

## inside highlights

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### CALENDAR

Highlighted classes to be held Jan-April

SEE PAGE 3

### LEARN ABOUT:

- The Top Ten Things for New Supervisors
- Succession Planning
- Results Driven Selling

SEE PAGE 2

## contact us today



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## Centers for Continuing Education is Formed



**T**he Corporate Training Center and Continuing Education merged on July 1, 2008. After several months of careful consideration and study, Dr. Gwendlyn Stephenson, President of HCC, announced that the two departments would join and this strategic realignment would enable the college to function more effectively, efficiently and with enhanced service to the college and community. The newly formed Centers for Continuing Education (CCE) comprises The Corporate Training Center (TCTC) and Continuing and Community Education units. CCE is dedicated to the development and delivery of non-credit continuing education, professional development and life-long learning programs.

The Centers for Continuing Education (CCE) is positioned as a full-service, non-credit unit of HCC serving the growing needs of the community. The mission of CCE is to provide high-quality, comprehensive educational experiences which advance the Tampa Bay area's economic growth and global competitiveness through education, training, testing/assessment services, consultations, conferencing and meeting support services that contribute to continuous workforce, professional development and lifelong learning education. **Non-traditional students will be attracted to CCE because of what it stands for...**

**ONE mission, ONE goal, ONE college.**

### "Learning for a Life Time" BY Brian England



Do your employees have a fear of entering a classroom, especially after being out of school for many years? If this is the case, then HCC's Continuing Education programs are their safe harbor. This is because employees, who do take a Continuing Education training class, become fearless in the classroom

Employees, who take Continuing Education classes, feel good about getting back into the classroom. Experts say there is a certain pride that comes from people showing off what they've learned, whether it is a new trick in Microsoft PowerPoint or speaking Spanish to a fellow co-worker. When your employee's learning needs are satisfied, you'll have a better-performing and more productive employee working for you.

The following courses are just a sampling of the many offerings that are available to the community through the Continuing Education department; Computers and You for Seniors, Conversational Spanish, Painting with Oils and Acrylics, or Watercolor. Continuing Education also offers Interior Decorating classes which will teach them how to spruce up either their office or their home.

Course descriptions and enrollment information can be easily found by visiting the Brand New Continuing Education website at <http://www.HCCcontinuinged.com> or call Brian England at 813-253-7980. And for your employees' Performance Improvement training, call one of our business development team members at The Corporate Training Center (TCTC) at 813-259-6010!

## Lunch & Learn Seminars

### January

*Top Ten Things New Supervisors Need to Know*

### February

*What Every Leader Needs to Know About Succession Planning*

### March

*Tips to Results Driven Selling*

### April

*Tips to Provide Stellar Customer Service*

### May

*Top Ten Things New Supervisors Need to Know*

### June

*ABC's of Motivating Workers to Better Performance*



**Need a course?**

We can bring it to  
your workplace.

Call (813) 259-6010

## Introducing DACUM

BY Brandi Ancrum



As a manager or developer of occupational training programs, you have to know what the experts are doing on the work site. DACUM makes that connection for you!

The DACUM process for occupational analysis involves expert workers - the local men and women with reputations for being "the best" at their jobs. These workers tell us what they do and how they do it. Their descriptions are in the language of the occupation; therefore, we get the straight story from the people who know. When the process is completed, you have a complete graphic profile of the duties and tasks required in an occupation developed by expert workers from the occupation.

### Strengths of DACUM Process:

- Provides solid foundation for program development or revision
- It's efficient - 2 days instead of weeks
- Identifies all the critical tasks and related general knowledge, skills, tools and worker behaviors
- Quality because of the group synergy and consensus

### A DACUM chart can be used as a basis for:

- Management Decision Making
- Curriculum Development/ Training
- Human Resources/ Organizational Development
- Career Advising/Counseling
- Assessment/Testing
- Certification/Licensing

For more information, contact  
Brandi Ancrum at 813-259-6010  
or [bancrum1@hccfl.edu](mailto:bancrum1@hccfl.edu).

## Blended Learning in Corporate Training

By: Mark Aruda

Blended learning fast seems to be replacing e-learning in corporate training, if not elsewhere. Corporate training programs aim at improving revenue, reducing costs and enhancing teamwork in general, rather than focusing on the individual development of employees. Learners, too, learn with a view to becoming effective at their jobs rather than for the sake of increasing knowledge. Keeping these trends in mind, blended learning can best address the needs of a corporate training program, since different sets of learners require different delivery methods. The key to enhancing results lies in offering the perfect combination of media and delivery as per the requirement of a particular program. Learning experiences are categorized into steps in a blended learning model and the learner's progression from one step to another keeps on building upon the

previous learning experiences. Organizations have graduated from the basic information exchange level to the level of expertise – all within scheduled time frames and fixed costs through blended learning techniques. A blended learning model allows the ease of combining either elements from a particular level, or complete levels to arrive at a single learning solution. The blend that a company selects depends upon various factors including requirements, costs, time and available content.

The Centers for Continuing Education has been working with several corporate customers to customize and deliver blended learning solutions with great success. Call us today so that we may help you realize the benefits of blended learning in your organization.

	January	February	March	April
<b>Computer or Technology</b>				
MS Word 2007 Level 1	1/13	2/10	3/10	4/14
MS Excel 2007 Level 1	1/14	2/11	3/11	4/4
MS Access 2007 Level 1	1/15	2/12	3/12	4/16
Adobe Illustrator CS3 Level 1	1/20		3/5	4/20
Adobe Dreamweaver (CS3) Level 1	1/28 - 1/29		3/16 - 3/17	4/29 - 4/30
<b>Allied Health</b>				
Basic Life Support (BLS) Instructor Training	1/22	2/21	3/7 or 3/26	4/20
Nursing Refresher	1/13 - 3/26	2/24/ - 5/7	3/24 - 5/26	
Licensed Practical Nurse (LPN) Leadership Course		2/10 - 2/19 or 2/24 - 3/5	3/10 - 3/25, 3/20 - 4/8 or 3/28 - 4/18	4/13
Traditional Certified Nursing Assistant Program	1/20 - 2/27	2/2 - 4/16, 2/9 - 3/26 or 2/16 - 5/21	3/9 - 4/23, 3/23 - 4/30 or 3/30 - 5/7	
<b>Regulated</b>				
Real Estate Course I/Sales Associate	01/21 - 04/13			
Accredited Claims Adjuster		02/17 - 03/26		4/1
Passport to Retirement			03/24 - 04/07	
<b>Life Long Learning</b>				
Health Care Alternatives 1		2/5 - 3/12		
Secrets of Gourmet Cooking		2/7	3/7	4/4
<b>Languages</b>				
English as a Second Language 1	1/23 - 3/13			
Conversational Spanish I	1/17 - 3/07 or 1/24 - 3/14		3/26 - 5/07	
Conversational Spanish II	1/24 - 3/14 or 1/17 - 3/07			
Conversational Spanish III			3/28 - 4/18	
<b>IT Certifications</b>				
A+ Comprehensive: Essentials/ IT Technician	1/20 - 3/5 (Some Sat)			
CompTIA A+ BootCamp		2/23 - 3/6		
Comp Tia A+ Test Preparation			3/17 - 3/26 (some Sat)	
Cisco CCNA Certification			3/10 - 4/23	
<b>Lunch-n-Learn Seminars</b>				
Top Ten Things New Supervisors Need To Know	1/7			
What Every Leader Needs to Know About Succession Planning		2/4		
Tips to Results Driven Selling			3/4	
Tips to Provide Stellar Customer Service				4/1

Note: Additional classes are scheduled and can be viewed at [www.TampaTraining.com](http://www.TampaTraining.com). Class dates and times are subject to change.

## Tips & Tricks:

BY Mark Aruda

### Microsoft Office 2007 Tip

Invented by Adobe Systems and perfected over 15 years, Portable Document Format (PDF) lets you capture and view robust information - from almost any application, on any computer system - and share it with virtually anyone, anywhere.

Microsoft Office 2007 has a Free PDF Add-in to most Office products that allows you to create PDF files from the Save As menu. This download allows you to export and save to the PDF and XPS formats in eight 2007 Microsoft Office programs. It also allows you to send as e-mail attachment in the PDF and XPS formats in a subset of these programs. Specific features vary by program.

Click the Microsoft Office Button:



Select Find add-ins from the Save As menu and follow the prompts.

This download works with the following Office 2007 programs:

**Access**  
**Excel**  
**InfoPath**  
**OneNote**  
**PowerPoint**  
**Publisher**  
**Visio**  
**Word**

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## The CPR Solution

BY MIKE DALY

Statistics show roughly 330,000 victims of cardiac arrest suffer heart attacks every year in back yards, shopping malls, waiting rooms, on picnics, at high school reunions, in class, at cafeterias and many other familiar locations often with no professional medical personnel available. While the victims and their families wait for responding emergency care assistance to arrive, precious seconds turn into deadly minutes and without intervention by a trained care giver, many lives are lost every day in this country because no one at the scene knew how to provide the basic life saving procedures of Cardio Pulmonary Resuscitation or CPR. An unresponsive victim who has just suffered such a collapse often cannot breathe for themselves and will have no pulse. This condition will result in irreversible brain damage, organ shut down and death if CPR is not administered within the 6 minute margin of required life saving intervention. Many of these lives are lost so needlessly while victims lay there completely surrounded by perfectly capable yet untrained people, all waiting for the medical teams to arrive. With only six hours of American Heart Association (AHA) comprehensive Basic Life Saving (BLS) training at a Hillsborough Community College campus of your choice, you can be that person who makes the difference between life and death when the precious seconds are ticking away.



HES 8030 – CPR for Chidcare Workers

HES 8040 – CPR for Healthcare Worker Recertification

HES 8050 – CPR for Healthcare Workers