

# Training Solutions Reference Guide

- 

**Interactive Table of Contents.**  
Just click on the course and you  
will go directly to the description.





39 Columbia Drive  
Davis Islands, Florida 33606  
813.259.6010  
Fax: 813.253.7156  
Email: [tctc@hccfl.edu](mailto:tctc@hccfl.edu)  
[www.TampaTraining.com](http://www.TampaTraining.com)

Have you heard!

The Corporate Training Center @ HCC continuously works to strengthen and expand its customized training and certification programs to meet the needs of our clients. Our programs increase your employees' skills by giving them tangible proof of their value to your company. Career-seeking employees can expand job knowledge and enhance the skills they need to advance while increasing your company's competitive position.

Our focus is on developing programs and services that link business and learning solutions to our clients' needs. We offer turnkey solutions to enhance our clients' business savvy and give them tools to improve your competitive edge – from basic professional business ethics to time management skills to advanced technological and bio-science knowledge.

To truly be competitive and stay in the game, we develop programs that facilitate organizational refinement so your company can work smarter, operate in more cost-effective ways, and realize greater economic and productivity gains.

We create opportunities that effectively serve the needs of our clients and invite you to explore our many products and services. Learn how we can work together to leverage your investment in training and development into a strategic advantage!

Yolanda Levell-Williams

*Executive Director*

## TCTC @ HCC Team



Gwendolyn W. Stephenson, Ph. D.  
HCC President

Robert M. Wolf  
Sr. Vice President

Yolanda E. L. Williams  
Executive Director

Catherine Funderburg  
Professional Development Officer

Jeff Roth  
Business Development Officer

John Scionti  
IT Manager

Cynthia "Renee" Denham  
Customer Service Representative

Theresa Nichols  
Customer Service Representative

Ryan Buckthorpe  
Business Operations Supervisor

Bethoria Paige  
Senior Accountant

Christine Thomas  
Executive Staff Assistant

### **About this Publication**

This edition of The Corporate Training Center @ HCC Training Solutions Reference Guide is published by Hillsborough Community College's Corporate Training Center. This publication is intended as a guide to services provided by The Corporate Training Center @ HCC (TCTC@HCC). Not every program and/or service offered by TCTC@HCC is featured in this publication. Comprehensive information about the programs may be found on the web site [www.TampaTraining.com](http://www.TampaTraining.com) and/or by contacting TCTC@HCC staff at 813-259-6010.

# WHAT'S HOT

**Fast Track Programs**



**Industry Specific Languages**



**International Culture & Language**



**Medical Programs**



**LEAN Enterprise**



**Technology Solutions**



# Business and Management

## Conflict Resolution

Harnessing the Power of Conflict .....	4
I'm OK - You're Difficult.....	4
Moving From Conflict to Collaboration .....	4
Resolving Conflict.....	4
Working Thru Conflict .....	4
Working with You Is Killing Me: A Guide to Handle Workplace Conflict Resolution .....	4

## Contemporary Workplace Issues

Avoiding Workplace Violence.....	5
Business Ethics .....	5
Intercultural Business: Doing Business in U.S., Asia and Latin America.....	5
Effective Coping and Stress Management Techniques .....	5
Emergency Management for Business and Industry.....	5
Professionalism in the Workplace.....	6
The New Generational Mix .....	6
Understanding and Working with Diversity .....	6

## Customer Outreach

Creating a Service Culture: The Service Leader's Role...	7
Customer-Focused Selling .....	7
Customer Service - Getting it Right .....	7
Reaching for Stellar Service .....	7
Serving a World of Customers.....	7
Service Plus.....	7
The Pitch and How to Make It - A Guide to Selling .....	8
Healing the Customer Relationship .....	8

## Effective Leadership & Management Skills

Adapting to Change .....	9
Adaptive Leadership .....	9
Advanced Management Skills for Managers .....	9
Avoid the Legal Pitfalls in Recruiting & Hiring New Employees .....	9
Coaching - Bringing Out the Best in Others.....	9
Coaching - Developing High-Performance Teams.....	9
Coaching for Improvement.....	10
Coaching for Success .....	10
Coaching - What it Takes to Be a Great Coach.....	10
Correcting Performance Problems.....	10
Creative Leadership Development.....	10
Day-to-Day Performance Management.....	10
Delegating for Results .....	11
Developing Others.....	11
Effective Management Skills.....	11
Essential Coaching Skills for Managers .....	11
Essentials of Interviewing .....	11
Essentials of Leadership .....	11

Forward Thinking .....	12
Getting Started as a New Leader.....	12
Improving Performance & Reducing Liability: Discipline & Termination .....	12
Leading High Performance Teams.....	12
Management Fundamentals: The Making of a New Manager .....	13
Positive Responses to Change.....	13
Retaining Talent .....	13
Reviewing Performance Progress .....	13
Setting Performance Expectations .....	13
The Empowering Leader .....	13
The Leader in Each of Us.....	14
Transformational Leadership .....	14

## Organization & Business Development

Advanced Team Building .....	15
Building Trust.....	15
Strategic Planning: Designing Your Future.....	15
Creating High Performance Teams .....	15
Defusing Emotionally Charged Situations .....	15
Developing Leaders .....	15
Eat That Frog! Stop Procrastinating & Get More Done .....	16
Essentials of Time Management.....	16
Expanding Your Team's Capabilities .....	16
Helping Your Team Work .....	16
Impacting Your Work Processes.....	16
Influencing Others .....	16
Interaction Skills for Success.....	17
Keeping Your Team on Course.....	17
Making Effective Decisions .....	18
Optimizing Team Performance .....	18
Project Management Fundamentals.....	18
Managing Your Priorities.....	18
Systematic Teamwork.....	18
Team Building - Foundation for Success.....	18
Team Performance Survey .....	19
The Basic Principles for a Collaborative Workplace ...	19
The Group Development Model .....	19
Thunderbolt Thinking - Building an Innovative Workplace .....	19
Training Others .....	19
Working as a Team .....	19
Valuing Differences.....	20
Walk the Talk Workshop.....	20
Strategic Project Management .....	20
Improving Personal Productivity.....	20
Planning and Facilitating Effective Meetings.....	20
Leadership and Team Building Development Skills....	20

## Conflict Resolution

### Harnessing the Power of Conflict

Destructive conflict can be one of the most debilitating dynamics operating in a productive work environment. With some breakthrough technology, this seminar uncovers the emotional and irrational elements of interpersonal, intergroup, and organizational conflict. This seminar introduces you to practical means for de-escalating conflict through third-party peacemaking and principal negotiation. Gain confidence in using proven skills to step into highly charged situations and redirect destructive conflict to constructive outcomes for participants.

#### Learning Objectives

- Diagnose true cause of conflict
- Wade through emotional and irrational elements of conflicts with confidence
- Use de-escalation techniques
- Bring conflicting parties together to resolve destructive conflicts
- Initiate principal negotiation

#### Who Should Attend

- Middle and general managers, Human Resource executives

### Resolving Conflict

This course teaches leaders how to recognize that a conflict is escalating and minimize damage by using the most appropriate resolution tactic, regardless of which stage a conflict is in. Leaders also learn the true cost of conflict to an organization and techniques for handling even the most challenging conflict-related discussions effectively.

#### Learning Objectives

- Effectively resolve workplace conflict and enhance productivity, efficiency, and morale
- Help others take responsibility for resolving workplace conflict
- Reduce the negative effects of workplace conflict on individuals, groups, and the organization

#### Who Should Attend

- Frontline to mid-level managers

### I'm OK - You're Difficult

Dealing with hard core, difficult persons can be taxing on us. Too often, we find individuals and organizations experiencing considerable stress and loss of productivity simply because these difficult people we encounter are not dealt with effectively. If we are on the receiving end, our strategy is to concede to demands we would not make in other situations. These difficult people can be customers, co-workers, a boss, and even those reporting to you. Whatever the impetus, they have one thing in common: they possess the ability to put us out of commission while we deal with their inappropriate behavior.

#### Learning Objectives

- Identify what type of person you are dealing with
- Identify the motivation behind the behavior
- Replace initial reactions to these people with proven techniques to regain your rightful place in the discussion (to promote effectiveness, these strategies are tailored to the individual's own communication style)

#### Who Should Attend

- Anyone dealing with "difficult" people.

### Working Thru Conflict

This course teaches how to manage conflict by effectively dealing with differing ideas, interests and perceptions. Learn skills to uncover the synergy between people and ideas, and build bridges between people of differing points of view.

#### Learning Objectives

- Approach conflict as a process
- Reduce the potential cost of conflict to the organization
- Minimize the negative consequences of unresolved differences
- Improve productivity by effectively handling conflict on and off the job
- Contribute to an open and collaborative work environment

#### Who Should Attend

- All employees, including frontline leaders

### Moving From Conflict to Collaboration

Changes in the workplace are putting new emphasis on the importance of effective collaboration. Organizations expect employees at all levels to work together and cross-functionally to solve problems and make decisions. Collaboration efforts require more cross-functional interactions and frequently open the door to conflict. Employees at all levels must be able to deal with conflict. In this course, participants learn the skills needed to turn conflict into opportunities to achieve positive, productive results.

#### Learning Objectives

- Explain influences that contribute to conflict in today's organizations
- Identify behavior patterns that undermine the ability to address conflict constructively
- Describe productive methods of dealing with undermining behaviors
- Distinguish between positions taken in a conflict and the underlying issues
- Use key actions to address conflict facing them on the job

#### Who Should Attend

- All employees

### Working with You Is Killing Me: A Guide to Handle Workplace Conflict Resolution

This course provides valuable insights for turning conflicts in the workplace into productive working relationships. Learn techniques to be more productive and improve your everyday interactions with others. Based on the book, *Working With You Is Killing Me*, by Katherine Crowley and Kathi Elster, participants will learn to free yourself from emotional traps at work.

#### Learning Objectives

- Recognize attitudes and behaviors that create conflicts
- Learn how to handle workplace stress and deal with toxic relationships
- Resolve conflict with controlled confrontation and positive resolution skills

#### Who Should Attend

- Anyone who wants to better manage workplace conflict and create a positive outcome

## Avoiding Workplace Violence

This program is intended to provide awareness to employees of the potential of violence in the workplace through the presentation of information, statistics, and actual cases. It will answer questions concerning workplace violence and provide insight into how to best deal with actual or potential incidents, and how to provide post-incident support to victims and co-workers.

### Learning Objectives

- Prevent workplace violence
- Acquire awareness of workplace violence
- Develop a long-term security plan
- Respond to threats and incidents of workplace violence
- De-escalate threatening people
- Provide post-incident support for victims and co-workers

### Who Should Attend

- All employees of any business, industry, or organization

## Effective Coping and Stress Management Techniques

To avoid the peaks and valleys of productivity created by high stress and burnout, you need employees who know how to balance the urgent demands of work and personal life without sacrificing either. Participants gain important insights into how stress in one life area impacts other areas, how coping resources in one area can be used to decrease stress in another, and how stress coping resources and overall life satisfaction are closely related.

### Learning Objectives

- Discover individual stress issues
- Capitalize on coping strengths to manage stress
- Learn to minimize or eliminate common, daily stresses
- Identify areas for coping skills improvement
- Develop flexibility in responding to change
- Communicate more effectively to improve problem solving
- Build mutually supportive relationships

### Who Should Attend

- Managers and supervisors, frontline staff and team members
- Anyone who needs to cope better with stress

## Business Ethics

The course will introduce ethical concepts that are applicable to resolving moral issues in business. It will aid in developing the reasoning and analytical skills needed to apply ethical concepts to business decisions. Participants explore moral issues specific to business and examine the social and natural environments in which moral issues arise. Additionally, the course covers ethical principles in business, the business system, ethics in the marketplace, ethics and the environment, the ethics of consumer production and marketing.

### Learning Objectives

- Describe two or more ways good ethics benefit an organization
- Recognize how values, rules and procedures establish boundaries in ethical decision making
- This course covers corporate and individual responsibility, offering doable solutions, including how to make decisions that ensure a greater ethical response to business issues

### Who Should Attend

- Managers and supervisors who want to provide ethical leadership
- Staff members who want to learn how they can contribute to a positive ethical culture within their organization

## Intercultural Business: Doing Business in U.S., Asia, and Latin America

This course is designed to identify the cultural differences, stereotypes, and customs of doing business internationally. It offers a unique opportunity to learn about the cultures, languages and customs citizens experience every day. The participants will gain insight and perspective on doing business in U.S., Asia and Latin America.

### Learning Objectives

- Identify global business experience
- Develop mutual understanding and shared appreciation for cultural differences
- Improve communication skills by understanding different communication styles and business approaches
- International etiquette & protocol

### Who Should Attend

- Anyone interested in doing business in U.S., Asia or Latin America

## Emergency Management for Business and Industry

This program will familiarize individuals within the organization, who will be in command during an emergency, of the proper protocol for establishing a command and control system. Included will be the pre-planning process that should take place prior to an emergency, and how to implement the plans when an emergency strikes. The ultimate goal is the protection of lives and property.

### Learning Objectives

- Analyze your capabilities
- See where you stand now
- Analyze your vulnerabilities
- Implement the emergency plan
- Integrate the plan into your organization's operations
- Train other employees
- Emergency management considerations

### Who Should Attend

- Anyone, especially those who will be in command or in management positions in the event a disaster or emergency occurs at or around the workplace (managers, supervisors, safety managers, security personnel, etc.)

**Professionalism in the Workplace**

This course concentrates on managing your responsibilities with tact, poise, and polish. It will also explore how to get your point across with a positive, professional image.

**Learning Objectives**

- Maintaining the proper attitude and perspective
- The importance of dress and appearance
- Essential communication skills
- Social etiquette
- Personal resource management
- Organization and time management
- E-mail/voice-mail best practices
- Importance of planning
- Problem solving attitudes
- Presentation development

**Who Should Attend**

- Individuals who want to improve their credibility in the professional world

**The New Generational Mix**

With the vast majority of companies currently employing a mixture of individuals (from the Silent Generation, Baby Boomer and Generation X), supervisors are faced with formulating cross-generational management techniques. This workshop explores the dynamics existing between the generations and provides participants with the tools to create a cohesive workplace utilizing each generation's strengths.

**Learning Objectives**

- Understand and resolve conflicts between workers of different generations
- Assess and enhance your interviewing and recruiting practices
- Develop mentoring programs within your organization
- Motivate Generation X employees
- Increase team-building effectiveness in the organization

**Who Should Attend**

- Human Resource managers and administrators, recruiters and labor relations managers, supervisors

**Understanding and Working with Diversity**

This program uses a practical approach to understanding and working with diversity in human nature. It is designed to provide insights and strategies that can be integrated into daily management style. These techniques will enhance effectiveness in supervision and build flexibility in taking advantage of the diversity in today's workplace and corporate environment.

**Learning Objectives**

- Describe three types of interpersonal relationships
- Identify cultural factors that influence behavior
- Apply methods of encouraging cooperation from others in managing diversity
- Develop a personal action plan
- Define and describe the process of valuing diversity
- Recognize the dimension of diversity
- Describe common perceptions and reactions to issues of difference

**Who Should Attend**

- Managers and supervisors
- All employees within an organization



**Teamwork:**

Simply stated,  
it is less me and  
**more we.**

## Creating a Service Culture: The Service Leader's Role

After the company's strategic focus is defined, service leaders need to know exactly how to make the service vision a reality. This course helps leaders identify barriers to service excellence and provides them with five leader practices to create a service culture.

### Learning Objectives

- Choose opportunities to use authority and influence to improve customer service
- Focus your efforts and those of the service providers to achieve the results most important to customers

### Who Should Attend

- Service leaders

## Reaching for Stellar Service

To provide the type of exceptional service that creates true customer loyalty, service providers need not only robust interpersonal skills, but also a positive can-do attitude, an understanding of the larger organizational context in which they work, and a commitment to making excellence their everyday service standard. Participants who attend this class have a greater appreciation for the role of customer service in a business, and the role they play toward this end.

### Learning Objectives

- Describe the challenges of delivering stellar service
- Describe the importance of their role in building customer loyalty
- List key moments of truth in customer interactions
- Describe how customers define stellar service
- Plan for their own success in delivering the five service qualities customers expect
- List actions they can take to build customer loyalty

### Who Should Attend

- All employees, from frontline to the executive level

## Customer-Focused Selling

Research clearly demonstrates that customers dislike "being sold" and desire to make decisions to buy based on perceptions of the salesperson as trustworthy, an adequate problem solver, and one who adds value. This two-day, skill-building workshop trains sales professionals in a consultative sales process and in competencies for demonstrating relationship skills and problem-solving skills.

### Learning Objectives

- Effectively listen, question, and solve relevant customer problems
- Create and deliver on-target presentations
- Handle buyer resistance
- Ask for the business and close the deal
- Support customers in their buying decisions

### Who Should Attend

- New and experienced sales people
- Marketing professionals
- Service professionals with sales responsibilities

## Serving a World of Customers

In a world of stellar service, there is no room for a one-size-fits-all approach. Each customer is different and deserves to be treated with his or her unique differences clearly in mind. Four key differences that can affect a customer's service needs are physical ability, language ability, culturally dictated expectations and familiarity with technology.

### Learning Objectives

- Understand the importance of providing helpful, sensitive service to all customers, whatever their differences happen to be
- Discuss the dangers of stereotyping customers
- Learn to recognize cues that may point to special customer needs, and ask respectful questions to clarify those needs
- Discover how to generate options and take action once special needs are identified, and recover quickly when their well-meaning efforts have an unwelcome effect
- Plan to apply a process that builds loyalty in customers with special needs

### Who Should Attend

- All employees, from frontline to the executive level

## Customer Service - Getting it Right

Your organization's success depends on the minute-to-minute performance of many people to "get it right." Whether internal or external, customers want the people selling the product or providing the service to actually deserve their business. In many cases, increasing labor costs and automation have resulted in fewer people in formal customer service positions. Therefore, everyone in the organization must commit to providing the highest possible levels of service in every aspect of their work.

### Learning Objectives

- Demonstrate the skills, attitudes, and behaviors necessary to consistently make "good service" happen
- Self-assess current customer service practices
- Create an action plan for implementing new skill
- Develop a shared customer service mission within an organization
- Determine a plan of action for achieving your customer service mission

### Who Should Attend

- Individuals or entire customer service teams
- Organizations looking to launch a customer training initiative

## Service Plus®

Service Plus® creates a level of service, helps eliminate customer defections, and strengthens customer satisfaction and loyalty. This program gives service providers more than a list of do's and don'ts by providing a toolbox of skills for effectively and efficiently handling all types of customer interactions.

### Learning Objectives

- Think and act consistently to please customers by putting them at the heart of your organization
- Create unprecedented levels of customers by putting them at the heart of your organization
- Create unprecedented levels of customer satisfaction and loyalty
- Ensure repeat business from established customers, increase word-of-mouth referrals for your business, and inspire loyalty in new customers

### Who Should Attend

- Service providers and frontline through mid-level leaders

### The Pitch and How to Make It - A Guide to Selling

The most valuable skill in any organization is the ability to sell an idea, point of view, and product effectively. In fact, a critical success factor in any organization is convincing others that your recommended course of action is their idea. The key to successful selling is knowing one's audience and appealing to the motivating factors shaping decisions. The aim of this seminar is to present the elements of persuasion and selling and enable participants to demonstrate their selling ability in one-to-one and one-to-many selling situations.

#### Learning Objectives

- Identify the key ingredients of persuasion and selling
- Use the logical selling process to your advantage
- Demonstrate basic persuasion and sales techniques
- Develop a persuasive selling strategy for achieving your goals

#### Who Should Attend

- Anyone interested in honing his/her persuasive selling skills
- Management at any level
- Anyone either pursuing or holding a marketing and sales position

### Healing the Customer Relationship



Serving customers who are frustrated or angry is a challenge for both new and experienced providers. Working with a customer who has had a bad experience demands extraordinary patience and tact. Research shows, however, that the effort cannot only restore that customer's loyalty, but it also can create an even stronger relationship.

#### Learning Objectives

- Identify what sets customers off and discuss the positive potential in negative customer experiences
- Recognize the four guidelines for restoring trust and confidence in customers who are angry or frustrated
- Explore techniques for managing their own reactions in difficult situations
- Turn things around after a service breakdown and make goodwill gestures to encourage customers to return

#### Who Should Attend

- All employees from frontline to the executive level

### In Which Program Should I Enroll?

You are invited to contact one of our Program Associates to seek assistance in determining which program will be right for you or your organization.

Our Program Associates manage the details of each of our offerings, know the instructors, and have an intimate knowledge of each program's specific content. They are prepared to assist in selecting programs specific to your knowledge and/or skill level.

**Please call upon us to offer guidance.**

813.259.6010



## Adapting to Change

This course develops the confidence and skills to embrace change and welcome change as an opportunity to grow and learn. Embracing change, rather than fearing change, is a valuable survival tactic in today's world, and this course teaches you how to do it!

### Learning Objectives

- Experience change without a loss in productivity or performance
- Take charge of change by learning to act on areas they can influence
- Develop an action plan for adapting to, and implementing change
- Support, guide, and encourage others to adapt more effectively to change

### Who Should Attend

- All employees, including frontline leaders who have taken or have the knowledge equivalent to the information presented in Interaction Skills for Success

## Avoid the Legal Pitfalls in Recruiting & Hiring New Employees

Recruiting and hiring can be a legal minefield. This course equips responsible hiring authority with the skills needed to avoid legal pitfalls in finding and hiring the right people. Also, it addresses the most common stumbling blocks, including job descriptions, job advertising, interviewing and equal opportunity concerns. With straightforward language and real-world examples, this program addresses the most common and dangerous potholes the organization's hiring authority faces.

### Learning Objectives

- How to verbally describe a job position and avoid omitting, exaggerating or implying
- How to advertise a position and avoid illegal or discriminatory language
- How, and what, to prepare for interviews—and avoid illegal questions
- How to avoid reverse discrimination
- How to provide equal opportunity in recruiting and hiring

### Who Should Attend

- HR personnel and any person with hiring authority

## Adaptive Leadership

Adaptive Leadership raises leaders' awareness of the differences among people and situations. It teaches leaders how to tailor their approaches based on their team members' motivations, personality styles, the organizational environment, and the situation. By better meeting the needs of each individual, leaders create higher levels of engagement and organizational results.

### Learning Objectives

- Adapt the leadership approach they take in each situation to effectively achieve results through people
- Maximize the effectiveness of their interactions by flexing interaction skills and other actions
- Successfully gain a person's or team's understanding, buy-in, or ownership of an issue or task
- Improve people's productivity by focusing on and addressing the situational factors that can affect results

### Who Should Attend

- Informal and formal leaders at all levels

## Coaching - Bringing Out the Best in Others



This module helps participants recognize daily opportunities to coach people they work with and provide the coaching skills they need to bring out the best in them. Effective coaching maximizes the performance of everyone associated with an organization – employees, managers, customers, and supervisors. Apply coaching skills in the workplace and encourage employees to motivate, guide and support one another in working toward achieving top performance.

### Learning Objectives

- Describe the role of a coach
- Explain why everyone in the organization needs to be a coach
- Describe how coaching can benefit themselves, others, and the entire organization
- Identify behaviors that help foster a supportive coaching environment
- Demonstrate a variety of asking and listening techniques to coach others, formally and informally
- Use the key actions to conduct a coaching session

### Who Should Attend

- All employees and leaders

## Advanced Management Skills for Managers

This interactive program will provide experienced managers with an analytical approach to leadership and supervision. Participants will see an increase in employee productivity and effectiveness when they put into practice the components of this program.

### Learning Objectives

- Identify the functions and responsibilities of managers
- Determine your leadership style and the DISC Personal Profile System
- Counsel and coach problem employees more effectively
- Determine what motivates your team
- Link organizational and individual goals
- Utilize effective delegation techniques
- Describe the value of performance standards
- Evaluate your decision-making processes

### Who Should Attend

- Individuals with management and leadership responsibilities

## Coaching - Developing High-Performance Teams

This course identifies techniques for developing self-leadership among individuals and teams. Learn how to help others develop critical thinking skills needed to work through problems, ideas, and opportunities. Coach others to excel while you focus on broader strategic areas.

### Learning Objectives

- Guide others to think for themselves when taking on a new challenge or solving problems
- Balance telling and seeking to provide support, encourage involvement, and share responsibility
- Develop all team members with individual styles, abilities, and motivations into high performers

### Who Should Attend

- Frontline to senior-level leaders

## Coaching for Improvement

This course helps leaders conduct effective improvement discussions and provide the feedback and ongoing support people need to improve performance.

### Learning Objectives

- Encourage others to take charge of improving performance and altering work habits, develop an improvement plan, and measure their progress
- Prepare for and conduct successful improvement discussions
- Handle specific challenges that might occur during such discussions
- Foster morale and productivity by addressing performance and work-habit issues in a firm, fair, and consistent manner

### Who Should Attend

- Frontline to mid-level leaders

## Correcting Performance Problems

This module provides modeling and practice in how to hold discussions with employees about unacceptable performance. It focuses on discussions that are necessary after less formal feedback and coaching have failed to result in a turnaround. The module provides a process that leaders can use to get an individual's performance back on track and to build motivation for continual improvement.

### Learning Objectives

- Recognize why leaders delay correcting poor performance and what the costs are of delaying action
- Identify performance situations in which to take action
- Explain how thorough preparation lays the groundwork for a constructive discussion about performance, and describe what goes into thorough preparations
- Successfully use the key actions to conduct a discussion about the need to improve performance

### Who Should Attend

- Leaders who have the responsibility and authority for correcting performance problems among those who report to them

## Coaching for Success

This course develops leaders who help people achieve goals and avoid problems, a positive experience for themselves and those being coached. Leaders learn a proven coaching process to ensure they identify coaching opportunities, provide needed coaching and support, observe performance, and measure results until desired outcomes are achieved. They learn how coaching for success benefits individuals, strengthens work groups, and supports company objectives and priorities.

### Learning Objectives

- Prepare people to successfully handle challenging situations and tasks
- Expand their teams' capabilities to give the organization a competitive edge
- Delegate new responsibilities with confidence
- Spend less time reacting to problems because work groups have been prepared to succeed

### Who Should Attend

- Frontline to mid-level leaders

## Creative Leadership Development

This laboratory-style seminar employs instrumented feedback to determine preferences in behavior and leadership styles. Case studies will be used to demonstrate the principles of situational leadership. Interactive exercises will provide participants with opportunities to practice using styles not normally employed. Immediate feedback will be used to critique participants leadership effectiveness.

### Learning Objectives

- Define qualities of leadership
- Describe various leadership styles
- Determine the follower readiness of others
- Describe situational leadership attributes and their effect on others
- Identify transitional steps between follower and leader

### Who Should Attend

- Frontline managers, sales and marketing staff, mid-level managers

## Coaching - What It Takes to Be a Great Coach

Coaching is essential to personal and organizational transformation. Managers who develop and use their coaching skills are often on the cutting edge of individual and organizational effectiveness. Coaching is a powerful way of working with others to bring out their best, and creating a corporate culture of success.

### Learning Objectives

- Learn the importance of coaching as a leadership responsibility
- Gain a clear understanding of a coaching model, and master the skills you need to use it
- Practice coaching using real-world case studies
- Receive feedback on the application of skills in the coaching interaction
- Develop a coaching plan

### Who Should Attend

- All supervisors and managers

## Day-to-Day Performance Management

Can you get the people you manage to perform to the best of their abilities? Can you motivate them to go "above and beyond" when the situation requires it? Are you able to use corrective feedback and recognition appropriately to keep your staff on track? This workshop gives supervisors and managers tools for helping employees become and stay high performers.

### Learning Objectives

- Identify the key elements of performance management
- Gain employee commitment to performance improvement
- Assign work and delegate responsibility more effectively
- Monitor work and maintain communication with the employee
- Address performance problems through corrective feedback
- Use recognition and reward techniques to assure continuous improvement

### Who Should Attend

- Frontline supervisors and mid-level management

## Delegating for Results

In this course, leaders learn skills for successfully matching people, responsibility, and authority to maximize involvement, productivity, motivation, and growth for individuals, groups, and the organization.

### Learning Objectives

- Maximize employee involvement, productivity, motivation and growth
- Prepare for and conduct effective delegation discussions
- Facilitate successful delegation by matching the right person(s) to the right responsibilities
- Handle delegation dilemmas such as resistance and inappropriate ideas

### Who Should Attend

- Frontline leaders to mid-level managers

## Essential Coaching Skills for Managers

Are you creating a climate for success among your team members? Do you know the difference between coaching and counseling and when to use each? Are you able to inspire others to peak performance? This fast-paced program provides participants with the skills needed to create empowered and self-initiated team participants.

### Learning Objectives

- Maximize your coaching efforts through techniques discussed in the program
- Use a coaching model to bring out the best in a team
- Identify what effective coaches believe
- Demonstrate a coaching session
- Practice the use of communication skills needed in the coaching process

### Who Should Attend

- Supervisors, managers, team leaders, and team coordinators
- Any individual who wants to increase their coaching skills

## Developing Others

This course provides leaders, coaches, and mentors with the necessary skills and a practical process to develop talent. It focuses on a leader's critical role before, during, and after the development plan.

### Learning Objectives

- Ensure individual development goals align with organizational business strategy
- Gather and review formal and informal behavioral data to determine a person's strengths and developmental needs
- Plan and conduct discussions on strengths and developmental needs, as well as measure and monitor development progress
- Handle challenging development discussions

### Who Should Attend

- Frontline to senior-level leaders

## Essentials of Interviewing

This course will take the guesswork out of evaluating candidates and selecting the right person for the job. Get practical, step-by-step instructions for how to effectively plan and conduct consistent, structured interviews by combining behavior-based, situational, and self-evaluation questions. This process helps equip individuals with the skills needed to hire candidates that are the best "fit" with the job requirements and the organization's culture.

**Capability** – the knowledge and skills to do the job

**Commitment** – the attitude and motivation to do the job effectively

**Chemistry** – the personality, values and work styles that best "fit" the organizational culture

### Learning Objectives

- Identify three key types of interview questions and when to use them
- Create appropriate and legal questions based on the specific job requirements and the "three-dimensional candidate profile"
- Conduct a consistent, structured interview that effectively evaluates for capability, commitment, and chemistry
- Provide candidates with an accurate picture of the job and organizational culture
- Evaluate candidates fairly and objectively

### Who Should Attend

- HR personnel, manager, supervisors

## Effective Management Skills

First-level and mid-level managers need a solid base of management skills on which to build in order to be increasingly effective. This program utilizes a variety of learning techniques, including instruments for self-assessment, small group discussions, and case studies to give you the tools you need to build and expand your management skills.

### Learning Objectives

- Demonstrate increased effectiveness as manager/supervisor in the leadership of your function and your people
- Motivate and coach for high performance
- Empower people to increased productivity
- Identify and utilize appropriate management skills to maintain a positive workplace
- Develop a plan to implement new skills at the work site

### Who Should Attend

- First and mid-level managers

## Essentials of Leadership

This foundation course for all management courses teaches leaders how to get results through people. During the course, they attain the tools necessary for a successful "leadership journey." Learners acquire a set of proven interaction skills, discover seven Leadership Imperatives key to meeting today's challenges, and realize their role as a catalyst leader who inspires others to act.

### Learning Objectives

- Multiply their effectiveness by motivating their teams and helping people be more effective
- Accomplish more in interactions in less time while enhancing interpersonal relationships
- Help people enhance their performance by providing them with feedback they are willing to accept and upon which they are able to act

### Who Should Attend

- Frontline to mid-level leaders

**Forward Thinking**



The ability to respond faster than the competition is an organizational survival strategy. For this reason, an important aspect of leadership is knowing how to work with others and how to enlist their support in creating a viable organization. Participants learn how to create an adaptable organization through awareness activities and skill-building exercises. A key focus of this program is helping teams anticipate change and gain a broader view of factors affecting their business.

**Learning Objectives**

- Understand how open-system thinking helps the organization to adapt to changing conditions
- Discuss effective ways to deal with obstacles to organizational improvement and to make a case for change
- Assess the potential impact of eight key environmental influences on teams
- Plan how to apply forward-thinking when working with teams

**Who Should Attend**

- Managers, supervisors, team leaders and facilitators

**Getting Started as a New Leader** 

This course arms new leaders with the knowledge and skills they need to confront the challenges associated with getting their footing and getting results more quickly-in their new leadership role. They learn how to focus their time and efforts on tasks that are most important to the organization's success. New leaders learn an approach that will accelerate their ability to achieve results through others.

**Learning Objectives**

- Quickly and effectively achieve results in their new role as a leader.
- Focus their time and efforts on high-priority tasks.
- Effectively lead their team to contribute to the organization's business strategies.
- Achieve results through others by building strong relationships with team members

**Who Should Attend**

- New and first-time frontline leaders

**Improving Performance & Reducing Liability: Discipline & Termination**

Coaching. Progressive discipline. Termination. These are challenging jobs for any hiring authority, no matter how seasoned. But they are also absolutely essential skills in today's litigious workplace. This course program uses straightforward language and real-world examples to present the most common issues and potholes that managers and organizations face. Then it provides specific actions any manager can implement to help them avoid their day in court.

**Learning Objectives**

- Effective progressive discipline helps to retain good people and improve performance
- Avoiding discipline or termination can lead to charges of discrimination, unlawful retaliation and wrongful retention
- Specific documentation — be consistent and state required actions, timelines and consequences
- Preparations — terminations must be planned — don't "wing-it"
- Focus on behaviors, improvement and consequences. Don't get trapped into unproductive and risky discussions

**Who Should Attend**

- HR personnel, managers, supervisors, and directors

**Leading High-Performance Teams**

Team leader roles often fall into one of three categories: coach, developer, or influencer. This course strengthens leaders' abilities in these roles, especially the influencer role, to help ensure optimal performance for their team and organization.

**Learning Objectives**

- Apply best practices for your roles as influencer, coach, and developer
- Assess and improve team effectiveness through the Team Performance Formula
- Develop strategies for influencing and improving situations, including challenging ones

**Who Should Attend**

- Frontline to senior-level leaders

## Management Fundamentals: The Making of a New Manager

Successful management requires knowledge of the behavior of people in organizational settings and of the processes that occur in those settings. This program provides you with an overview of the challenges that arise for managers and offers an introduction to the concepts and theories that can be useful in facilitating management effectiveness.

### Learning Objectives

- Define the role and responsibilities of managers, including planning, leading, innovating, organizing, and controlling
- Learn to manage strategy, structures, people, and systems
- Design the organizational context to produce behaviors that contribute to the effective functioning of both the individual and the organization

### Who Should Attend

- Newly appointed managers, individuals with management potential and persons seeking promotion to or within management ranks

## Reviewing Performance Progress

This course helps leaders drive performance and accountability by replacing the “dread” of performance reviews with the “human touch” that builds trusting relationships with the people who report to them. Leaders learn to conduct effective discussions that recognize people’s success and plan for their future development.

### Learning Objectives

- Use progress reviews as a business tool in guiding individuals, work groups and the organization toward success
- Encourage people to sustain good performance and improve less-than-desirable results
- Build people’s responsibility in monitoring, collecting, and analyzing performance data
- Handle challenging situations that can arise during progress review discussions

### Who Should Attend

- Frontline leaders to mid-level managers

## Positive Responses to Change



If the only constant these days is change, it is vital for all employees to respond swiftly and positively to the many changes they face at their jobs. Because people are frequently resistant to change, change can cause people to feel victimized, and frequently, they will seek other employment. This module offers a four-step process for making the most of change. The module helps participants come to grips with their resistance, weigh their options and find positive responses. Participants see the bright side of the new situation.

### Learning Objectives

- Face your thoughts and feelings about change
- Learn more about the impending change
- Express yourself in positive actions and words
- Explore ways to make the change work for you and your organization

### Who Should Attend

- Staff support employees
- People re-entering the workforce

## Setting Performance Expectations

This course helps leaders drive performance and accountability by helping people understand what is expected of them and gaining their commitment to achieving it. When leaders conduct effective setting expectations discussions, people feel more motivated to perform well because they see how their efforts make a difference.

### Learning Objectives

- Ensure mutual understanding of performance expectations
- Help others identify performance expectations that align with the organization’s goals
- Gain individual or team commitment to fulfilling the expectations in the performance plan
- Handle challenging situations that can arise during setting expectations discussions

### Who Should Attend

- Frontline to mid-level leaders

## Retaining Talent



This course helps leaders understand their critical role in retaining organizational talent. They learn to identify what it takes to keep employees happy and satisfied, and how to conduct “quick check” discussions critical for retaining valuable employees. By taking a proactive approach to retaining people, and by encouraging people to openly discuss what it will take for them to stay, leaders can create an environment in which people feel valued and satisfied in their jobs.

### Learning Objectives

- Show people their value to the organization
- Increase the frequency, and quality of discussions with people about their job satisfaction and intent to stay
- Uncover factors that are important to retain each individual, and take action to increase satisfaction
- Develop a plan to reduce voluntary turnover

### Who Should Attend

- Frontline to mid-level leaders

## The Empowering Leader



This workshop helps leaders identify areas on which to focus in building empowerment into their workgroup and organization. Learn about the benefits of empowering employees, and how empowerment boosts morale and motivation, decreases frustration, and helps to create an environment of trust, loyalty, and team support.

### Learning Objectives

- Encourage and support empowerment in employee work groups
- Find ways to make employees’ jobs more interesting, motivating, and empowering
- Help the organization become more empowering
- Plan your continuing development for empowering leaders

### Who Should Attend

- Frontline to mid-level leaders

### The Leader in Each of Us



In today's competitive work environment, it is important that employees at all levels of the organization take full responsibility for their contribution, the success of others, and the ultimate success of their employer. One way to respond to these challenges is to make the leadership responsible for everyone in the organization. This program explains why individuals throughout the organization need to assume expanded, flexible roles and take greater responsibility for the organization's success. Participants learn how barriers can hinder an organization's ability to respond and adapt to business realities. Participants explore five critical leadership strategies they can use to be more effective leaders and to ensure they achieve desired personal and organizational results.

#### Learning Objectives

- Explain why leaders need to fulfill expanded, flexible roles in organizations, and what that means for their own jobs
- Describe five strategies leaders can use to focus their efforts as they handle new roles and responsibilities in high-involvement environments
- Assess their effectiveness as leaders in light of the five critical leadership strategies
- Determine ways they can use the five strategies to increase their effectiveness in the workplace

#### Who Should Attend

- All employees

### Transformational Leadership

Transformational leaders literally raise up a team's efforts to extraordinary performance levels by encouraging them to behave in ways beyond self-interest. Learn how you can use five practices to transform followers into high performers through the use of video analysis, self-assessment tools, and simulations.

#### Learning Objectives

- Describe the practices of transformational leaders
- Distinguish the behaviors of a transformational leader from those of a transactional leader in a video case analysis
- Identify our own strengths as transformational leaders during times of change
- Practice using coaching skills to prepare others for extraordinary performance
- Commit to personal action plan for practicing coaching skills back on the job

#### Who Should Attend

- General managers, supervisors, mid-level managers



The Corporate Training Center @ HCC has made a significant investment to ensure that we provide our participants with the best advice, service, instructors, and study aids to assist you in attaining your high technology training and certification goals.

Our newly upgraded, state-of-the-art computer learning and testing labs provide the ideal environment for maximum performance.

Advance your career, and become recognized as an Information Technology expert by completing one or more of our in-depth certification programs.

For more information or to register, contact The Corporate Training Center @ HCC at **813.259.6010** or visit **[www.TampaTraining.com](http://www.TampaTraining.com)**.

## Advanced Team Building

In today's workplace, the team approach to management is increasingly evident. This program is designed for organizations that have begun team building but need advanced skills to maintain their teams, and increase team efficiency and productivity.

### Learning Objectives

- Set and share team goals
- Identify team skills
- Utilize positive team member skills
- Set tasks boundaries, train, coach, and monitor the team's progress
- Move your team to increased levels of efficiency, communication, and productivity

### Who Should Attend

- Any work group member who currently understands the basics of team building

## Creating High Performance Teams

Assembling a group of people and calling them a team will not ensure commitment and loyalty. It takes more than knowledge of team process to bring about mutual support and improved customer service. This workshop is designed to give existing teams the power to achieve high performances by recognizing and mastering the techniques that lead to success.

### Learning Objectives

- Identify your customers and their expectations
- Maintain positive relationships
- Increase trust and mutual support
- Identify your conflict handling style
- Identify problem or opportunity situations on the job

### Who Should Attend

- New teams, established teams and teams that need to be revitalized

## Building Trust

Trust is the responsibility of each individual — no exceptions. When it's there, you feel it. In a trusting environment, you see more teamwork, partnering, and productivity. This course gives you hands-on, proven strategies for building trust in the workplace.

### Learning Objectives

- Take steps to strengthen trust in your interactions
- Build a foundation of trust with co-workers
- Encourage open communication
- Develop an action plan for building trust with co-workers, team members, customers, and leaders

### Who Should Attend

- All employees, including frontline leaders

## Defusing Emotionally Charged Situations

Frequent changes, tight deadlines, unresolved issues, personal conflicts, and issues from home can make the workplace a pressure-cooker where emotions can get out of control and affect both performance and relationships. To succeed at work, employees must be able to recognize situations that cause them tension and they must possess techniques to diffuse potentially difficult situations. Attend this class, and learn these valuable techniques that will help to change challenging situations to constructive situations.

### Learning Objectives

- Tell yourself to stay cool
- Say nothing until the other person calms down
- Listen for facts and feelings
- Offer your support
- Ask questions to understand the situation better
- Give information to clarify misunderstandings
- Seek a solution
- Know when to walk away
- Try to see the other person's point of view
- Apologize, if necessary

### Who Should Attend

- New and experienced frontline employees and support staff
- People re-entering the workplace

## Strategic Planning: Designing Your Future

Strategic planning is a management tool used to help an organization do a better job, to focus its energy, ensure members of the organization are working toward the same goals, and assess and adjust the organization's direction in response to a changing environment. In short, strategic planning is a disciplined effort to produce fundamental decisions and actions that shape and guide what an organization is, what it does, and why it does it, with a focus toward the future.

### Learning Objectives

- Learn how to assess the current environment
- Understand the process for creating a strategic plan
- Develop and facilitate a strategic planning process

### Who Should Attend

- Facilitators, trainers, human resource professionals, and managers

## Developing Leaders

Do you know what is expected of a leader? This course will help you to understand what a leader is and help to prepare you in taking on your first leadership position with greater confidence. Find out what is expected and respected in a leader.

### Learning Objectives

- Learn strategies for being noticed and selected to be a leader
- Explains different qualities senior management looks for in candidates seeking leadership positions
- Project a more dynamic image
- Discover your unique leadership style, and learn how to refine your skills in gaining and using power to positively influence

### Who Should Attend

- Any manager who is a potential candidate for a leadership role or who is about to take on a new leadership assignment

## Eat That Frog! Stop Procrastinating & Get More Done

There never seems to be enough time for everything on our “To Do” list. Successful professionals follow the simple rule – don’t try to do everything at once. They learn to focus on the most important task that will get results and make sure those are the tasks that get completed. Based on Brian Tracy’s best-selling book, *Eat That Frog!*<sup>®</sup>, this course cuts to the core of what is critical to effectively manage time.

### Learning Objectives

- Implement behavioral changes to improve productivity
- Establish priorities

### Who Should Attend

- Procrastinators and those wishing to manage their time more efficiently

## Helping Your Team Work

In almost every job, success depends on shared projects, effective group interaction, coordinated effort, and helping one another in a pinch. Where team skills and awareness are weak, an employee can impede the performance of the team, as well as the entire organization. This program takes a close look at team behaviors; thinking “big picture”, extending a helping hand, appreciating others, and making one’s needs known and how to implement these valuable behaviors.

### Learning Objectives

- Think “big picture”
- Extend a hand
- Appreciate ideas and actions
- Make your needs known

### Who Should Attend

- New and experienced line staff support employees
- People re-entering the workforce

## Essentials of Time Management

Have you ever wondered why some people seem to accomplish so much more than others in the same number of hours without appearing to work any harder? Maybe the answer is they work smarter by managing their time more effectively. This program is designed to equip participants with the tools necessary to effectively manage their time.

### Learning Objectives

- Describe the basic principles of personal time management
- Identify personal strengths and weaknesses in time management practices
- Identify top time wasters, their causes, and work-related contributors
- Practice time management principles of personal objective setting, establishing priorities, delegating, eliminating, integrating, recreating, collaborating, and counter-procrastinating
- Develop methods for preventing crises on the job
- Practice methods for minimizing interruptions
- Develop a personal contract for reducing time wasters on the job

### Who Should Attend

- Anyone

## Impacting Your Work Processes

While most training programs on work processes cover “macro” processes like manufacturing or order fulfillment, this course focuses on individual work processes. It gives people the skills to take ownership of their jobs and streamline processes to improve performance.

### Learning Objectives

- Map your work processes and identify improvement opportunities
- Improve work processes that increase customer satisfaction, enhance job satisfaction, reduce frustration, and strengthen the organization’s ability to provide quality goods and services

### Who Should Attend

- All employees up to mid-level leaders

## Expanding Your Team’s Capabilities

Participants learn the necessity of empowering teams to handle tasks and responsibilities previously reserved for supervisors and managers. Participants learn the skills needed to decide when teams are ready to take on management or supervisory tasks, prepare the teams for their new tasks, and develop an environment in which team ownership and flawless execution can occur. Participants also explore ways to “step back into the team” when situations require leader intervention.

### Learning Objectives

- Assess a team’s readiness to take on new tasks
- Plan how to best prepare teams to take on new tasks
- Set effective task boundaries
- Obtain a team’s commitment to take on new tasks
- Coach teams as they take on new tasks
- Monitor a team’s progress and take action as needed
- Provide teams with the interpersonal, administrative, and technical skills necessary to take on new tasks

### Who Should Attend

- Middle managers, managers, supervisors, and team leaders

## Influencing Others

This course helps participants create and follow a plan for influencing others.

### Learning Objectives

- Increase acceptance of other people’s ideas, and ensure involvement from others
- Feel more confident in making suggestions for improvement
- Implement new ideas more efficiently
- Enhance others’ reputations as strong contributors

### Who Should Attend

- All employees, including frontline leaders

## Interaction Skills for Success

Improving your workforce's interaction skills will improve the way your workforce thinks and acts. This course presents the basics of how to work well together, reduce wasted time, lessen conflict, and influence interactions in a positive way.

### Learning Objectives

- Choose the most effective way to interact with others in order to reduce wasted time and miscommunication
- Get what you need from their interactions
- Make sure people give you what they need from their interactions
- Maintain strong working relationships and reduce misunderstandings and conflicts

### Who Should Attend

- All employees, including frontline leaders

## Keeping Your Team on Course

Keeping a team on course to accomplish its mission and goals is the responsibility of all team members, not just the team leader. This unit provides 12 tools and techniques to help team members direct the course of the team through a variety of challenges.

### Learning Objectives

- Explain the "Four Phases of Team Development"
- Describe the process during each phase of development
- Select appropriate tools and techniques to deal with a variety of team situations
- Develop a plan for effectively using a specific tool or technique with a team

### Who Should Attend

- Supervisors, managers, team leaders, and members



**Teamwork** is the ability to work together toward a common vision. The ability to direct individual accomplishments toward organizational objectives. It is the fuel that allows common people to attain uncommon results.

- Andrew Carnegie

**Making Effective Decisions** 

This course helps employees master a systematic approach to making better and faster decisions that result in a more effective performance.

**Learning Objectives**

- Avoid common decision-making traps
- Increase the speed and quality of decisions
- Gain support to make decisions work and involve the right people at the right time
- Build people's confidence in their ability to make the right decisions
- Make major and minor decisions confidently

**Who Should Attend**

- All employees up to senior leaders

**Managing Your Priorities** 

Rapid change, flatter organizational structures, and cross-functional duties mean employees must assume greater responsibility for managing tasks. As a result, they need to be able to handle competing priorities, shift gears smoothly, and coordinate and negotiate responsibilities, schedules, and resources with others. The activities in this module provide the skills participants need to make better decisions about their daily work. Participants learn techniques to deal with complex interpersonal interactions, build strong work relationships, and increase their overall productivity, even in changing environments.

**Learning Objectives**

- Explain why the ability to manage competing priorities is an important skill
- Review your individual priorities as the basis for communicating clearly with others about what must be done to meet important goals
- Handle interruptions and requests for help in ways that maintain good working relationships
- Clarify expectations for tasks you need to perform
- Analyze your own needs and work with others to identify ways to handle competing priorities
- Decide when to delegate or hand off tasks, and how to do this effectively

**Who Should Attend**

- All employees

**Optimizing Team Performance** 

This course recharges teams by providing a framework to diagnose strengths and weaknesses, tools to continually improve performance, and a process to build action plans that optimize performance. Applying these techniques will help to keep your team on goal, working together, and encouraging the best contributions from each team member.

**Learning Objectives**

- Demonstrate increased ownership of team performance by assessing and taking responsibility for improving team effectiveness and performance
- Focus on high-priority actions and strategies that directly support the organization's goals
- Look for ways you can influence the team environment

**Who Should Attend**

- All employees and their leaders

**Systematic Teamwork**

This fast-paced workshop is designed for new and existing teams, as well as individuals that would benefit from a simple and clear way to think through any problem, decision-making, or complex situation. Participants will improve their natural ability to problem-solve, make decisions, and deal with a lack/overload of information, or poor communication in a team environment.

**Learning Objectives**

- Identify specific factual issues to determine priority
- Gather and record relevant information using logical, focused questions
- Follow a systematic, data-based procedure for uncovering the root causes of problems
- Develop well-rounded decisions, balancing creativity with a thorough evaluation of benefits and risks
- Create specific implementation plans that anticipate likely problems and develop preventative and contingent actions to reduce their threat

**Who Should Attend**

- Individuals or groups responsible for problem-solving and/or business decisions

**Project Management Fundamentals**

Poor project management is the major factor in the failure of most development projects. This course will help participants identify the major components of product development and project delivery. Whether you use project management practices alone or in combination with project management software tools, businesses are saving money, time and improving product and service quality by integrating the practices into their everyday activities.

**Learning Objectives**

- Integrate project management into your business
- Identify major components of a product development and project delivery
- Save money and time for your business
- Manage projects effectively

**Who Should Attend**

- Individuals who will be managing projects

**Team Building - Foundation for Success**

Many leaders, at all levels of the organization, are moving toward a participative mindset based on cooperation and consensus. Often, they believe people are the most valuable resource of any organization, and that trained teams accomplish more than the sum of each person's efforts. Some are convinced that highly efficient, intact empowered teams help organizations gain and maintain competitive edge. Teams exist at every organizational level, from Line Level to the Executive suite. The number of teams increases daily. There is no doubt that teams are here to stay. This program is designed to help make "teaming" a functioning reality in your workplace.

**Learning Objectives**

- Identify the characteristics of a team and differentiate between a team and a work group
- Distinguish the stages of team development and implement actions to promote better performance
- Develop roles and responsibilities
- Manage conflict
- Develop collaborative goals, and monitor progress

**Who Should Attend**

- Facilitators, managers, and leaders from all levels of the organization



**Team Performance Survey** 

The Team Performance Survey is an easy-to-use diagnostic tool that enables teams and work groups to assess their effectiveness in key practices and skills essential to a high-performance team. The survey addresses best practices of optimally performing teams.

**Learning Objectives**

- Enable teams to proactively identify problems and barriers and make adjustments
- Increase ownership of performance by having team members assess the team's strengths and weaknesses and take responsibility for team effectiveness and performance
- Provide a tool for ongoing measurement and benchmarking of team performance
- Enable teams to focus on factors most critical to their performance and success

**Who Should Attend**

- All employees and their leaders

**Thunderbolt Thinking - Building an Innovative Workplace** 

This course teaches people to manage their thinking to leverage both creative and analytical skills, learn how to do away with rigid “this is how we always do it” thinking and myopic perspectives. Create a work environment where innovation and breakthrough thinking is the norm.

**Learning Objectives**

- Distinguish what employees are thinking about from how employees need to think
- Harness more of your team's brainpower using a how-to-think processes
- Strengthen innovative thinking abilities, and manage their thinking by being more mentally alert, aware, and agile

**Who Should Attend**

- All employees, up to frontline leaders

**The Basic Principles for a Collaborative Workplace** 

In today's workplace, everyone must be willing and able to work together in new and collaborative ways. Collaboration positively impacts productivity, quality, customer satisfaction, and organizational performance. This module introduces The Basic Principles, a set of behaviors that helps individuals work more effectively with others. Participants learn how to use The Basic Principles to create a collaborative climate where everyone is able to cooperate, share ideas, and work toward a common purpose.

**Learning Objectives**

- Describe how collaboration improves organizational performance
- Describe what it takes to be an effective collaborator
- Identify ways to encourage collaboration
- Describe specific ways in which to use the basic principles in your work situations

**Who Should Attend**

- All employees

**Training Others** 

This program gives employees the skills they need to effectively help others prepare for new tasks and responsibilities. The course will also help build employee commitment to, and understanding of, the importance of training to your organization.

**Learning Objectives**

- Understand the importance of training others in the workplace
- Be prepared to plan and conduct on-the-job training with one or more people
- Motivate others to grow and develop their skills

**Who Should Attend**

- All employees, including frontline leaders

**The Group Development Model**

It is not uncommon for well defined and planned projects to fail due to conflicts between team members. This practical program introduces a model for defining the purpose of your projects, getting the team organized, setting goals, and executing the project while paying attention to group dynamics and the role they play in the process.

**Learning Objectives**

- Identify relationship-building aspects of team-building
- Understand how a good group leader is elected
- Develop a scope statement for the project
- Develop a process to make decisions
- Deal with conflicts

**Who Should Attend**

- Project managers and project team managers

**Working as a Team** 

Working as a team clearly teaches employees the personal, interpersonal, and organizational advantages of working together, whether in teams or work groups.

**Learning Objectives**

- Apply the team success factors to improve the performance of the team they lead, or on which they serve
- Reduce the time it takes their team to overcome growing pains
- Be aware of and address the challenges their team faces in the four stages of team development

**Who Should Attend**

- All employees, up to mid-level leaders

**Valuing Differences** DDI

Valuing differences gives people effective tools for appreciating others' unique perspectives, understanding their inherent differences, and collaborating in a mutually beneficial way. Learn how your team's differences can become your team's greatest strength.

**Learning Objectives**

- Contribute your unique style, ability, and motivation to ensure the success of your group and organization
- Show respect for the unique qualities that make you and others different
- Work more collaboratively and productively with people who have a variety of styles, abilities, and motivations
- Draw upon everyone's differences to achieve better results

**Who Should Attend**

- All employees, up to mid-level leaders

**Improving Personal Productivity**

Improving Personal Productivity, which can be kicked off in a workshop or provided as a "just-in-time" reference tool, gives employees the skills they need to increase their productivity while decreasing stress levels.

**Learning Objectives**

- Improve your personal productivity by eliminating non-productive behaviors
- Achieve higher levels of efficiency by applying new, more productive work habits

**Who Should Attend**

- All employees, up to frontline leaders

**Walk the Talk** DDI  
**Workshop**

"Walk the Talk" is a fast and flexible way for participants align teams through values, thus enhancing organizational effectiveness.

**Learning Objectives**

- Identify desired performance expectations
- Identify existing values
- Determine requisite values necessary to achieve performance expectation
- Identify current behavior that is inconsistent with those values
- Modify current behavior to ensure it is consistent with desired values
- Develop measurements to monitor success

**Who Should Attend**

- Managers, team leaders, and team members

**Planning and Facilitating Effective Meetings**

Have you ever sat in a meeting and thought, "Why am I here?" Many people wish they could do something to get meetings focused or get existing meetings back on the correct path. Whether you are a team leader, facilitator, or team player, this nuts-and-bolts workshop can help you develop the skills necessary to create more productive meetings.

**Learning Objectives**

- Plan and execute more effective meetings
- Understand the differences between leaders, trainers, and facilitators – what makes you a "facilitator"
- Effectively use five key meeting roles: facilitator, recorder, timekeeper, minutes-taker, and process observer
- Facilitate group consensus during problem-solving and decision-making sessions
- Develop a team vision statement
- Give feedback and help team members to give each other constructive feedback, decreasing defensiveness and increasing positive impact

**Who Should Attend**

- Team leaders of managers, formal meeting facilitators
- Team players looking for facilitative impact during team meeting

**Strategic Project Management**

This program challenges participants to build a team with defined roles and responsibilities.

**Learning Objectives**

- Identify team concepts
- Describe methods for analyzing problems, and develop resolutions using team roles and responsibilities
- Define elements of project management
- Apply project management philosophy through simulations

**Who Should Attend**

- Administrators and clerical support
- Sales and marketing staff
- First-line supervisors
- Middle managers
- Executive management
- Group leaders
- Organizational development specialists

**Leadership and Team Building Development Skills**

Many managers find it difficult to make the transition from traditional supervisor to team leader. This program is designed to provide team leaders with the skills and knowledge required to successfully fulfill the leadership role in building a high-performance team.

**Learning Objectives**

- Describe directive and supportive team leadership styles
- Differentiate between the member's role and the leader's role
- Identify the stages of team development
- Develop an action plan for your team

**Who Should Attend**

- Team leaders and prospective team leaders



# Communication & Presentation

## Conversational Languages

Conversational Spanish I.....	22
Conversational Spanish II.....	22
Conversational Spanish III.....	22
Medical Spanish I.....	22
Medical Spanish II.....	22
English as a Second Language.....	22

## Negotiation Skills

High-Performance Negotiation.....	23
Negotiating with Integrity.....	23

## Presentation Skills

Contributing to Meeting Success.....	24
Delivering Presentations with Impact.....	24
Designing Successful Corporate Presentations.....	24

## Verbal Communication

Building an Environment of Trust.....	25
Building Winning Partnerships.....	25
Communicating and Listening.....	25
Communicating With Others.....	25
Communication and Management Skills.....	25
Developing Effective Listening Skills.....	25
Effective Customer Communications.....	26
Enhancing Your Communication Effectiveness.....	26
Feedback Fundamentals.....	26
Giving and Receiving Constructive Feedback.....	26
Phone Etiquette.....	26
Proactive Listening.....	26
Speaking with Confidence.....	27

## Written Communication

Creating and Designing User-Friendly Technical Documents.....	28
E-Mail Management and Business Writing.....	28
Preparing Effective Executive and Proposal Summaries.....	28
The Straight Scoop on E-Mail.....	28
Writing Effective Memos and Business Letters.....	28

## Conversational Spanish I

Se Habla Espanol Aqui. This course is designed for individuals who need a working knowledge, and ability to communicate with Spanish-speaking clients and co-workers.

### Learning Objectives

- Properly form common phrases in Spanish
- Understand common Spanish phrases

### Who Should Attend

- Anyone wishing to learn basic Spanish

## Medical Spanish I

This unique course has been specifically designed for healthcare professionals who need a working knowledge and ability to communicate with their Spanish-speaking patients. In addition to providing critical communication tools, this course introduces participants to key cultural aspects necessary to better serve the Spanish-speaking patient. The content of this course may be tailored to emphasize specific areas of healthcare and medical care.

### Learning Objectives

- Develop basic communication skills in the Spanish language related to medical and healthcare administration
- Obtain and provide critical information from and to Spanish speaking persons in need of medical and healthcare services
- Develop cultural awareness and understanding of your Spanish-speaking patients

### Who Should Attend

- Any healthcare professional who needs a working knowledge of Spanish, relating to the healthcare profession

## Conversational Spanish II

Se Habla Espanol Aqui. This course is designed for individuals who have a basic understanding of Spanish wishing to sharpen their skills.

### Learning Objectives

- Converse fluently in Spanish

### Who Should Attend

- Anyone with a basic understanding of Spanish

## Medical Spanish II

This unique course builds on basic skills necessary for healthcare professionals who need a working knowledge and ability to communicate with their Spanish speaking patients. In addition to providing critical communication tools, this course builds on participants to key cultural aspects necessary to better serve the Spanish-speaking patient. The content of this course may be tailored to emphasize specific areas of healthcare and medical care.

### Learning Objectives

- Builds additional communication skills in the Spanish language related to medical and healthcare administration
- Obtain and provide critical information from and to Spanish speaking persons in need of medical and healthcare services
- Enhances cultural awareness and understanding of your Spanish-speaking patients

### Who Should Attend

- Any healthcare professional who has a basic knowledge of Spanish relating to the healthcare profession and needs to increase skill level

## Conversational Spanish III

In this course, participants will learn the introduction to the preterit (past tense), future tenses, and reflexive verbs. Students will read, speak, and role play various situations. Learn more listening and understanding skills, obtain an advanced vocabulary, and the correct pronunciation of the Spanish language. Also, the instructor will go over key topics that are requested by the students.

### Learning Objectives

- Upon completion of this program, you will be able to have a strong grasp of the Spanish language

### Who Should Attend

- Anyone with an above-average understanding of Spanish

## English as a Second Language

This course is designed for corporations with employees who do not speak English and who need a working knowledge and ability to speak, understand, and write English.

### Learning Objectives

- Fluently speak English
- Understand English
- Write in English

### Who Should Attend

- Anyone wishing to learn English

## High-Performance Negotiation

Believe it or not, we are all negotiators. You discuss pay increase with your boss, you try and reach an agreement on the price of a house with a seller, and you negotiate with your spouse on where to go on vacation. More and more people want participation in the decisions that affect them, and therefore, want all, most, or some of their interests met by the other parties involved. Everyone wants to win, but few people in their professional or personal lives are comfortable or skillful at negotiation. In this two-day program, participants will learn and practice skills in the art of "Mutual Gains Negotiations."

### Learning Objectives

- Describe the differences between positional bargaining and joint problem-solving
- Discover the true interest behind each party's position
- Create options that achieve mutual gain between the parties
- Use independent standards to break deadlocks
- Develop a best alternative to negotiate agreements

### Who Should Attend

- Anyone

## Negotiating with Integrity

Negotiating with integrity is defined as back-and-forth, straight-talk communication, based on trust and truth, to reach an agreement when some are shared and some are opposed. Participants in this program will enhance their negotiation skills in sales, contract administration, cross-functional transactions in the organization, with suppliers and with customers.

### Learning Objectives

- Develop a personal action plan to implement Negotiating With Integrity back on-the-job
- Determine personal triggers, which result in aggressive and defensive behavior and self-corrective actions
- Distinguish between antagonistic and integrity-based negotiation
- Follow-up a negotiation to assure fulfillment of expectations

### Who Should Attend

- Anyone desiring to improve his/her ability to negotiate in a positive way

## Meeting Facilities and Support Services...

### Bringing it All Together



The Corporate Training Center @ HCC provides economically priced meeting facilities and support services in a beautiful waterfront location on Davis Island in Tampa. Our facilities are available for an organization to hold conferences, training sessions, corporate, and professional association meetings and more.

Our Client Services Associate handles every detail and makes it easy to plan a meeting. We work with you to plan all aspects of the meeting or conference activities. From selecting the proper space, to coordinating the menu to ordering audio/visual equipment and support resources, TCTC @ HCC's Meeting Facilities and Support Services deliver quality service while keeping costs under control.

**Call 813-259-6010 today to find out more.**

### Contributing to Meeting Success

This interactive course gives employees the skills to save meeting time, keep meetings moving forward efficiently, and commit to and follow through on post-meeting actions. Learn how to conduct meetings that maximize everyone's use of time, effectively accomplishing goals and minimizing distractions.,

#### Learning Objectives

- Share responsibility for achieving meeting outcomes with members, as well as the leader
- Save meeting time by preparing to make productive contributions
- Suggest effective ways to keep meetings moving forward efficiently
- Commit to and follow through on post-meeting actions

#### Who Should Attend

- All employees up to mid-level leaders

### Delivering Presentations with Impact

This program offers an exploration of special rules governing successful client presentations. Participants will learn how to develop a client-oriented frame of reference as they create appropriate, adaptable and repeatable presentations.

#### Learning Objectives

- Identify rules for initiative-based presentations
- Create adaptable, repeatable presentations
- Apply learned techniques to specific participant projects
- Effectively critique practice presentations

#### Who Should Attend

- Sales and marketing staff
- Executive and middle management

### Designing Successful Corporate Presentations

Communicating ideas, plans, and proposals to top management and customers is a critical skill in today's competitive environment. This seminar provides the tools to develop successful business presentations without starting over every time. Let us share with you this highly effective methodology.

#### Learning Objectives

- Generate an effective message
- Build a presentation structure using key points
- Develop strategies for presentation
- Use the storyboard process effectively
- Employ visual aids for maximum impact

#### Who Should Attend

- Sales and marketing staff
- Executive and middle management



### Enhancing Business Performance...

Business consultation services are available to specifically address the issues an organization may encounter both today and in the future. To aid a business in reaching its goals, TCTC@HCC offers value-added services that will give organizations the ability to assess their systems and operations, provide various recommendations, and identify ways to enhance organizational productivity.

Call today for more information!

## Building an Environment of Trust

In this course, leaders learn how to avoid the trust breakers and take action to create an environment in which people take risks, identify and solve problems, and work together to create and sustain high levels of trust.

### Learning Objectives

- Improve business results by establishing, enhancing, or repairing trust in the workplace
- Increase teamwork and collaborations by creating a high-trust work environment
- Repair relationships where lack of trust is negatively affecting job performance
- Build trust through a foundation of open communication

### Who Should Attend

- Informal leaders and frontline leaders through mid-level managers

## Communicating With Others

This course helps participants understand the impact of effective interaction skills, recognize and overcome communication barriers, and interact effectively with others.

### Learning Objectives

- Communicate more effectively with co-workers, leaders, team members, suppliers, and customers
- Be aware of communication barriers and ways to overcome them
- Understand the importance of communication in the workplace

### Who Should Attend

- All employees, including frontline leaders

## Building Winning Partnerships

This course helps leaders identify their roles in establishing alliances among work groups, management, customers, and suppliers. Leaders learn how to establish true partnerships to meet customer needs by developing strategies for gaining people's commitment to working together.

### Learning Objectives

- Leaders recognize how their actions and those of their team affect others' performance
- Work with internal and external partners to achieve shared goals and win situations for all
- Handle difficult as well as everyday partnership interactions
- Support and encourage their workgroup's efforts to form effective partnerships

### Who Should Attend

- Frontline to senior-level leaders

## Communication and Management Skills

Effective communication is the necessary tool to build or strengthen cooperation in the workplace. Managing a diversity of opinions, techniques, and experiences, can provide the impetus to success. This program will explore communication skill strategies that make business relationships work, and improve the climate for cooperation in the workplace. Participants will be introduced to the widely used behavioral style instrument DISC.

### Learning Objectives

- Recognize personal motivators
- Effectively nurture cooperative communication
- Communicate with diverse interests
- Identify style factors in self-confidence
- Facilitate productive team meetings
- Manage conflicts that impede progress

### Who Should Attend

- Sales and marketing staff
- First-line supervisors
- Executive managers

## Communicating and Listening

This course equips employees with the skills they need to communicate clearly and listen carefully. Good communication skills help to remove potential barriers to positive employee and customer relations. Perfect the way you communicate with others on the job, and see the results almost immediately.

### Learning Objectives

- Send and receive clear, accurate messages
- Actively listen to and understand what others say
- Manage internal and external distractions that can interfere with communication
- Manage the non-verbal messages that they send and receive
- Match the appropriate method of communication to their messages

### Who Should Attend

- All employees, including frontline leaders

## Developing Effective Listening Skills

Listening is a primary communication skill and used in over 50% of the average workday. You can become a more effective listener by mastering the techniques described in this workshop, including reading body language, avoiding reading in erroneous messages, and eliminating barriers to comprehension. This program concentrates on offering strategies for identifying and improving listening skills by using multi-media, small group discussion, assessment tools, and practice.

### Learning Objectives

- Distinguish between what is said and what is meant
- Practice effective listening styles to particular circumstances

### Who Should Attend

- Administrative/clerical support
- Sales and marketing staff
- First-line supervisors
- Middle management
- Executive management

## Effective Customer Communications

Customers expect suppliers to keep them well informed on long-range, as well as current initiatives underway that benefit their goals and objectives. Effective communication requires a range of formats and venues. Participants will learn recently developed communication tools and techniques they can directly apply to enhance customer relationships and build new ones.

### Learning Objectives

- Select and specify customer communications for specific corporate objectives
- Design and plan successful customer communication initiatives
- Develop convincing rationale for launching specific customer communication initiatives

### Who Should Attend

- Sales and marketing staff
- Middle management
- Executive management

## Giving and Receiving Constructive Feedback



In this module, participants learn constructive approaches to giving and receiving feedback. The emphasis is on maintaining a spirit of openness and mutual respect. Individuals and organizations benefit from honest, objective feedback about how things are going in the workplace. A constant exchange of information helps everyone stay on target and the organization stay competitive. Exchanging information makes it possible to address issues before they become problems, avoid performance problems, and cultivate strong working relationships.

### Learning Objectives

- Describe specifically what you have observed
- Convey your positive intent
- State the impact of the behavior or action
- Ask the other person to respond
- Focus the discussion on solutions

### Who Should Attend

- All employees and leaders

## Enhancing Your Communication Effectiveness

Today, more than ever, the ability to communicate with clarity, conciseness, and completeness may be the most valuable skills you can possess. Peak performance and productivity in today's collaborative workplace depends on excellence in communication. Instruments will be used to assess present styles of communication. Exercises will be used to demonstrate concepts and theory.

### Learning Objectives

- Demonstrate communication techniques that enhance understanding
- Describe how perception, non-verbal, and listening affect communication
- Explain the difference between formal and informal communication, and the importance of each
- Develop a personal action plan
- Identify barriers to effective communication and methods for overcoming these barriers
- Evaluate the strengths and weakness of your communication styles

### Who Should Attend

- Administrative/clerical support
- First-line supervisors
- Sales and marketing staff
- Middle managers
- Executive management

## Phone Etiquette

This course offers help to improve every telephone interaction a company has with its valued customers by focusing and enhancing the skills of their employees through, exercises, stories and examples of how attitude, telephone etiquette, communication styles and listening skills impact the bottom line.

### Learning Objectives

- Effective communication through listening and response techniques
- Communicating to get results and support
- Learn how to respond effectively to conflict and defuse negative callers
- Learn how your words and tone can send the right message
- Recognizing the warning signs of a potential problem

### Who Should Attend

- Everyone who spends time on the phone with customers

## Feedback Fundamentals



This program helps employees develop and use feedback skills to enhance their job performance, and ensure their success. This course emphasizes using feedback as objective information about performance that can help employees improve the way in which they work and relate with others.

### Learning Objectives

- Take advantage of opportunities to gather feedback and enhance their performance
- Control the amount and quality of the feedback they receive
- Become more successful by seeking and receiving feedback more effectively
- Enhance co-workers' performance by providing them with specific feedback

### Who Should Attend

- All employees

## Proactive Listening

Proactive Listening teaches participants a methodology they can use to listen and communicate more effectively. Better listening skills contribute to more effective communication between peers and among team members. Not only do individuals and work groups benefit, but also the entire organization will benefit from improved employee listening and communication skills. Attend this program and enjoy the benefits of proactive listening.

### Learning Objectives

- List typical barriers to effective listening
- List specific techniques to deal with communication styles they find challenging
- Use learned techniques to listen proactively
- Identify steps to use to reinforce proactive listening

### Who Should Attend

- All employees

**Speaking With Confidence**



Expressing yourself clearly at work is a task many employees find challenging. The ability to speak confidently is vital for success at work. We are constantly being asked to express our opinions, make suggestions and present ideas. This course teaches a four-step process to communicate clearly. Learn how to organize and deliver a presentation, and look at the information from the listener's point of view. Participants gain the confidence and skills to speak clearly.

**Learning Objectives**

- Think about your listener's point of view
- Arrange your thoughts
- Let your confidence show
- Keep checking for understanding

**Who Should Attend**

- New and experienced frontline employees
- People re-entering the workforce



**Strategic Move**

- Professional Development
- Contract Training
- Executive Coaching
- Evaluation & Assessment Center
- Meeting Facility Rental
- Business Consultation
- Seminar & Conferences

### Creating and Designing User-Friendly Technical Documents

Technical and complex products require written instructions (documentation) describing how they should be used. However, readers frequently find these manuals, help systems, or web-based instructions difficult to use. Documentation is often poorly organized and poorly presented, whether in print form or online. Participants will develop skills to identify inferior technical documents and techniques to develop superior ones.

#### Learning Objectives

- Understand the benefits of audience and task analysis
- Write clear instructions
- Explore writing differences for online delivery
- Understand graphic elements and page layout issues
- Discover indexing methods that help users succeed
- Identify problems and pitfalls in example documentation

#### Who Should Attend

- Technical communications and others who produce written or online documentation for a product
- Programmers and engineers who develop products that require supporting documentation
- Managers who oversee document production

### The Straight Scoop on E-Mail

Electronic mail is a business necessity: it's fast, direct and inexpensive. This hands-on program will help business people in all positions become more efficient and effective in their e-mail correspondence. The training includes a premier video selected by Human Resources Executive magazine as one of its top ten training products, and a 16-page reference booklet.

#### Learning Objectives

- Write clear and concise electronic messages
- Manage your e-mail more effectively
- Properly address your respective audiences
- Enhance the "voice" you select

#### Who Should Attend

- Everyone

### E-Mail Management and Business Writing

E-mail is a business necessity: it is fast, direct and inexpensive. This hands-on program will help business people in all positions become more efficient and effective in their electronic correspondence. The training includes a premier video selected by Human Resources Executive magazine as one of its top ten training products, and a 16-page reference booklet.

#### Learning Objectives

- Write clear and concise electronic messages
- Manage your e-mail more effectively
- Have more impact with your e-mail messaging
- Write professional correspondence using e-mail

#### Who Should Attend

- Everyone

### Writing Effective Memos and Business Letters

An emphasis on producing clear, concise, effective memos and letters is the focus provided in this workshop. Participants will evaluate sample letters and memos and develop new samples; applying the techniques learned during the seminar.

#### Learning Objectives

- Evaluate for effectiveness
- Critique letters and memos
- Determine style and format

#### Who Should Attend

- Administrative/clerical support
- Sales and marketing staff
- First-line supervisors
- Middle managers

### Preparing Effective Executive and Proposal Summaries

This workshop will assist participants in defining and meeting the needs of multiple audiences, organizing information, and identifying different kinds of summaries and abstracts.

#### Learning Objectives

- Draft a summary that meets multiple audience requirements
- Focus on key elements of information
- Eliminate unnecessary information
- Extract pertinent information from detailed proposal documents

#### Who Should Attend

- Sales and marketing staff
- First-line supervisors
- Middle management
- Executive management





# Finance

Managers must often familiarize themselves with areas of operations that are related, but may not directly fall under, their areas of supervision. Finance courses cover the basics of finance to help better manage budgets and understand financial operations.

## **Accounting for Non-Financial Managers I**

This course provides an overview of how financial data is generated and reported and how it is used for decision-making, analysis, and valuation. The core concepts include terminology and principles, financial statements, distinction between income and cash flow, debits and credits, and assets and liabilities. Participants will also learn to examine accounting methods and read financial statements.

## **Accounting for Non-Financial Managers II**

This course explains how to understand financial and operational measures, prepare and utilize budgets, respond to inquiries about the dollars-and-cents consequences of actions taken by you or your department, and speak the jargon of finance with fluency and ease. The participants will gain an awareness of how financial decisions are made and how those decisions impact the bottom line.

## **Budget Planning**

Do you know how to effectively plan and manage your budget? This course will show you how to develop, implement, and maintain departmental budgets that support and contribute to the goals of the company as a whole. Covering both the planning and controlling sides of the budget system, you'll learn how to document the company's goals and performance objectives in financial terms and how to interpret the comparison of actual results with budgeted results.

## **How to Read Financial Statements**

This course provides you with both the financial and non-financial measurement tools you need to assess financial success, internal business processes, and growth in your organization. Whether you're a brand-new supervisor or a senior executive, you won't go far without having a solid understanding of key financial documents.

## **Cash Flow Management**

The nuts-and-bolts to understanding proven techniques to plan and manage cash flow, sources, and use short-term funds, and working capital (including cash, short-term securities, receivables, inventory, payables, and short- and intermediate-term debt). This course shows you how to manage working capital efficiently and how to maximize and minimize the cost of short-term credit.

## **How to Set Up Internal Financial Controls**

This course provides you with both the financial and non-financial measurement tools you need to assess financial success, internal business processes, and growth in your organization. Whether you're a brand-new supervisor or a senior executive, you won't go far without having a solid understanding of key financial documents.

# Finance

"Before the training, financial statements were just numbers on a page. I have greater confidence that I can interpret financial reports accurately. More importantly, I'm able to make better financial decisions for my company."

- Mid-sized business owner





# APA's PayTrain® College & University Program

## The American Payroll Association's PayTrain College & University Program

As a payroll professional, you know how important it is to maintain your company's compliance by keeping up with changing regulations and procedures. Staying current is not only important to your company's bottom line, but also to your continued professional development.

In cooperation with the American Payroll Association, TCTC@HCC presents the PayTrain College & University program for payroll professionals. Comprised of two professional development courses, PayTrain Fundamentals and PayTrain Mastery, this program is designed for all levels of payroll administration. Whether you are interested in preparing for the Fundamental Payroll Certification (FPC) or Certified Payroll Professional (CPP) certification exams, or are new to the industry and need to learn the basics of payroll, our courses will help you meet your goals.

### What Is PayTrain College & University?

PayTrain College & University is the American Payroll Association's payroll professional development and certification exam preparation program offered in a college/university setting. Serving the entire payroll community, this program is ideal for seasoned professionals interested in advancing their careers or sitting for a certification exam, as well as for new hires seeking an understanding of the industry. Enrollees in the program receive live classroom instruction, textbooks, and access to interactive online games and applications to reinforce topics learned.

### PayTrain College and University Fundamentals

The PayTrain Fundamentals course teaches the fundamental payroll calculations and applications, providing students with the basic knowledge and skills required to maintain payroll compliance and prevent costly penalties. This course is ideal for new payroll professionals, those who support the payroll industry, and those who are preparing for FPC certifications. Enrollees receive live classroom instruction, textbook, and access to interactive online games and applications to reinforce topics learned.

### PayTrain College and University Mastery

PayTrain Mastery is a comprehensive course providing students with a solid understanding of advanced payroll topics necessary for payroll managers and supervisors. This course is ideal for experienced payroll professionals seeking compliance training, professional development or CPP certification preparation. Enrollees receive live classroom instruction, textbooks and access to interactive online games and applications to reinforce topics learned. Please note: the PayTrain Fundamentals course is a prerequisite.

- The IRS and Department of Labor change the requirements affecting payroll processing every year. Are you in compliance?
- Take charge of your payroll career.
- Improve your payroll knowledge and prepare for certification.

**IN PARTNERSHIP WITH**



**Enroll in The Corporate Training Center @ HCC's PayTrain Fundamentals and PayTrain Mastery courses today!**

**Visit  
www.TampaTraining.com  
or call 813.259.6010**



# Human Resources

Human Resources professionals are constantly facing new challenges as organizations evaluate and respond to employee needs and demands. Budget restraints, labor laws, and organizational restructuring are just a few of the issues that are overviewed in this section.

## **Handling and Resolving Grievances Now**

There is a cathartic effect to complaining. However, grievances can be, and usually are, more substantial than simply letting off steam. In a collective bargaining arena, the grievance process is integral to the appropriate functioning of labor and management. This program conveys the knowledge, skills, and abilities needed by labor and management representatives to address issues in ways that reduce the likelihood of grievances, or increase the likelihood of early settlement.

## **Labor Law Overlap: Understanding the ADA, FMLA, Workers' Compensation and the NLRA**

This program is designed to address the statutory elements and interplay among the Americans with Disabilities Act, Family Medical Leave Act, Workers' Compensation, and the National Labor Relations Act. Participants will learn the essential provisions of each law and the overlapping, and often confusing requirements imposed on employers. Participants will leave with a better understanding of the law and help toward formulating their own roadmap for application and policy development.

## **Sexual Harassment: What It Is, Why It Happens, and What to Do About It**

In today's business environment, it is important that executives, managers, and supervisors possess knowledge of the laws, as well as their own legal responsibilities regarding sexual harassment. They must become sensitized to the causes and effects of sexual harassment and aware of coping strategies employed by sexual harassment targets. This workshop gives participants an understanding of legal, organizational, and individual aspects of socio-sexual behavior in the American workplace.

## HR

### **What's Hot**

Essentials of Interviewing

Avoid the Legal Pitfalls in Recruiting and Hiring New Employees

Improving Performance and Reducing Liability: Discipline and Termination



# CEBS

## Certified Employee Benefit Specialist



### **Employee Benefits: Concepts and Healthcare Benefits**

This course begins with an overview of the environment of employee benefit plans and then addresses issues pertaining to health care and health care plans. Specifically, topics covered include managed care, maintaining and improving employee health and a number of specialized health benefits. Timely topics of healthcare benefits for retirees and long-term care are also covered. The course concludes with coverage on government policies and legislation dealing with social insurance.

### **Employee Benefits: Design, Administration, and Other Welfare Benefits**

This course begins by focusing on the various forms of life insurance benefits provided through the employment relationship and continues with coverage of a variety of other welfare benefits. Flexible benefit plans and spending accounts are also discussed, as well as the administration, funding, communication, and taxation of welfare plans. Topics on multi-employer plans and workers' compensation are also included.

### **Retirement Plans: Basic Features and Defined Contribution Approaches**

After a historical introduction of private pension plan development, the course reviews the objectives of plan design. It provides an overview of the legal requirements for qualified plans. Specific defined contribution plans discussed include money purchase, profit sharing, savings plans, ESOPs, 401(k) plans, IRAs, SIMPLE plans, and plans for the self-employed. Also includes individual approaches to retirement plan design, as well as a discussion of participant-directed investing, investment education, and distribution planning.

### **Retirement Plans: Defined Benefit Approaches and Plan Administration**

This course begins with an analysis of defined benefit features and an analysis of the differences between defined benefit and defined contribution plans. An overview of the retirement aspects of Social Security and Medicare is also presented. Other topics are plan design, actuarial aspects, investments of plan assets, and plan termination insurance. In addition, complex issues such as hybrid plans, early retirement incentives, and special retirement plans for executives are discussed.

### **Human Resources and Compensation Management**

This survey course examines human resources and compensation management, including human resource planning, wage determination, employee benefits, total compensation concepts, and non-economic rewards, as well as institutional and economic issues such as seniority, management rights and union security.

Earning a credential through the CEBS program can make a difference! Professional designations are a means of recognizing individuals who demonstrate professional skills and knowledge. A high sense of achievement, competitive edge, industry recognition, higher compensation, and opportunities for job promotion and career enhancement are a few of the benefits of earning a designation. Certificate holders are viewed by their employers, their peers, and the public as being competent, credible, and committed to their profession. It sends the message that the candidate with a designation is a professional, not just someone who is interested in occupying a job.



**Study material  
order forms are  
available  
online at  
[www.cebs.org](http://www.cebs.org)**



# Small Business Success Enterprise

Seminars are a great way to get you the information need to successfully run your business. There are fundamentals that every business owner needs to know...Our 4-hour monthly seminar sessions are on topics relevant to today's small business professional.

Don't wait. Get started today!

## Learn strategies that can impact your business:

Topics Include:

- Improving Performance & Reducing Liability: Discipline & Termination
- Day-to-Day Performance Management
- E-mail Management & Business Writing
- Interviewing Essentials
- Accounting for Non-Financial Managers
- Essentials of Leadership
- Search Engine Optimization and Pay Per Clicks
- MS Project Management
- How to Set Up Internal Financial Controls
- Hiring the Right Talent
- Coaching: Bringing out the Best in Others
- How to Work a Room
- Writing a Business Plan

Call today for information!

## Small Business

Need help  
to grow your  
business?

Do you want  
to improve  
your business  
profits?

# LEAN Enterprise

LEAN organizations are emerging work-place paradigm across the many industries as companies around the world are discovering new techniques that create outstanding results which translate directly into bottom-line profits. This is the central theme of a LEAN organization. Our program is designed to enhance and reinforce skills which will lead change in a company and give the participants firsthand experience.

## LEAN Enterprise:

- Improves quality
- Increases productivity
- Reduces costs
- Reduces set-up times
- Multiplies inventory turns
- Increases profits

## LEAN Enterprise

### What LEAN can do for you

If your organization strives to increase production and reduce additional costs, contact a Business Solutions Consultant for more information about LEAN Enterprise.

## LEAN Management Track Program

- Leading change
- Making meetings work
- Setting performance expectations
- Reviewing performance progress
- Developing others
- Influential leadership
- Rapid decision making

# Six Sigma

## Six Sigma

TCTC approach to Six Sigma training uses on-line, instructor-lead curriculum with practical, hands-on lab exercises featuring our Advanced Manufacturing system emulator. You will become a skilled practitioner of Six Sigma, comfortable in leading teams, analyzing processes and methods, presenting solutions and projecting cost savings from change.

## The TCTC Approach to Six Sigma

- Instructor-led classes allow for discussion of assignments, involvement of actual workplace situations and group interaction. Study groups will be encouraged and developed in this environment.
- On-line training provides the opportunity to study when and where it is convenient for the participant. Exams will be delivered via the internet by the certification issuing institution.
- Hands-on exercises and simulations will be conducted in the Advanced Manufacturing facility at the Brandon campus, featuring the H.A.S. production simulator. Questions will be posed that use the on-line course material as the core for these study problems.
- Classes will meet bi-weekly to review, discuss, and practice the use of analytic tools, project definition, process improvement, and control.



## Fast Track Programs

Fast Track programs are designed to build your skills through a series of comprehensive value-add training sessions which focus on areas most important to your on-the-job performance. The skills you learn will prepare you for today's competitive job market.

### **Management Fast Track- Middle Management Leadership Skills - DDI IM:EX**

- a. Essentials of Leadership - DDI
- b. Adaptive Leadership - DDI
- c. Building an Environment of Trust - DDI
- d. Developing Others - DDI
- e. Retaining Talent - DDI
- f. Building Winning Partnerships - DDI
- g. Influential Leadership - DDI

### **Management Certificate Track ( 8 Core and 2 Elective Courses)**

- a. Day-to-Day Performance Management-Core
- b. Accounting for Non Financial Managers-Core
- c. Getting Started as a New Leader - DDI
- d. Interviewing Essentials - Core
- e. Understanding and Working with Diversity
- f. Essentials of Time Management

### **Sr. Management Certificate Track ( 7 Core and 2 Elective Courses)**

- a. Corporate Strategy - Core
- b. Leading High-Performance Teams - Core
- c. Developing Leaders - Core
- e. Accounting for Non-vFinancial Managers II
- f. How to Set Uvp Internal Financial Controls
- g. Making Effective Decisions - DDI

# Get on the Fast Track

# Fast Track Programs



## Professional Administrative Assistant Track

- a. Communicating and Listening
- b. Writing Effective Memos and Business Letters
- c. Microsoft® Word Level 1
- d. Microsoft® Excel Level 1
- e. Microsoft® Powerpoint Level 1
- f. Time Management
- g. Professionalism in the Workplace

## LEAN Manufacturing Management Track - DDI

- a. Leading Change 4 hrs
- b. Making Meetings Work 4 hrs
- c. Setting Performance Expectations 4 hrs
- d. Reviewing Performance Progress 4 hrs
- e. Developing Others 4 hrs
- f. Influential Leadership 4 hrs
- g. Rapid Decision Making 4 hrs

## Economics for Business Leaders Track

- a. Negotiating with Integrity - Core
- b. Accounting for Non-Financial Managers II
- c. How to Set up Internal Financial Controls
- d. Budget Planning
- e. Cash Flow Management
- f. How to Read Financial Statements

## Payroll Certificate Track

- a. PayTrain Fundamentals (30 hours / 10 weeks)
- b. PayTrain Mastery (36 hours / 12 weeks)



## Employee Benefit Track Six Required Courses



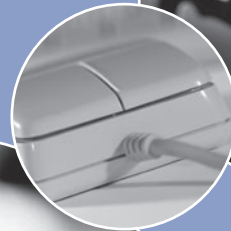
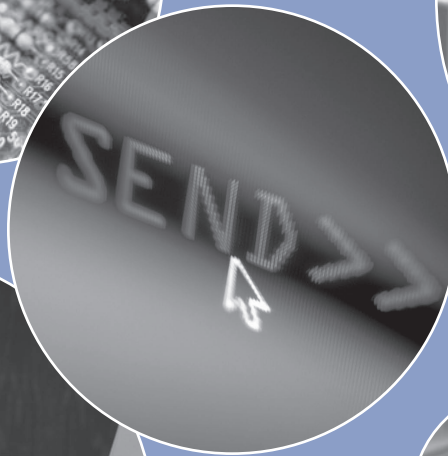
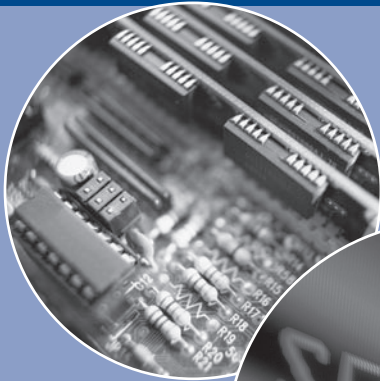
- a. Course 1: Employee Benefits: Concepts and Healthcare Benefits
- b. Course 2: Employee Benefits: Design, Administration and Other Welfare Benefits
- c. Course 3: Retirement Plans: Basic Features and Defined Contribution Approaches
- d. Course 4: Retirement Plans: Defined Benefit Approaches and Plan Administration
- e. Course 8: Human Resources and Compensation Management
- f. Comp 1: Compensation Concepts and Principles

## FAST TRACK

“The Fast Track program I attended was very intensive and specific to my needs. I was able to take minimal time off work to learn career-enhancing skills that have proven to make me more invaluable in my office.”

- Executive assistant

# TECHNOLOGY SOLUTIONS



# Business/Accounting Applications

## ACT

ACT! Level 1 .....	40
ACT! Level 2 .....	40

## QuickBooks

QuickBooks Pro Level 1 .....	41
QuickBooks Pro Level 2 .....	41

## Microsoft®

Microsoft® Project 2003 - Level 1 .....	42
Microsoft® Project 2003 - Level 2 .....	42
Microsoft® Visio Pro 2003 - Level 1 .....	42
Microsoft® Visio Pro 2003 - Level 2 .....	42
MS Word Level 1 .....	43
MS Word Level 2 .....	43
MS Word Level 3 .....	43
MS Excel Level 1 .....	44
MS Excel Level 2 .....	44
MS Excel Level 3 .....	44
MS Access Level 1 .....	44
MS Access Level 2 .....	44
MS Access Level 3 .....	44
MS Outlook Level 1 .....	45
MS Outlook Level 2 .....	45
MS Powerpoint Level 1 .....	45
MS Powerpoint Level 2 .....	45
MS Office Suite 2007 .....	

**ACT! Level 1**

ACT! contact management software enables you to manage your business contact information schedule, and activities. In this introductory class, the first of a series, you learn how to enter, find, and manage client information, schedule and track activities, and create word processing documents.

**Learning Objectives**

- Overview of ACT!
- Create a contact database
- Locate contacts
- Organize contacts
- Work with calendars and activities
- Organize sales opportunities and contact activity
- Create, edit, and format word processor documents

**Who Should Attend**

- Individuals interested in learning the basic features of ACT!

**Available Versions**

- ACT! 2000
- ACT! 9

**ACT! Level 2**

ACT! contact management software enables you to manage your business contact information, schedules, and activities. In this advanced course, you learn how to modify templates and reports, perform complex lookups, customize a database, automate procedures, exchange data, perform database maintenance, and link to the Internet.

**Learning Objectives**

- Perform complex lookups
- Automate procedures with macros
- Exchange and move data between databases with import, export, and synchronization
- Customize an ACT! database
- Use templates in databases and reports
- Manage a database
- Connect to Web sites with Internet links

**Who Should Attend**

- Individuals interested in learning the advanced features of ACT!

**Available Versions**

- ACT! 2000
- ACT! 9



“I enrolled in a customized Computer/IT Program along with seven technicians on my team. The program was designed for High Technology by The Corporate Training Center @ HCC. Seven of my techs have realized significant improvement in their confidence levels and overall PC knowledge. On average, those technicians in school realized an 18% increase in productivity within the first month. My highest performer realized a 7% increase in November over his October numbers. One of my lowest team performers stated that he felt empowered by the class and he realized a 52% increase.”

Local Manager  
Communications Technology Company

## QuickBooks Pro Level 1

This course is an introduction on how to use QuickBooks to best meet the needs of your business. The main objective is to introduce you to QuickBooks basic features and give you an opportunity for hands-on practice. You will learn about the types of information needed in your business and how to enter and track that information in QuickBooks. By the time you complete the course, you will have a good idea of how an accounting software package can save time and help organize business finances. When you are ready to use QuickBooks, you will be familiar with the most common tasks and will know where to find information about more advanced features.

### Learning Objectives

- You will examine how to use QuickBooks to best meet the needs of your business, by being introduced to its basic features

### Who Should Attend

- This course is designed for a person with no prior knowledge of how to use QuickBooks, or someone familiar with the software who wants to learn new features and functionality

## QuickBooks Pro Level 2

This course is a more advanced look at how to use QuickBooks to best meet the needs of your business. The main objective is to introduce you to more of QuickBooks features and give you an opportunity for hands-on practice. You will learn about how to create reports and graphs and use forms and other QuickBooks accounts. You will examine how to track and pay sales tax using QuickBooks and also how to do payroll with QuickBooks. By the time you complete the course, you will have a good idea of how an accounting software package can save time and help organize business finances.

### Learning Objectives

- You will examine some of the more advanced features of QuickBooks to help meet the needs of your business

### Who Should Attend

- This course is designed for a person who is familiar with the software who wants to learn new features and functionality of this version

“The world is moving so fast these days that the man who says it can’t be done is generally interrupted by someone doing it.”

- Harry Emerson Fosdick



## Microsoft® Project 2003 Level 1

Microsoft® Project is built with all the tools you need to successfully plan and manage the most complex projects. This fundamental program, the first in a series, provides you hands-on experience using Microsoft® Project to assist with project planning and keep track of your project details.

### Learning Objectives

- Plan and create a project
- Adjust the timescale
- Start a project schedule
- Enter tasks into Gantt view
- Use the formatting toolbar
- Work with subtasks in an outline form
- Identify the critical path
- Assign resources and their work schedules to tasks
- Identify resource costs

### Who Should Attend

- Those who are project managers, team members, and other individuals who will manage projects or are interested in using automated project management tools

## Microsoft® Project 2003 Level 2

Microsoft® Project 2003 is a versatile and powerful project management tool that lets you manage the status of complex projects. This intermediate program, the second in the series, covers more advanced features of project management. The program gives you hands-on experience tracking and modifying the project that you created in the Microsoft® Project 2003 Level 1 program. You are also encouraged to bring a project to the workshop to be used to practice the tools and techniques covered.

### Learning Objectives

- Manage multiple resources
- Control resource start time
- View PERT charts
- Use resource allocation and automatic resource leveling views
- Resolve schedule conflicts
- Establish the baseline
- Understand critical path management
- Modify a project plan
- Compare baseline to actual
- Develop custom filters and sorts
- Work with multiple projects
- Create master projects and subprojects
- View and modify resource graphs
- Adjust the timescale
- Assign resources and their work schedules to tasks
- Identify resource costs

### Who Should Attend

- Project managers, team members, and other individuals who will manage projects or are interested in using automated project management tools

## Microsoft® Visio Pro 2003 Level 1

In this course, you'll learn fundamental skills while creating several types of diagrams using Microsoft® Office Visio Professional. You will create a directional map, a block diagram, a basic and a cross-functional flowchart, an organization chart, and an office layout. You will learn techniques to drag and manipulate Visio master shapes, create connections between shapes, and apply styles to shapes, text, and pages. You will generate an organization chart from imported data and edit custom properties to store additional information in your diagrams.

### Learning Objectives

- Identify the various types of drawings you can create using Visio and navigate in a Visio document
- Drag shapes from Visio stencils and resize, rotate, align, and transform them
- Increase your productivity with smart features, such as numbering shapes automatically, duplicating shapes quickly, and grouping and aligning
- Create a flowchart or a cross-functional flowchart
- Create an organization chart manually, or generate one from a text file

### Who Should Attend

- Those who seek to learn how to create organizational charts, diagrams and flowcharts

## Microsoft® Visio Pro 2003 Level 2

In this course, you will work with many advanced features, including using the drawing tools, creating and working with custom stencils and templates, and sharing your Visio drawings with other applications.

### Learning Objectives

- Open and manipulate toolbars and stencil windows in the work area
- Use the drawing tools and Operation command features to create new custom shapes
- Integrate both simple and complex custom shapes in a drawing

### Who Should Attend

- Those who seek to further their knowledge of Visio by using drawing tools and creating and using custom stencils and templates

## MS Word Level 1

Word processing is the use of computers to create, revise, and save documents for printing and future retrieval. This course is the first in a series of three Microsoft® Office Word courses. It will provide you with the basic concepts required to produce basic business documents. Persons with a basic understanding of Microsoft® Windows who need to learn how to use Microsoft® Office Word to create, edit format, layout and print standard business documents complete with tables and graphics.

### Learning Objectives

- Create, edit, and enhance standard business documents using Microsoft® Office Word

### Who Should Attend

- Those who are interested in getting more productive with the MS Office Suite

### Available Versions

- MS Word XP (2002)
- MS Word 2003

## MS Word Level 2

This course goes beyond the basics of Microsoft® Word, helping you to increase the complexity of your Word documents. You will create customized efficiency tools, and add customized lists, tables, charts, and graphics to your documents. These skills will allow you to efficiently produce high-quality, effective, sophisticated documents.

### Learning Objectives

- Add complexity to Word documents and create personalized efficiency tools in Word

### Who Should Attend

- Those who are interested in getting more productive with the MS Office Suite

### Available Versions

- MS Word XP (2002)
- MS Word 2003

## MS Word Level 3

You know how to use Microsoft® Word to create and format typical business documents, but you need to work on more complex documents. In this course, you will learn how to use Word to create, manage, revise, and distribute long documents, forms, and Web pages. This course was designed for persons with a basic understanding of Microsoft® Windows who can create and modify standard business documents in Microsoft® Word, and who need to learn how to use the more advanced features of Word to create, manage, revise, and distribute long documents, forms, and Web pages.

### Learning Objectives

- Create, manage, revise, and distribute long documents, forms, and Web pages

### Who Should Attend

- Those who are interested in getting more productive with the MS Office Suite

### Available Versions

- MS Word XP (2002)
- MS Word 2003



It is amazing how much you can accomplish when it doesn't matter who gets the credit.

## MS Excel Level 1

You have basic computer skills, such as using a mouse, navigating through windows, and surfing the Internet. You have also used paper-based systems to store data that you run calculations on. You now want to migrate that data to an electronic format. In this course, you will use Excel to manage, edit, and print data.

### Learning Objectives

- Create and edit basic Microsoft® Office Excel worksheets and workbooks

### Who Should Attend

- Those who are interested in getting more productive with the MS Office Suite

### Available Versions

- MS Excel XP (2002)
- MS Excel 2003

## MS Access Level 1

This course is intended to introduce the features of Access to beginning Access users. You'll begin with an introduction to the Access software environment. You'll become familiar with the primary objects in an Access database, including tables, queries, forms, and reports. You'll create and modify each of these and learn why Access databases are a type of relational database.

### Learning Objectives

- Understand the Microsoft® Office Access database environment
- Manage the data in a database
- Examine existing table relationships
- Query the database
- Design simple forms
- Create and modify Access reports

### Who Should Attend

- Those who are interested in getting more productive with the MS Office Suite

### Available Versions

- MS Access XP (2002)
- MS Access 2003

## MS Excel Level 2

In this intermediate-level course, you will use Microsoft® Excel to streamline and enhance your spreadsheets with templates, charts, graphics, and formulas which allows the data to be analyzed in a variety of formats.

### Learning Objectives

- Apply visual elements and advanced formulas to a worksheet to display data in various formats

### Who Should Attend

- Those who are interested in getting more productive with the MS Office Suite

### Available Versions

- MS Excel XP (2002)
- MS Excel 2003

## MS Access Level 2

As you begin this course, you should have the basic skills you need to work with an Access database. Thus far, you have been focusing on essential database user skills only. In this course, you will consider how to design and create a new Access database, how to customize database components, and how to share Access data with other applications. The Level 2 course is for the individual whose job responsibilities include creating new databases, tables, and relationships, as well as working with and revising intermediate-level queries, forms, and reports.

### Learning Objectives

- Design and create a new Access database; improve queries, forms, and reports; and integrate Access with other applications.

### Who Should Attend

- Those who are interested in getting more productive with the MS Office Suite

### Available Versions

- MS Access XP (2002)
- MS Access 2003

## MS Excel Level 3

You have used Microsoft® Office Excel to perform tasks such as running calculations on data and sorting and filtering numeric data. In this course, you will gain the skills necessary to create macros, collaborate with others, audit and analyze worksheet data, create PivotTables and PivotCharts, incorporate multiple data sources, and import and export data.

### Learning Objectives

- In this course, you will automate some common Microsoft® Office Excel tasks, apply advanced analysis techniques to more complex data sets, collaborate on worksheets with others, and share Microsoft® Office Excel data with other applications.

### Who Should Attend

- Those who are interested in getting more productive with the MS Office Suite

### Available Versions

- MS Excel XP (2002)
- MS Excel 2003

## MS Access Level 3

Your training in and use of Access has provided you with a solid foundation in the basic and intermediate skills for working in Access. You're now ready to extend your knowledge into some of the more specialized and advanced capabilities. Microsoft® Access Level 3 is designed for the student who wishes to learn intermediate and advanced operations of the Microsoft® Access database program. The Level 3 course is for the individual whose job responsibilities include working with heavily related tables; creating advanced queries, forms, and reports; writing macros to automate common tasks; and performing general database maintenance.

### Learning Objectives

- Create complex Access databases using forms, reports, and macros

### Who Should Attend

- Those who are interested in getting more productive with the MS Office Suite

### Available Versions

- MS Access XP (2002)
- MS Access 2003

## MS Outlook Level 1

This course is the first in a series of three Microsoft® Outlook courses. It will provide you with the skills you need to start sending and responding to e-mail in Microsoft® Office Outlook®, as well as maintaining your Calendar, scheduling meetings, and working with tasks and notes. This course is designed for people with a basic understanding of Microsoft® Windows who need to learn how to use Microsoft® Outlook to compose and send e-mail, schedule appointments and meetings, manage contact information and tasks, and use notes.

### Learning Objectives

- Compose and send e-mail, schedule appointments and meetings, manage contact information and tasks, and use notes

### Who Should Attend

- Those who are interested in getting more productive with the MS Office Suite

### Available Versions

- MS Outlook XP (2002)
- MS Outlook 2003

## MS Outlook Level 2

This course is the second in a series of three Microsoft® Outlook courses. This course provides you with the necessary skills to customize your Outlook environment, your calendar, and your mail messages so that they meet your specific needs. You will also learn how to track, share, assign, and quickly locate various Outlook items. Experienced Outlook users who need to learn how to customize their environment, calendar, and mail messages to meet their specific needs.

### Learning Objectives

- Customize your environment, calendar, and mail messages to meet your specific needs as well as track, share, assign, and quickly locate various Outlook items.

### Who Should Attend

- Those who are interested in getting more productive with the MS Office Suite

### Available Versions

- MS Outlook XP (2002)
- MS Outlook 2003

## MS Powerpoint Level 1

In this course, you will create effective basic Microsoft® Office PowerPoint Presentations for delivery in front of an audience. This course is designed for new users of Microsoft® PowerPoint.

### Learning Objectives

- Create an effective, basic PowerPoint presentation

### Who Should Attend

- Those who are interested in getting more productive with the MS Office Suite

### Available Versions

- MS Powerpoint XP (2002)
- MS Powerpoint 2003

## MS Powerpoint Level 2

In this course, you'll explore the advanced features of Microsoft® PowerPoint, including customizing templates and the PowerPoint environment, as well as making a presentation interactive by using hyperlinks. You will enhance a presentation by using custom clip art, animation, and movies, and work with embedded and imported objects using Microsoft® applications.

### Learning Objectives

- Add an artistic text block to a slide, use the Format Painter to copy text attributes, reset paragraph indentations, and set and clear tab stops on a slide

### Who Should Attend

- Those who are interested in getting more productive with the MS Office Suite

### Available Versions

- MS Powerpoint XP (2002)
- MS Powerpoint 2003

**MS 2007**

**MS Office Suite 2007 is Here!**

Call for more information  
813.259.6010



# Computer Basics

Introduction to Computers.....	48
Exploring the Internet .....	48
Core Hardware .....	48
Introduction to PC Hardware .....	48
PC Repair and Troubleshooting.....	48

## Introduction to Computers

If you are unfamiliar with personal computer (PC) computing technology, this program offers you a broadly based introduction to the essentials. You learn the basic components of modern PC equipment through hands-on, informative, and practical exercises. The Windows operating system is used throughout this workshop.

### Learning Objectives

- General concepts of PC computing
- Explore the Windows interface
- Identify and explain the function of system components
- Explore typical application software
- Identify and explain the function of various input and output devices
- Understand the advantages of a network of PCs
- Understand how application software, the operating system, and hardware interact

### Who Should Attend

- Individuals interested in gaining a fundamental understanding of PCs

---

## Introduction to PC Hardware

This course is for beginners or those who need a refresher course in current PC technology. You learn how computers work from the inside out. This is a perfect start for gaining knowledge of PC hardware, operating systems, and the relationship between them. The course combines lectures with hands-on lab time

### Learning Objectives

- Purchasing a PC or build your own
- Troubleshooting and maintenance fundamentals
- How a CPU works and communicates with other devices

### Who Should Attend

- Those interested in current PC technology or other individuals who want a basic introduction to computers

## Exploring the Internet

As the Internet continues to evolve into a mainstream medium for e-mail, financial services, education, and commerce, the number of Internet users is rapidly increasing. This workshop provides you with hands-on experience connecting to the Internet, using Internet services, setting up newsreaders, transferring files with FTP, and configuring the browser.

### Learning Objectives

- Basic concepts and history of the Internet
- Explore the World Wide Web
- Explore e-mail and types of newsreader applications
- Use search engines to locate information
- Use multiple search engines to search more efficiently
- Understand how Telnet works and use it to log in to remote hosts
- Understand IP addressing, the basics of TCP, and the domain name system

### Who Should Attend

- Individuals who wish to learn fundamentals of the Internet and how to use its various tools

---

## PC Repair and Troubleshooting

This course teaches you the basic techniques for diagnosing, repairing, and upgrading PCs at the board level. In this hands-on lab, you customize a PC system with peripheral equipment and upgrade computers with CD ROMs, sound cards, network interface cards, and memory.

### Learning Objectives

- How to install peripheral I/O devices
- How to use ports and extension slots for add on devices
- Know the different kinds of physical memory and how they work
- Know how to upgrade and troubleshoot memory
- Know how to install and troubleshoot hard drives

### Who Should Attend

- Individuals interested in a PC repair career or those considering building their own system

## Core Hardware

This course defines basic terms and explores concepts involved in PC installation, hardware configuration, and upgrades. You gain an understanding of the proper procedures used when installing and configuring various devices and peripherals. Common problems and symptoms associated with PCs are explored, as well as valuable preventative maintenance and troubleshooting concepts and techniques. You gain hands-on experience with motherboards, processors, and various types of memory. You also learn basic printer and networking concepts.

### Learning Objectives

- Introduction to microcomputers
- Safety
- System components
- Bus architectures
- Ports, connectors, and cables
- Expansion boards
- Storage systems
- Peripheral devices
- Portable computing
- Networking

### Who Should Attend

- Those who are interested in learning hands-on computer diagnostic repair and maintenance



# Computer Networks

Wireless Networking ..... 50  
VOIP..... 50

## Wireless Networking

The Wireless LAN Administration course provides the networking professional a complete foundation of knowledge for entering into or advancing in the wireless networking industry. From basic RF theory to 802.11 frame exchange processes, this course delivers hands-on training that will benefit the novice as well as the experienced network professional.

### Learning Objectives

- Introduction to 802.11 WLANs
- RF Power Output Regulations
- 802.11 Analysis and Troubleshooting
- Radio Frequency Fundamentals
- Power over Ethernet
- Coordinating 802.11 Frame Transmissions
- Antennas
- RF Math and System Operating Margin
- Wireless LAN Operation
- 802.11 Service Sets
- WLAN Security
- Site Surveying

### Who Should Attend

- This course is intended for those who are looking learn the skills necessary to implement and configure a wireless network environment

## VOIP

A suite of application protocols known as Voice over IP (VoIP) is covered in this program. Important protocols within that suite, including Real-time Transport Protocol (RTP), Session Description Protocol (SDP), Media Gateway Control Protocol (MGCP) and Session Initiation Protocol (SIP), are described and the architecture of various VoIP installations including on-net to on-net, on-net to Public Switched Telephone Network (PSTN) and inter-domain scenarios is described.

### Learning Objectives

- Goals, definitions, standards bodies and protocols of VoIP
- VoIP architectures
- VoIP network elements
- Structure and functions of Media Gateway Control Protocol (MGCP)
- Structure and functions of Network-based Call Signaling (NCS)
- Security considerations and emergency services
- Inter-domain architecture and its basic call scenarios for VoIP
- Session Initiation Protocol (SIP) structure, profile and extensions

### Who Should Attend

- Those who have a background in computer networks. Knowledge of TCP/IP is recommended





# Operating Systems

Linux Professional: System Administrator .....	52
Linux Workstation Management .....	52
UNIX Level 1 .....	52
UNIX Level 2 .....	52

## Linux Professional: System Administrator

Linux Professional System Administration is a hands-on instruction book. It will introduce students to the basics of administering a server running the Linux operating system.

### Learning Objectives

- Examine the history of Linux, and review the basic architecture of the Linux operating system
- Install Red Hat Linux using custom options
- Use the bash shell, and understand essential system navigation
- Use various text editors, and understand their effective uses.
- Configure and use the X Window server
- Configure and administer system users and groups, and administer basic password management
- Configure and recompile the Linux kernel
- Automate system administration tasks by creating basic shell scripts
- Manage server processes and daemons and identify the basics of system performance tuning

### Who Should Attend

- Students looking to gain knowledge of the Linux operating system and those who seek to learn about Linux system administration

## UNIX Level 1

This program, the first of a series, teaches you basic skills necessary to understand the structure of the UNIX operating system and use utilities and commands to manage file structures in the UNIX C shell.

### Learning Objectives

- Overview of the UNIX operating system
- Establish communication
- Multi-user communications
- Introduction to the filing system
- File management
- UNIX permissions
- Redirection, filters, and pipes
- Using the vi editor
- Introduction to shell scripts

### Who Should Attend

- Individuals who are interested in gaining a basic understanding of the UNIX operating system

## Linux Workstation Management

Linux Workstation Management (Red Hat 7.2) is a hands-on instruction course that will introduce you to the basics of the Red Hat 7.2 version of the Linux operating system.

### Learning Objectives

- Define and identify origins
- Create disks required for installing Red Hat Linux
- Install the Red Hat 7.2
- Use the Linux mail programs
- Work in the X Window environment

### Who Should Attend

- Students looking to gain general knowledge of Linux installation, navigation and system features,

## UNIX Level 2

In this program, the last of a series, you learn more advanced commands and features of the UNIX environment. You explore the various UNIX shells and learn how to work with the C shell environment.

### Learning Objectives

- UNIX shells and variables
- UNIX C shell user environment
- Aliases in the C shell
- History in the C shell
- System status and command information

### Who Should Attend

- Individuals who are interested in gaining an intermediate understanding of the UNIX operating system and its features



# Web/Application Development

## Application Programming

Introduction to C++ .....	54
Introduction to MS Visual Basic.NET; Programming with MS.NET.....	54
Developing MS.NET Applications for Windows (Visual Basic.NET).....	54
Introduction to XML and the Microsoft®.NET Platform.....	55
Fundamentals of Visual Basic.NET.....	55

## Digital Media

Adobe Photoshop Level 1 .....	56
Adobe Photoshop Level 2 .....	56
Adobe Photoshop Level 3 .....	56
Adobe PageMaker 7 Level 1 .....	57
Adobe PageMaker 7 Level 2 .....	57
Adobe PageMaker 7 Level 3 .....	57
Adobe Photoshop Elements .....	57
Adobe Premiere Pro 2 .....	57
Microsoft® Publisher 2002 .....	58
QuarkXPress .....	58
Adobe Illustrator CS2 Level 1 .....	58
Adobe Illustrator CS2 Level 2 .....	58
Adobe InDesign CS2 Level 1 .....	59
Adobe InDesign CS2 Level 2 .....	59

## Internet

ColdFusion 7.....	61
Google Hacks: Tips & Tools for Finding and Using the World's Information.....	61
Google Maps: Tips and Tools for Geographic Searching and Remixing .....	61
Search Engine Optimization and Pay Per Click .....	62

## Web Development

Dreamweaver MX Level 1.....	63
Dreamweaver MX Level 2.....	63
Flash MX Level 1 .....	63
Flash MX Level 2 .....	63

## Web Programming

Ajax.....	64
HTML Level 1.....	64
HTML Level 2.....	64
HTML Level 3.....	64
Java Level 1.....	65
Java Level 2.....	65
Java Level 3.....	65
Introduction to Java Script.....	65
Setting Up LAMP: Getting Linux, Apache, MySQL, and PHP Working Together.....	66
PHP .....	66
XML Web Services .....	66

## Introduction to C++

This course provides a practical hands-on introduction to the C++ programming language. You will learn the central concepts of the C++ language, with emphasis on the use of object-oriented techniques in writing robust code.

### Learning Objectives

- Overview of C++
- Functions and variables
- Classes in C++
- Operator overloading
- Initialization and assignment
- Storage management
- Inheritance
- Polymorphism
- Input and output in C++ programs
- Exceptions
- Templates

### Who Should Attend

- Individuals who are interested in learning the basics of object oriented programming using C++

## Introduction to Microsoft Visual Basic.NET Programming with Microsoft.NET

If you are new to Microsoft® Visual Basic.NET programming with Microsoft .NET, this program gives you hands-on experience using Microsoft® Visual Basic .NET and the Microsoft® Visual Studio .NET development environment.

### Learning Objectives

- Create a component in Visual Basic .NET and C#
- Create an ASP.NET Web application project using Visual Studio.NET
- Access data using the Visual Studio .NET data access tools
- Use Microsoft® ADO.NET to access data in an ASP.NET Web application
- Accomplish complex data access tasks from an ASP.NET Web application
- Access Extensible Markup Language (XML) data, and read it into a dataset
- Call an XML Web service from an ASP.NET Web application and incorporate the returned data into a Web application
- Secure an ASP.NET Web application using a variety of technologies

### Who Should Attend

- Developers with limited or no experience in a graphical environment or other individuals who are interested in learning to write programs using the latest programming language offered by Microsoft®

## Developing Microsoft.NET Applications for Windows (Visual Basic.NET)

This program teaches you how to build Microsoft® Windows Forms applications using the Microsoft.NET Framework. The course covers the basics of Windows client application programming on the .NET Framework: Windows Forms, GDI+, simple data access, interoperating with unmanaged code, threading and asynchronous programming issues, simple remoting, Web access, XML Web services consumption, debugging, security, and deployment issues for desktop applications.

### Learning Objectives

- Introduction to Windows Forms
- Work with controls
- Build controls
- Use data in Windows Forms applications
- Interoperate with managed objects
- Print and report in Windows Forms applications
- Asynchronous programming
- Enhance the usability of applications
- Deploy Windows Forms applications
- Secure Windows Forms applications

### Who Should Attend

- Visual Basic programmers and other individuals who are interested in learning the features of Microsoft .NET, and how to build Windows Forms applications

## Introduction to XML and the Microsoft.NET Platform

This course gives you a technological overview of the structure and programming techniques of Extensible Markup Language (XML). You learn basic concepts of XML and how XML fits into the Microsoft .NET vision and the larger world of distributed standards-based computing. You also gain hands-on experience using basic XML technologies.

### Learning Objectives

- Introduction to XML and the Microsoft .NET platform
- Basic XML
- Validate XML
- Technologies for handling XML data
- Create and manipulate trees using DOM
- Use XPath to transform a tree of nodes
- Format and transform XSL and XSLT
- Use XQuery to link and query XML documents
- Introduction to SQL XML
- Challenges of designing XML solutions

### Who Should Attend

- Individuals who are interested in understanding the role of XML and learning to program using XML and the Microsoft.NET platform

## Fundamentals of Visual Basic.NET

This hands-on course covers how to develop Visual Basic.NET application programs using Visual Studio integrated development environment. The course introduces you to event-driven programming concepts and the Visual Basic.NET environment and features. You learn the skills and knowledge to develop Visual Basic.NET applications, including database applications.


### Learning Objectives

- Concepts of event-driven programming
- Microsoft® Visual Basic.NET programming environment
- Components and features of Visual Basic.NET
- Design, develop, test, and debug Visual Basic.NET applications
- Develop Microsoft® Windows applications using Visual Basic.NET objects and tools
- Build database application programs using Visual Basic.NET

### Who Should Attend

- Individuals who want to gain an understanding of programming with Visual Basic.NET

## Conferencing Services... Connecting with the Experts



Arranging for some of today's leading speakers to deliver seminars to an individual organization would be of great benefit...but probably cost prohibitive. That's why The Corporate Training Center @ HCC researches the hottest industry topics and engages top speakers to conduct seminars at our conference facility. These informative and motivating seminars make it feasible for individuals and organizations to attend and learn from industry-leading experts at a reasonable cost.

### Adobe Photoshop Level 1

Adobe Photoshop is a powerful and popular tool for storing, manipulating, and creating effects with images and photographs. In this introductory course, the first in a series, you learn to use several tools for selecting parts of images, and move, duplicate, and resize images. You learn to use layers and to apply layer effects and filters to create special effects. In addition, you use painting tools and blending modes to create shading effects and perform adjustments to contrast and color balance. You save images in formats for print and Web use.

#### Learning Objectives

- Identify the differences between raster and vector graphics
- Manipulate Photoshop's various graphic tools and controls
- Select appropriate resolutions for different images and output types, and resize and crop image areas
- Select image areas using the lasso, marquee, and magic wand tools, and use alpha channels to save and load selections
- Create and manipulate multiple layers to composite images easily
- Apply blending and shading effects to create realistic composites
- Identify the characteristics of bitmap, grayscale, duotone, and color images
- Select colors using the color palette, color picker, and eyedropper tools, and use Photoshop's painting tools to create artwork or to retouch photographs
- Add and format text within an image, and apply layer effects and filters to create special effects, including lighting effects and textures
- Modify the brightness, contrast, color balance, hue, and saturation of images

#### Who Should Attend

- Individuals who wish to learn the basic techniques for manipulating images in Adobe Photoshop

#### Available Versions

- Photoshop 7
- Photoshop CS2

### Adobe Photoshop Level 2

This intermediate course, the second in a series, is aimed at users familiar with the basics of Photoshop who wish to improve their skills. You learn sophisticated techniques for applying colors and creating image and light effects. By the end of the course, you will be able to create and manipulate images with improved speed and accuracy.

#### Learning Objectives

- Use powerful shortcuts to enhance productivity
- Apply a technique to improve low-resolution files
- Use filters alone and in combinations to create effects
- Use layer masks and clipping groups to blend foreground and background objects together
- Combine color and grayscale images
- Interweave objects with one another
- Use channel operations and blending modes to simulate three-dimensional surfaces
- Apply lighting effects and create realistic shadows
- Create type effects including distressing and popping out of a background
- Create multi-step scripts with the actions palette

#### Who Should Attend

- Individuals who wish to learn more advanced techniques for creating effects and manipulating images in Adobe Photoshop

#### Available Versions

- Photoshop 7
- Photoshop CS2

### Adobe Photoshop Level 3

This advanced Adobe Photoshop program, the last in a series, teaches you advanced techniques for image selection and manipulation, using layers, channels, masks, and filters, and automating tasks. You learn tools and techniques for achieving sophisticated effects with colors, patterns, and gradients precisely and efficiently. You also gain an advanced understanding of vector graphics, preparing images for the Web, and use of the ImageReady software.

#### Learning Objectives

- Create a fixed-size selection on an image
- Fade a selection by using the Feather command
- Create a colored border
- Use transform commands
- Use liquify tools
- Use reconstruction modes for modifying image distortions
- Use channels palette and options for saving mask selections as a new channel
- Load a selection into an image as a channel
- Create a temporary mask using quick mask mode
- Add and edit a layer mask

#### Who Should Attend

- Individuals who wish to learn advanced techniques for image manipulation, creation of special effects, and image publication using Adobe Photoshop

#### Available Versions

- Photoshop 7
- Photoshop CS2

## Adobe PageMaker 7 Level 1

Adobe PageMaker is a powerful page layout application that enables you to create professional looking publications. To use this robust application to its fullest capabilities, you need to understand basic principles and techniques. In this introductory course, the first of a series, you learn basic skills to give you a solid understanding of the software as you create a four-page, color newsletter.

### Learning Objectives

- Create a newsletter
- Use and format text
- Use graphics
- Design a layout
- Print with PageMaker
- Create an identity system

### Who Should Attend

- Individuals who wish to learn to the basic techniques for building a PageMaker document

## Adobe Photoshop Elements

This program takes the skills taught in the "Essentials" program to the next level. It will explain how a digital camera works, the optimal formats for saving your image for output and color correction. You will also learn about digitizing photos, photo adjustment and manipulation, composing, and graphics creation for print and electronic viewing.

### Learning Objectives

- Eliminate red-eye glare
- Airbrush
- Adjust color
- Manipulate images

### Who Should Attend

- Windows computer user interested in digital photography

## Adobe PageMaker 7 Level 2

You can use Adobe PageMaker to create sophisticated, professional-quality publications. In this intermediate course, the second in the series, you will learn advanced techniques and skills as you create two projects: a full-page color magazine advertisement and a catalog with tables that you prepare for print output and as an Acrobat PDF file for desktop printing or electronic distribution via the Web. You learn background information about typography, page layout, colors, and printing to help you fully and efficiently use PageMaker tools and create polished final documents.

### Learning Objectives

- Create a magazine advertisement
- Create a catalog
- Format text using advanced typography
- Apply advanced layout techniques to graphics, pages, and columns
- Apply color management to documents
- Set up color separations for four or more ink printing
- Create tables
- Create Acrobat PDF documents
- Copy items between documents

### Who Should Attend

- Individuals who wish to learn to the basic techniques for building a PageMaker document

## Adobe Premiere Pro 2

You have probably shot video with a digital video camera, and maybe recorded audio clips. However, you now need to assemble the video, audio, and still images to create a video program. In this course, you will use Adobe® Premiere® Pro 2.0 to create a video program that combines video, audio, and still images.

### Learning Objectives

- Create a video program that combines video, audio, and still images, using Adobe Premiere Pro

### Who Should Attend

- Students who need to edit video clips and create digital movies, but have little or no experience using Premiere Pro, or students who want to edit video more quickly, integrate video with other Adobe products, and work in a digital format that can be repurposed for multiple uses

## Adobe PageMaker 7 Level 3

Although PageMaker offers fine control over typography, page layout, colors, and printing, not all of its features are on the surface, so you may be missing out on the best ways to create professional-caliber publications. This advanced course, the last in the series, teaches you how to manage complicated layouts more efficiently. You learn more effective ways to work with graphics and type, as well as techniques to establish trapping in a document so colors print the way you want. In addition, you learn techniques for working with long documents and how to easily import and export HTML.

### Learning Objectives

- Best practices for page layout
- Advanced type and graphics manipulation techniques
- Work with imported graphics
- Use scripts to automate format tasks
- Trapping
- Management techniques for long documents
- Import and export HTML from PageMaker

### Who Should Attend

- Individuals who wish to learn advanced techniques for building a PageMaker document

## Microsoft® Publisher 2002

This course, will build on basic word processing skills and concentrate on desktop publishing concepts as they relate to developing basic publication documents, such as flyers and newsletters.

### Learning Objectives

- Create, modify, save, and print a one page document using a publication design
- Create a multi-page document, starting with a blank page, adding pages and page elements
- Format text by adding tabs, indents, special characters, and automated formatting
- Insert and modify graphic elements on a page
- Add and modify rows, columns, text, and formatting in a table to display data on a page
- Create a logo using drawing tools.
- Create documents that use special paper

### Who Should Attend

- Those who have an interest in desktop publishing

## QuarkXPress

Widely used by professional designers and publishers, QuarkXPress is a powerful layout tool that lets you combine writing, editing, and typography with color and pictures to produce dynamic final output. This program teaches the fundamentals of layout, text manipulation, and preparing documents for printing with QuarkXPress.

### Learning Objectives

- Create a single-page document containing text and graphics
- Create the structure for a multiple-page document to prepare it for adding content
- Use typesetting tools
- Use tables to hold text and graphics
- Enhance the readability of a document
- Finalize a document for handoff to a printing vendor for commercial output

### Who Should Attend

- Individuals who are interested in developing professional quality text and graphics in single and multiple-page documents

## Adobe Illustrator CS2 Level 2

In this course, you will use Adobe Illustrator to create dynamic graphics using advanced drawing and editing tools, path editing techniques, filter effects, and masks

### Learning Objectives

- Draw with advanced object drawing tools and dynamically change their settings
- Use advanced path editing techniques such as splitting, duplicating, and simplifying
- Create and edit exciting graphics using a gradient mesh and blends between objects
- Perform exact transformations to move, rotate, reflect, and shear visually or in precise increments

### Who Should Attend

- Those who are interested in designing high level graphics

## Adobe Illustrator CS2 Level 1

Adobe Illustrator is the industry standard vector-based illustrating tool. It is used by graphic designers throughout the world to create a vast variety of different media including illustrations, package designs, leaflets & flyers, web graphics & animations, notice boards, billboards, and many other graphic objects. Such a variety of applications means that Illustrator is necessarily a complex tool to master. Once you have understood the basics however, you will soon be able to produce an almost endless scope of graphic designs.

### Learning Objectives

- Choose new document settings
- Draw basic shapes with the shape tools
- Draw paths with the pencil tool
- Format an object's fill and stroke
- Manipulate shapes
- Group objects
- Add and format type
- Export a logo
- Draw paths with the pen tool
- Draw paths with corner points
- Continue paths using the pen and pencil tools
- Apply spot colors
- Modify shapes to make new shapes
- Duplicate objects
- Apply graphic styles
- Apply gradients to type
- Type on a path
- Apply an envelope to type
- Import a graphic
- Aligning and distributing objects
- Wrap text
- Place and position body type
- Format type with styles
- Fix spelling errors
- Insert typographic characters

### Who Should Attend

- Those who are interested in designing high level graphics



## Adobe InDesign CS2 Level 1

Learn the basics of desktop publishing using the Adobe InDesign program. Find out how to create, modify, and save documents. Discover how to enter and edit text and graphics. Become skilled at importing and threading text. Learn how to utilize colors, gradients, and tables to enhance and organize your desktop publishing document. Find out how to prepare your document for printing and how to create an Acrobat PDF file from your InDesign document.

### Learning Objectives

- Exploring the InDesign environment
- Creating, modifying and saving documents
- Creating and working with master pages
- Working with text frames and formatting text
- Importing and threading text
- Creating and using colors, swatches and gradients
- Placing and manipulating graphics
- Using tables
- Preparing for printing
- Creating Adobe PDF files

### Who Should Attend

- This course is for those who desire to learn desktop publishing

## Adobe InDesign CS2 Level 2

Learn advanced skills using the Adobe InDesign program. Find out about advanced master page setup, advanced styles, and how to use text flow controls to improve your documents and speed up the editing process. Discover how to use page elements and graphics. Learn how to use bezier paths, how to section documents and navigate through them, as well as how to manage long documents. Find out about print presets and the basics of how to structure InDesign documents with XML.

### Learning Objectives

- Master page setup
- Applying master to multiple pages
- Advanced styles
- Text flow control
- Duplicating items
- Libraries
- Bezier paths
- Sectioned documents
- Adding table of contents and indexes
- Creating books
- Print presets
- Structuring documents with XML

### Who Should Attend

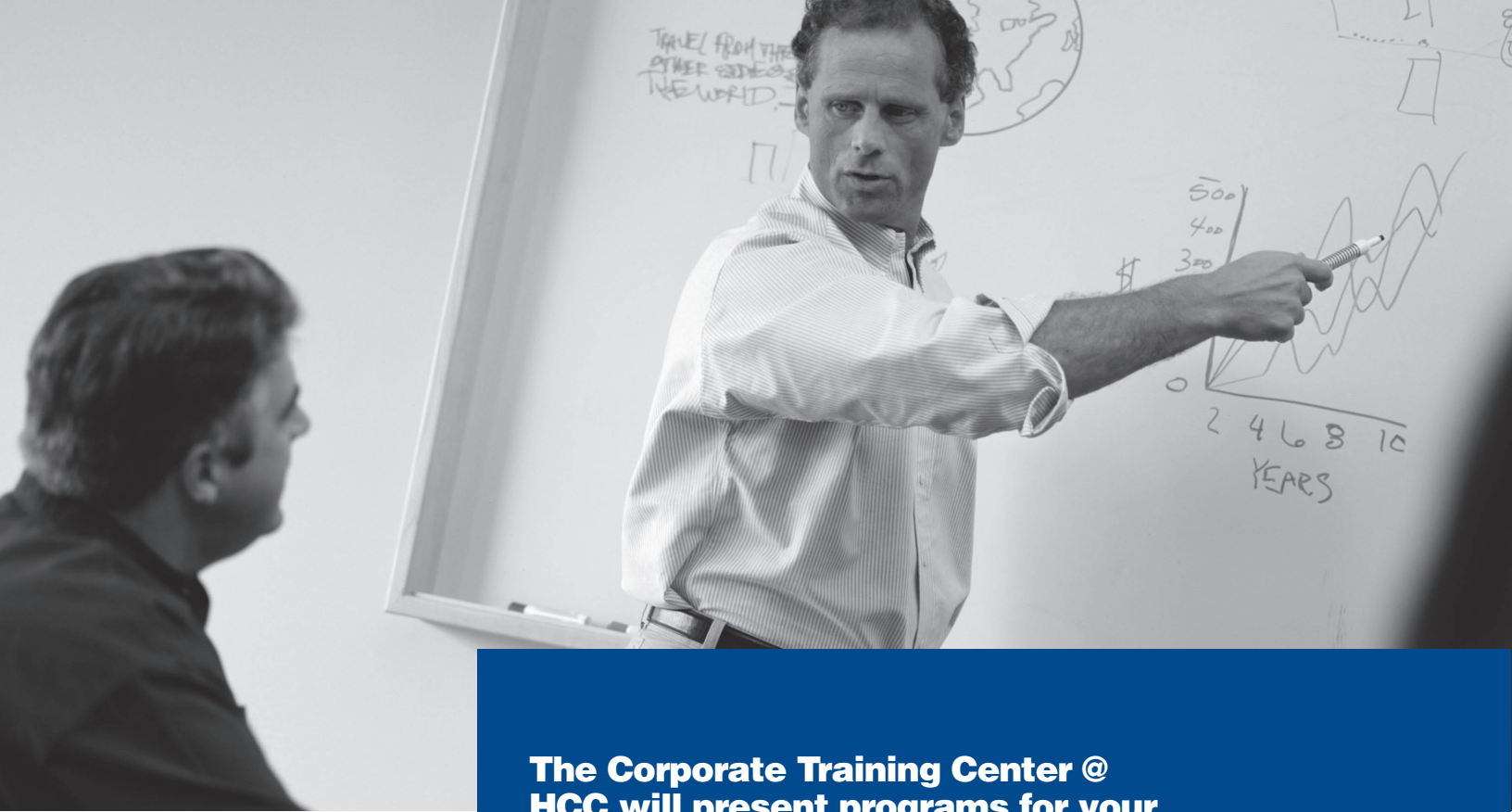
- This course is for those who desire to learn desktop publishing

## Microsoft® Office Track Program

ECX 8300 Contact hours: 35

In this course, participant will showcase a series of essential computer application programs in 5 days which includes Internet Explorer, Word, Excel, PowerPoint, and Outlook. The participants will develop skill, maximize productivity, increase confidence, and enhance knowledge in this interactive, hands-on and instructor-led certificate track program.





**The Corporate Training Center @ HCC will present programs for your employees anywhere you like!**

**We are happy to:**

- Present any program in this catalog at your location
- Customize any program in this catalog for your particular needs, interests, or audience
- Deliver other programs not shown in this catalog
- Custom design, develop, deliver, and evaluate programming to suit your particular and perhaps unique needs

**Programs presented at your location...**

- Are economical
- Save time and travel expenses
- Are convenient because they are delivered when and where you want them
- Can incorporate special or proprietary information unique to your organization

For the expert assistance you need, when and where you need it.

---

**The Corporate Training Center @ HCC  
813.259.6010**

## ColdFusion 7

This workshop will teach the most critical job activities that a Macromedia ColdFusion developer would experience and need to perform successfully to be certified and to teach the material. The skills and knowledge provided by this workshop represent a professional level of expertise where a participant can recognize effective use and reuse of code in ColdFusion programming for application development, exception handling, troubleshooting, forms, and work with complex data types; recognize key concepts in database interactions, client state management, and data exchange.

### Learning Objectives

- Identify ColdFusion MX programming basics in application development
- Identify and demonstrate code reuse in application development
- Recognize how to work with complex data types in application development
- Demonstrate the ability to effectively manage web server files
- Recognize and evaluate appropriate strategies for handling exceptional events
- Recognize how to work with forms in ColdFusion
- Recognize approaches to managing the user experience
- Identify approaches to creating reports
- Recognize and evaluate appropriate strategies to use when troubleshooting and testing an application
- Recognize key concepts and their use in relation to database interactions, database connections, and database manipulation tags
- Demonstrate an understanding of client state management areas
- Understand Web technology for the creation of distributed web applications

### Who Should Attend

- Those who are interested in understanding Web technology for the creation of distributed web applications

## Google Hacks: Tips & Tools for Finding and Using the World's Information

The expanded third edition of Google Hacks courseware is a brand-new and infinitely more useful course in maximizing your use of this powerful search engine. You'll not only find dozens of hacks for the new Google services, but plenty of updated tips, tricks, and scripts for hacking the old ones. Now you can make a Google Earth movie, visualize your web site traffic with Google Analytics, post pictures to your blog with Picasa, or access Gmail in your favorite e-mail client. Industrial strength and real-world tested, this new collection enables you to mine a ton of information within Google's reach. And have a lot of fun while doing it.

### Learning Objectives

- Search Google over IM with a Google Talk bot
- Build a customized Google Map and add it to your own Web site
- Cover your searching tracks and take back your browsing privacy
- Turn any Google query into an RSS feed that you can monitor in Google Reader or the newsreader of your choice
- Keep tabs on blogs in new, useful ways
- Turn Gmail into an external hard drive for Windows, Mac, or Linux
- Beef up your web pages with search, ads, news feeds, and more
- Program Google with the Google API and language of your choice

### Who Should Attend

- This course is intended for those who want to learn to use the power that Google offers

## Google Maps: Tips & Tools for Geographic Searching and Remixing

The Google Maps API lets developers embed Google Maps in their own Web pages with JavaScript. The class starts out with a simple "Hello World" map application and moves on to show you how to map local weather conditions, find the best prices on a particular product, share pictures with your community, and add interactivity by causing a map to pan or zoom in response to user input. There are a total of 70 hacks that are actually map projects for the student to explore post-class.

### Learning Objectives

- Introducing Google Maps
- Inside Google Maps URLs
- Mashing up Google Maps
- On the road with Google Maps
- Google Maps in words and pictures
- API Tips and Tricks
- Extreme Google Maps hacks

### Who Should Attend

- Those who are already familiar with HTML and JavaScript

## Search Engine Optimization and Pay Per Click

The Web is full of good-looking, fully functional sites that are virtually invisible to search engines. Many sites are not as effective as they might be because search-engine optimization (SEO) was tacked on after the design phase was complete. The best-designed Web Site in the world is of little use to your clients if they cannot find it. This course is an introduction to SEO issues for Web designers and anyone interested in increasing Web Site traffic. We will start with an overview of SEO principles and real-life examples of both effective and ineffective SEO strategies. We will conclude with hands-on SEO makeovers of sample sites. Upon successful completion of the course, you will understand how decisions early in the design phase affect SEO, how to avoid the major SEO pitfalls, and how to implement effective SEO strategies for your sites.

### Learning Objectives

- Master the basics of HTML that are required to rank high on search engines
- Build a Web Site with search engine friendly pages
- Learn how to get your Web Site indexed by search engines within 48 hours without paying a single cent
- Leverage the power of the World Wide Web through Google, Yahoo, and MSN Search to reach millions of customers
- Understand the secrets of search engine optimization and get top rankings in major search engines
- Get instant traffic with Pay-Per-Click advertisements
- Boost your click-through-rate even if you are not in the top 10 positions
- Learn to improve conversion rate by tracking and monitoring visitors to your Web Site
- Discover new ways of making more money on the Internet

### Who Should Attend

- Those who are interested in getting better ranking for their Web Sites



“The workers and professionals of the world will soon be divided into two distinct groups. Those who will control computers and those who will be controlled by computers. It would be best for you to be in the former group.”

- Lewis D. Eigen

## Dreamweaver MX Level 1

Identify site planning considerations. Create a new Web Site. Add text and applying formatting. Insert text and images, set image properties. Create and format tables. Add links within a site, and use images as links, and create image maps. Build a frame-based set of pages.

### Learning Objectives

- Understand the Dreamweaver MX environment
- Define a new Web Site
- Create pages within a site
- Create numbered and bulleted lists
- Add images to a page
- Use tables to organize information or control page layout
- Create templates to use as a basis for future pages
- Link to other content within the site or to pages on other sites
- Organize pages in framesets
- Create re-usable navigation bars

### Who Should Attend

- Those who are interested in learning to create dynamic Web Sites

## Flash MX Level 1

Macromedia Flash enables you to create rich media content for Web Sites. This program, the first in a series, gives you hands-on experience in creating and animating objects. You explore the basics of Flash, including tools and features, and create different types of animations. You also publish material to the Web.

### Learning Objectives

- Introduction to the Flash environment
- Draw and paint
- Manipulate objects
- Work with text
- Work with multiple layers in a movie
- Create animation
- Publish a Flash movie

### Who Should Attend

- Individuals who are interested in learning to develop rich media content using Flash

### Available Versions

- Flash MX
- Flash Professional 8

## Dreamweaver MX Level 2

In this course, you will work with advanced Web Site creation features available in Dreamweaver, including libraries and behaviors. In addition, you will use many of the new features available within the HTML 4 standard, including style sheets and layers.

### Learning Objectives

- Create rollovers to highlight links and images as users move their mouse over them.
- Build a navigation bar to ensure consistent navigation throughout your site.
- Create a library for frequently used blocks of text and other repeating site elements.
- Define keywords, descriptions, and other meta tags so that users are more likely to find your site via search engines.
- Use style sheets to format text consistently throughout the site.
- Target page content to specific browsers and versions.

### Who Should Attend

- Those who are interested in learning to create dynamic websites

## Flash MX Level 2

With Macromedia Flash, you can develop interactive and sophisticated Web media content. In this advanced course, the last in a series, you work with symbols and instances, create timelines with independent animations, build more complex navigation controls, work with sound, and optimize your movies for viewing.

### Learning Objectives

- Symbols and instances
- Organize large projects
- Interactivity in Flash
- Work with sound
- Test and publish a Flash movie

### Who Should Attend

- Individuals who are interested in learning advanced rich media construction techniques using Flash

### Available Versions

- Flash MX
- Flash Professional 8

## Ajax

Asynchronous JavaScript and XML (Ajax) is a powerful new combination of technologies to make Web applications more responsive and interactive. Specifically Ajax is a combination of Javascript, XHTML, CSS, DOM, XML, and XSLT technologies. In this hands-on class students will learn the fundamental technologies associated with Ajax and how to incorporate Ajax for more responsive and interactive Web applications.

### Learning Objectives

- XMLHttpRequest Object
- Rich Web applications
- AJAX Design Principals
- Client-side JavaScript and CSS
- Modifying Web pages
- Introduction to JavaScript and CSS
- JavaScript programming model
- Cascading Style Sheets (CSS)
- AJAX Client-side frameworks
- Prototype
- AJAX on the server side
- Generating JavaScript on the server
- AJAX JSP Tag Libraries
- JavaScript Object Notation (JSON)
- Direct Web Remoting (DWR)
- Debugging AJAX applications

### Who Should Attend

- If you are a web developer who has prior experience with web technologies, this is the class for you.

## HTML Level 1

HyperText Markup Language (HTML) is the code that controls the placement of text and graphical elements on a Web page. Even if you use a package like Microsoft® FrontPage to develop your Web pages, you need to understand HTML in order to control your page in all major browsers. HTML is easy to learn, fun to apply, and can be used to create very sophisticated Web page layouts. This fundamental program, the first in a series, explains the basic concepts of HTML and gives you hands-on experience creating Web pages using HTML.

### Learning Objectives

- Introduction to elements and structure of HTML
- Tags, containers, attributes, and values
- Create an HTML document
- Heading, paragraphs, and divisions
- Use font formatting tags and attributes
- Create ordered, unordered, and definition lists
- Use the anchor tag to create hyperlinks
- Use the image tag to add graphics to an HTML document
- Use the attributes of the body tag to control document properties such as color and backgrounds

### Who Should Attend

- Individuals who wish to learn the basics of HTML to create Web pages

## HTML Level 2

In this intermediate hands-on workshop, the second in the series, you explore the more advanced design techniques of HyperText Markup Language (HTML). You create complex Web pages that use tables and forms to receive input from Web page visitors. The program also introduces you to Common Gateway Interface (CGI) scripting.

### Learning Objectives

- Use tags and attributes associated with HTML tables
- Create nested tables and cells that span rows and columns
- Use tables to create complex page layouts
- Elements of HTML forms
- Use CGI to add dynamic content to your Web site
- Compare and contrast CGI with other technologies such as Java and JavaScript
- Visit sites that use dynamic content
- Create a form to invoke a CGI script
- Use online shareware resources

### Who Should Attend

- Individuals who want to learn more advanced HTML design techniques to be able to design tables and interactive forms

## HTML Level 3

This advanced program, the last in a series, teaches you how to use HyperText Markup Language (HTML) to incorporate sophisticated and creative features into Web pages. You gain hands-on experience using interactive elements, exploring frame and image maps, and embedding Java Applets into a page. You are also introduced to Cascading Style Sheets (CSS).

### Learning Objectives

- Add Java applets to HTML pages
- Handle older browsers that do not support Java
- Construct a site that uses HTML frames
- Handle browsers that do not support frames
- Target attribute and special targets
- Create a client-side image map
- Use CSS as a formatting tool
- CSS selectors, properties, rules, and declarations
- Use HTML validation tools and services

### Who Should Attend

- Individuals who are interested in learning advanced features and techniques of HTML

## Java Level 1

This course provides a careful introduction to computer programming and object-oriented thinking in the Java programming language. Students will write Java programs that control vehicles in a graphical world.

### Learning Objectives

- Understanding what Java is and how it can benefit Web page developers
- Understand the syntax and features of Java
- Work with object, classes, and methods
- Understand concepts such as inheritance and interfaces
- Understand and use the applet tag
- Create and compile a simple applet
- Incorporate applets into a Web page
- Gain experience using arrays, conditionals, and loops
- Build a basic stand-alone Java application

### Who Should Attend

- Individuals who wish to enhance their Web pages by creating Java applets and applications

## Introduction to JavaScript

This program gives you comprehensive, hands-on experience learning the essentials of JavaScript, a powerful scripting language that is used with the Netscape browser to achieve interactive and eye-catching effects on Web pages. You write your own script and explore some of the many enhancements that can be implemented with JavaScript.

### Learning Objectives

- Concepts of JavaScript
- Capabilities of JavaScript
- Create and run simple JavaScript scripts
- Manage JavaScript error messages
- Display messages in the Netscape status bar, display the current date, and display and dynamically update the current time
- Create scrolling text banners and a "RoloURL" to access URLs from a list
- Validate and submit user-entered HTML form data
- Generate an HTML table
- Display documents in windows and frames
- Create back and forward frame-history navigation buttons

### Who Should Attend

- Individuals who are interested in understanding and using JavaScript to enhance Web page features

## Java Level 2

This course introduces computers as problem solvers using the Java programming language. Knowledge of the concepts and material presented in the course will give students better problem-solving skills and prepare students for real-world programming.

### Learning Objectives

- Make an applet interactive by handling mouse and keyboard events
- Create and manipulate basic graphics with Java's graphic primitives
- Learn how "overloading" is done
- Explore the controls and tools available in the Java AWT
- Change fonts and colors used in an applet
- Design a sample user interface
- Use images to create static or animated presentations
- Learn to fix the problem of flickering animations
- Link your applet to other Web pages with the show-document method

### Who Should Attend

- Individuals who wish to expand their knowledge beyond the basics of Java programming

## Java Level 3

Students will learn to write programs that work with relational databases and that work over the Internet and across multiple machines. Knowledge of the concepts and material presented in this course will give students practical know-how to write Java programs that operate across a networked environment.

### Learning Objectives

- Learn how to control access to methods and variables within class
- Study examples of multi-threaded applets
- Examine the difference between the four types of modifiers
- Implement packages and interfaces
- Use a socket to open a connection to a URL
- Create and use input and output streams to handle data between applets
- Learn how to handle non-run-time exceptions

### Who Should Attend

- Individuals who wish to master the most advanced concepts and features of the Java language

## Setting Up LAMP: Getting Linux, Apache, MySQL, and PHP Working Together

This course presents the open-source components of today's most affordable and effective platform for building dynamic web-based applications. Each technology has uses outside of this context, of course, but within it they form something greater than the sum of their parts.

### Learning Objectives

- This course is intended for students who are new to open source technologies and will be responsible for the installation, support and maintenance of Web applications using them
- The first part of the course gives you an overview of Linux / UNIX / OSX operating systems (they're all similar) as a user, and also the administration functions. It then goes on to cover the aspects of networks and the Web you'll need to know about if you're responsible for looking after Web applications in Perl, PHP, or Python on these platforms. The final part of the course introduces relational databases

### Who Should Attend

- This course is valuable for those who are interested in utilizing open source programs as a means to setting up a dynamic Web environment

## PHP

PHP is an open-source embeddable server-side language which is simple enough to use on small sites yet powerful enough to handle large, complex applications. This course is designed to provide students with a basic working knowledge of PHP.

Through reading assignments and lessons, it will acquaint students with the structure and foundations of the language, including variables, arrays, flow control, functions, and basic database connectivity. Weekly exercises tie these concepts to practical applications such as form processing and basic database interactivity.

This course takes an integrated approach to PHP, tying it to its (X)HTML and CSS environment so that students finish with a recognition of PHP's place in the overall process of Web development.

### Learning Objectives

- Learn foundations of PHP programming and security
- Become familiar with 6 basic PHP data types
- Learn basic flow control structures
- Create and use functions and includes
- Learn simple and deep form validation
- Get a taste of advanced topics like database connectivity with MySQL

### Who Should Attend

- This course is intended for those who are looking for advanced Web development training

## XML Web Services

This hands-on course provides the skills needed to build XML Web services and clients with .NET. You learn to rapidly create scalable and secure applications for use in any corporate environment, as well as practical techniques for tracing SOAP messages and monitoring services. This course involves Hands-on exercises, presented in both Visual Basic and C#, provide practical experience building and deploying Web services

### Learning Objectives

- Creating scalable Web services
- Deploying and configuring Web services using Visual Studio 2005
- Consuming Web services from multithreaded and Web clients
- Rapid application development with data binding
- Stress-testing a Web service
- Tracing SOAP messages
- Updating a database via Web services
- Automatic and custom serialization of objects
- Securing SOAP messages with authentication and encryption
- Processing XML data using .NET's class libraries

### Who Should Attend

- This course is valuable for those who are or will be working with or evaluating Web services



# Internet Security

Certified Information Systems Security Professional (CISSP).....	68
Network Security.....	68
CompTIA Security+ .....	68

## Certified Information Systems Security Professional (CISSP)

This program is an advanced course designed to prepare you for the Certified Information Systems Security Professional (CISSP) exam. This certification, developed to meet the high demands of the information security industry, is managed by the internationally recognized and highly prestigious International Information Systems Security Certifications Consortium ISC<sup>2</sup>.

### Learning Objectives

- Security management practices
- Access control systems
- Telecommunications, network, and Internet security
- Cryptography
- Security architecture and models
- Operations security
- Applications and systems development security
- Business continuity planning and disaster recovery planning
- Law, investigations, and ethics
- Physical security

### Who Should Attend

- Individuals who are interested in preparing for the CISSP exam or who want to gain an in-depth knowledge of network security

## Network Security

This course provides you with the knowledge and skills to begin supporting network security within an organization. You learn how to identify security threats and vulnerabilities, and respond to and recover from security incidents.

### Learning Objectives

- Common attacks against network assets, associated threats and vulnerabilities, and what network security personnel do to secure assets
- Use of cryptography to secure information and how to choose an appropriate encryption method for an organization
- Computing baselines security
- Authentication and access control
- Certificate management
- Data transmission threats and security
- Web servers and Web browsers threats and security
- E-mail messages and instant messaging security
- Directory services and DNS threats and security
- Network perimeter threats and how to monitor perimeter security
- Security policies to manage operational security and ensure compliance by users in an organization
- Disaster recovery strategy and communications, and backup and recovery
- Formal investigation of security incidents

### Who Should Attend

- Individuals who are interested in learning the basics of network security

## CompTIA Security+

The CompTIA Security+ course is designed to provide students with the fundamentals of security and help prepare them to pass the CompTIA Security+ exam. The course provides students with the knowledge of general security concepts, communications security, infrastructure security, basics of cryptography, and operational/organizational security.

### Learning Objectives

- At course completion, the student will be able to demonstrate knowledge of security threats, communication security, infrastructure security, cryptography, access control, authentication, external attack and operational and organization security. The course prepares the student to successfully complete the Security+ certification exam offered by CompTIA

### Who Should Attend

- The Security+ course is targeted at professionals with at least two years of networking experience and possess a thorough knowledge of TCP/IP. The CompTIA Security+ certification also counts as an elective or prerequisite to advanced vendor specific and vendor neutral security certifications





## Fast Track Programs

Fast Track programs are designed to build your skills through a series of comprehensive value-add training sessions which focus on areas most important to your on-the-job performance. The skills you learn will prepare you for today's competitive job market.

### FAST TRACK

"The Fast Track program I attended was very intensive and specific to my needs. I was able to take minimal time off work to learn career-enhancing skills that have proven to make me more invaluable to in my office."

- Executive assistant

### **Project Manager's Technical Skills Training**

This course will help the project manager learn how to manage resources, timelines, budgets and people. Once you've mastered Project, you'll learn how to apply your knowledge of Project and apply it to visual documentation using Visio.

MS Project 2003 Level 1 and 2  
MS Visio 2002

### **Web Developer's Basic Tools of the Trade**

These two courses will help develop the basic skills necessary for Web development. You will learn how to use Dreamweaver to develop Web pages and you'll learn how to make these pages come alive by using Flash.

Dreamweaver 9 Level 1 and 2  
Flash 8 Level 1 and 2

### **Web Developer's Tools of the Trade w/ ColdFusion Development**

These courses go beyond basic Web developing by giving the class participant the foundation of high level website creation using ColdFusion. This course also covers Dreamweaver, a tool used to make web pages and Flash, a tool used to make your Web pages come to life.

Dreamweaver 9 Level 1 and 2  
Flash 8 Level 1 and 2  
ColdFusion 7 Level 1, 2, and 3

### **Web Programmer's Bundle- Java**

These courses will teach the class participant the foundation of web development using Java, a high-level programming language, which is universally accepted across all platforms. Java Web developers are currently in high demand and command lucrative salaries.

Java Level 1, 2, and 3

### **Computer Networking Combo**

These courses will give you the basic knowledge of computer networking and wireless networking. If you are interested in learning how computers and other technical devices communicate with each other, this combo track may be for you.

Networking Fundamentals  
Introduction to Wireless Networking

### **Web Developer's Combo - Open Source Programming**

Learn Web developing using open source development tools. This combo will help you build the necessary skills required for open source Web development.

PHP  
AJAX



# Certifications

Comp TIA A+ .....	72
Microsoft® Certified Technology Specialist - MCTS: SQL Server 2005.....	72
Microsoft® Certified Solutions Developer .....	72
Comp TIA A+ Certification Test Prep.....	72
Certified Cisco Network Associate .....	72
Microsoft® Certified Systems Engineer (MCSE) .....	73
Microsoft® Certified Systems Administrator (MCSA) ...	73
Comp TIA Network+ .....	73
Certified Wireless Network Administrator (CWNA).....	73
Certified Information Systems Security Professional .....	73

## Comp TIA A+

CompTIA A+ certification validates the latest skills needed by today's computer support professionals. CompTIA A+ confirms a technician's ability to perform tasks such as installation, configuration, diagnosing, preventive maintenance, and basic networking. The exams also cover domains such as security, safety and environmental issues, and communication and professionalism.

- A+ Essentials
- A+ IT Technician

### Required Certification Exams:

- 220-601- A+ Essentials
- 220-602 IT Technician

## Comp TIA A+ Certification Test Prep

Prepare yourself for the CompTIA A+ exams. This comprehensive test review is designed in a short, yet highly-effective format, perfect for those with busy schedules. Included in this course are two exam vouchers.

## Microsoft® Certified Technology Specialist-MCTS: SQL Server 2005

Microsoft® Certified Technology Specialists in Microsoft® SQL Server 2005 (MCTS: SQL Server 2005) implement and maintain databases using specific instructions and specifications. They have thorough knowledge of the product, understand how to use the tools and Transact-SQL language, and know how to explore the user interface. Technology Specialists typically pursue careers as database administrators, database developers, or business intelligence developers.

- Course 2779: Implementing a Microsoft® SQL Server 2005 Database
- Course 2780: Maintaining a Microsoft® SQL Server 2005 Database

### Required Certification Exams:

- Exam 70-431: TS: Microsoft® SQL Server 2005 - Implementation and Maintenance

## Certified Cisco Network Associate

The CCNA certification (Cisco Certified Network Associate) indicates a foundation in and apprentice knowledge of networking. CCNA certified professionals can install, configure, and operate LAN, WAN, and dial access services for small networks (100 nodes or fewer), including but not limited to use of these protocols: IP, IGRP, Serial, Frame Relay, IP RIP, VLANs, RIP, Ethernet, Access Lists.

- Introduction to Cisco Network Technologies
- Interconnecting Cisco Network Devices

### Required Certification Exams:

- 640-801 CCNA -or-
- 640-821 INTRO
- 640-811- ICND

## Microsoft® Certified Solutions Developer

The Microsoft® Certified Solution Developer (MCS D) for Microsoft.NET credential is the top-level certification for advanced developers who design and develop leading-edge enterprise solutions using Microsoft® development tools and technologies as well as the Microsoft.NET Framework 1.0 and Microsoft.NET Framework 1.1.

- Course 2310: Developing Microsoft® ASP.NET Web Applications Using Visual Studio .NET
- Course 2565: Developing Microsoft® .NET Applications for Windows (Visual Basic .NET)
- Course 2389: Programming with Microsoft ADO.NET
- Course 2663: Programming with XML in the Microsoft.NET Framework
- Course 2524: Developing XML Web Services Using Microsoft ASP.NET
- Course 2710: Analyzing Requirements and Defining Microsoft .NET Solution Architectures
- Course 2840: Implementing Security for Applications
- Course 2350: Developing and Deploying Secure Microsoft.NET Framework Applications

### Required Certification Exams:

- Exam 70-305: Developing and Implementing Web Applications with Microsoft® Visual Basic.NET and Microsoft® Visual Studio.NET
- Exam 70-306: Developing and Implementing Windows-based Applications with Microsoft® Visual Basic .NET and Microsoft® Visual Studio .NET
- Exam 70-310: Developing XML Web Services and Server Components with Microsoft® Visual Basic .NET and the Microsoft.NET Framework
- Exam 70-300: Analyzing Requirements and Defining Microsoft.NET Solution Architectures
- Exam 70-330: Implementing Security for Applications with Microsoft® Visual Basic .NET

## Microsoft® Certified Systems Engineer (MCSE)

Microsoft® Certified Systems Engineers (MCSEs) design and implement an infrastructure solution that is based on the Windows operating system and Microsoft® Windows Server System software.

- Course 2273: Managing and Maintaining a Microsoft® Windows Server 2003 Environment
- Course 2275: Maintaining a Microsoft® Windows Server 2003 Environment (32 hrs)
- Course 2276: Implementing a Microsoft® Windows Server 2003 Network Infrastructure: Network Hosts
- Course 2277: Implementing, Managing, and Maintaining a Microsoft® Windows Server 2003 Network Infrastructure: Network Services
- Course 2278: Planning and Maintaining a Microsoft® Windows Server 2003 Network Infrastructure
- Course 2279: Planning, Implementing, and Maintaining a Microsoft® Windows Server 2003 Active Directory Infrastructure
- Course 2285: Installing, Configuring, and Administering Microsoft® Windows XP Professional
- Course 2282: Designing a Microsoft® Windows Server 2003 Active Directory and Network Infrastructure
- Course 2596: Managing Microsoft® Systems Management Server 2003
- Course 2597: Planning and Deploying Microsoft® Systems Management Server 2003

### Required Certification Exams:

- Exam 70–290: Managing and Maintaining a Microsoft® Windows Server 2003 Environment
- Exam 70–291: Implementing, Managing, and Maintaining a Microsoft® Windows Server 2003 Network Infrastructure
- Exam 70-293: Planning and Maintaining a Microsoft® Windows Server 2003 Network Infrastructure
- Exam 70-294: Planning, Implementing, and Maintaining a Microsoft® Windows Server 2003 Active Directory Infrastructure
- Exam 70–270: Installing, Configuring, and Administering Microsoft® Windows XP Professional
- Exam 70-297: Designing a Microsoft® Windows Server 2003 Active Directory and Network Infrastructure
- Exam 70–089: Designing, Implementing, and Managing a Microsoft® Systems Management Server 2003 Infrastructure

## Microsoft® Certified Systems Administrator (MCSA)

Microsoft® Certified Systems Administrators (MCSAs) administer network and systems environments based on the Microsoft® Windows operating systems.

- Course 2273: Managing and Maintaining a Microsoft® Windows Server 2003 Environment
- Course 2276: Implementing a Microsoft® Windows Server 2003 Network Infrastructure: Network Hosts
- Course 2277: Implementing, Managing, and Maintaining a Microsoft® Windows Server 2003 Network Infrastructure: Network Services
- Course 2285: Installing, Configuring, and Administering Microsoft® Windows XP Professional
- Course 2823: Implementing and Administering Security in a Microsoft® Windows Server 2003 Network

### Required Certification Exams:

- Exam 70–290: Managing and Maintaining a Microsoft® Windows Server 2003 Environment
- Exam 70–291: Implementing, Managing, and Maintaining a Microsoft® Windows Server 2003 Network Infrastructure
- Exam 70–270: Installing, Configuring, and Administering Microsoft® Windows XP Professional
- Exam 70-299: Implementing and Administering Security in a Microsoft® Windows Server 2003 Network

## Certified Wireless Network Administrator (CWNA)

Wireless LAN Administrator- The Wireless LAN Administration course provides the networking professional a complete foundation of knowledge for entering into, or advancing in, the wireless networking industry. From basic RF theory to 802.11 frame exchange processes, this course delivers hands-on training that will benefit the novice as well as the experienced network professional.

### Required Certification Exams:

- PWO-100- This certification exam measures your ability to administer any wireless LAN. The exam covers a broad range of wireless LAN topics focused on 802.11 wireless technology rather than products of specific vendors.

## Comp Tia Network+

Network+ is a vendor-neutral certification that recognizes a technician's ability to describe the features and functions of networking components and to install, configure, and troubleshoot basic networking hardware, protocols and services.

### Required Certification Exams:

- N10-003- Network+ Certification

## Certified Information Systems Security Professional

The certification demonstrates a wide range of expertise in a variety of topics as listed below. The common body of knowledge includes:

- Access Control Systems & Methodology
- Applications & Systems Development
- Business Continuity Planning & Disaster Recovery
- Cryptography
- Law, Investigation & Ethics
- Operations Security
- Physical Security
- Security Architecture & Models
- Security Management Practices
- Telecommunications, Network & Internet Security

### Required Certification Exams:

- CISSP Exam



# Online Courses



[gatlineducation.com/tctc](http://gatlineducation.com/tctc)

## **Business**

### **Internet, Design, and Technical Programs**

- ASP.NET
- AutoCAD 2005
- AutoCAD 2007
- Business Marketing Design
- Digital Arts
- Forensic Computer Examiner
- Graphic Design Certificate
- Help Desk Analyst: Tier 1 Support Specialist
- Multimedia Design Certificate
- Web Database Developer
- WebMaster
- ASP.NET Web Developer Certificate
- Business Marketing Design

### **Networking and CompTIA™ Certification Programs**

- CompTIA™ Cisco™ - CCNA® Certification Training
- CompTIA™ A+ Certification Training
- CompTIA™ Linux+/LPI Level One Certification Training
- CompTIA™ Network+/Server+ Certification Training
- CompTIA™ Security+ Certification Training

### **Microsoft® Certification Training Programs**

- Microsoft® Certified Database Administrator (MCDBA)
- Microsoft® Certified System Administrator 2003 (MCSA)
- Microsoft® Certified System Administrator Plus 2003 (MCSA+)
- Microsoft® Certified System Engineer 2003 (MCSE)
- Microsoft® Certified Desktop Support Technician

### **Video Game Design and Development Programs**

- 3ds max
- Video Game Design and Development

### **Construction/Automotive Technology**

- HVAC-R Training
- Home Inspection Certificate
- Modern Automotive Service Technician

### **Healthcare Professional**

- Medical Billing and Coding
- Medical Transcription



[Ed2Go.com/train](http://Ed2Go.com/train)

## **Computer Applications**

### **The Internet**

### **Web Graphics & Multimedia**

### **Database Management & Programming**

### **Certification Prep**

### **Languages**

### **Entertainment Industry**

### **Personal Finance & Wealth Building**

### **Personal Enrichment**

### **Art, History, Psychology, & Literature**

### **Accounting**

### **Start Your Own Business**

### **Business Administration**

### **Law & Legal Careers**

### **Courses for Teaching Professionals**

### **Basic Computer Literacy**

### **Graphic Design**

### **Web Page Design**

### **Web & Computer Programming**

### **PC Troubleshooting, Networking, & Security**

### **Digital Photography & Digital Video**

### **Writing & Publishing**

### **Test Prep**

### **Health Care, Nutrition, & Fitness**

### **Child Care & Parenting**

### **Math, Philosophy, & Science**

### **Grant Writing & Nonprofit Management**

### **Personal Development**

### **Sales & Marketing**

### **Health Care Continuing Education**

# General Information

## Advice and Consultation

For information about proper placement within programs according to skill, ability, or program content levels, call and speak to a Program Associate at (813) 259-6010. Assistance will be offered according to the information which you provide. We are pleased to help you in any way possible.

## Office Hours and Phone Numbers

The Corporate Training Center @ HCC  
39 Columbia Drive, Tampa, FL 33606

Office Hours: 8:30 AM- 5:00 PM  
General Information: (813) 259-6010  
Registration: (813) 253-7150  
FAX: (813) 253-7156  
On-Campus Emergencies: 9-911  
Campus Safety: (813) 253-7175

## Registration

A registration form is located on the last page of this catalog. Please photocopy a separate form for each person registering.

## Parking

Parking is complementary and located to the north of the HCC Conference Center building in the area designated "Staff Parking."

## Public Transportation

The Corporate Training Center @ HCC is served by Hartline bus line. Contact Hartline at (813) 254-4278

## Continuing Education Units

Continuing Education Units (CEUs) are awarded upon satisfactory participation in non-degree credit programs offered by Hillsborough Community College based on the national standard developed by the International Association for Continuing Education and training. The criteria for awarding CEUs is based on the 10 criteria issued by that organization. One (1) CEU is defined as "ten contact hours of participation in an organized continuing education experience under responsible sponsorship, capable direction and qualified instruction." An hour of time is based on the 60-minute hour. "Satisfactory participation" at The Corporate Training Center @ HCC is defined as either 80% participation (attendance) in attendance monitored programs or 80% pass rate on programs utilizing objective evaluations.

CEUs are not convertible to degree-program credits. Specialized versions of certain CEUs, such as state board certified (SB-CEUs) or life education units (LEUs), are utilized in certain professional areas. Where such specialized credits are awarded, those credits conform to the standards of the monitoring or regulating institution/association.

## Corporate Account Representatives are Ready to Assist You

Account Representatives are available to provide assistance for group training activities. Every training program outlined in this publication can be delivered at your location, or anywhere you need us. In addition, any program can be customized to your exacting needs. Please call (813) 259-6010 for further information.

## Certificates of Participation

Certificates of Participation are awarded upon satisfactory completion of each non-degree credit program. Individual participants will receive a certificate suitable for framing. The certificate indicates only that the individual satisfactorily met the attendance requirements for the program. CEU credits do not transfer or convert into degree-program credits.

## Certification Programs

Certification Programs provide participants the opportunity to enhance current skills and increase opportunities for success by participation in an objective evaluation process. Participants satisfactorily completing each program evaluation within a carefully planned sequence of individual programs earn certification in a specially designated discipline/content area. Certification programs, where applicable, are described in detail within individual program publications.

## Transcript Information

A complete, computerized record of each professional development activity attended is maintained for those individuals satisfactorily completing a program which awards CEUs. Individuals can request transcripts of their lifelong learning records since the inception of the record keeping protocol. Call the Office of the Registrar at Hillsborough Community College at (813) 253-7182. A nominal service charge applies for transcripts.

## Special Needs & Accommodations

TCTC conducts its programs in barrier-free facilities. Prior arrangements to provide special assistance or accommodations must be requested directly through the Center site at least five business days in advance of the accommodation need. Please advise your registration consultant at the time you register.

## Laboratory Access

The Corporate Training Center @ HCC non-degree credit computer seminars and workshops offer hands-on instruction in one of the dedicated computer classrooms located at The Corporate Training Center. Because these facilities are extensively scheduled for a complete array of program offerings, additional laboratory time is not included in the program fee. Some instructional programs require or suggest additional computer time to complete assignments or practice related exercises. We suggest that participants have access to a personal computer at another location to complete supplementary exercises.

# General Information

## Software Licensing

All software used in the presentation of our programs has been licensed to the College for its exclusive use in an educational setting. Program participants are prohibited from copying, transmitting or otherwise moving the software in any form.

## Registration & Program Availability

Registration in any program may be made via the instructions outlined in the registration section of this catalog. As registrations are accepted on a first-made, first-confirmed basis, we encourage registering early. Because most programs are maintained with strict census limitations, wait lists will be established for programs which exceed capacity. All space is subject to availability.

## Changes to Program Offerings

We reserve the right to modify or cancel programs and substitute presenters without notice at HCC's own discretion.

## Copyright

All programs are copyrighted; therefore video, audio, and/or photographic recordings are not permitted. Materials distributed as a part of any program entitle the user to reference the materials, but not reproduce, distribute, or store them electronically, photographically, videographically, digitally, or by any other means.

## Program Fees

Program fees include attendance and participation in the selected program, specifically listed materials, and specifically listed activities. No other materials nor activities are included. Meals and/or beverage breaks are included only if specifically mentioned in individual program descriptions. Travel and lodging are not included. We will be happy to provide local hotel accommodation referrals upon request. The Corporate Training Center @ HCC will not be liable for unusable or non-refundable airline tickets purchased or other expenses incurred in anticipation of participation in a program that is cancelled for any reason.

## Payment Policy & Forms of Payment

Payment for individual program registration may be made by personal or company check, money order, purchase order (bill-to-company), or by utilizing Master Card, or Visa credit cards. Bill-to-company instructions must be approved in writing by an authorized agent of the company. Full payment is expected at registration for individual enrollments prior to participation in the program. Fees include instruction, specifically referenced learning instructional materials, specifically referenced food and beverage service, and use of related facilities during the period established for instruction.

## Refunds, Cancellations & Substitutions

If you find it necessary to cancel your registration, call The Corporate Training Center @ HCC office immediately at (813) 259-6010. Notify us first by phone, and then follow-up your cancellation by written notification using US Mail, fax, e-mail, or hand delivery.

Written notice must be received 2 days prior to the program date to be eligible for a refund.

Refunds will not be made after the start of any program. Participants may substitute another individual at any time. However, CEU credit will not be awarded for substitutions after any program has begun.

We reserve the right to cancel activities that do not meet minimum enrollment levels or for other good cause. Activities cancelled by the College will have refunds processed in full.

## Tax Deduction for Educational Expenses

Program fees and expenses for professional development purposes (including travel, meals, and lodging) paid to maintain and improve professional skills may be tax deductible. The Corporate Training Center @ HCC recommends that you seek the advice of the IRS or a qualified tax advisor to determine your individual status.

## Smoking

Is not permitted within any campus building.

## Discounts

Special discounts for groups or on-site/in-house corporate programs etc., may apply for certain program types. Please contact a sales associate for additional information on applicable discounts for certain programs that are described in detail within the publication.

Discount types may not be combined.

# 5 Ways to Register!

To register, go to [www.TampaTraining.com](http://www.TampaTraining.com) and download the printable registration form. Then choose one of the following methods. Include appropriate payment with each registration. You will need a copy of Adobe Reader to open the form.



**1.** Register by Fax: (813) 253-7156



**2.** Register by Mail: The Corporate Training Center @ HCC, 39 Columbia Drive, Tampa, FL 33606



**3.** Register in Person: The Corporate Training Center @ HCC is conveniently located just minutes from downtown Tampa on beautiful Davis Islands. The physical address is 39 Columbia Drive, Tampa, FL 33606. The Administrative office hours are Monday - Friday, 8:30 am to 5:00 p.m. excluding recognized holidays.



**4.** E-mail Registration Form: [TCTC@hccfl.edu](mailto:TCTC@hccfl.edu)



**5.** Register by Phone: (813) 259-6010

Class Cancellations:

TCTC @ HCC reserves the right to cancel a course or program due to low enrollment. Refunds will be processed immediately.

# Registration as Easy as 1, 2, 3, 4



## Step 1: Fill Out Your Identification Data

Date: \_\_\_\_\_ Social Security Number: \_\_\_\_\_ Date Of Birth: \_\_\_\_\_ Gender: \_\_\_\_\_

Name: \_\_\_\_\_ Company Name: \_\_\_\_\_

Home Street Address: \_\_\_\_\_ Division/Department or Mail Drop: \_\_\_\_\_

Apt: \_\_\_\_\_ Work Street Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Business or Daytime Phone: \_\_\_\_\_

Personal E-mail Address: \_\_\_\_\_ Business E-mail Address: \_\_\_\_\_

The following information is required by the U.S. Office of Education and may be supplied voluntarily by you.

- White, Non-Hispanic  Hispanic  African American  Asian, Pacific Islander  Other

## Step 2: Record Your Program Choices

Course #	Location	Program Title	Date(s)	Time(s)	Fees

How did you hear about The Corporate Training Center @ HCC?

- Web  Direct Mail  Referral  Sales Associate  Employer

## Step 3: Tally Your Fees, and Record Your Method of Payment

Check  Visa  MC  Purchase Order  Voucher  Purchase Order or Voucher # \_\_\_\_\_

Account # \_\_\_\_\_ Expiration Date \_\_\_\_\_

Name on Account \_\_\_\_\_ Signature: \_\_\_\_\_

## Step 4: Submit Your Registration

**Via Mail:** TCTC@HCC • PO Box 31127 • Tampa, FL 33631-3127

**In Person:** 39 Columbia Drive • Tampa, FL 33606

Residency Statement: Check One (NOTE: No fee difference will be assessed for non-residents)

- I certify that I have resided in Florida as a permanent resident for the past twelve consecutive months or longer or otherwise meet the residency requirements outlined in the law of the state of Florida. Date of residency: \_\_\_\_\_
- I have not resided in Florida as a permanent resident for the past twelve consecutive months and I do not meet residency requirements.

I declare under penalty of perjury punishable by law as a misdemeanor under Section 837.06, F.S. the forgoing is true and accurate.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_