20, 9:00 AM to 4:00 PM
College, Campus & Room: TX, Tunxis@Bristol, CR1
Instructor: Barbara Pinti Fee: $90

To Register for a class, call 860-314-4700. All information can be taken over the phone.
Tunxis@Bristol, 430 North Main street, Bristol, CT
Government Accounting Part I

Government Accounting Part I in this five-week course students are introduced to accounting for governmental funds. Part I will cover budgetary accounting which is required for the General fund and special revenue funds. This course will also cover accounting for other funds such as special revenue, capital projects, and debt services. Students will learn about basic accounting functions such as recording revenues, expenditures, budgets, and encumbrances. Students are also introduced to external financial reporting through the Comprehensive Annual financial Report (CAFR). Students will be reviewing a recent State of Connecticut CAFR. This course is suitable for accounting, auditing, and financial professionals in State and Municipal Government.

Required text: Will be provided

Prerequisite: Accounting I or equivalent. This should not be your first accounting course.  CEUs: 1.5

Date(s) Time 03/18/20, 9:00 AM to 12:00 PM | 03/25/20, 9:00 AM to 12:00 PM | 04/01/20, 9:00 AM to 12:00 PM | 04/08/20, 9:00 AM to 12:00 PM | 04/15/20, 9:00 AM to 12:00 PM

College, Campus & Room: TX, Tunxis@Bristol, Lab

Instructor: Gary Kriscenski  Fee: $315
**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. At the conclusion of this program you will be able to: 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.

Date(s) Time 03/24/20, 9:00 AM to 4:00 PM

College, Campus & Room: TX, Tunxis@Bristol, CR1

Instructor: Larry Lindquist Fee: $90

**Managing Disagreements, Conflicts & 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.

Date(s) Time 03/25/20, 9:00 AM to 4:00 PM

College, Campus & Room: TX, Tunxis@Bristol, CR1

Instructor: Larry Lindquist Fee: $90

To Register for a class, call 860-314-4700. All information can be taken over the phone. Tunxis@Bristol, 430 North Main street, Bristol, CT
Interpersonal Communications

Our 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 styles, strengths, and weaknesses. You will also learn how your style contributes to or detracts from achieving business goals and personal goals. You will improve performance. Learn to identify the style of others so as to build positive working relationships. These skills when implemented will make you and your fellow workers a team.

Date(s) Time 03/26/20, 9:00 AM to 4:00 PM | 03/27/20, 9:00 AM to 4:00 PM
College, Campus & Room: TX, Tunxis@Bristol, CR 2
Instructor: Larry Lindquist Fee: $180

A Lost Art - Communication Skills for Today, A NEW APPROACH

Communication in the workplace is essential for the productivity of the Team along with the growth of the individuals. The stress and tensions of today's world has challenged people to expand their opportunity. Verbal, written, electronic, and interpersonal communications can develop either a negative or a positive image, which is heard and seen by others. Learn how to keep your communications in a positive direction and how to redirect communications to a more positive opportunity. This course goes beyond the basic communication skills and gets right to the essence of communication, exploring the human side of connecting and responding. You can be in control.

Date(s) Time 03/26/20, 9:00 AM to 4:00 PM
College, Campus & Room: TX, Tunxis@Bristol, CR1
Instructor: Frances Trelease Fee: $90

To Register for a class, call 860-314-4700. All information can be taken over the phone. Tunxis@Bristol, 430 North Main street, Bristol, CT
Effective Leadership Skills for Women

This session is designed to help women assess their current leadership skills and improve those that they see as needing the most improvement. It stresses confidence, power and the natural skills that women bring to leadership. The session also helps women become more successful dealing with conflicts, interactions that make them feel powerless and with difficult people. Techniques for ways to manage conflicting priorities are also discussed. Learning Objective: At the end of this session participants will be able to: Gain respect through the effective use of power; become authoritative, self-possessed and in control; become more assertive in your use of decision-making and problem solving; discuss the benefits and skills that women bring to leadership; practice effective techniques for dealing with difficult people and conflicts; become better at managing conflicting priorities; use practice activities to make yourself more powerful.

Date(s) Time 03/31/20, 9:00 AM to 4:00 PM
College, Campus & Room: TX, Tunxis@Bristol, CR 2
Instructor: Amy Blackwood Fee: $90

Communicating in Times of Stress: written, oral and interpersonal

It can be difficult to communicate effectively during the best of times and under optimal conditions. Communicating during stressful times in a busy workplace can seem like an impossible dream. However, being able to communicate well will allow you to manage stressful situations better and help others deal with it, too. Getting your message across in a way that is clear and coherent is a critical skill in your professional and personal life. This practical, interactive workshop will help you become a better communicator by exploring tips and techniques that will enhance your written, oral, non-verbal, and interpersonal communications skills. The program will also address the Three C’s of Dealing with Difficult People -- Communication, Collaboration and Conflict Resolution.

Date(s) Time 04/07/20, 9:00 AM to 4:00 PM
College, Campus & Room: TX, Tunxis@Bristol, CR1
Instructor: Edward Hendricks Fee: $90

To Register for a class, call 860-314-4700. All information can be taken over the phone.
Tunxis@Bristol, 430 North Main street, Bristol, CT
Leading with Emotional Intelligence

Most managers are faced with the challenges and demands of a job that requires multi-tasking within an accelerated pace of change. Despite this workplace reality and its related challenges, leaders at all levels need to ensure a consistently high level of employee engagement. This class focuses on strategies to keep your team engaged during times of change. Fundamentals of leadership, interpersonal and intercultural communication skills, conflict management, and managing organizational change will be discussed.

Date(s) Time 04/07/20, 9:00 AM to 4:00 PM
College, Campus & Room: TX, Tunxis@Bristol, CR 2
Instructor: Amy Blackwood Fee: $90
Notes: Class Location, 430 North Main St., Bristol, CT 06010 phone 860-314-4700

Bringing More Positivity to Your Workplace

As a student you will be given the opportunity to imagine the work life you want and be given the tools to manifest the dream. The Law of Attraction is at work all the time. Like gravity you cannot do it wrong and it cannot be turned on or off. It is not fate or fancy. What you do have now in your life is on some level what you are attracting - good bad. The abundance or lack of it. You will learn about deep seated collection of beliefs exerting a powerful magnetic force in your life - perhaps exerting a force contrary to what you really desire. There are a number of common ways people sabotage their work environment. We will discuss them and you will be given alternative ways to operate. You will learn to hone in on all negative thoughts holding you back and help you to co-create your life in the most beneficial way for you.

Date(s) Time 04/14/20, 9:00 AM to 4:00 PM
College, Campus & Room: TX, Tunxis@Bristol, CR1
Instructor: Barbara Pinti Fee: $90

To Register for a class, call 860-314-4700. All information can be taken over the phone. Tunxis@Bristol, 430 North Main street, Bristol, CT
Introduction to the Four Agreements

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! Learning Objective: To create a new understanding/perspective about what we can/cannot control in life and learning to reduce mind chaos, stress, fear and worry.

Date(s) Time 04/15/20, 9:00 AM to 4:00 PM

College, Campus & Room: TX, Tunxis@Bristol, CR1

Instructor: Lisa Crofton Fee: $90

Leading Today's Multi-Generational Workforce

How can you inspire your staff? How do you lead a multi-generational workforce? What keys are necessary to motivate people who wear ear buds? Our workshop will address these questions and more such as: examining the leadership opportunities Gen X creates, understanding what leadership style works best and effectively with each group, how do YOU manage people from generations older, or younger than you are, what are the long and short-term goals of each generation? Our focus is to improve job satisfaction, employee engagement, staff collaboration and creativity, and embracing our generation differences and diversity.

Date(s) Time 04/15/20, 9:00 AM to 4:00 PM

College, Campus & Room: TX, Tunxis@Bristol, CR 2

Instructor: Waldemar Kostrzewa Fee: $90

To Register for a class, call 860-314-4700. All information can be taken over the phone. Tunxis@Bristol, 430 North Main street, Bristol, CT
Grant Writing - the First Steps - A NEW modern approach

A NEW modern approach Learn the basics of successful grant writing as well as how to interpret requests for proposals (RFPs) and writing to meet those specific requested proposal criteria as found in pointed grants. The narrow scope of writing effectively will be presented. Samples of successful grants will be reviewed. The workshop focuses on the basic parts of a proposal, dos and don'ts, and follow-up procedures. Proper grammar and appropriate up-to-date terms and concepts will be reviewed. Critical essentials for every grant will be discussed, analyzed, while developing a Grant Writing Attack Strategy. Where is all this 'free' information on the internet will be shown and discussed.

Date(s) Time 04/17/20, 9:00 AM to 4:00 PM
College, Campus & Room: TX, Tunxis@Bristol, CR 2
Instructor: Amy BlackwoodFee: $90

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.

Date(s) Time 04/20/20, 9:00 AM to 4:00 PM
College, Campus & Room: TX, Tunxis@Bristol, CR1
Instructor: Lisa CroftonFee: $90
Harness the Power of Public Relations & Mass Media to Raise Awareness of YOUR Mission

It’s critical to any organization’s success to raise public awareness and maintain community goodwill. Media channels can enable that success, but it’s important to manage them properly to best achieve your organization’s goals. Attend this training to discover which forms of media might be best suited for your message. Learn how to create a newsworthy ‘hook,’ and how to approach the media with a publicity request. In this workshop you will learn: 1) How to pitch a news story or feature to an Editor 2) What is considered ‘newsworthy’ to the media 3) Which types of channels (i.e. Radio, broadcast, print, social media) might be best for your organization.

Date(s) Time 04/21/20, 9:00 AM to 4:00 PM
College, Campus & Room: TX, Tunxis@Bristol, CR1
Instructor: Frances Trelease Fee: $90

The Art of iPhoneography - Better Pictures with your iPhone

This workshop will teach you how to take better photos with your iPhone and/or iPad. You will learn tips on photo composition and how to gain control over your shutter speed, aperture, and ISO settings. You will also discover how to get the best photos of people and objects using natural light. Then you will be introduced to the free editing app Snapseed. Learn tools to fine-tune your photos, including ways to adjust contrast, white balance, details, and sharpness, etc.

Prerequisite: You are required to have an iPhone 6/6S or later &/or iPad with the option to purchase photo apps for a few dollars (average $2-$4) for your devices. Bring your iPhone &/or iPad (batteries charged and remember your id/passwords for downloading apps).

Date(s) Time 04/22/20, 9:00 AM to 4:00 PM
College, Campus & Room: TX, Tunxis@Bristol, CR1
Instructor: Andrea Mars Fee: $90

To Register for a class, call 860-314-4700. All information can be taken over the phone. Tunxis@Bristol, 430 North Main street, Bristol, CT
Effective Leadership Skills for Women - Part 2

Part two to the very well attended Leadership for Women session, this session delves deeper into leadership theory, creating action plans for your career, dealing with conflicting priorities, discussions on political activism and how to get ahead in the workplace.

Prerequisite: Effective Leadership Skills for Women is Recommended  CEUs: 0.6

Date(s) Time 04/28/20, 9:00 AM to 4:00 PM
College, Campus & Room: TX, Tunxis@Bristol, CR 2
Instructor: Amy Blackwood  Fee: $90

High Impact Meetings

What makes a great meeting? What makes a terrible one? This program will provide participants with an understanding of how effective meetings can bring people together to solve problems, share ideas, or focus efforts on a common goal. Participants will also learn about a number of common pitfalls can result in unproductive meetings. The purpose of this program is to help participants learn the skills to prepare and lead well-managed meetings that achieve what they set out to do, respect the value of time, and improve both productivity and morale.

Date(s) Time 05/04/20, 9:00 AM to 4:00 PM
College, Campus & Room: TX, Tunxis@Bristol, CR1
Instructor: Waldemar Kostrzewa  Fee: $90

To Register for a class, call 860-314-4700. All information can be taken over the phone.
Tunxis@Bristol, 430 North Main street, Bristol, CT
When Worlds Collide: navigating your responsibilities both at home and in the workplace

One out of four Millenial’s and millions of other Americans do the incredibly important but undervalued work of caring for aging parents, grandparents, spouses, siblings, and loved ones with chronic illnesses or disabilities. If you are among them, you are acutely aware of the physical, mental, and emotional stress placed on you as the caregiver, and the potential negative impact this can have on your workplace performance as well. This hands-on, experiential and participatory workshop will guide the participants through a variety of stress reduction and communications techniques to help them deal with the stress of expectations at home, demands of the workplace, and obtaining the help and understanding they need from other family members and from their supervisors and managers at work.

Date(s) Time 05/05/19, 9:00 AM to 4:00 PM
College, Campus & Room: TX, Tunxis@Bristol, CR1
Instructor: Edward Hendricks Fee: $90

Four Agreements in the Workplace –“The Fifth Agreement “

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.

Date(s) Time 05/07/20, 9:00 AM to 4:00 PM
College, Campus & Room: TX, Tunxis@Bristol, CR 2
Instructor: Lisa Crofton Fee: $90

To Register for a class, call 860-314-4700. All information can be taken over the phone. Tunxis@Bristol, 430 North Main street, Bristol, CT
Positive Psychology – Create YOUR life and future

Are you Happy? Are you satisfied with your life and job? Are your relationships meaningful and joy-filled? If you answered NO to any of these questions – then this is the program for you! ‘Creating the life and future you want to have’ is more than just another workshop. Using the scientifically-based principles of Positive Psychology, this interactive experience will teach you the tools and techniques that can help you not only change your life, but to create the life you want to have. You will learn simple steps to cultivate happiness, to nurture mindfulness, to enhance interpersonal relationships in your personal life, and to build stronger teams in the workplace.

Date(s) Time 05/07/20, 9:00 AM to 4:00 PM
College, Campus & Room: TX, Tunxis@Bristol, CR1
Instructor: Edward Hendricks
Fee: $90

Effective Business Writing – Learn How to Write Again!

In this course, participants will learn the 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.

Date(s) Time 05/08/20, 9:00 AM to 4:00 PM
College, Campus & Room: TX, Tunxis@Bristol, CR1
Instructor: Frances Trelease
Fee: $90

To Register for a class, call 860-314-4700. All information can be taken over the phone.
Tunxis@Bristol, 430 North Main street, Bristol, CT
Is ANYONE Listening?? – Public Speaking

Learn to master the fear of speaking before others and to do it with self-confidence while making a truly positive impression, this is what you will learn. You will be presented the ideas of analyzing your audience, designing presentation, outlining your program, use words that emote the concept and not just words that are empty. Techniques for overcoming nervousness will be presented. Finally, you will learn to leave your audience remembering you and your message.

Date(s) Time 05/19/19, 9:00 AM to 4:00 PM
College, Campus & Room: TX, Tunxis@Bristol, Lab
Instructor: Frances Trelease  Fee: $90

Developing YOUR Supervisor Potential and Beyond – NEW

The times they are a changing within State employment. Today you are staff tomorrow you could be in charge. Have you prepared yourself for the opportunity? What do I need to know about myself to stand up and step out into a leadership position? Do I have the management courage to lead my group to success? Do I have the management courage to take command? Now is the time to test yourself. Now is the time to prepare your path. This is exactly what this workshop will accomplish. Our interactive program is led by a former janitor who went on to become CEO of an International Trade Organization and was selected to run Leadership Studies Program at a major University. If you’ve ever thought you could become a manager, if you only knew how to get there, now is the time to find out how to do it.

Date(s) Time 05/19/20, 9:00 AM to 4:00 PM
College, Campus & Room: TX, Tunxis@Bristol, CR1
Instructor: Edward Hendricks  Fee: $90

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Tunxis@Bristol, 430 North Main street, Bristol, CT
Project Management Essentials, the REAL Facts!

We heard your concerns and we brought back our two (2) day class to meet your needs and objectives!!!! Whether small or large, projects share a number of essential elements. They are temporary and often unique, but all require focus to create a product, service or other successful results. Project Management Essentials follows the development and management of a project from start to finish. The 2-day workshop details the essentials and covers leadership in project management. Participants are encouraged to bring their project ideas or active projects to the workshop. This 12-hour program requires students to attend both sessions.

Date(s) Time 05/27/20, 9:00 AM to 4:00 PM | 06/03/20, 9:00 AM to 4:00 PM
College, Campus & Room: TX, Tunxis@Bristol, CR 2
Instructor: Waldemar Kostrzewa      Fee: $180

Management 101

This 2-day session covers all the basics of management conflict resolution, delegation of tasks, motivation of employees, positive discipline, management theory vs. leadership theory and what the differences are, the basics of human resource law and creating a plan for managing your group of employees. Change and educate yourself and you can change your work environment.

Date(s) Time 06/02/20, 9:00 AM to 4:00 PM | 06/09/20, 9:00 AM to 4:00 PM
College, Campus & Room: TX, Tunxis@Bristol, CR1
Instructor: Amy Blackwood      Fee: $180

To Register for a class, call 860-314-4700. All information can be taken over the phone.
Tunxis@Bristol, 430 North Main street, Bristol, CT
iMovie For Beginners – NEW

This class is an introduction to creating movies using iMovie with your iPhone and/or iPad. Students will tell a story by creating movies using videos and photos taken with their iPhone and using the free iMovie app to put it all together! Each session students will get an assignment to practice their skills for creating projects and Hollywood-style trailers. Learn how to combine photos and videos with transitions, voiceovers, titles, and music. You will discover other details such as the split option to cut pieces out, duplicating clips and adding filters to individual clips. You will be able to put your movies on your website, use them for business purposes and post them on social media. You might even be the next YouTube celebrity or influencer by starting your own YouTube channel to share and promote your work.

Required text: None

Prerequisite: The instructor recommends a few iPhone apps that will be helpful in pre- and post-production. The cost will be a few dollars (average $2-$8). You will also have the option to purchase accessories (e.g., lenses, microphones) that will be discussed in the first session.

Requirement: iPhone 6s or later and/or iPad. Bring your iPhone &/or iPad (batteries charged and remember your Apple id/passwords for downloading apps)

Date(s) Time 06/03/20, 9:00 AM to 4:00 PM

College, Campus & Room: TX, Tunxis@Bristol, CR1

Instructor: Andrea Mars Fee: $90

Using Humor to Reduce Stress in the Workplace, at Home, and Everywhere Else!!!!

An alternative title for this workshop is, “If you Really Want to be Happy at Work use Your Head – And Get Off Your Butts.” It is no joke, humor reduces stress. In fact, when it comes to relieving stress more giggles and laughs is what the doctor ordered according to a recent study conducted by the Mayo Clinic, Psychology Today, and leading mental health experts. Don’t fool yourself, YOU are stressed in today’s work environment. More with less and eventually the impossible with nothing. Happiness is not an absence or worries, happiness stems from the ability to see and turn worries and stressors into opportunities rather than obstacles. Would more laughter hurt your life or your workplace? Join us on the journey. Try something different!

Date(s) Time 06/03/20, 9:00 AM to 4:00 PM

College, Campus & Room: TX, Tunxis@Bristol, Lab

Instructor: Edward Hendricks Fee: $90

To Register for a class, call 860-314-4700. All information can be taken over the phone.

Tunxis@Bristol, 430 North Main street, Bristol, CT
Grant Writing – Advanced Steps with Technology to WIN!

After the First Steps then what? Have you won any Grants? Why not? Advanced Steps in the next phase in successful Grant Writing. You will learn how to create a fundraising plan. You will also explore websites for finding and reviewing government, foundation and corporate grant funding opportunities and unique grant application requirements. Students will develop a sense of what funding sources are really looking for how to may your proposal standout.

Prerequisite: General Computer Knowledge

Date(s) Time 06/05/20, 9:00 AM to 4:00 PM

College, Campus & Room: TX, Tunxis@Bristol, Lab

Instructor: Amy Blackwood Fee: $ 90

Mindfulness Techniques for Managing Stress: Grace Under Pressure

This class will offer a greater understanding of the origins of resistance within: the root cause of stress. In the workplace employees can experience frustration, feelings of overwhelm, helplessness, negativity and self-doubt. Mastering the skills to experience an internal calm, respond with clarity and respect, and remain physiologically at peace assists employees in ‘showing up’ fully focused and ready for success. Students will also learn and practice mindfulness techniques and the mindset that create a feeling of peacefulness and calm even during the course of a busy and challenging day.

Date(s) Time 06/08/20, 9:00 AM to 4:00 PM

College, Campus & Room: TX, Tunxis@Bristol, CR1

Instructor: Lisa Crofton Fee: $90

To Register for a class, call 860-314-4700. All information can be taken over the phone.
Tunxis@Bristol, 430 North Main street, Bristol, CT
**Motivating Change Resistant Employees**

Change is inevitable but some employees seem to be particularly set in their ways. If you deal regularly with people who are resistant, apathetic, negative, or just plain suspicious of anything new, it can make for a particularly frustrating and challenging work environment. However, change is growth, so it is generally a positive circumstance for your company, but nothing kills change like the resistance of the people within the business. Workshop participants will learn to overcome employee resistance. It can prove to be difficult to get people on board with change if they really don’t want to embrace it. Change is difficult for many people because “we never used to do it that way”. It’s enough to make you want to throw the towel in. Leaders within a transforming company will learn to find ways to effectively manage the change and the resistors. They will learn the tricks to creating an effective change strategy that trickles down from top leadership into implementation by management and team leaders.

**Date(s) Time** 06/10/20, 9:00 AM to 4:00 PM

**College, Campus & Room:** TX, Tunxis@Bristol, CR1

**Instructor:** Lisa Crofton  
**Fee:** $90

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**Customer Service with a Focus on the Tax Payer**

What external factors make today’s customer service, especially with the taxpayer, 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 service standards and are they connected to your service goals? Do you understand that your customer is also a taxpayer? Have you ever heard, “I am paying your salary, and did not know how to comfortably respond and diffuse the situation? This workshop will help improve the service experience for the customer and for you. Participants will cover 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; and identify ways to improve customer service in our offices and with our customer, the taxpayer.

**Date(s) Time** 06/17/20, 9:00 AM to 4:00 PM

**College, Campus & Room:** TX, Tunxis@Bristol, CR1

**Instructor:** Waldemar Kostrzewa  
**Fee:** $90

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Tunxis@Bristol, 430 North Main street, Bristol, CT
Technology Training

Access – My Database, Where Did it Go? A Beginners Program

This beginner Access course will cover: Why use Access? How Access 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 beginner’s session designed to get you started using the program and the features of Access. 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. Learning Objective: By the end of the session students will be able to: review the benefits and purpose of Access databases; practice using Access; create your own database; review data management; practice querying data; create forms and reports; discuss reporting basics.

Date(s) Time 05/22/20, 9:00 AM to 4:00 PM
College, Campus & Room: TX, Tunxis@Bristol, Lab
Instructor: Amy Blackwood Fee: $95

Excel – In the Beginning

This instructor led, six-hour course will familiarize students with spreadsheet terminology and the fundamental concepts of Microsoft Excel, including identifying Excel window components, navigating worksheets, and downloading templates. In addition, students will learn the basics of entering and editing text, values, and formulas, and modify page setup. They will learn how to move and copy data and formulas, how to determine absolute and relative references, and how to work with ranges, rows, and columns. Students will also learn how to use simple functions, and how to easily apply formatting techniques to worksheet data. Finally, they will review workbooks for spelling errors, modify page setup, and print worksheets. Course objectives: Recognize spreadsheet terminology; create and navigate a workbook; open a downloaded template; enter and edit text values and formulas; save and update a workbook; move and copy data and formulas; work with relative and absolute references; insert and delete ranges, rows, and columns; use basic functions to perform calculations in a worksheet; format text, cells, rows, and columns; format numbers; review workbooks for spelling errors, modify page setup and print worksheets. THIS IS A BASIC CLASS.

Prerequisite: General Computer Skills
Date(s) Time 03/27/20, 9:00 AM to 4:00 PM
College, Campus & Room: TX, Tunxis@Bristol, Lab
Instructor: Laura Higgins Fee: 95

To Register for a class, call 860-314-4700. All information can be taken over the phone. Tunxis@Bristol, 430 North Main street, Bristol, CT
Excel – Data and Functions

This instructor led, six-hour course will teach students how to work with large worksheets in Microsoft Excel, and use multiple worksheets and workbooks efficiently. Formatting techniques such as applying special number formats, merging cells, changing text orientation and transposing data will be covered, in addition to applying cell names, and using conditional formatting. The frequently used functions If, Payment and Lookup will also be covered, and along the way there will be many tips and tricks to make using Excel easier. Course objectives: Freeze panes; split worksheet; multiple windows; hide, unhide data; print titles; insert page breaks; create headers; manage multiple worksheets, name cells and ranges; link worksheets, link workbooks; apply conditional formatting; apply special and custom number formats; control zero value display; apply themes, merge and split cells and change text orientation; Use functions: SUM function, AutoSum, AVERAGE, MIN, MAX, COUNT, and COUNTA; IF, AND, OR, NOT, IFERROR functions; PMT function; VLOOKUP

Prerequisite: Strong familiarization with the basics of Excel, this is not your first class

Date(s) Time TX14870, 04/24/20, 9:00 AM to 4:00 PM

College, Campus & Room:

TX, Tunxis@Bristol, Lab

Instructor: Laura Higgins

Fee: 95

To Register for a class, call 860-314-4700. All information can be taken over the phone.

Tunxis@Bristol, 430 North Main street, Bristol, CT
CPR/AED/First Aid Training

Heartsaver CPR AED First Aid Course

Our 6-hour course designed for the general public or lay rescuers whose job requires a first aid course completion card (restaurants, coaches, church organizations, teachers, etc.) The course provides the skills to effectively assess and maintain life from the critical minutes following an emergency until the arrival of emergency service personnel. Depending on which modules the candidate wished to take, the basic first aid course consists of General Principles, Medical Emergencies, and Injury Emergencies. Also includes CPR and AED, and Environmental Emergencies. Features New 2015 Guidelines!

Required text: Fee includes: Student Textbook, Practical Exam, and Course Completion Certificate.

Date(s) Time 05/18/20, 9:00 AM to 4:00 PM
College, Campus & Room: TX, Tunxis@Bristol, CR 2
Instructor: STAFF Fee: 130

Heartsaver CPR AED – Recertification – NEW

Our 3-hour course is designed to teach the lay rescuers (security guards, personal trainers, church organizations, teachers, etc.) how to recognize and treat life-threatening emergencies, whose job requires a course completion card documenting one rescuer adult and/or pediatric CPR, Foreign Body Airway Obstruction, and AED training. Features New 2015 Guidelines!

Required text: Included in fee: Student Textbook, Practical Exam, and Course Completion Certificate

Prerequisite: This is a Re-certification class.

Date(s) Time 05/04/20, 9:00 AM to 12:00 PM
College, Campus & Room: TX, Tunxis@Bristol, CR 2
Instructor: STAFF Fee: $105

To Register for a class, call 860-314-4700. All information can be taken over the phone.
Tunxis@Bristol, 430 North Main street, Bristol, CT