CATAPULT
EMPLOYERS ASSOCIATION

COURSE CATALOG

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Fundamentals of Supervision Certificate Program

With the right mix of skills, knowledge, and confidence, supervisors can be the key drivers for improving performance and productivity and creating a positive and safe work environment.

This interactive 6-module course offers supervisors a solid foundation to excel in their new roles. Participants will gain new insights and strategies for building trust and credibility, communicating effectively, delegating tasks, managing conflict, and motivating their teams. Through self-assessment, lively discussions, small-group breakout exercises, and interactive technology, participants will develop the skills they need to successfully lead their teams to maximize productivity.

Recommended Team Level: Supervisors and Managers with less than one year of experience or no prior management training.

Managing for Results Certificate Program

Managers' traditional roles and responsibilities are evolving. In many organizations, managers who are taskmasters, custodians, and controllers are no longer the norm as people look to their managers to define their purpose. Today's managers must collaborate with workers to maximize efficiency, nurture skills, develop talent, and inspire results.

While the manager's role is changing, the function of management remains essential and continues to be the core driver of organizational performance. For your organization to consistently achieve its desired business results, managers must understand how their role has changed and what employees need from them. This managed approach includes bringing the right people together, engaging them in meaningful work, and leading them to accomplish desired goals and objectives.

This certificate course consists of six three-hour sessions and will help your managers understand their changing roles and further develop the skills they need to excel in today's workplace.

Recommended Team Level: New and experienced managers and supervisors with more than two years of experience.

Practical Management I Certificate Series*

Whether you are a new manager or an experienced leader who wants to brush up, this skill-building series will help you increase your effectiveness and employee performance.

Focusing on key competencies, Practical Management I shares best practices and applications. From understanding labor laws to conducting effective performance reviews, these eight half-day courses offer new tactics through practice exercises, role-plays, case studies, and engaging classroom discussions.

Recommended Team Level: Managers and supervisors who want to sharpen their management skills and gain practical knowledge and expertise.

Practical Management II Certificate Series*

Become a better manager by learning how to successfully handle your most challenging issues and improve the productivity of your employees in this skill-building series created for new and experienced managers.

Focusing on the key competencies necessary for success as a manager, Practical Management II reviews best practices with examples of how to apply them in your workplace. Learners will gain practical tips and tactics through practice exercises, role-plays, case studies, and classroom discussions. This series includes eight three-hour modules. Each module concludes with creating an action plan you can apply immediately to your job.

Recommended Team Level: Managers and supervisors who want to sharpen their management skills and gain practical knowledge and expertise.

Stepping Up to Supervision Certificate Program

The skills and abilities that make employees excellent individual contributors differ from those they need to be successful supervisors or managers. When you promote employees to supervisory roles, they must adapt their working styles and develop new skills. This interactive two-day program will guide non-supervisors to identify the managerial and leadership skills critical for success in a supervisory role.

Recommended Team Level: Individual contributors who are being considered for promotion to a supervisory role or are interested in being promoted to a supervisory position. *Note: If you are already a supervisor, we recommend the Fundamentals of Supervision Certificate Program.*

Team Leader Certificate Program

Because Team Leaders do not typically have the power of authority, they must learn specialized skills in communication, coaching, problem-solving, and motivation to achieve maximum performance. To do this, Team Leaders must strengthen their abilities to influence, motivate, set goals, clarify expectations, and train team members. They must possess the skills to communicate effectively, give feedback, coach, manage conflict, and handle any multitude of challenges.

This interactive 4-module program will help Team Leaders establish a strong foundation for success. Through self-assessment, lively discussions, small-group breakout exercises, and interactive technology, participants will develop the skills they need to successfully lead their teams to achieve maximum performance.

Recommended Team Level: Team Leaders, Lead Workers, Group Leaders, Project Leaders.

*Practical Management I and II Certificate series courses may be taken individually.

Advanced FMLA: Handling Complex Leave Issues

The Family and Medical Leave Act (FMLA) is one of the most complicated and confusing employment laws that organizations with 50 employees or more must administer. The law includes many nuances that can lead to unpleasant results, and new FMLA regulations are raising even more questions.

Go beyond the basics of FMLA and explore the potential mistakes confronting employers during this half-day course. You will discover practical solutions to the most troublesome FMLA issues and how to legally "end" extended leaves of absence with confidence. You will leave this program with a deeper understanding of this leading labor law.

Recommended Team Level: HR professionals who would like to increase their knowledge of fundamental HR practices.

aPHR™ Certification Self-Study Course

The aPHR™ encompasses the foundation of human resource (HR) operations in the United States. For young professionals embarking on a new career in HR, or those transitioning to the HR field, this certification can give individuals the edge needed to jump to the top of the hiring list.

The aPHR Certification was created in 2016 and is ideal for individuals who currently perform HR responsibilities, serve in an HR support role, or even serve in the Adjutant General Corps of the military and are looking to transition to a civilian HR position. Individuals with a high school diploma (or global equivalent) are eligible for the exam. The exam is offered in the United States only.

Recommended Team Level: Professionals with HR responsibilities, those who serve in an HR support role, or those who want to transition to an HR position.

Diversity, Equity & Inclusion: A Closer Look

Diversity has been a business buzzword for many years, but its definition has changed. Over time, the term has expanded to include economic status, age, gender identity, and more, in addition to traditional Black, White, Hispanic, male, and female issues. As a result, workplaces have become more inclusive environments for all employees.

In an ever-changing and mobile workforce, we cannot expect our employees and colleagues to share our values, beliefs, cultural backgrounds, and organizational expectations. A company's growth depends on recognizing and maximizing the strengths of its people to gain a competitive advantage. Those that successfully foster a DE&I culture will produce the best results and retain satisfied and engaged employees.

Through self-assessment, lively discussions, small-group breakout exercises, and interactive technology, this course provides a heightened self-awareness and knowledge of DE&I, along with tools and strategies for creating an inclusive workplace culture.

Recommended Team Level: Leaders, managers, supervisors, HR professionals, and employees at all levels.

Diversity, Equity & Inclusion (DEI) Webinar Series*

DE&I is more than just a program at your organization – it requires a shift in workplace culture and norms. Equitable organizations have significant benefits and a competitive edge, so raising DE&I awareness is critical to moving your company forward.

This DE&I Webinar series features six courses designed to change workplace mindsets and behaviors: Microaggressions and Unconscious Bias, Diversity Recruiting and Retention, Engaging in Difficult Conversations, Empowering Women at Work, Engaging Your Disabled Employees, and LGBTQ+ Inclusion.

Recommended Team Level: HR professionals, DE&I team members, leaders and managers, and anyone else interested in creating a more diverse and inclusive workplace.

Diversity, Equity & Inclusion (DEI) Webinar Series: Extending the Conversation*

In part two of our DE&I Webinar Series, Catapult offers a deeper dive into relevant topics. Like part one in our DE&I Webinar Series, the courses are designed to inform, engage, and empower you to change workplace mindsets and behaviors.

Extending the Conversation features six new courses to expand your DE&I knowledge: Understanding Challenges in a Diverse Workplace, Becoming an Ally, Building an Inclusive Culture, Challenging Your Unconscious Bias, Incorporating Generational Differences in the Workplace, and A Religious Inclusion Mindset.

Recommended Team Level: HR professionals, DE&I team members, leaders and managers, and anyone else interested in creating a more diverse and inclusive workplace.

Essentials of HR Certificate Program

Today's HR professional balances more responsibilities and faces higher expectations than ever before. Meeting the challenges of the modern workplace requires a solid HR foundation.

In this three-day comprehensive course, you will learn the essential elements of the Human Resources function. You will discover the fundamental regulatory and compliance knowledge needed to protect yourself and your organization. You will also expand your knowledge of hiring, new employee orientation, record keeping, ADA, EEO, discrimination, harassment, safety, FLSA, COBRA, HIPAA, FMLA, total rewards, and more.

Recommended Team Level: HR professionals who would like to increase their knowledge of fundamental HR practices, other professionals with HR responsibilities who need to know how regulatory and compliance issues affect their organization, and international HR personnel who would like to increase their knowledge of the fundamental HR practices in the United States.

Family Medical Leave Act (FMLA) Basics

Dealing with FMLA can take time and effort but getting it right can save you legal headaches and fees. This module takes a deep dive into the signature components of The Family Medical Leave Act, including several FMLA case studies to help you better understand and apply the concepts in your workplace.

Recommended Team Level: HR professionals and others with HR-related responsibilities.

HR Assistant Certificate Program

You need a variety of skills and abilities to perform successfully as an HR assistant. You must be a good communicator. You need to be aware of the federal and state rules and regulations that govern the workplace. The ability to juggle multiple tasks at one time is also a must. And that is just the start of the list!

This two-day program will teach you everything you need to know to excel in the HR Assistant role. You will discuss federal and state employment laws and how they affect your workplace. You will learn how to improve your customer service and time management skills. You will also discover how to identify red-flag issues like harassment and policy violations and how to respond if they occur.

Recommended Team Level: HR assistants and administrators; anyone else who supports the HR function.

HR Business Partner Certificate Program

HR must create and demonstrate value as organizations operate in challenging times. To be successful, HR professionals need to position themselves as business partners by building relationships with people across the organization, developing a deep understanding of the company's business model, presenting business solutions, influencing leadership decisions, and taking ownership of business results.

In this practical and insightful two-day certificate program, you will learn more about the business partnership role, understand the new competencies necessary for success as a true HR business partner, and learn how to transition from functional expert to business partner successfully.

Recommended Team Level: HR Professionals and anyone else who would like to learn how the HR function can become a business partner and drive results.
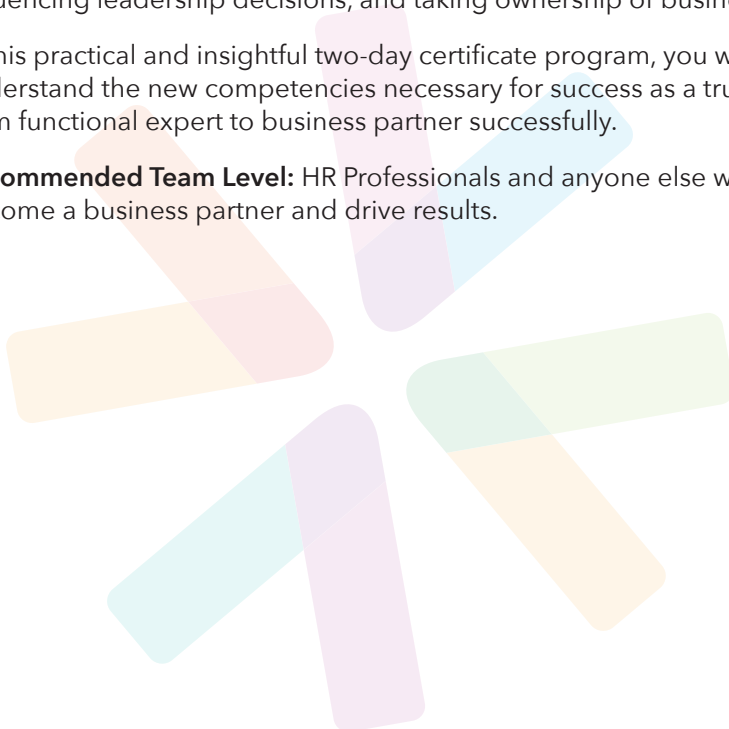
PHR®/SPHR®/SHRM-CP/SHRM-SCP Certification Study Course

Getting a PHR® (Professional in Human Resources®), SHRM-CP (Certified Professional), SHRM-SCP (Senior Certified Professional), or SPHR (Senior Professional in Human Resources®) certification will distinguish you from your peers, build your self-confidence, and earn you more respect within the HR profession.

Distinctive Human Resources has a reputation for being the top-quality certification prep provider with over 25 years of experience helping thousands of people pass their PHR or SPHR certification. Developed by David Siler, SPHR, GPHR, SHRM-SCP, who is a leader both in certification prep and in the HR field, our 36+ hour program targets the high-probability items on the exam, so you have the best chance of passing on the first try. This program enjoys a **90%+ pass rate**, and it will eliminate unnecessary study time and provide a step-by-step preparation process led by world-class instructors, including the author and creator of the program.

Recommended Team Level: HR professionals who are preparing to take the HRCI or SHRM Certification exam.

Not sure if you're ready? Register to attend the FREE 60-minute LIVE preview webinar, "PHR®/SPHR®/SHRM-SCP/SHRM-CP Study Certification Course: What's It All About?" to learn more!

Talent Recruiting & Onboarding in Today's World

Even the most seasoned recruiters, HR leaders, and hiring managers are experiencing significant challenges in attracting and retaining top talent in today's job market. With the ongoing demand for remote and hybrid workplaces and better work-life balance and benefits, organizations are working harder to reach, recruit, and onboard the best employees to drive their business growth.

This workshop will help you build effective recruiting and onboarding strategies based on leading best practices. Our expert facilitator will share practical tips and tactics, from diversifying your candidate pools and conducting virtual interviews to welcoming and onboarding your new hires for lasting success.

Recommended Team Level: HR professionals, recruiters, and talent acquisition specialists; anyone else who supports the recruiting function, including hiring managers.

Advanced Communication Skills for the Workplace

The ability to communicate skillfully is one of the significant factors contributing to success in the workplace. However, communication is more than sending explicit messages and listening actively. Effective communication includes understanding and appreciating differing priorities, preferences, motivators, and stressors.

This interactive course includes engaging facilitation with contemporary video and practical applications to create a personalized learning experience. Core to the program is the Everything DiSC Workplace® Profile, a simple tool to help people communicate and work more effectively together. This report uses individual assessment data to provide information about workplace priorities and preferences. Additionally, it allows people to learn how to communicate better with colleagues with different priorities and preferences.

Recommended Team Level: Supervisors, managers, leaders, HR professionals, and employees who would like to improve their communication skills.

Advancing Women Leaders Series

Our Advancing Women Leaders Series empowers professional women with strategies and tactics to overcome workplace obstacles and advance with confidence. These twelve, one-hour virtual sessions are highly interactive and incorporate self-assessment exercises, strategic and guided learning, and small group discussions. You will gain confidence, visibility, and influence to maximize your workplace impact.

Recommended Team Level: This program focuses not only on the critical elements of leadership development but also addresses the unique challenges facing women as they strive to achieve their professional goals. It is designed for women with a minimum of three to five years of work experience who would like to advance to higher levels of leadership more confidently and strategically.

Bridging Generational Differences in the Workplace*

Are you struggling to manage a team of individuals who don't see work or life the same way due to generational differences?

The convergence of multiple generations in today's workplace is a major challenge. Significant differences exist in each generation's values, ambitions, views, and mindset.

This half-day, thought-provoking, interactive course tackles the complexities of managing a multi-age workforce and provides insights and strategies to help you promote respect and minimize generational conflict amongst your team. You will learn the highly effective MEET approach: make time to discuss, explore differences, encourage respect, and take personal responsibility. This approach drives improved communication and collaboration to make your workplace more productive.

Recommended Team Level: New and experienced managers and supervisors who want to build a team environment and/or would like to help their current team function more effectively.

Building Successful Teams*

If the ability of your employees to work together as a team plays a large part in your success, then this interactive program is for you. You will discover how to increase team unity, use individual strengths to achieve maximum team results, and identify opportunities to improve the performance of your current team that you lead.

Recommended Team Level: New and experienced managers and supervisors who want to build a team environment and/or would like to help their current team function more effectively.

Conducting Effective Performance Reviews*

Do you dread giving performance reviews? Do you need help to provide your employees with meaningful feedback that will impact their productivity?

In this course, you will evaluate your current processes, learn critical strategies for assessing and discussing performance, and create a plan with specific action items to boost your performance review skills.

Recommended Team Level: New and experienced managers and supervisors who want to improve their ability to evaluate their employees in a thorough, clear, and consistent way, leading to increased productivity.

Developing Others Through Coaching*

Coaching is much more than standing on the sideline and barking out orders in business. Coaching can be a highly effective way to help your employees perform to their potential.

In this interactive course, you will learn what coaching is, how to be effective, and how to use coaching to maximize your team's performance.

Recommended Team Level: Supervisors, managers, and HR professionals who would like to use coaching to maximize employee performance and achieve business goals.

Essentials of Problem Solving and Decision Making*

Complex problem-solving is one of the primary skills needed in today's workplace. In this course, participants will learn strategies, tools, and techniques to build their problem-solving skills and help them make more effective decisions.

Recommended Team Level: Managers, leaders, HR professionals, and HR business partners; anyone who is responsible for or wants to learn more about supporting the strategic direction of an organization.

*These courses can be taken individually or as part of a series.

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Improving Communication Using the DiSC® Assessment*

Did you know you can substantially increase your ability to communicate successfully with others by understanding DiSC styles?

Communication skills can make or break a career. If you are serious about reaching your career goals, learn how to improve your communication skills by understanding your DiSC style and discover how to adapt your communication techniques to the DiSC styles of others.

Recommended Team Level: Anyone who would like to advance their career by improving their communication skills.

Inspiring Employee Motivation*

Everyone is motivated by different things. How do you discover what motivates your employees and then use that knowledge to inspire them to optimal productivity?

This module focuses on helping you successfully motivate employees by measuring and building the motivation levels of your employees, as well as creating and maintaining a motivating work environment. Participants will learn that employees must have autonomy, mastery, and purpose to be motivated by discussing why traditional carrot-and-stick motivational models are ineffective in producing long-term productivity and engagement. The class draws on fundamental principles and scientific research from Daniel Pink's book, "Drive." Participants will apply these principles to their work situations.

Recommended Team Level: New and experienced managers and supervisors who want to improve employee performance by creating a motivating work environment.

Interviewing for Success*

Successful interviewing requires skill and knowledge. How can you take the guesswork out of interviewing and equip yourself with everything you need to make the best hire for the organization?

Whether you are a new or experienced interviewer, you will benefit from the interviewing techniques you will learn in this course and be able to apply them immediately in your next interview. The result? You will have better interviewing skills, leading to successful hires, a stronger team, and a competitive edge for your organization.

Recommended Team Level: New and experienced managers and supervisors who want to ensure they are hiring candidates who will be successful in their new roles.

These courses can be taken individually or as part of a series.

MANAGEMENT DEVELOPMENT

Managing Across Boundaries*

Have you encountered challenges when managing the boundaries present in your organization? Managers in all lines of business work across professional and organizational boundaries. They recognize that collaborative gain is possible when people work together to achieve better outcomes for customers and stakeholders. They know that an effective partnership needs trust, respect, and interdependence. Valuing different perspectives and working constructively with competing priorities requires skill, commitment, and perseverance.

In this interactive course, managers define organizational boundaries and identify those present in their workplace. They learn the importance of the manager's role in managing and spanning administrative boundaries while networking and collaborating to build relationships.

They will develop strategies and identify best practices to implement back at work to manage across the five boundary types and improve their teams' management effectiveness and productivity.

Recommended Team Level: Experienced managers, supervisors, and directors.

Managing Change for Supervisors and Managers*

This course explores how organizations don't change; people change, one person at a time. If the people impacted by a change do not support and engage in the transition, then the particulars of that change, including new processes, systems, or job roles, are not realized, and we fail to achieve the purpose of the change project. In short, the business objectives still need to be met. Managers are central to making this happen.

During this course, we will discuss how people naturally respond to change and how to leverage those responses to maximize change effectiveness. Participants will learn the popular ADKAR goal-oriented change management model and learn how to manage their team as they work through change. Attendees apply tools and insights gained to a change in their workplace and develop a plan to move through it.

Recommended Team Level: New and experienced managers and supervisors who want to successfully lead their employees through organizational change.

Managing Conflict Within Your Team*

In the day-to-day work environment, conflict is inevitable. People have different viewpoints, and those differences escalate to confrontation under the proper circumstances. How you handle that conflict determines whether it works to the team's advantage or contributes to its demise.

You can ignore it, complain about it, blame someone for it, or try to deal with it through hints and suggestions. Or, you can be direct, clarify what is going on, and attempt to resolve it. This course offers a framework to manage conflict and foster team cohesion.

Recommended Team Level: New and experienced managers and supervisors, and anyone who would like to improve their ability to handle conflict as part of their professional development.
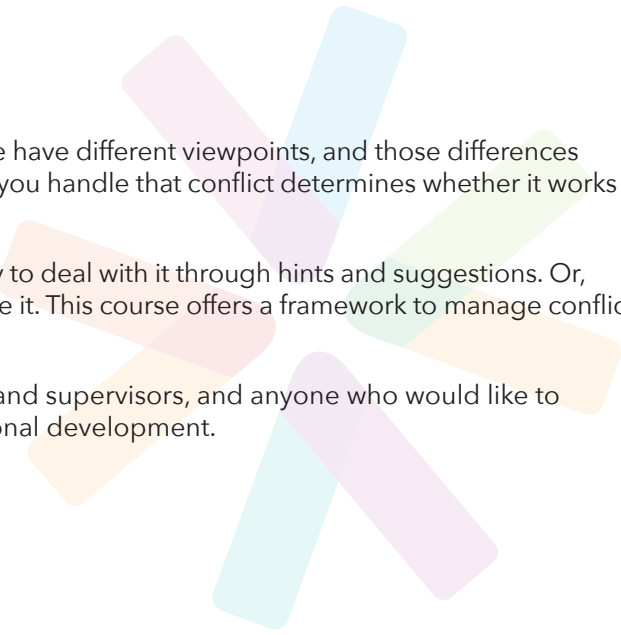
MANAGEMENT DEVELOPMENT

Managing Problem Performance*

Failure to address an employee performance issue quickly can lead to deeper problems later. Are you doing enough to prevent one underperforming employee from destroying your team's productivity?

Discover strategies and tools to deal with problem performance in this interactive course. Learn the key steps to follow in a performance management process and the four leading causes of performance problems.

Real-world examples, interactive exercises, and case studies will provide proven strategies for effectively managing challenging performance issues in your workplace.

Recommended Team Level: Anyone with direct reports who is responsible for managing performance.

Maximizing Performance: The Power of Feedback*

Do you need help providing effective feedback to your employees? Are you uncomfortable constructively delivering a complex message? Do you find it awkward to let your employees know they are doing well? What do you do when someone gets defensive or reacts adversely to feedback?

This course teaches you the difference between reinforcing and developmental feedback and strategies for delivering both. Using a personal feedback assessment, group exercises, a video clip, and skills practice, you will learn and apply the strategies you need to provide feedback that will maximize employee performance.

Recommended Team Level: New and experienced managers and supervisors who want to develop effective feedback skills to help their employees reach their full potential.

Resilience: How to Keep Going When the Going Gets Tough*

The average worker encounters many daily stressors, such as due dates, meetings, disagreements, demanding clients, and a never-ending flow of assignments. As employees balance all these situations while working 40+ hours a week, emotional resolve starts to weaken. When this happens, productivity suffers, workers lose patience with each other, find their jobs less meaningful, and even develop health issues.

In this interactive course, you will learn how to maintain your footing when faced with many challenges that come your way daily. In other words, how to build resilience to keep going when the going gets tough.

Recommended Team Level: Managers, supervisors, and employees at all levels.

These courses can be taken individually or as part of a series.

Strategic Leadership*

Do you consider yourself a strategic leader, or do you need to elevate your leadership game? Strategic leaders don't just manage their teams. These leaders can visualize, plan, and make the best out of their resources to execute strategies efficiently and successfully. Strategic leaders marry their strategic plan to their strategic management.

In this interactive course, managers define strategic leadership and its characteristics and explore the role of the strategic leader in the workplace while analyzing their leadership skills. They learn the importance of managing and being great leaders with a strategy and vision for success. They will develop strategies and identify best practices to implement back at work to become confident strategic leaders who can face challenges in the workplace with a plan to execute their skills resulting in success.

Recommended Team Level: Experienced managers, supervisors, and directors.

Workplace Laws for Managers and Supervisors*

Supervisors and managers play a vital role in an organization's and its employees' success. However, they must often know how to properly handle the many workplace laws that affect the employment relationship. This class will focus on equal employment opportunity laws, wage and hour laws, common law theories, and case law relevant to managers and supervisors.

This program will assist your managers and supervisors in protecting themselves and your organization by helping them understand the numerous and confusing workplace laws. They will learn how to balance leading their teams with responsibilities that go hand in hand with ensuring compliance with workplace laws.

Recommended Team Level: All supervisors and managers.

Becoming The Totally Responsible Person®

Is your workplace littered with blame and a lack of ownership? Do you have employees who are negative and create a toxic work environment? How many employees blame others, including their customers, for their difficult day? Are you accepting of gossip and criticism? Are your employees demonstrating a victim mentality, taking no ownership of their attitude or behavior?

The question is: How do you infuse your organization with a culture of responsibility, cooperation, respect, and teamwork and get beyond these deadly behaviors?

Becoming The Totally Responsible Person (TRP®) class is a practical, two-part workshop. It will help every employee – leader and individual contributor – to learn innovative and proven ways to control negative emotions, beliefs, or habits that impede cooperation and productivity. The workshop is non-threatening yet profoundly impacts those who attend. It is fast-paced and includes lectures, role plays, skits, group discussions, and reflection.

Recommended Team Level: This workshop is effective for all levels within the organization – individual contributors, supervisors, managers, and leaders. Anyone who wants to lead others or manage one's own professional and personal life more effectively will benefit from this course.

Being an Effective Leader

Without effective leaders, no amount of money, resources, or talent will ever achieve sustainable success for any organization. Being an effective leader is incredibly challenging. Unlike managers, who influence due to their position and title authority, leaders are influential because people choose to follow them.

In this course, participants will work with key leadership competencies contributing to superior performance. These leadership skills and behaviors will assist anyone in being an effective leader, one that others readily and enthusiastically follow.

Recommended Team Level: Managers, supervisors, and HR professionals. This workshop is a great development opportunity for high-potential employees or leaders identified in the succession planning process. Anyone who wants to grow and develop as a leader, no matter what role or position within an organization.

Being Your Professional Best

We often hear how important it is to behave "professionally" in the workplace. If you want to get ahead, be taken seriously, and have your boss think of you as an asset to the team, professionally doing things is vital.

But what exactly do employers mean by this term? Indeed, it is enough to do your job well and show up on time consistently. Or are there other things expected of you if you want to be considered professional?

Acting like a professional means doing what it takes to make others think of you as reliable, respectful, and competent. This course examines three keys to help you do just that.

Through self-assessment, action planning, insightful exercises, and interactive discussions, participants explore how personal accountability, setting practical goals, and engaging in lifelong learning help them be their best.

Recommended Team Level: All levels. Anyone who wants to grow and develop as a leader regardless of job title, role, or position within an organization.

Business Writing for Results

Technology has increased the pace of life and how we communicate with one another. Formal written communication takes time and concentration, while digital communication demands immediate responses and quick actions. According to the Harvard Business Review, 81% of professionals say what they read is poorly organized, unclear, filled with jargon, too wordy, and ineffective.

In good business writing, language is specific, the point of view is clear, and the issues are well expressed. This course will give you the tools to become an effective writer for productive outcomes in your organization.

Recommended Team Level: Anyone who wants to improve their written communication and be better at conveying information to peers. Regardless of job title, role, or position, anyone within the organization can benefit from improved writing skills. This course is a terrific opportunity for individual contributors, young professionals, high-potentials, or leaders to enhance essential business skills.

Communication and Conflict: Working Effectively with Others

No matter what your role in an organization is, you will not be successful if you cannot work well with others. Whether your customers are internal or external, you must be able to communicate effectively and resolve conflict to achieve and exceed your goals.

This full-day course will teach you how to build successful and productive work relationships through effective communication and conflict-resolution skills.

Recommended Team Level: Anyone who would like to build better business relationships to maximize their job performance.

Customer Service Excellence

The ability to provide excellent customer service is an essential business skill. This one-day interactive course introduces the fundamentals of customer service excellence. It is offered to you virtually and in person. During this engaging opportunity, participants will explore the importance of their role in their organization, identify their customers, and learn about what makes a customer experience memorable and positive.

Recommended Team Level: Customer service professionals, call center professionals, or other service professionals who frequently interface with clients, and anyone else who would like to learn to provide extraordinary customer service.

Dealing with Difficult People

Chronic stress impacts your team and how they may interact with each other and with customers. To keep our stress levels in check, we need to empathize and leverage techniques to defuse the anger or challenge caused by difficult people or circumstances. How much time have you spent trying to understand why a teammate is consistently late on deliverables, seems unwilling to engage during meetings, or appears outright hostile to ideas and collaboration? Learn how your attitudes impact the interactions you have with others.

This course will give you creative ways to establish rapport, build relationships, and reduce tension. You will understand techniques for managing and dealing with anger and conflict and handling situations in person and online with remote colleagues and customers. With an engaging, practice-based approach to how to deal with difficult people, you will have an opportunity to apply the concepts in a risk-free environment.

Recommended Team Level: Managers, supervisors, team leaders, and employees.

Fundamentals of Project Management

The Fundamentals of Project Management is an instructor-led training class designed to introduce participants to the basics of the project management discipline.

The course structure effectively combines introductory lectures and discussions with hands-on application of helpful project management principles, tools, and techniques through applied case study exercises. The course covers the basics of all project management life-cycle processes, including project initiation, planning, executing, monitoring and control, and closing.

Recommended Team Level: The course will benefit project managers, team members, functional managers, and other key project stakeholders in any industry.

Influencing Without Authority

Influencing others is an essential yet challenging business skill. It is a skill that allows us to get things done, resolve problems, obtain permission, or gain acceptance of our opinions or ideas. Being able to influence others when you have no authority over them is even more challenging.

This half-day course introduces the fundamentals of influencing without authority. Participants will learn how to influence others and efficiently achieve their goals.

Recommended Team Level: Anyone who must influence others to achieve their goals, including those who frequently work in teams or on projects with colleagues, vendors, or clients; those who would like to improve their ability to present their position and/or convince someone else to pursue their ideas.

Presentation Skills

This presentation course will provide the skills and knowledge required to deliver effective business presentations. Participants will learn to present in a style that engages the audience, structure their presentations to deliver compelling messages, and communicate effectively.

Recommended Team Level: Supervisors, managers, leaders, HR professionals, and others who give presentations or would like to improve upon their current skills.

Adobe Acrobat DC

Duration: 1 day

Prerequisites: The course requires that you are familiar with using personal computers and should be comfortable in the Windows environment and be able to use Windows to manage information on your computer.

This course will teach fundamental concepts and terminology of Adobe Acrobat. Participants will learn PDF basics and explore the Acrobat interface. They will learn how to create, navigate, and organize PDF documents, to modify PDF content by rearranging, editing, and formatting existing text; including adding headers, footers, watermarks, and backgrounds. They will explore document review techniques, including using comments and markups, adding bookmarks and links, and managing security issues by using password encryption and signatures.

Adobe Illustrator I

Duration: 2 days

Prerequisites: The course requires that you are familiar with using personal computers and should be comfortable in the Windows environment and be able to use Windows to manage information on your computer.

Adobe Illustrator is a software application for creating drawings, illustrations, and artwork widely used by graphic designers, web designers, visual artists, and professional illustrators worldwide to produce high-quality artwork. Illustrator includes many sophisticated drawing tools that can reduce the time needed to create illustrations. This course covers the fundamentals of using Illustrator to create and manipulate vector graphics. Participants will learn to navigate the Illustrator environment, design, and transform basic shapes, edit drawn paths, apply color and gradients, work with text, and use layers.

Adobe InDesign I

Duration: 2 days

Prerequisites: The course requires that you are familiar with using personal computers and should be comfortable in the Windows environment and be able to use Windows to manage information on your computer.

Adobe InDesign is a desktop publishing and typesetting software application used to create works such as books, newspapers, magazines, flyers, brochures, and posters. This course will teach fundamental concepts, terminology, and the basic features of Adobe InDesign CC. This course is for learners who want to create professional documents and print layouts. Participants will learn to create documents, place text and graphics, work with master pages, create custom colors, and print and export documents to PDF.

Adobe InDesign II

Duration: 2 days

Prerequisites: We ask that you have successfully completed Adobe InDesign I or are familiar with all concepts covered in the first course.

This course builds on the fundamentals taught in InDesign I. Participants will learn how to create detailed styles for text and graphics, set custom tabs and indents, work with color groups, and design tables. We'll look at graphics and transparency settings and work with custom forms and web documents.

Adobe Photoshop I

Duration: 2 days

Prerequisites: The course requires that you are familiar with using personal computers and should be comfortable in the Windows environment and be able to use Windows to manage information on your computer.

Adobe Photoshop is the industry-standard image editing software used worldwide by photographers and designers who want to perfect their digital images. Learners will modify digital images to add creative effects and repair defects. After completing this course, participants can use Photoshop to make selections, create and transform layers, apply image adjustments, retouch, repair photographs, and resize images.

TECHNOLOGY SKILLS

Computer Basics: Understanding Windows, File Structure, and the Internet

Duration: 1 day

Prerequisites: None

This class is recommended for learners with little or no prior computer/software experience who need to organize files and folders, search for items on their computers, and use and personalize Windows. Participants will also learn how to browse the Web and understand viruses and malware.

Cybersecurity Essentials

Duration: 2 hours

Prerequisites: None

Cybersecurity refers to ensuring information integrity, confidentiality, and availability. Cyberattacks are a significant threat for which employers and employees must maintain awareness and constantly be on guard. In this session, we will explore your vulnerability and explain what you can do to prevent cyberattacks.

MS Access I

Duration: 2 days

Prerequisites: The course requires that you are familiar with using personal computers and can easily open and save files; basic Excel skills are recommended.

Microsoft Access is an information management tool that uses Relational Databases to help you store information for reference, reporting, and analysis. Microsoft Access enables you to analyze large amounts of information and manage related data more efficiently than Microsoft Excel. This course covers the basic skills and concepts needed to understand and use Microsoft Access efficiently. Participants will learn how to plan databases, create tables, organize fields and records, and work with data entry rules. They will learn about creating a variety of select queries and the basic structure of form and report design.

MS Access II

Duration: 2 days

Prerequisites: We ask that you have successfully completed MS Access I or are familiar with all concepts covered in the first course.

This course provides participants with additional skills and concepts to use Microsoft Access productively and efficiently. They will learn about data normalization, join types, referential integrity, and more advanced query types. They will learn additional formatting for forms and reports, adding list controls and calculated fields.

MS Excel I

Duration: 1 day

Prerequisites: The course requires that you are familiar with using personal computers and should be comfortable in the Windows environment and be able to use Windows to manage information on your computer.

This course will familiarize learners with Excel, helping them to create, enter, and edit text, values, and formulas, save workbooks, and move and copy data and formulas. They will work with ranges (contiguous versus non-contiguous), rows, and columns. Participants will also learn to use simple functions and easily apply formatting techniques to worksheet data. They will review workbooks for spelling errors, modify page setup, and learn how to print professional-looking worksheets.

MS Excel II

Duration: 1 day

Prerequisites: The course requires that you have successfully completed Excel I or had more than six months using Excel and are familiar with all Excel I materials.

This course will teach learners how to work with large worksheets in Microsoft Excel and efficiently use multiple worksheets and workbooks. It will show how to link information from different worksheets and workbooks and introduce more advanced formatting techniques, such as creating custom number formats. In addition, participants will learn how to create outlines and subtotals and create and apply cell names. They will sort, filter, consolidate, remove duplicate data, and create and format tables. Finally, they will learn how to audit worksheets for errors, and how to protect and share workbooks.

MS Excel III

Duration: 1 day

Prerequisites: The course requires that you have successfully completed Excel I and II (or had more than six months using the software and are familiar with the concepts presented in Excel I and II).

This Excel course is a day of finding ways to save time and energy digging into your data to get the desired result. You will be introduced to various functions that will quickly condense substantial amounts of data through a Pivot Table, pull out specific data through VLOOKUPs, conditional and logical functions, and save time through macros, data validation, and more. This class is a segue into our more focused courses for individual advanced Excel topics.

MS Excel Charting

Duration: 4 hours

Prerequisites: The student must be a current Excel user and have taken Excel I or have equivalent experience.

A chart is a tool you can use in Excel to communicate data graphically. Charts allow your audience to see the meaning behind the numbers, making comparisons and trends much more straightforward. In this class, you'll learn how to insert, modify, and format charts far beyond the default information allowing you to communicate information effectively.

MS Excel Dashboards

Duration: 4 hours

Prerequisites: The student has successfully completed Excel I and/or II and had more than six months using Excel.

An Excel dashboard is a single page that helps managers and business leaders track key KPIs (Key Performance Indicators) or metrics to make informed decisions. It contains charts/tables/views backed by raw data. Learners will create a business dashboard to visualize and analyze sets of data. A well-designed dashboard provides on-demand access to all core metrics inter-departmentally.

MS Excel for HR

Duration: 1 day

Prerequisites: This course requires that you are familiar with Excel. You should have successfully completed Excel I and II or used the software for over six months.

Is your HR Department wasting time manipulating canned reports from HCM and payroll systems? Do you need help accessing and analyzing data quickly? Are data errors causing you concerns? Whether auditing, reconciling bills, calculating bonuses and PTO, or analyzing turnover data, Excel offers tools to help. Based on guidance from HR experts and our interaction with supporting members, we identified the most common and helpful Excel tips that can benefit new and experienced HR individuals.

The course explores using lookups to pull information out of multiple workbooks, bringing in delimited information from other sources, filtering information, using date calculations to figure out things like tenure and turnover, visually representing data to make it simple to review, and many tips and tricks that can help most every Excel user increase their productivity and decrease errors.

MS Excel Pivot Tables

Duration: 4 hours

Prerequisites: This course requires that you are familiar with Excel. You should have successfully completed Excel I and II or used the software for over six months.

Pivot tables are the perfect solution when summarizing and analyzing large amounts of data. You can access a whole new information set in just a few clicks. Pivot tables extract meaning from that endless jumble of numbers on your screen allowing you to group your data differently, drawing helpful conclusions more quickly. If you work with large amounts of data in Excel, you need to know Pivot Tables to work more efficiently.

MS Excel: Introduction to Pivot Tables

Duration: 2 hours

Prerequisites: This course requires that you are familiar with Excel. You should have successfully completed Excel I and II or used the software for over six months.

This two-hour session will introduce the learner to pivot tables. Pivot tables are the number one way in Excel to create a report from a data table quickly. Advanced Excel users have relied on Pivot Tables to add meaning to large and small data tables. Pivot tables have become the foundation for dashboard reports and managing large data sets. Learn how to work with your data to create Pivot Tables that give meaning to your business data.

MS Excel Power Pivot

Duration: 1 day

Prerequisites: Our Power Pivot class is our most advanced Excel class. It requires at least three years' experience with Excel, or the Excel Pivot Tables.

In the past, business intelligence solutions required complex technical tools. In this course, you will learn how to use the Excel Power Pivot add-in to mine large amounts of sophisticated data to provide better business insights and empower informed decisions. This class will teach you the skills you need to use this powerful add-in.

MS Excel Tips & Tricks

Duration: 1 day

Prerequisites: The student must be a current Excel user, and have taken Excel I or have equivalent experience.

Learning Excel tips is highly beneficial for anyone working with data or spreadsheets regularly. Understanding keyboard shortcuts, formula shortcuts, data manipulation techniques, and data analysis features can save time and reduce errors. Whether you're a beginner or an experienced user, this class will empower you to work smarter, not harder.

MS Excel Quick Tips

Duration: 2 hours

Prerequisites: The student must be a current Excel user and have taken Excel I or have equivalent experience.

Most Excel users could save minutes every day and hours weekly if they learn some of the available time-saving tips and features. In this two-hour session, we share powerful tips, tricks, and shortcuts to help you utilize more of what Excel can do, allowing you to get your work done quicker.

MS Excel Macros and Intro to VBA: Building Tools and Eliminating Repetition

Duration: 1 day

Prerequisites: The student must be a current Excel user and have taken at least Excel I and II or have equivalent experience.

Excel macros and VBA are utilized to automate repetitive tasks, customize Excel's functions, and streamline data processing. With VBA, custom functions and procedures can be created, making complex calculations and data manipulation possible, extending Excel's capabilities, and making it a more powerful and efficient tool for data analysis and reporting.

MS Excel VLOOKUPs and More

Duration: 4 hours

Prerequisites: The student must be a current Excel user and have taken at least Excel I and II or have equivalent experience.

Description: Excel LOOKUPs are powerful and versatile functions that can save time and effort when working with large datasets, and they are some of Excel's most valuable and least understood functions. They are used to search for specific values within a data range and return related information from another location. In this session, we will explore ways to return data using advanced techniques like VLOOKUP, XLOOKUP, NAMED RANGES, MATCH, and INDEX functions, and more.

MS OneNote

Duration: 2 hours

Prerequisites: The course requires that you are familiar with using personal computers and should be comfortable in the Windows environment and be able to use Windows to manage information on your computer.

In this session, you will develop digital notetaking, note-collaboration, and note-synchronizing skills with Microsoft OneNote, which will allow you to create and update notes, manage lists and outlines, search, add content including voice memos, pictures, and video, take notes in online meetings, and interact with other Microsoft software programs.

MS Outlook I

Duration: 1 day

Prerequisites: The course requires that you are familiar with using personal computers and should be comfortable in the Windows environment and be able to use Windows to manage information on your computer.
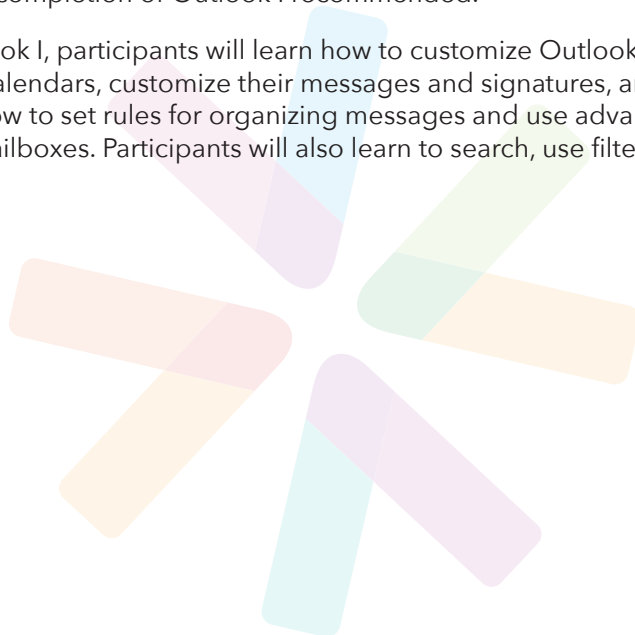
Outlook stores, receives, and sends emails, but it is also a personal information management tool because it also includes calendars, meeting invitations, tasks, contacts, and notes. This session teaches learners how to read, create, send, and forward email messages. Participants will then learn to manage notifications and attachments, configure options, and use the search bar. Participants will also learn to manage contacts, work with tasks, create appointments, and schedule meetings.

MS Outlook II

Duration: 1 day

Prerequisites: Familiarity with Outlook. Successful completion of Outlook I recommended.

Building on the skills and concepts taught in Outlook I, participants will learn how to customize Outlook, use Quick Steps, create Folder pane shortcuts, share calendars, customize their messages and signatures, and set up automatic replies. Participants will then learn how to set rules for organizing messages and use advanced techniques for managing and maintaining their mailboxes. Participants will also learn to search, use filters, and apply categories.

MS Outlook Time Savers

Duration: 2 hours

Prerequisites: Familiarity with Outlook. Successful completion of Outlook I recommended.

Most Outlook users could save minutes daily and multiple hours weekly if they learn some of the available time-saving tips and features. In this two-hour session, we share powerful tips, tricks, and shortcuts to utilize more of what Outlook can do, helping you work more efficiently.

MS Power BI

Duration: 2 days

Prerequisites: The student must be a current Excel user and have taken at least Excel I and II or have equivalent experience.

As technology progresses and becomes more interwoven with daily lives, more data about business and personal activities is collected. This "big data" era directly results from the popularity and growth of cloud computing, which provides abundant computational power and storage, allowing organizations to capture and store data. Leveraging that data can provide timely insights and competitive advantages.

Creating data-backed visualizations is vital for data scientists or professionals to explore, analyze, and report insights and trends from data. Microsoft® Power BI® software serves this purpose. Power BI connects to a wide range of data sources, enabling users to quickly visualize connected data to gain insights, show trends, and create reports. Power BI's data connection capabilities and visualization features go far beyond those found in spreadsheets, enabling users to create compelling and interactive worksheets, dashboards, and stories that bring data to life and turn data into thoughtful action.

TECHNOLOGY SKILLS

MS PowerPoint I

Duration: 1 day

Prerequisites: The course requires that you are familiar with using personal computers and should be comfortable in the Windows environment and be able to use Windows to manage information on your computer.

PowerPoint is a computer program that allows you to create and show slides to support a presentation. You can combine text, graphics, and multimedia content to create professional presentations. This course covers the essential functions and features of PowerPoint. After an introduction to PowerPoint's components, participants will create a presentation, add content; arrange, insert, delete slides; and apply themes. Then, they will learn how to create and edit shapes, insert, and modify WordArt objects and pictures, and work with tables, charts, and diagrams. They'll learn how to proof, show, and share their presentations.

MS PowerPoint II

Duration: 1 day

Prerequisite: Familiarity with PowerPoint. It is suggested that you attend PowerPoint I.

This course builds on the skills and concepts in PowerPoint I. Participants will learn to control global settings using slide masters and applying effects such as transitions and timings. They'll work with images, and learn to include media files and animation, and explore advanced tools for using SmartArt, tables, and charts. Learners will also integrate other Microsoft Office files, embed and link external resources, and create hyperlinks.

MS PowerPoint Essentials

Duration: 2 hours

Most PowerPoint users could save minutes every day and hours every week if they learn some of the available time-saving tips and features. In this two-hour virtual session, we share powerful tips, tricks, and shortcuts to help you utilize more of what PowerPoint can do, allowing you to get your work done quicker.

MS Project I & II

Duration: 2 days

Prerequisites: The course requires that you are familiar with using personal computers and should be comfortable in the Windows environment and be able to use Windows to manage information on your computer.

Microsoft Project assists in developing plans, assigning resources to tasks, tracking progress, managing budgets, and analyzing workloads. This course teaches the basic commands and features of Microsoft Project. Participants will learn how to create and modify task lists, establish a project schedule, create calendars, assign resources to tasks, track costs, and work with different views and tables. Learners will also apply filters and groups, and sort task and resource data. Finally, they will learn how to resolve resource conflicts.

MS Publisher

Duration: 1 day

Prerequisite: This course was designed for persons with a basic understanding of Microsoft Word and need to learn Microsoft Publisher to create, layout, and edit publications.

Microsoft Publisher is an easy-to-use graphic design application. It is ideal for creating logos, business cards, branded calendars, or more complex items such as brochures and newsletters. This course teaches the core features and functions of Publisher. Participants will learn how to navigate the Publisher interface, create, and edit publications, arrange text and pictures, and create and format tables. They will also learn to flow text across text boxes, create a facing-page layout, export publications to PDF, and prepare publications for commercial printing.

MS SharePoint 365

Duration: 1 day

Prerequisites: The course requires that you are familiar with using personal computers and should be comfortable in the Windows environment and be able to use Windows to manage information on your computer.

Microsoft 365 SharePoint is a collaboration platform that allows multiple users to share documents, exchange ideas, and work together. This course helps both new users and site administrators. SharePoint users will become familiar with basic user tasks, such as accessing the site, using document libraries, and working with files. Site administrators will learn to create and manage sites and the user interface; create libraries, lists, apps, and pages; and change and manage site settings and options.

MS Teams

Duration: 2 hours

Prerequisites: The course requires that you are familiar with using personal computers and should be comfortable in the Windows environment and be able to use Windows to manage information on your computer.

Microsoft Teams is a collaboration and communication tool that allows local and remote teams to work together and share information using a common space. This session will cover what Microsoft Teams is, how to use and create teams, channels, and tabs, using Teams for communication, scheduling meetings, storing files, and file-sharing.

MS Visio

Duration: 1 day

Prerequisites: The course requires that you are familiar with using personal computers and should be comfortable in the Windows environment and be able to use Windows to manage information on your computer.

Microsoft Visio creates simple or complicated diagrams. It offers a wide variety of built-in shapes, objects, and stencils. There are many kinds of Visio diagrams, including organization charts, network diagrams, workflows, and home or office plans. This course teaches the essential functions and features of Visio. Participants will learn to use stencils, scale and resize objects, draw basic shapes and compound lines, and arrange objects. They will also learn how to create diagrams, work with text, apply formats, work with background pages, and set file and print properties. Finally, learners will develop diagrams, such as Organizational Charts, Flowcharts, Networking Diagrams, and more.

MS Word I

Duration: 1 day

Prerequisites: The course requires that you are familiar with using personal computers and should be comfortable in the Windows environment and be able to use Windows to manage information on your computer.

This course covers the skills and concepts needed to use Microsoft Word. Participants will learn how to create, save, and navigate documents. They will also learn how to enhance a document's appearance by using various formatting options including tables, page layout, graphics, styles, and outlines.

MS Word II

Duration: 1 day

Prerequisites: You should be comfortable in the Word environment. We ask that you have also successfully completed Word I or used the software for over six months.

This course covers advanced skills and concepts needed to use Microsoft Word productively and efficiently. Participants will learn how to perform a mail merge, insert SmartArt diagrams, work with shapes, and format text graphically. Next, they will create complex illustrations with SmartArt and insert Building Blocks. Finally, they will record a Macro for completing a set of tasks.

MS Word Mail Merge

Duration: 2 hours

Prerequisites: You should be comfortable in the Word environment. We ask that you have also successfully completed Word I or used the software for over six months.

Using Microsoft Word mail merge is a powerful way to personalize and streamline the process of creating mass mailings, emails, labels, and envelopes. With mail merge, you can merge data from an Excel spreadsheet or another data source into a Word document template, allowing you to create customized documents for many recipients. It eliminates the need to manually input individual details, such as names and addresses, saving time and reducing errors.

Lunch and Learns

60–90-minute sessions are held virtually and offered monthly/quarterly.

Going Paperless and Printing Less
Are you overwhelmed by paper everywhere? Do you keep copies of everything? In this session, we will give you tips on using technology to decrease your reliance on paper and all the guilt that piles up with it. It's time to go paperless!

Outlook Time Savers
Most Outlook users could save minutes daily and multiple hours weekly if they learn some of the available time-saving tips and features. In this session, we share powerful tips, tricks, and shortcuts that help empower users to work more efficiently and streamline their daily tasks.

The following courses are also available in a Lunch and Learn format:

• Cybersecurity Essentials

• Excel Quick Tips

• MS Teams

• MS Word Mail Merge

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