



## Continuing Education Fall 2008



Minds Meet. Futures Flourish.

(860) 906-5130 | [www.ccc.commnet.edu](http://www.ccc.commnet.edu)

## Why Capital?

The Continuing Education Division at Capital Community College delivers high quality in-demand training and professional development courses and programs to more than 4,000 people a year. We provide classroom and online training in a variety of topics including allied health, information technology, supervisory/management, business analyst, customer service, insurance & financial services, real estate, and more.

Our team of dedicated professionals is positioned to offer affordable learning options for individuals and employers to meet personal and career goals. We are committed to providing you the best learning experience possible. We serve as a resource to meet the training demands of individuals, business, government and community organizations by delivering consulting and customized training programs and services.

- We listen to your challenges.
- We carefully analyze your needs and tap into our extensive network of resources.
- We design solutions to meet your goals.

The result - we build long-term relationships with proven success.

We invite you to explore our website and the unique programs available.

Continuing Education is for everyone. Let us help you to explore, to dream and to discover, and above all, to have fun!

## Continuing Education Open House

Tuesday, October 14  
4:00 – 6:00 p.m.  
950 Main Street  
Hartford, CT

Community Room - Room 206, 2nd Floor

Learn about our career enhancing programs and how we can meet your professional development needs.

Call (860) 906-5130 now to register!

Free parking available in Morgan Street Garage.



**Continuing Education Customer Information Center**

[www.ccc.commnet.edu](http://www.ccc.commnet.edu) – (860) 906-5130

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## Short-Term Job Training Certificates

Come to Capital Community College, a leader in career preparation! Gain an edge with our recognized, industry-driven programs! Capital is very affordable and easy to reach, with free parking and bus line convenience. Our facilities are state-of-the-art and our experienced instructors place students first. Now is the time to explore a new direction. Come to Capital and make your dream of a new career a reality.

You may be eligible for free training in health care, insurance, technology, customer service, or other non-credit courses. Call CT Works at (860) 256-3675 or visit them at 3580 Main Street in Hartford (the old Fuller Brush building). Go to [www.ctdol.state.ct.us](http://www.ctdol.state.ct.us) for further information.

### **NEW** Career and Job Search Services Available for Credit-Free Job Training Certificate Students

Let us help you plan your career and take your job search to new heights. We will assist you in exploring new careers by using information and technologically advanced job search tools. Learn how to analyze employer job leads/ads, prepare your resumé and cover letter, and improve your job interviewing skills.

Job search skills workshops and special events such as mini job fairs and career and information seminars will be held to assist you in your job search. We provide services that respond to the diverse needs of our credit-free students and employers in fulfilling their mutual employment goals.

For more information on Career and Job Search Services Available for Credit-Free Job Training Certificate Students, call (860) 906-5130.

(Job placement is not included in this free service.)



## General Insurance Certificate

Take the first step in building your career in the insurance field. You will learn insurance principles, practices and policies. Upon successful completion of the following three courses you can register to take the national exams through the AICPCU to earn the Certificate in General Insurance.

Topics covered:

**Property and Liability Insurance Principles (INS 21):** What Insurance Is, Who Provides Insurance, How Insurance Is Regulated, Measuring the Financial Performance of Insurers, Marketing, Underwriting, Claims, Insurance Contracts, Property Loss Exposures and Policy Provisions, Liability Loss Exposures and Policy Provisions, and Risk Management.

**Personal Insurance (INS 22):** Insurance and Society, Personal Auto Policy, Homeowners Insurance, Other Residential Insurance, Other Personal Property and Liability Insurance, Personal Loss Exposures and Financial Planning, Life Insurance, and Health and Disability Insurance.

**Commercial Insurance (INS 23):** Commercial Property Insurance, Business Income, Commercial Crime and Equipment Breakdown, Inland and Ocean Marine, Commercial General Liability, Commercial Automobile, Businessowners, Farm, Workers' Compensation and Employers' Liability, and Miscellaneous Coverages.

Prerequisite: High school diploma or GED. At least one year experience in the insurance and financial services industry recommended, but not required.

PRFD 5306-6854 – \$1188 plus textbooks  
9/23-12/18 (no classes 9/30, 10/9, 11/4, 11/11, 11/25, 11/27); Tuesdays & Thursdays; 6-9:30 p.m.;  
Room: TBA; Conard High School, West Hartford  
CEU: 6.6

PRFD 5306-6853 – \$1188 plus textbooks  
9/22-12/15; Mondays & Wednesday; 6-9 p.m.; Room: TBA  
CEU: 6.6

If you are currently employed in the insurance and financial services industry, or unemployed, you may be eligible for free training. For information, call (860) 906-5019.

## Business Analyst Certificate

Learn how to gather, analyze, communicate and validate requirements that affect processes, policies and information systems. Business analysts understand business issues and recommend solutions to achieve organizational goals.

Topics Covered:

- Gathering and Defining Business Requirements
- Capturing Business Requirements
- Facilitation
- Joint Application Design (JAD)

Prerequisites: High school graduate or GED. Course recommended for newly hired Business Analysts or individuals who have recently moved into Business Analyst roles.

PRFD 5309-6842 – \$1260  
10/06-10/10 & 10/20-10/24; Monday-Friday; 8:30-4:30 p.m.; Room: 307  
Instructor: Ken Larson  
CEU: 7.0

PRFD 5309-6859 – \$1260  
9/25-12/23 (no classes 9/30, 10/9, 11/4, 11/11, 11/25, 11/27); Tuesdays & Thursdays; 6-9:30 p.m.  
Conard High School, West Hartford; Room: TBA  
CEU: 7.0

If you are currently employed in the insurance and financial services industry, or unemployed, you may be eligible for free training. For information, call (860) 906-5019.

## Workforce Skills Certificate

Do you want a job, but lack or need to improve your basic workforce skills? Capital Community College can help you acquire the basic workforce skills needed and wanted by employers. In today's job market, businesses have many more job applicants than open positions. Managers want to hire the right person for the job and to do so they need assurances that the person they hire has the skills needed for successful job performance.

Topics covered:

- Computer Skills
- Business Communications
- Mathematics for Business
- Employability Skills 101

Prerequisite: GED/High School Diploma

PRFD 5330-6807 – \$795

9/8-10/30/08; Monday-Thursday; 5:30-8:30 p.m.; Room: TBA

CEU: 10.0

## Customer Service Associate Training Certificate

Customer service professionals are key to a business' success. Enroll today in our comprehensive business designed program to prepare for a career in this rapidly growing field. Earn your Customer Service Certificate, and be prepared to enhance your career opportunity by taking the computer-based Customer Service Assessment examination as administered by the National Retail Federation Foundation (NRF). By passing the NRF examination, you will earn: The National Professional Certification in Customer Service.

Topics covered:

- Quality Customer Service
- Business Communications
- Understanding and Navigating the World of Business
- Mathematics for Business
- Employability Skills 101
- MS Office Concepts

Prerequisite: GED/High School Diploma

PRFD 5330-6807 – \$1,495 (includes textbooks);

9/8-10/30/08; Monday-Thursday; 5:30-8:30 p.m.; Room: 616

CEU: 12.5

## **NEW** Animation Assistant Certificate

(Offered in cooperation with Young! Studios)

Have you ever wondered how your favorite cartoons come to life? Are you looking for an exciting new career? Join us today and develop design and computer skills to enter the animation field. Our instructor, Joe Young, is a nationally recognized cartoonist and producer.

Topics covered:

- Introduction to the World of Animation
- Drawing Techniques
- Character Animation Basics
- Use of Flash and Photoshop
- 2D & 3D Animation Techniques
- Title and Logo Design
- Creation of a Demo Reel

Prerequisites: High School diploma and Windows experience. Drawing experience recommended.

DTP 5000-6867 – \$975

10/7/08-2/3/09 (no class 11/27, 12/23, 12/25, 12/30, or 1/1); Tuesdays & Thursdays; 6-9 p.m.

Room: TBA

Instructor: Joe Young

CEU: 9.0

## Nurse Re-entry

Registered Nurses...come home to nursing at Capital Community College! Are you interested in returning to your career or transitioning to a clinically-based position? Need to update your basic knowledge and skills?

Topics Covered:

- Review of systems and related diagnoses (each taught by subject matter experts)
- Physical assessment
- Pharmacology
- Trends in current nursing practice
- Classroom and Skills Laboratory at College
- Supervised clinical at area hospital

A newly added module in pharmacology is taught by a PHd in Pharmacology who instructs medical students. See Devra Dang's bio on page 43.

Prerequisites: Current registration as a registered nurse in CT or permission from the State Board of Nursing through the CT Department of Public Health. Current American Heart Association CPR for Health Care Providers card. Professional malpractice/liability insurance. Physical exam with current PPD and immunizations .

REQUIRED TEXTBOOKS available in College Bookstore. Other expenses include uniform, stethoscope and parking fees at clinical site.

NURS 5003-5850 – \$2509 plus textbooks

10/6-2/26; Monday, Wednesday, Thursday; 6-9:30 p.m.; Room: 420

Program includes 9 clinical days, 3-11 p.m., TBA

Coordinator: Gina Bailey, JD, RN

CEU: 22.2

### Nurse Re-entry Information Session

Join Gina Bailey, Coordinator of Nurse Re-entry, to learn about our valued program.

**There is no fee, but please pre-register by calling (860) 906-5130.**

NURS 5108-5849 – no fee

9/9; Tuesday; 6-7:30p.m.; Room: 307

## Medical Coding & Billing

The Medical Coding and Billing Certificate course will prepare you for a career in this rapidly growing medical field. You will learn ICD-9 and CPT4 coding. Additional topics will include anatomy and physiology and medical terminology for coders. An externship is also part of this comprehensive program to provide real-world work experience and significantly enhance your resume. This class will help prepare you for certification exams such as the American Association of Professional Coders (AAPC) and the American Health Information Management Association (AHIMA). For more information call (860) 906-5130.

Prerequisite: Basic Keyboarding

HMED 5208-6380 – \$2,495

9/15/08-1/21/09; Mondays and Wednesdays; 5:30-9:00 p.m.; Room: 621

Instructor: Liz Pearson

CEU: 15.9

## Emergency Medical Technician–Basic Training

In cooperation with the Office of Emergency Medical Services and the CT Department of Public Health, this 146-hour course will prepare individuals for the state certification exam as an Emergency Medical Technician-Basic. Lectures, guest presentations, demonstrations, emergency room observation and hands-on experience will provide the knowledge and skills required for certification. Required textbook available in the College bookstore. EMT-Basic Certification is required for admission into the EMT-Paramedic Certificate and Associate Degree program at Capital Community College and other institutions.

Prerequisites: Must be at least 16 years old. Students under 18 must submit parental permission forms.

Classes begin in October 2008.

Call (860) 906-5130 for a flyer with course dates and parental permission form.



## Nurse Aide Certification

Are you interested in entering the health care field? A career as a certified nurse aide is a great place to start. State of Connecticut regulations mandate that individuals wishing to work as certified nurse aides must complete an approved program of at least 100 hours. Capital Community College provides a 125 hour part-time course to prepare individuals for entry –level positions. Classroom instruction and skills laboratory are held at the College; clinical experiences are held in area skilled nursing facilities. Instructors are registered nurses with experience in teaching and clinical experience in care of geriatric patients.

Topics covered:

- Role of the CNA
- Infection Control
- Review of Systems
- Activities of Daily Living
- Employability Skills

The course is offered in two formats: 5 days/week for 6 weeks or 1-2 evenings and 1 day/week for 12 weeks. Tuition includes job search instruction and competency testing. Cost of textbook, uniform, travel expenses, physical exam & CT Nurse Aide Registry application fee are not included.

Prerequisites: Must be 18 years old at course completion. Assessment test for reading and math. (Individuals with college experience may request the assessment test be waived.)

Please call Customer Service at (860) 906-5130 regarding testing.

**Section 1** – \$789 (textbook approx \$92)

9/11-10/17; Daytime; Monday-Friday

Class: Monday, Thursday, Friday; 9:30-12:30 p.m.; Room: 317

Skills Lab/Clinical: Tuesday & Wednesday 8-3 p.m.; Room: 820

Instructor: L'Amour H. Okongwu, BSc, RN

**Section 2** – \$789 (textbook approx \$92)

9/19-12/13; Evening/Weekend; Class meets Fridays with 5 Thursdays

5:30-8:30 p.m.; Room: 317

Skills Lab/Clinical: 8-3 p.m.; Saturday; Room: 820

Instructor: Gina Bailey, JD, RN

**Section 3** – \$789 (textbook approx \$92)

11/4-12/12; Daytime; Monday-Friday;

Class: Monday, Thursday, Friday; 9:30-12:30 p.m.; Room: 317

Skills Lab/Clinical: Tuesday & Wednesday; 8-3 p.m.; Room: 820

Instructor: L'Amour H. Okongwu, BSc, RN

Courses will also be offered in West Hartford and Wethersfield. Call (860) 906-5130 for a flyer.

If you are a CNA whose certificate has lapsed because you have not worked as a CNA in over two years, please see page 30 for our CNA Re-entry course.

CNA students can obtain a CT Transit Authority UPASS, at no additional cost, for use throughout the semester.

*"I enrolled in the Certified Nurse Aide class in order to gain some knowledge and experience in a clinical setting. Certified Nurse Aides are an essential component in the care of the sick. In the future I hope to become a Physician's Assistant and I feel that this experience will greatly benefit me. Having experience as a CNA, I hope to be considered a better candidate since I already have this background in patient care. I am also proud of myself for being able to successfully complete the class."—Dana Teodoro, CNA graduate Summer 2007*

## Patient Care Technician Certificate (PCT)

Recent years have introduced new jobs called patient care technicians, patient care associates, nurse extenders, nurse techs and multi-skilled workers. Workers in these positions must first be certified nurse aides and next complete job specific education. PCTs are members of health care teams, primarily in hospitals, clinics and office settings. Increase your marketability with PCT!

Topics Covered:

- Customer Service & Communication
- Confidentiality in Health Care Settings
- Medical Terminology
- CPR for Health Care Providers
- EKG & Pulse Oximetry Skills
- Phlebotomy for PCT's (to be offered January 2009)
- Rehabilitation Care
- Advanced Patient Care Skills

For a flyer and further information, call (860) 906-5130.

Tuition payment plan is available.

Prerequisites: Active (current) CNA certificate. High school diploma or GED

HMED 5228-6806 – \$1528 (textbook included)

9/15-12/18; Monday and Thursday; 5:30-8:30p.m.; Room: TBA

Instructor: Staff

CEU: 11.4

### PCT Information Session

This free required session will answer your questions about the role of a PCT and course requirements. Call (860) 906-5130 to pre-register.

#### Section 1

HMED 5204-6360

9/3; Wednesday; 5:30-7:00 p.m.; Room: 318

#### Section 2

HMED 5204-6361

9/8; Monday; 5:30-7:00 p.m.; Room: 307

## Pharmacy Technician Training Program

This in-depth 50-hour program will prepare students for entry-level positions in retail and hospital pharmacy settings and for the Pharmacy Certified Technician (PCT) examinations. Program offered in cooperation with Condensed Curriculum, Inc.

To register, call Condensed Curriculum toll free at 1-800-441-8748.

Prerequisites: GED or high school diploma.

HMED 5042-5848 – \$999

9/20-11/22; Saturday; 9-2 p.m.; Room: 318



## Small Business Management & Entrepreneurship Certificate

Start your own business with the right tools. This comprehensive program has assisted hundreds of individuals become their own boss.

Topics covered:

- Starting A Small Business
- Capital: Where It Is & How To Get It
- Writing A Business Plan
- Marketing & Promotions
- Accounting & Record Keeping
- Legal Aspects & Government Regulations
- Understanding Financial Statements
- Personnel Management

### REGISTRATION DEADLINE

September 17, 2008

BIS 5000-5644 – \$239

10/1-11/19; Wednesdays; 6-9 p.m.; Room: 307

Instructor: Frank Wood

CEU: 2.4

## Real Estate Principles & Practices (Pre-Licensing course)

If you are interested in pursuing a real estate career or are a property manager, then you will find this course beneficial and rewarding. The Pre-licensing course prepares you to take and pass the Connecticut Real Estate Salesperson Examination. Enrollees must be 18 years of age and attend at least 60 classroom hours to sit for the CT Real Estate Examination.

Capital Community College Real Estate courses for licensure and continuing education are recognized by the Real Estate Consortium of Community Colleges of Connecticut and have been filed with the State of Connecticut Real Estate Commission and Connecticut Real Estate Appraisal Commission.

Topics covered:

- Introduction to the Real Estate Business and Real Property and the Law
- Concepts of Home Ownership
- Introduction to Real Estate Agency and Real Estate Brokerage
- Listing Agreements and Buyer Representation
- Interests in Real Estate and Forms of Real Estate Ownership
- Legal Descriptions of Real Estate
- Real Estate Contracts and Real Estate Taxes and Other Liens
- Transfer of Title and Title Records and Real Estate Financing and Leases
- Property Management and Real Estate Appraisal
- Land-Use Controls and Property Development and Fair Housing and Ethical Practices
- Environmental Issues and the Real Estate Transaction
- Real Estate Math Usage and Closing the Real Estate Transaction
- Introduction to Real Estate Investments and Connecticut Real Estate Practice & Law

REAL 5000-6353 – \$399, (plus approx. \$100 for textbooks)

9/6-11/15; Saturdays; 8:30-2:30 p.m.; Room: 616

Instructor: Dick Rubino

CEU: 6.0

REAL 5000-6352 – \$399, (plus approx. \$100 for textbooks)

9/3-11/17; Monday & Wednesday; 6-9 p.m.; Room: 616

Instructor: Mary Banks

CEU: 6.0

REAL 5000-6857 – \$399 (plus approx. \$100 for textbooks)

9/22-12/10; Monday & Wednesday; 6-9 p.m.; Room: TBA

Wethersfield High School

Instructor: Staff

CEU: 6.0

## Real Estate Basic Appraisal Principles (Pre-Licensing course)

This course prepares you to take the State of Connecticut Real Estate Appraisal Examination. You will learn the fundamental theories and principles of real estate valuation. It is a required course for persons seeking to become licensed as real estate brokers and appraisers in the State of Connecticut.

Topics covered:

- Real Property Concepts and Characteristics
- Real Property Legal Consideration
- Influences On Real Estate Values
- Real Estate Finance
- Types of Value and Economic Principles
- Overview of Real Estate Markets and Analysis
- Ethics: Application in Appraisal Theory and Practice

REAL 5001-6737 – \$399, (plus approx. \$50 for textbooks)

9/2-10/9; Tuesday & Thursday; 6-9 p.m.; Room: 616

Instructor: Staff

CEU: 3.0

REAL 5001-6738 – \$399, (plus approx. \$50 for textbooks)

10/21-12/2; Tuesday & Thursday; 6-9 p.m.; Room: 616

Instructor: Staff

CEU: 3.0

## Hospitality Management Certificate

Capital is a leading resource for training in Connecticut's fast-growing hospitality industry. The Connecticut Department of Labor projects over 5,000 jobs annually in this highly expanding field. Demand exists for workers in the convention, hotel, gaming, meeting, event and restaurant industries. Our classes prepare you for positions in all of these fields. Many classes include a National Certification from the National Restaurant Association.

Courses are offered in collaboration with the Connecticut Hospitality Education Foundation, part of the Connecticut Restaurant Association and Connecticut Hotel and Lodging Association.

Topics Covered:

- Customer Service in the Foodservice Industry
- Controlling Food Services Costs
- Hospitality and Restaurant Management
- Nutrition for Foodservice
- Menu Marketing and Management

Prerequisite: Individuals must be at least 16 years old to work in food service.

HSP 5009-6858 – \$595

10/16- 11/13; Thursdays; 9 -5 p.m.; Room: 309

Instructor: Staff

CEU: 3.5

## Scholarships Available

If you are currently receiving food stamps, you may be eligible for scholarships for programs such as Nurse Aide Certification, Medical Coding and Billing, Hospitality and Food Service Certification, Customer Service and more...

Call (860) 906-5130 for more information.

# Professional Development

The Corporate and Professional Education Center provides training opportunities designed to give participants a competitive edge. These highly engaging programs offer participants a variety of training mediums to meet all types of learning styles. All classes are taught by instructors with real-world experience. Professional Development courses include interactive exercises and skills that can be immediately applied on the job.

Call (860) 906-5130 to register now!  
All courses can be offered as contract training onsite at your location! Call (860) 906-5138 for more information.

## Supervisory/Leadership

### Supervisory Skills Certificate – I

Just been promoted to supervisor or want to fine-tune your skills? Learn the skills you need to supervise with success.

Topics:

- What Every Supervisor Should Know
- Refocus Negative Attitudes into Positive Gains
- Solving Problems Creatively
- Regaining Control—Supervising For Effectiveness
- Leadership & Motivation
- Managing Diversity in the Workplace

MGMT 5005-5586 – \$449  
9/26-10/31; Fridays, 9-4 p.m.; Room: 303  
Instructor: Staff  
CEU: 3.6



### Supervisory Skills Certificate – II

Expand your skills as a supervisor. Explore how to unify your team, enhance the productivity of your staff, and manage projects.

Topics:

- Team Building
- Coaching
- Ethics
- Strategic Planning
- Project Management
- Progressive Discipline

Prerequisite: Supervisory Skills Certificate-I

MGMT 5078-6325 – \$449  
11/7-12/19 (no class 11/28); Fridays, 9-4p.m.  
Room: 303  
Instructor: Ralph Braithwaite  
CEU: 3.6

### Leadership & Motivation

What motivates people to do their best? You will learn major motivational theories and techniques and how to apply them in everyday workplace situations.

MGMT 5020-6326 – \$95  
10/7; 9-4 p.m.; Room: 303  
Instructor: Ralph Braithwaite  
CEU: 0.6

### Grammar & Punctuation for Managers, Supervisors & Engineers

Does a period go inside or outside of quotation marks? Is it “If I was” or “If I were”? And just what is a semicolon anyway? Business writing can be filled with grammar and punctuation pitfalls. Learn how to avoid them and gain a working knowledge of grammar and punctuation.

MGMT 5029-5589 – \$95  
9/24; 9-4 p.m.; Room: 301  
Instructor: Candace Routh  
CEU: 0.6

## Fundamentals Of Management & Communications

Improve your management skills using the nationally recognized Vital Learning Supervision Series®. This program will teach you to:

- Use the basic principles of effective management
- Identify ways to maintain employee self-esteem
- Foster teamwork, cooperation, innovation and higher productivity
- Understand and adopt the fundamental skills of communication
- Listen more effectively

Participants will receive workbooks with exercises, readings, self-assessments and recommendations on specific issues with employees.

MGMT 5038-6693 – \$239  
10/28 & 10/29; 9-4 p.m.; Room: 303  
Instructor: John Birch  
CEU: 1.2

## Handling Problem People

Have you ever found yourself wondering why an employee often comes in late, doesn't work hard, procrastinates, or keeps morale low? You will learn how to determine the cause of employee performance problems, and suggest what intervention steps to take. Techniques of how to communicate in ways that clarify expectations, build healthy relationships, minimize conflicts, build bridges between management staff and employees, and provide insights into the personalities of problem or difficult people will be covered.

MGMT 5054-5592 – \$95  
9/23; 9-4 p.m.; Room: 303  
Instructor: Ralph Braithwaite  
CEU: 0.6

## Communication/ Interpersonal

### Professional Speaking Certificate

Improve speaking skills in both informal and formal settings. Focus on becoming more articulate whether you have to speak "off the cuff" or in planned situations. Conquer your fear of public speaking.

Topics:

- Speech Writing
- The Art Of Impromptu Speaking
- Using Improvisation Theatre Techniques To Enhance Public Speaking

PRFD 5107-5596 – \$269  
10/9-10/23; Thursdays; 9-4 p.m.; Room: 303  
Instructor: Margaret DeMarino  
CEU: 1.8

### Power Negotiations

Negotiate with employees and vendors to achieve win/win results. Techniques used by professional negotiators will be discussed.

Topics:

- Approaches to negotiating
- Negotiating a range of dilemmas
- Ways people deal
- Influencing the balance of power
- Tactics and ethics of persuasion
- 25 ways to make anyone see it your way

PRFD 5015-5598 – \$129  
9/30; 9-4 p.m.; Room: 303  
Instructor: John Birch  
CEU: 0.6



## Power Negotiations - Advanced

Successful negotiations do not just happen; they are well planned, thought out and effectively executed. Skills are not only learned, they are practiced and fine tuned. This highly interactive program builds upon the Power Negotiations course through hands on exercises, role playing, and practicing skills using case studies.

Topics:

- Definitions / traits / basic ingredients
- Approaches to negotiating
- Negotiation skills self evaluation
- How perceptions influence the negotiation process
- The 5 negotiation styles and when to use each
- Strategies for negotiating with each style
- Asking open-ended questions to surface issues
- Beginning the negotiation
- Looking at concession patterns
- Developing needs, interests and resolving issues

Prerequisite: Power Negotiations

PRFD 5313 - 6694 – \$129  
11/5; 9-4 p.m.; Room: 303  
Instructor: John Birch  
CEU: 0.6

## Talking On Your Feet

Do you freeze up when you have to talk off the cuff? Learn how to get ideas to roll off the tip of your tongue when you have to give a presentation without prior warning. Discover techniques that teach you how to “brainstorm” a speech in minutes and how to channel nervous energy effectively. You will have the opportunity to practice and improve your speaking skills.

PRFD 5020-5599 – \$95  
12/12; 9-4 p.m.; Room: 301  
Instructor: Margaret DeMarino  
CEU: 0.6

## Handling Conflict

Do you find yourself constantly juggling or wrestling with competing interests, tasks, or personalities which can provoke feelings of anger and conflict? Anger and conflict are not necessarily negative emotions, but often signal important data about relationships, resources, circumstances, or procedures that are in need of improvement. Recognize the costs and benefits of anger and conflict, by diagnosing and identifying the sources, and learning techniques and strategies to deal with anger in oneself, in other individuals, and in your business or team to result in positive conflict resolution.

PRFD 5021-5703 – \$95  
9/19; 9-4 p.m.; Room: 303  
Instructor: Vicki Gallon-Clark  
CEU: 0.6

## Are You Really Listening?

Learn how to really listen. Discover your listening style, barriers to listening, and ways to overcome them.

PRFD 5022-5600 – \$95  
11/19; 9-4 p.m.; Room: 301  
Instructor: Candace Routh  
CEU: 0.6

## Power Communication

Learn to communicate in a succinct, effective manner. Develop skills to deliver messages that capture attention and motivate people to action.

PRFD 5023-5601 – \$95  
12/4; 9-4 p.m.; Room: 303  
Instructor: Vicki Gallon-Clark  
CEU: 0.6

## Making The Most Of Your Time

Not enough hours in the day?

Learn how to:

- Design a personal time management plan
- Eliminate time wasters
- Conquer procrastination
- Delegate effectively
- Organize your thoughts, your desk, your office, your home
- Balance your work and home life

PRFD 5038-5605 – \$95  
11/4; 9-4 p.m.; Room: 303  
Instructor: Ralph Braithwaite  
CEU: 0.6

### Mastering The Art Of Customer Service

Keep and grow your customer base by building rapport, providing outstanding customer service and maintaining customer goodwill. Learn the techniques businesses use to be successful and remain ahead of the competition.

PRFD 5064-5606 – \$95  
10/21; 9-4 p.m.; Room: 303  
Instructor: Ralph Braithwaite  
CEU: 0.6

### That's Not What I Said

Did you know that 75% of all relationship problems are the result of communication breakdowns? Listening to people and interpreting what they are saying is hard work, but the benefits are remarkable. Learn about the way you communicate, and how to do it more effectively.

PRFD 5093-5608 – \$95  
10/15; 9-4 p.m.; Room: 303  
Instructor: Ralph Braithwaite  
CEU: 0.6

### Project Planning & Management

To meet the needs of today's rapidly changing business climate and increased customer demands, the most effective organizations are focusing on project management to address a variety of issues. This seminar provides an introduction to the concepts of the Strategic Management Process to develop comprehensive project management plans, and a practical approach to managing projects in a team environment.

PRFD 5129-5612 – \$229  
11/18 & 11/19; 9-4 p.m.; Room: 303  
Instructor: John Birch  
CEU: 1.2

### Hiring Winning Talent (The Right People in the Right Jobs)

Previously, "the people" were the most valuable asset of an organization. Because of market demands and the global economy, "the right people in the right jobs" are now an organization's most valuable asset(s). Successful hiring doesn't begin with a job posting and end when your candidate has been selected. It begins with a structured process that begins with a clear, well defined and justified definition of what capabilities a good candidate must have to be successful and ends with ensuring that the selected candidate accepts the offer and joins the organization in a totally positive way.

Topics:

Defining What You Are Looking For In A Successful Candidate:

- Job Description
- Job Competencies
- Questioning Strategies

Planning The Interview:

- Hiring Strategy
- Sourcing
- Resume Screening
- The Interview Team

Conducting The Interview:

- Appropriate Climate
- Conducting The Interview
- Responding To Challenging Questions by the Interviewee

Making The Selection:

- Decision Making Guidelines
- Evaluating Candidates
- Communicating With Candidates

PRFD 5311- 6696 – \$159  
10/8; 9-4 p.m.; Room: 303  
Instructor: John Birch  
CEU: 0.6



## Retaining Winning Talent

Losing a high performer is disruptive to your organization and is extremely costly. Most managers, supervisors and team leaders are unaware of the total disruptive and financial impacts of the loss of a highly valued team member.

Hidden costs and impacts are often overlooked. For example, a team member actually considers resigning three to six months before they actually resign, decreasing productivity because they are no longer a fully committed team member. This impacts other team members and overall team morale.

Also, most team leaders need to realize the significant leverage that they have to combat turnover. This program helps leaders accept that, in the majority of situations, team members quit their direct supervisor, not the organization. Vital Learning's Retaining Winning Talent © focuses on one of the most important assets of any organization; its leaders and their direct impact on retaining key team members. This program provides skills, tools and a research-based approach that helps team leaders.

Learn to:

- Describe the scope, severity and cost of attrition.
- Identify which retention factors motivate each team member.
- Rate the attrition risk of each team member.
- Surface individual team members' retention needs.
- Increase the level of commitment from each team member.
- Develop and implement a Retention Action Plan designed to increase retention for the entire team.

PRFD 5312-6697 – \$159  
12/2; 9-4 p.m.; Room: 303  
Instructor: John Birch  
CEU: 0.6

## Excuses, Excuses, Excuses

Identify everyday excuses for why customers don't receive first-class service and learn what reps on the frontline should do or say instead. No longer will customer reps be "lost for words", or angered by a customer's verbiage, but will have an appropriate response within fingertip reach to insure good service and reduce their stress.

PRFD 5234-5614 – \$95  
10/1; 9-4 p.m.; Room: 303  
Instructor: Staff  
CEU: 0.6

## Games Trainers Play

Come and create a game plan for more effective training! Using icebreakers, energizers, and training games can add another dimension of learning and increase retention levels. This fun and functional class is a must for anyone who presents instructional material.

PRFD 5235-5615 – \$105  
12/11; 9-4 p.m.; Room: 303  
Instructor: Margaret DeMarino  
CEU: 0.6

## Bringing Your Spirit To Work

Do you enjoy your work, but feel something is missing? Or is your job unfulfilling and your workplace stressful? Wherever we work and whatever we do, we all yearn for that deeper connection and sense of meaning in our life and work. The workplace is fertile ground for nurturing our spiritual development. By learning and applying a few simple practices, you can deepen your connection with others, feel more fulfilled and improve your attitude and effectiveness at work. This workshop provides a supportive environment in which to explore, learn and practice approaches to being your full Self and how to bring that person to work every day!

*"It was the best workshop I have ever attended. I would recommend it to anyone who really wants to explore meaningful ways of looking at themselves."*  
—Alesia Wellington, Social Worker, Waterbury Public Defenders' Office

PRFD 5212-6334 – \$220  
10/23 & 10/24; 9-4 p.m.; Room: 206  
Instructors: David Zacchei & Anna Aramini  
CEU: 1.2



## Choice-Level Living

A lasting feeling of well-being and happiness can come from knowing that we always have options, choices and possibilities, and that we have real influence in our life's direction...And though it may seem at times that we are powerless, the truth is that, no matter what happens around us, we always have a choice in how we think and feel about what it is that's happening in our lives. In this workshop, we work together on techniques and practices that will keep us present and aware of what we think and feel in each moment, and approaches to help us make better overall choices...creating our lives one conscious choice at a time: that's Choice- Level Living.

Choice-Level Living participants will return to life and work with a new set of skills for making choices and for clearly considering the results of past choosing. They are likely to enjoy enhancements in personal productivity, job satisfaction, overall success, quality of relationships and peace of mind. As part of their journey, participants will enjoy analysis and discussion of a variety of philosophical and metaphysical ideas and arguments—both contemporary and ancient. Participants are invited to combine thought, emotion and action to create a new perspective of their own...towards greater well-being.

PRFD 5314-6695 – \$225  
11/6 & 11/7; 9-4 p.m.; Room: 206  
Instructor: Mark Petruzzi  
CEU: 1.2

## Budgeting

### Budgeting Basics

This workshop is for non-financial employees who want to learn the basics of preparing and managing a budget. Personal budgeting examples will be illustrated.

PRFD 5102-5604 – \$69  
10/8; 9-12N; Room: 317  
Instructor: Carl Christie  
CEU: 0.3

### NEW Budget Planning and Management

Learn the fundamental concepts of budgeting. Learn to build and analyze a budget for a project or department. Topics to be covered include financial accounting, planning, and analysis. Class instruction will be supplemented with examples, discussions, and culminate with a hands-on budget planning exercise.

PRFD 5329-6801 – \$79  
10/28; 8:30-12N; Room: 317  
Instructor: Peter Sheldrick  
CEU: 0.3

## Invest for Your Future

Learn about the different types of investment options (mutual funds, stocks, bonds, and annuities) and the benefits and drawbacks of each. Review benefits of tax-deferred programs (i.e. Deferred compensation program and IRAs). Learn about volatility, the effect of inflation on your monies and ways to decrease your risk.

PRFD 5103-5609 – \$69  
9/24; 9-12N; Room: 317  
Instructor: Carl Christie  
CEU: 0.3

### Advertising Successfully

NEW

Learn how to target an audience, positioning your small business to stand out, characterize the competition, develop a strategy, set advertising goals, and use various media and promotional tools.

BIS 5034-6771 – \$79  
11/6 & 11/13; 6-9 p.m.; Room: 303  
Instructor: Staff  
CEU: 0.6

### Sales & Marketing Tips

NEW

Learn the basics of marketing and the major marketing concepts: needs, wants, demands, products, exchanges, transactions, and markets. Learn why and how "selling" is crucial to the success of your small business.

BIS 5035-6772 – \$79  
12/2 & 12/9; 6-9 p.m.; Room: 303  
Instructor: Staff  
CEU: 0.6

## Language Skills

### Spanish: On The Job I

This in-depth course is for those who provide services to Spanish-speaking individuals and who may have some limited knowledge of Spanish words and phrases. Learn how to communicate more effectively when gathering information, giving directions, providing advice and making appointments. Extensive vocabulary, use of verb tense, and proper verb conjugation will be covered. Discussions on culture and customs are also included. Oral and written expression will be emphasized throughout the course.

PRFD 5113-5642 – \$295  
9/23-11/18 (no class 11/11); Tuesdays; 9-12N  
Room: 318  
Instructor: Maria Gonzalez  
CEU: 2.4

## Spanish: On The Job II

Building on the foundation of "Spanish: On the Job I", this program deals with realistic on-the-job situations and specialized vocabulary is presented for service professionals. The main components are grammar exercises, dialogue completions and role playing, as well as reading and translating the Spanish language. Oral and written expression will be emphasized.

Prerequisite: Spanish: On the Job I

PRFD 5114-6333 – \$375  
9/18-11/20; Thursdays; 1-4p.m.; Room: 318  
Instructor: Maria Gonzalez  
CEU: 3.0

## Business Writing

### Writing Certificate For Professionals

Build writing, grammar, punctuation, editing and proofreading skills. Learn how to compose clear and simple writing. Work on group assignments as well as "real-life" writing from work.

Topics:

- **Professional Writing For Business:** Produce clear, accurate and effective writing. Learn how to analyze by computer for maximum readability, construct letters that are understandable and easy to skim, and get important questions to ask when composing a letter and how to avoid vague language.
- **Grammar & Punctuation For Managers, Supervisors, & Engineers:** Avoid business writing pitfalls and gain working knowledge of grammar and punctuation.
- **Improving the Bottom Line With The Written Line:** No-nonsense approach to tackling business communication. Learn to write crisp, effective letters, memos, email and reports.
- **The Writing Lab:** Produce short assignments for critique (on computers). Bring in actual "work" to write during the class. Series of assignments will be given and individual feedback provided by a professional writer.

PRFD 5069-5618 – \$329  
10/30-11/20; Thursdays; 9-4 p.m.; Room: 303  
Instructor: Margaret DeMarino  
CEU: 2.4

## Building Writing Basics

This program is designed to reacquaint you with the basics of writing and grammar, while increasing your comfort level with the writing process. Focus on active vs. passive voice, parallel construction, subject and verb agreement and more. Learn to produce clear, concise and accurate materials. A practical grammar review is included. This program involves hands-on practice and feedback.

PRFD 5001-5619 – \$95  
10/2; 9-4 p.m.; Room: 301  
Instructor: Margaret DeMarino  
CEU: 0.6

## Advanced Business Writing

Led by a professional writer and speaker, this program will provide a quick fix and healthy start for tackling business writing problems. This program is an overview of common obstacles to good writing in the workplace with hands-on techniques to solve them. Bring writing samples from your office.

PRFD 5002-6328 – \$95  
12/3; 9-4 p.m.; Room: 303  
Instructor: Margaret DeMarino  
CEU: 0.6

## Proposal & Report Writing

You've gathered the information, but where do you start? Learn how to create openings that get to the point, organize large amounts of information, develop a persuasive strategy, and make smooth transitions. Eliminate writer's block, compose professional, easy-to-read reports and more.

PRFD 5003-5621 – \$95  
9/22; 9-4 p.m.; Room: 303  
Instructor: Margaret DeMarino  
CEU: 0.6

## Technical Writing

This program is designed to address the specific needs of people in technical areas by providing a solid foundation in basic grammar, punctuation and writing. This program also employs a system of sequential strategies that appeal to the technical minded.

PRFD 5004-5623 – \$95  
12/1; 9-4 p.m.; Room: 303  
Instructor: Margaret DeMarino  
CEU: 0.6

## Tackling Common Writing Problems

Tackle the biggest stumbling blocks for most business writers: writer's block, wordiness, structural problems, lengthy writing and tone. Writing exercises and practical techniques are covered to address each of these problems.

PRFD 5007-5623 – \$95  
11/17; 9-4 p.m.; Room: 303  
Instructor: Margaret DeMarino  
CEU: 0.6

## Notes, Minutes, & Status Reports: Techniques for Professionals

Learn techniques for taking meeting notes and converting them into concise and useful reports or minutes. Discover different approaches to note taking for different situations. Focus will be on how much information to include, what format to use, and how to best distribute. Come with a real meeting situation in mind.

PRFD 5044-5625 – \$95  
10/22; 9-4 p.m.; Room: 318  
Instructor: Candace Routh  
CEU: 0.6

## Improving the Bottom Line with the Written Line

The bottom line of writer's block is costing your organization money. So is the time you take for rewrites. One study shows that the average letter at one major U.S. corporation goes through 44 drafts! That's time and money that could be better spent. This workshop presents an effective no nonsense approach to tackling business writing problems. Participants will learn to write crisp, effective letters, memos, email, and reports in no time at all.

PRFD 5062-5626 – \$95  
12/8; 9-4 p.m.; Room: 303  
Instructor: Margaret DeMarino  
CEU: 0.6

## Editing 101

Get rid of clutter and condense complex material into readable copy. Learn tips, techniques and exercises that will help you better edit your own work or the work of others.

PRFD 5073-5627 – \$95  
10/20; 9-4 p.m.; Room: 303  
Instructor: Margaret DeMarino  
CEU: 0.6

## Office Professional

### Office Professional Certificate – I

REVISED

Today's executive assistant possesses a mastery of office skills: the ability to assume responsibility without supervision, taking the initiative and making decisions. They may play the role of business partner, problem solver; someone who can look at a challenge and find a creative solution.

Topics:

- Write Away! & Proofreading
- How To Get Your Boss' Ear
- Telephone Communication Skills
- Managing Multiple Priorities

AOP 5014-5629 – \$339  
9/19-10/10; Fridays; 9-4 p.m.; Room: 301  
Instructor: Staff  
CEU: 2.4

*"The Office Professional Certificate I & II courses presented by Margaret DeMarino have been informative, inspirational and beneficial. They have expanded the quality of my job performance. I look forward with great anticipation to the Office Pro III course, which I have no doubt will continue to enhance my personal goals and benefit my employer. This is a course that I highly recommend to everyone whether for professional or personal gain. Margaret DeMarino is an excellent instructor with great insight which she passes on to her students. It is a great pleasure to be in her class."*  
Sheila Aloia



## Office Professional Certificate -II

Today's executive assistant is a true administrator; an office leader with skills that help foster teamwork, communication, and productivity. She/he can organize offices, write effectively, give presentations, facilitate meetings and more. Cultivate an entrepreneurial frame of mind that will lead to your promotion.

Topics:

- Shortcuts For Executive Assistants
- Building Confidence
- Talking On Your Feet
- Leadership

AOP 5026-5630 – \$339

10/17-11/7; Fridays; 9-4 p.m.; Room: 301

Instructor: Margaret DeMarino

CEU: 2.4

*"Margaret DeMarino is one of the best teachers that I've ever had. She makes learning so pleasant and I really look forward to my class, which is Office Professional Cert II. I completed the Office Professional I class with her and I've really learned a lot from her. I'm a much better secretary now and a more positive person all because of Margaret. She is such a positive influence in my life."*—Denise Alexis Vece

## Office Professional Certificate -III

Office Professional III is designed for the office professional on the grow! It will delve into improving communication, interpersonal, and supervisory skills that will help you increase your job effectiveness, as well as to meet and exceed the needs of your department. Whether you're handling "sticky situations," tackling front-line supervisory responsibilities, or representing your department at meetings or business events, this certificate program is packed with tips and techniques that will put you and your career on the fast track.

Topics:

- Sticky Situations: The Art of Positive Communications
- How to Avoid the Top Supervisory Snafus
- Networking In and Out of the Office: The "Givers Gain" Theory

AOP 5031-6331 – \$279

11/14-12/5 (no class 11/28); Fridays

9-4p.m.; Room: 301

Instructor: Margaret DeMarino

CEU: 1.8

## Telephone Customer Service

Learn practical pointers to develop your phone skills. Voice inflection, effective listening, managing objectives, negotiations, delivering unpleasant news, and understanding and managing callers will be discussed.

AOP 5000- 6698 – \$95

9/18; 9-4 p.m.; Room: 301

Instructor: Margaret DeMarino

CEU: 0.6

## Writing for Business

This program is designed to reacquaint you with the basics of writing and grammar, while increasing your comfort level with the writing process. Learn how to eliminate writer's block and create simple and effective correspondence. A practical grammar and punctuation review is included, with an emphasis on avoiding common mistakes.

AOP 5001-5632 – \$95

9/29; 9-4 p.m.; Room: 303

Instructor: Margaret DeMarino

CEU: 0.6

## Proofreading

Even computer-based spelling and grammatical checking devices leave room for errors. No letter, no piece of correspondence, should leave an office without being proofread. Learn the skills and techniques that are vital to this aspect of an effective office.

AOP 5002-5633 – \$95

9/25; 9-4 p.m.; Room: 303

Instructor: Margaret DeMarino

CEU: 0.6

## Grammar & Punctuation-I

Understand the fine art of using language properly. Learn proper use of punctuation and how the meanings of words can be changed by punctuation.

AOP 5003-6332 – \$95

10/6; 9-4 p.m.; Room: 301

Instructor: Staff

CEU: 0.6

## Grammar & Punctuation-II

This is a follow-up course for those who have completed Grammar and Punctuation-I. All new exercises to expand your understanding and use of grammar and punctuation will be completed and discussed.

AOP 5011-5639 – \$95  
11/3; 9-4 p.m.; Room: 301  
Instructor: Staff  
CEU: 0.6

## Taking Minutes

Meetings and more meetings...How does one know what's going on? Minutes! Learn how to note who spoke, what was said, how to develop a flow, and what kinds of minutes to take.

AOP 5005-5636 – \$95  
10/27; 9-4 p.m.; Room: 301  
Instructor: Staff  
CEU: 0.6

## Public Relations for Clerical Staff

Public service, professionalism, and clerical duties are defined and discussed. Participants will identify and practice time management skills; define three communication styles and practice responding assertively; discuss how the telephone affects communication and public image; practice professional telephone techniques and how to deal with difficult people.

AOP 5020-5704 – \$95  
12/4; 9-4 p.m.; Room: 303  
Instructor: Margaret DeMarino  
CEU: 0.6



## Insurance and Financial Services

### Grant Funding Available!

Insurance and Financial Services courses may be available to you at no cost through a U.S. Department of Labor Grant. To find out if you qualify, please call: Damaris Torres at (860) 906-5019.

## Understanding & Navigating the World of Business

Learn the skills to successfully operate in an insurance and financial services business environment. Participants will receive instruction, supplemented by case studies and discussions, on various behaviors and processes needed for success. The course will include several professional development topics, from Business Etiquette to Time Management and Team Building. In-class exercises will provide hands-on application of subject matter, with direction and feedback for improvement from the instructor.

BIS 5010-6811 – \$252  
09/16 & 9/18; 8:30-4:30 p.m.; Room: TBA  
Instructor: Ralph Braithwaite  
CEU: 1.4

## Quality Customer Service & Cross Selling for Results

World-class customer service is what distinguishes one company from another. Develop your professional communication skills including telephone techniques, active listening, handling upset customers, expediting calls, and managing multiple priorities. Participants will also be introduced to successful methods and techniques for cross-selling: identifying and satisfying customer needs, selling with confidence, overcoming customer objections and closing the sale. In-class exercises and role-playing will provide hands-on application of subject matter, with direction and feedback for improvement from the instructor.

BIS 5014-6812 – \$252  
9/25; 8:30-4:30 p.m.; Room: 307  
Instructor: Ralph Braithwaite  
CEU: 0.7

## Insurance, Financial Services and Banking Basics

If you are interested in entering or advancing in the insurance and financial services field, this course will provide you with a clear explanation of a wide range of services provided to consumers. These services include banking, lending, insurance and investment products. Participants will also receive instruction in compliance and ethics issues in the insurance, banking and financial services industries.

BIS 5012-6814 – \$504  
9/30-10/9; Tuesdays & Thursdays  
8:30-4:30 p.m.; Room: 317  
Instructor: Staff  
CEU: 2.8

## Mathematics for Management & Finance

Learn how to use basic mathematic operations for working in a financial services environment. Participants will receive instruction, supplemented by examples and discussions, on basic math functions. Participants will also receive hands-on instruction in using a calculator to perform various operations. In-class exercises will provide hands-on application of subject matter, with direction and feedback for improvement from the instructor.

BIS 5011-6815 – \$504  
10/14-10/23; Tuesdays & Thursdays  
8:30-4:30 p.m.; Room: 317  
Instructor: Staff  
CEU: 2.8

## Accounting & Finance Basics

Explore the fundamentals of accounting and finance. Participants will learn about current assets, long-term assets, intangible assets, the different types of liabilities and calculating the time value of money.

BIS 5015-6816 – \$504  
10/28-11/6; Tuesdays & Thursdays  
8:30-4:30 p.m.; Room: TBA  
Instructor: Staff  
CEU: 2.8

## MS Office – Introduction and Intermediate Level Word, Excel, PowerPoint

Learn the introductory and intermediate features of Microsoft Word and Excel as well as introductory features of Microsoft PowerPoint.

COMP 5272-6817 – \$504  
11/11, 11/12, 11/17 & 11/20; 8:30-4:30 p.m.  
Room: 613  
Instructor: Frank Wood  
CEU: 2.8

## Business Writing for Results

Build your writing skills and eliminate the biggest stumbling blocks of business writing: writer's block, wordiness, structural problems, clutter, and inappropriate tone. This course will also help you gain a solid grip on everyday grammar and punctuation dilemmas, from when to use a semicolon to what the difference is between "that" and "which," to just what it means when your spell checker says your writing is incorrectly in passive voice. This program includes hands-on practice and feedback from the instructor.

BIS 5013-6818 – \$252  
12/02 & 12/04; 8:30-4:30 p.m.; Room: 318  
Instructor: Staff  
CEU: 1.4

## Introduction to Banking (Personal, Commercial, and Real Estate)

Learn about the various products a bank has to offer including: an overview in Personal and Commercial lending as well as the basic principles of real estate law and its impact on lending.

BIS 5017-6820 – \$252  
12/09 & 12/11; 8:30-4:30 p.m.; Room: 301  
Instructor: Staff  
CEU: 1.4

## Introduction to Retirement & Employee Benefits

Review the basics of retirement plans, both defined benefit and defined contribution plans. Topics include how to design a plan and determining plan costs. Case studies will be used and participants will be asked to design appropriate retirement plans based on these examples.

BIS 5018-6852 – \$252  
12/09 & 12/11; 8:30- 4:30 p.m.; Room: TBA  
Instructor: Staff  
CEU: 1.4

## Introduction to Insurance (Property & Casualty and Health)

Explore the field of insurance. Learn the basics of property, casualty and health insurance. Class discussion to include products and services.

BIS 5019-6821 – \$252  
12/16 & 12/18; 8:30- 4:30 p.m.; Room: 301  
Instructor: Staff  
CEU: 1.4

## Fundamentals of Strategic Leadership

Today's leaders must have management skills that drive their organization's success. In this course you will learn how to leverage your leadership style and facilitate dialogues about the toughest business topics for results. Role-playing and in-class exercises will provide hands-on application of how to transform your business culture to lead to positive change.

Prerequisite: Two or more years of experience in the insurance or financial services industry and one or more years in a supervisory or team leader role recommended.

BIS 5021-6823 – \$504  
9/15-09/24; Mondays & Wednesdays  
8:30-4:30 p.m.; Room: 307  
Instructor: Ralph Braithwaite  
CEU: 2.8

## Project Management

Learn project management techniques to organize and manage resources to complete projects within the defined scope, on time and within budget. Understand how these techniques can result in new products, improved customer satisfaction, reduced costs, and an improved work environment.

Prerequisite: Two or more years of experience in the insurance or financial services industry. One or more years in a supervisory or team leader role recommended.

BIS 5022-6825 – \$504  
10/06-10/15; Mondays & Wednesdays  
8:30-4:30 p.m.; Room: TBA  
Instructor: Staff  
CEU: 2.8

## Legal Fundamentals and Ethics

In this course you will learn about the challenging legal environment companies face operating in the global economy. General business law topics and how they relate to the insurance, banking and financial services industry will be covered. Ethics conduct and compliance essential to fulfilling responsibilities to stakeholders will be discussed.

Prerequisite: Two or more years of experience in the insurance or financial services industry and one or more years in a supervisory or team leader role recommended.

BIS 5023-6827 – \$504  
10/14; 8:30-4:30 p.m.; Room: 301  
Instructor: Staff  
CEU: 0.7

## Financial Statement Analysis

Learn how a business is a financial system. Understand the purpose and how to use profit and loss, balance sheet and cash flow statements to make investment, financing and operations decisions. Profitability and risk ratios will be covered.

Prerequisite: Two or more years of experience in the insurance or financial services industry and one or more years in a supervisory or team leader role recommended.

BIS 5024-6829 – \$504  
10/20-10/29; Mondays & Wednesdays  
8:30-4:30 p.m.; Room: TBA  
Instructor: Staff  
CEU: 2.8

## Financial Modeling and Cost Management

Develop a financial model to determine the cost of projects including accounting for real-world uncertainties. You will practice developing project plans that will meet objectives, be delivered on time and within budget.

Prerequisite: Two or more years of experience in the insurance or financial services industry and one or more years in a supervisory or team leader role recommended.

BIS 5025-6831 – \$504  
11/03-11/12; Mondays & Wednesdays  
8:30-4:30 p.m.; Room: 318  
Instructor: Staff  
CEU: 2.8

## Foundations of Risk Management

Learn how to identify, quantify and evaluate business risks. You will discuss cost-effective measures to minimize risk exposure. Apply techniques covered to develop a contingency plan to avoid adverse impacts on your business.

Prerequisite: Two or more years of experience in the insurance or financial services industry and one or more years in a supervisory or team leader role recommended.

BIS 5026-6833 – \$504  
12/01-12/10; Mondays & Wednesdays  
8:30-4:30 p.m.; Room: 307  
Instructor: Staff  
CEU: 2.8

## Commercial Lending

This course will provide an introductory overview of the commercial lending process. Participants will gain exposure to each step in the lending process, learn how commercial lending differs from other banking services and how the lending process varies by business type. Each step in the lending process will be explained and supplemented by in class exercises and case studies.

Prerequisite: Two or more years of experience in the insurance or financial services industry and one or more years in a supervisory or team leader role recommended.

BIS 5028-6850 – \$378  
12/02-12/09; Tuesdays & Thursdays  
8:30-4:30 p.m.; Room: TBA  
Instructor: Staff  
CEU: 2.1

## Residential Lending

This course will provide an introductory overview of the residential lending process. Topics will include the history of residential lending, delivery methods, loan origination and documentation as well as underwriting and appraisal. Construction, permanent and home equity loans will be covered. Participants will receive an overview of real estate law as it applies to residential lending.

Prerequisite: Two or more years of experience in the insurance or financial services industry and one or more years in a supervisory or team leader role recommended.

BIS 5027-6835 – \$378  
12/02-12/09; Tuesdays & Thursdays  
8:30-4:30 p.m.; Room: TBA  
Instructor: TBA  
CEU: 2.1

## Principles of Auditing

Learn the basic principles and practices of auditing including Generally Accepted Auditing Standards (GAAS). You will learn how to document internal controls, the importance of statistical sampling and how to perform tests of compliance. Reports and legal issues will be discussed.

Prerequisite: Two or more years of experience in the insurance or financial services industry and one or more years in a supervisory or team leader role recommended.

BIS 5029-6837 – \$378  
12/15-12/22; Mondays & Wednesdays  
8:30-4:30 p.m.; Room: 303  
Instructor: Lucian Slepki  
CEU: 2.1

## Investment & Credit Analysis

Do you know what to look for when assessing the financial health of a business? This course will cover what types of reports to review and how to determine risk related to business investment and credit opportunities. Learn how to monitor a loan and develop credit control procedures. Case studies will be used to provide opportunities to apply the techniques covered in the course.

Prerequisite: Two or more years of experience in the insurance or financial services industry and one or more years in a supervisory or team leader role recommended.

BIS 5030-6848 – \$378  
12/15-12/22; Mondays & Wednesdays  
8:30-4:30 p.m.; Room: TBA  
Instructor: Staff  
CEU: 2.1



### Proposal, Report and Business Case Writing

In this course you learn how to compose competitive and persuasive business proposals and reports. Highlights include writing effective executive summaries, drafting and revising, strategies for writing clearly and concisely, and using persuasively writing techniques to gain a competitive edge. Participants will also be encouraged to bring in their own writing samples and revise them using the strategies covered.

Prerequisite: Two or more years of experience in the insurance or financial services industry and one or more years in a supervisory or team leader role recommended.

BIS 5031-6839 – \$252  
11/18 & 11/20; 8:30-4:30 p.m.; Room: TBA  
Instructor: Staff  
CEU: 1.4

### Effective Selling for Increased Profit

Enhance your sales skills and techniques. The course will cover topics in the psychology of buying, making a first impression and identifying customer needs through active listening. Participants will use real world scenarios and exercises to simulate actual sales situations.

Prerequisite: Two or more years of experience in the insurance or financial services industry and one or more years in a supervisory or team leader role recommended.

BIS 5033-6844 – \$252  
11/17 & 11/19; 8:30-4:30 p.m.; Room: TBA  
Instructor: Staff  
CEU: 1.4

### Powerful Presentations

Prepare quality presentations to achieve business results. This course will cover the essential elements of developing an effective presentation including how to maximize the use of tools such as PowerPoint to capture your audience's attention. Techniques of how to manage the Q & A session will be covered. In-class exercises will provide opportunities for participants to practice the skills learned with feedback from the instructor. This is not a software application course. Participants must already have a working knowledge of MS Power Point to participate.

Prerequisite: Two or more years of experience in the insurance or financial services industry and one or more years in a supervisory or team leader role recommended.

BIS 5032-6846 – \$252  
11/18 & 11/20; 8:30-4:30 p.m.; Room: 317  
Instructor: Ralph Braithwaite  
CEU: 1.4

### FINRA (formerly NASD and NYSE Regulation) Series Test Prep Courses Exam Prep -Series 6 (Investment Company Products/Variable Contracts Representative)

This course prepares candidates to pass the Series 6 exam. Upon successful completion of the Series 6, you will have the qualifications needed to sell investment company products (e.g., mutual funds, money-market funds), variable annuities and variable life insurance contracts for a FINRA broker-dealer. Topics include: securities markets, investment risks and policies, investment companies, taxation, customer accounts, variable contracts and retirement plans, and securities industry regulations. The actual exam as administered by FINRA consists of 100 multiple-choice questions. The exam time limit is 2.25 hours. Your passing score must be at least 70%. Note: To take the actual Series 6 Exam as administered by FINRA (Financial Industry Regulatory Authority) you must be sponsored by a firm who is a member of FINRA or is a Self Regulatory Organization (SRO).

PRFD 5214-6431 – \$610 plus textbooks  
Start Date: 10/2-12/11; Tuesdays & Thursdays  
(no class 10/9, 11/4, 11/11, 11/25 or 11/27)  
5:30-9:30 p.m.  
Conard High School, West Hartford  
Instructor: Staff  
CEU: 6.4

## FINRA (formerly NASD and NYSE Regulation) Exam Prep -Series 7(General Securities Representative)

This course fully prepares candidates for the rigorous examination to become licensed as a General Securities Representative. A FINRA Series 7 registration qualifies individuals to sell/market all securities except commodities. These representatives may solicit, purchase and/or sell corporate securities, options, direct participation programs, investment company products and variable contracts. Topics include: solicitation, purchase and/or sale of a broad range of investment products, including stocks, bonds, mutual funds, municipal securities, options, and direct participation programs. Also examines: debt securities, investment banking, securities analysis, margin, and self-regulatory organizations (SRO's). The actual exam consists of 260 multiple-choice questions, and 10 pre-test questions that do not count towards the exam grade (and are not indicated in the exam). The exam time limit is 6 hours (the Series 7 Exam is broken down into two parts; each has a time limit of 3 hours). Your passing score must be at least 70%. Note: To take the actual Series 7 Exam administered by FINRA (Financial Industry Regulatory Authority) you must be sponsored by a member firm of FINRA or a Self Regulatory Organization (SRO).

PRFD 5219-6407 – \$895 plus textbooks  
9/29-12/22; Mondays & Wednesdays  
5:30-9:30 p.m.; Room: TBA  
Instructor: Staff  
CEU: 9.6

## Real Estate

### Real Estate Law

This course uses practical case studies to illustrate real estate transactions in the State of Connecticut, including contracts, types of ownership; documents of conveyance, mortgages and closing procedures. Review licensing laws, agency law and liability, duty to disclose, real estate finance, development and subdivision, condominiums, landlord tenant law, federal real estate law and foreclosures. Real Estate Law can be taken as an elective to meet course requirements for the CT Real Estate Brokers Examination.

Topics covered:

- Introduction and Sources of Real Estate Law
- Land Interests: Present and Future and Extent of Real Estate Interests
- Nonpossessory Interests in Real Estate
- Fixtures, Liens, and Describing Land Interests
- Co-ownership of Real Estate and The Landlord-Tenant Relationship
- Commercial Leases and Real Estate Communities: Multiunit Interests
- The Broker's Role in the Transfer of Real Estate
- Methods of Transfer and Conveyance in Real Estate
- The Purchase Contract and Financing in the Transfer of Real Estate
- Closing the Real Estate Transaction

REAL 5014-6350-\$399, (plus approx. \$75 for textbooks)  
9/8-10/15; Monday & Wednesday  
6-9 p.m.; Room: TBA  
Instructor: Matthew McGrath, Esq.  
CEU: 3.0



## Real Estate Finance

Understand how the mortgage market works, where money comes from, and what influences its availability and interest rates. You will learn different types of real estate financing instruments used in the State of Connecticut. Real Estate Finance can be taken as an elective to meet course requirements for CT Real Estate Brokers Examination.

Topics covered:

- Real Estate and the U.S. Economy
- Flows and Sources of Real Estate Funds
- The Secondary Mortgage Market
- Interest Rates and Risk and Time Value of Money
- The Financial Instruments of Residential Finance
- The Real Estate Loan Process
- Government Regulations: Federal Regulation of Mortgage Lending

REAL 5015-6349 – \$399, (plus approx. \$75 for textbooks)

9/9-10/16; Tuesday & Thursday

6-9 p.m.; Room: TBA

Instructor: Staff

CEU: 3.0

## NEW Real Property Management

This course is designed for real estate brokers, salespeople and owners of income-producing properties.

Topics covered:

- Professional Property Management
- Property Management Economics and Planning
- Owner Relations
- Residential Property and Specialized Housing
- Office Property, Retail Property and Industrial Property
- Risk and Environmental Issues and Life Safety Issues

REAL 5021-6746 – \$399 (plus approx \$75 for textbook)

9/9-10/16; Tuesday & Thursday

6-9 p.m.; Room: TBA

Instructor: Mary Banks

CEU:3.0

## Mortgage Lending Principles & Practices

Today's consumer-focused and heavily regulated mortgage industry requires consummate professionals to help facilitate one of the biggest financial commitments most people will make in a lifetime. Mortgage professionals must be knowledgeable and ethical when it comes to providing home loans and services.

Topics covered:

- An Overview of Mortgage Lending
- The Business of Real Estate
- The Value of Real Estate and Legal Concepts in Real Estate
- Interests in Real Property
- Finance Instruments and Federal Mortgage Lending Legislation
- Conventional Financing and Government-backed Loan Programs
- Alternative Financing Tools and the Mortgage Lending Process
- Understanding Real Estate Appraisals
- Being a Mortgage Professional

REAL 5019-6355 – \$399 (plus approx \$75 for textbook)

9/8-10/15; Monday & Wednesday

6-9 p.m.; Room: TBA

Instructor: Staff

CEU: 3.0



## Nursing & Allied Health

### Infection Control in the Health Care Setting

New to Infection Control, interested in becoming an ICN, or just handed the job? Learn your role in implementing and managing an Infection Control program. Network with others as you learn.

Topics include:

- Role responsibilities
- Policy and procedure development
- State and federal regulations
- Data analysis
- Surveillance of infections
- Outbreak management
- Exposure control
- Resistant organisms
- Influenza guidelines

Required reading: Killer Germs by Barry & David Zimmerman, approx cost \$15.

Recommended manual for sale in class or purchased through APIC (\$110).

NURS 5022-5851 – \$499

9/25-11/20; Thursday, 9-1:30 p.m.; Room: 301

Instructor: Karen Taylor, RN, BSN, MSNc

CEU: 4.0

*"I have been a practicing Registered Nurse for 23 years; mostly in critical care areas, but recently was offered a position at a long-term care facility in Staff Development and Infection Control. My first week on the job we had a flu/GI outbreak. Without Karen's course I would have completely floundered. Despite my newness, everyone in the building was looking to me for direction and answers. I knew exactly what to do and did it well! Karen's class was enjoyable, fun and PACKED with important, attainable information."*—Alison J. Gorman, RN

### Staff Development for Health Care Professionals

Whether brand new or experienced in a staff development position, this course is for you! Your instructor is an experienced nurse and educational specialist.

Topics include:

- Foundations of Practice
- Roles of the Educator
- Role as a change agent
- Role in Quality Improvement
- Educational Process
- Management of Educational Activities
- Regulatory Requirements
- Tips of the Trade

NURS 5147-5865 – \$209

10/10-10/17; Friday; 9-3:30 p.m.; Room: 318

Instructor: Kathie Larke, MSN, MA, RN-BC

CEU: 1.2

### Recruiting, Orienting and Retaining New Employees

Learn the crucial steps involved in recruiting and retaining the right people, "do's and don'ts" of interviewing, developing a meaningful classroom and an effective clinical orientation. Emphasis is on recruiting using evidence-based information on the four generations in the workforce, designing the orientation program to meet the needs of new staff and implementing an effective preceptor program to retain staff.

NURS 5091-5854 – \$109.00

10/24; Friday; 9-3:30 p.m.; Room: 318

Instructor: Kathie Larke, MSN, MA, RN-BC

CEU : 0.6

### The How To's of Competency-Based Learning

There are 11 ways to measure competencies besides using checklists. You will learn to integrate adult learning principles and techniques to help you assess staff needs, determine appropriate competencies, design realistic objectives and facilitate top performance for your workplace.

NURS 5173-5855 – \$109.00

10/31; Friday; 9-3:30 p.m.; Room: 318

Instructor: Kathie Larke, MSN, MA, RN-BC

CEU: 0.6

## ALZHEIMER'S & DEMENTIA STATE-REQUIRED TRAINING

(Train-the-Trainer complies with State law)  
This program provides for compliance with State law for Alzheimer's & Dementia caregivers.

Topics include:

- Best Practices and Philosophies
- Communication Strategies
- Behavioral Manifestations
- Anticipating and Meeting Needs
- Meaningful Activity
- Family Dynamics

This seminar also includes detailed materials which can be duplicated for future use. This program has been developed and is delivered by recognized experts in the field of Alzheimer's and Dementia. Arrangements can also be made for holding this program onsite in care facilities. Please call (860) 906-5130 for more information.

HMED 5233-6789 – \$349  
9/16; 9-4 p.m.; Room: 303  
Instructor: Sonia Gaztambide

HMED 5233-6790 – \$349  
10/14; 9-4 p.m.; Room: 303  
Instructor: Sonia Gaztambide

HMED 5233-6791 – \$349  
11/25; 9-4 p.m.; Room: 303  
Instructor: Sonia Gaztambide



## CPR for Health Care Providers

This course is designed for those with no current CPR certification. You will learn professional rescuers skills needed in emergency situations. Cost includes the American Heart Association textbook and course completion card. Books are available in Room 316 at the time of registration.

**Section I:** HMED 5012-6367 – \$79  
9/19; Friday; 8:30-2 p.m.; Room: 318  
Instructor: Duane Maranda, NREMT-P  
CEU: 0.5

**Section II:** HMED 5012-6368 – \$79  
10/16; Thursday; 8:30-2 p.m.; Room: 820  
Instructor: Duane Maranda, NREMT-P  
CEU: 0.5

**Section III:** HMED 5012-6810 – \$79  
11/10; Monday; 4-9:30 p.m.; Room: 318  
Instructor: Gina Bailey, JD, RN  
CEU: 0.5

**Section IV:** HMED 5012-5842 – \$79  
11/20; Thursday; 8:30-2 p.m.; Room: 318  
Instructor: Duane Maranda, NREMT-P  
CEU: 0.5

**Section V:** HMED 5012-6565 – \$79  
12/11; Thursday; 8:30-2 p.m.; Room: 318  
Instructor: Duane Maranda, NREMT-P  
CEU: 0.5

## EKG & Pulse Oximetry Skills

In this age of cross training, this program will benefit any health care provider (RN, LPN, MA or CNA) who must take an EKG or do pulse oximetry. Instruction takes place in classroom and skills laboratory.

Topics include:

- Methods to obtain a technically correct 12-lead EKG
- Identification of P, Q, R, S and T wave forms
- Accurate pulse oximetry measurement

Please note this course does not prepare you to be an EKG technician.

Textbook is included in course cost.

HMED 5205-6366 – \$239  
11/17-12/15; Monday; 5:30-8:30 p.m.  
Room: 820  
Instructor: Vernita Monroe, RN  
CEU: 1.5

## Medical Terminology: The Language of Health Care

Do you need to learn the “special language of health care”? This course will be helpful to you if you are interested in entering nursing or another health care profession. Textbook is included in course cost. Your instructor is an Advanced Practice Registered Nurse, Instructor and Nurse Practitioner.

Topics covered:

- Basic word structure
- Suffixes and prefixes
- Organization of body systems
- Medical specialty terminology

HMED 5195-6363 – \$229

9/15-11/3; Monday; 5:30-8:30 p.m.; Room: 318

Instructor: Linda Carosella, MSN, PNP, APRN  
CEU: 2.4



## Reiki, The Healing Touch

Reiki is a Japanese method of stress reduction and relaxation which also promotes healing. Reiki can be learned by anyone. Reiki will bring you into a deep sense of peace, harmony, and balance, while improving your health and vitality. Reiki has been classified by the National Institutes of Health as a biofield therapy.

### Reiki I

Topics covered:

- A clear explanation of Reiki
- Introduction to the Human Energy Anatomy
- History of Reiki
- Uses for Reiki
- Demonstrations for using Reiki on self and others
- Level One Attunement

A certificate will be issued upon successful completion. A textbook fee of \$25.00 (for Level One and Two) is payable to the instructor at the first class.

NURS 5235-6803 – \$150

11/1; Saturday; 8-4p.m.; Room: 420

Instructor: Susan K. Heuberger, RN, Reiki Master Teacher  
CEU: 0.8

### Reiki II

Topics covered:

- Attunement to the 3 level
- Two symbols
- Detailed instruction in the many uses of the healing symbols
- A healing meditation
- Discussion of the benefits of color, sound, and crystals
- Hayashi Healing Guide of Japanese Reiki Techniques

A certificate will be issued upon successful completion.

Prerequisite: Reiki I

NURS 5236-6804 – \$200

11/8-11/15; Saturday; 8-4:00 p.m.; Room: 420

Instructor: Susan K. Heuberger, RN, Reiki Master Teacher  
CEU: 1.6

## Spanish for Health Care Professionals: Level I

For health care personnel who have limited or no knowledge of Spanish: you will develop a basic foundation in Spanish grammar and vocabulary to better communicate with your patients. Module II will be offered next semester.

Topics covered:

- Accurate conversation with your patients
- Effective commands

### Module I

HMED 5025-6381 – \$229

Required dictionary approx \$7

9/22-11/10; Monday; 9-12p.m.; Room: 318

Instructor: Maria Gonzalez

CEU: 2.4

## For Certified Nurse Aides

### Stepping Up to Team Leader Certificate I

Has your workplace recognized you as an informal leader? Take this 24 hour course and you will be ahead of the curve in CT! At this time few CNAs in CT have been educated in this area. However, in Massachusetts, CNAs have been trained as team leaders for many years. Take this certificate course, and you and your employer will reap the benefits!

Topics covered:

- Supervision – From Peer to a Leadership Position
- Leadership & Motivation
- Creative Problem Solving
- Managing Diversity in the Workplace
- Effective Communication
- How to Handle Difficult Employees

HMED 5221-6401 – \$325 (workbook included)

10/4-11/15; every other Saturday

9-3:30p.m.; Room: 303

Instructor: Ralph Braithwaite

CEU: 2.4

## CNA Re-entry: Prep for Competency Exam

Are you unable to be hired as a CNA because two years have gone by and you have not worked in your field? Need to retake the Competency exam? This 20-hour re-entry course will prepare you to take the CT Nurse Aide Competency exam. Your instructor will review basic principles of care and test taking strategies. Skills lab is included for hands-on review. Required textbook is available in the College Bookstore. (Acello, Barbara. Competency Exam Prep & Review for Nursing Assistants. 4th Ed. New York: Delmar Thomson Learning, 2007).

**Section 1:** HMED 5166-5921 – \$209

9/13-10/4; Saturdays; 9-2 p.m.; Room: 420

Instructor: Jill Gauthier, BSN, RN

CEU: 2.0

**Section 2:** HMED 5166-5922 – \$209

11/8-12/6 (no class 11/29); Saturdays; 9-2 p.m.

Room: 420

Instructor: Judy Taddeo, MA, RN

CEU: 2.0

## Care of the Pediatric Patient

Many CNAs and HHAs are caring for children in hospitals and home care settings. Join an experienced pediatric nurse practitioner and APRN in this informative workshop.

HMED 5227-6798 – \$139

10/23-11/13; Thursday; 5:30-8:30p.m.

Room: 420

Instructor: Linda Carosella, MSN, PNP, APRN

CEU: 1.2

## Care of the Surgical Patient

This workshop will be invaluable to you if you are seeking employment in a hospital or on a sub-acute unit in a convalescent home. Review the basics and learn about the latest advancements in surgical care.

HMED 5225-6799 – \$139

11/17-12/8; Monday; 5:30-8:30 p.m.; Room: 420

Instructor: Staff

CEU: 1.2

## Confidentiality in Health Care

What does HIPAA, The Health Insurance and Portability Act of 1996 mandate? To safely practice in any health care setting, you need to know!

HMED 5224-6805 – \$52

9/25; Thursday; 5:30-8:30 p.m.; Room: 318

Instructor: Gina Bailey, JD, RN

CEU: 0.3

### Customer Service & Communication

To be successful in any field of health care, excellent communication and customer service skills are a must! Learn more by participating in this interactive session.

HMED 5210-6365 – \$52  
9/18; Thursday; 5:30-8:30 p.m.; Room: 318  
Instructor: Linda Carosella, MSN, PNP, APRN  
CEU: 0.3

### Learn About Hospice and Palliative Care

Join an experienced Hospice practitioner to learn the philosophy and concepts of this specialized care, and your role as a member of the Hospice team.

HMED 5214-6394 – \$139  
9/23-10/14; Tuesdays; 5:30 -8:30 p.m.  
Room: 317  
Instructor: Judy Taddeo, MA, RN  
CEU: 1.2

### Math for Health Care

Mathematics for careers in health care beyond CNA will introduce you to several fundamental mathematics concepts and applications. You will be exposed to problem solving strategies for various applications including mixture problems.

HMED 5220-6402 – \$139  
10/20-11/10; Thursdays; 6-9:00 p.m.; Room: 420  
Instructor: Mike Zendan  
CEU: 1.2

### Mental Health Care

Explore the many types of mental health disorders. Anxiety disorders, schizophrenia, bipolar disorder, personality disorders, and eating disorders – these are some of the illnesses that you will study. Your supportive role will be emphasized.

HMED 5217-6398 – \$139  
10/30-11/20; Thursdays; 5:30-8:30 p.m.  
Room: 318  
Instructor: Staff  
CEU: 1.2

### Nutrition and Food Preparation

Learn how to make food choices for optimum health and well-being. Explore with our registered dietician menu options, basic food preparation and food supplements. This program is particularly relevant for home health aides.

HMED 5226-6800 – \$139  
10/1-10/22; Wednesdays; 5:30-8:30p.m.  
Room: 309  
Instructor: Staff  
CEU: 1.2

### Rehabilitation Care Basics

Our seasoned physical therapist will review the foundation and update you in concepts and practices of this care. Your care of your residents with strokes, hip and knee replacements and many more diagnoses will greatly improve!

HMED 5216-6397 – \$139  
10/2-10/23; Thursdays; 5:30-8:30p.m.  
Room: 820  
Instructor: Donna Chasse, MS, RPT  
CEU: 1.2

### Substance Abuse Overview

Physical or psychological dependency on drugs and alcohol is a growing problem in this country. You will encounter patients with these issues in your career. This workshop will provide an opportunity for you to learn, understand and become aware of available resources.

HMED 5218-6399 – \$139  
9/24-10/15; Wednesdays; 5:30-8:30 p.m.  
Room: 420  
Instructor: Staff  
CEU: 1.2

### The Aging Process

In this workshop you will update your knowledge and understanding of issues regarding aging. This will be helpful in your work and personal lives.

Topics covered:

- Physical, psychological and social changes
- Death of a partner
- Care options
- Review of OBRA requirements

HMED 5219-6400 – \$139  
9/17-10/8; Wednesdays; 5:30-8:30 p.m.  
Room: 820  
Instructor: Nancy Casey, MN, RN  
CEU: 1.2

## Understanding Alzheimer's and Dementia Care

How can you anticipate and meet the needs of your patients with Alzheimer's and Dementia? Join our experienced professional to update your skills. As this course progresses, your approach to your clients will improve and your stress will decrease.

HMED 5213-6393 – \$139  
10/21-11/11; Tuesdays; 5:30-8:30 p.m.  
Room: 420  
Instructor: Judy Taddeo, MA, RN  
CEU: 1.2

## Resident Safety; Safe Transfer Techniques

Do you need updated instruction in good body mechanics and safe transfers? Catherine Martinez, BSN, RN, nurse clinician and educator, will instruct you in the classroom and at a nursing home. Certificate awarded upon successful completion.

HMED 5196-6369 – \$409  
9/12; Friday; 9-4 p.m.; Room: 820

HMED 5196-6146 – \$409  
10/10; Friday; 9-4 p.m.; Room: 820

HMED 5196-6030 – \$409  
11/14; Friday, 9-4 p.m.; Room: 820

HMED 5196-6108 – \$409  
12/12; Friday, 9-4 p.m.; Room: 820  
Instructor: Catherine Martinez, BSN, RN

## Resident Rights, Abuse and Neglect

Your instructor will bring this topic alive with updated information and case studies.

HMED 5199-6106 – \$137  
9/5; Friday; 10-12p.m.; Room: 420

HMED 5199-6371 – \$137  
10/3; Friday; 10-12p.m.; Room: 420

HMED 5199-6370 – \$137  
11/7; Friday; 10-12p.m.; Room: 420

HMED 5199-6372 – \$137  
12/5; Friday; 10-12p.m.; Room: 420  
Instructor: Catherine Martinez, BSN, RN

## Manufacturing

### Blueprint Reading Basics

Provides classroom/hands-on training in print reading for production staff. Designed for manufacturing workers, machine operators, inspectors, quality control and related workers.

MFT 5011-6760 – \$299  
11/18-12/2; Tuesdays; 8-4p.m.; Room: 301  
Instructor: J. Kardos  
CEU: 2.1

### Basic Shop Math

Learn basic mathematics operations used in the manufacturing process. Gain ability to calculate measurements and related numerical data. Starts with the 4 basic functions and continues through decimals, fractions and an introduction to precision measuring equipment, such as micrometers and calipers.

MFT 5004-6761 – \$299  
10/30-11/13; Thursdays; 8-4p.m.; Room: 301  
Instructor: J. Kardos  
CEU: 2.1

### TQM Fundamentals

This class covers TQM principles and practices to optimize quality, reduce scrap and rework and increase customer satisfaction. An essential course for anyone involved in a manufacturing or a service environment where quality is key.

MGMT 5085-6769 – \$349  
12/5-12/19; Fridays; 8-5p.m.; Room 307  
Instructor: Staff  
CEU: 1.6

## Workplace ESL

### Workplace ESL Level I

This course provides students with basic communication capabilities in English. Taught by language experts, this is a highly participative course which makes complex subject matter readily usable in a practical context. Morning activities focus on oral communications, with the afternoon segments being dedicated to the written functions of reading and writing. Sample topics include: Greetings, Directions/Instructions, Reporting, Filling out Forms, Completing Work Orders and Operations Sheets and Communicating with Supervisors.

ESL 5016-6759 – \$349  
10/23-11/20; Thursdays; 8-4:00 p.m.; Room: 301  
Instructor: Staff

## Workplace ESL Level 2

This course provides students with intermediate capabilities in English. Taught by language experts, this is a highly participative course which makes complex subject matter readily usable in a practical context. Morning activities focus on oral communications, with the afternoon segments being dedicated to the written functions of reading and writing. Sample topics include: Greetings, Directions/Instructions, Reporting, Filling out Forms, Completing Work Orders and Operations Sheets and Communicating with Supervisors.

ESL 5021-6782 – \$349  
11/26-12/24; Wednesdays; 8-4p.m.; Room: 301  
Instructor: Staff

## Workplace ESL for Manufacturers

This program is tailored specifically to a manufacturing setting. In addition to general oral work including greetings and communicating with supervisors, students will also work with items such as operation sheets, drawings, machining travelers, time cards and related documents.

ESL 5017-6783 – \$219  
11/17-12/29; Mondays; 5-9 p.m.; Room: 301  
Instructor: Staff

## Workplace ESL for Healthcare

This program is tailored specifically to healthcare settings. In addition to general oral work including greetings and communicating with supervisors, students will also work with items such as patient records, charts, care instructions, progress notes, journals, time cards and related documents.

ESL 5018-6784 – \$219  
11/18-12/30; Tuesdays; 5-9 p.m.; Room: 301  
Instructor: Staff

## Workplace ESL for Foodservice

This program is tailored specifically to foodservice settings. In addition to general oral work including greetings and communicating with supervisors, students will also work with items such as menus, food storage and serving specifications, recipes, time cards and related documents.

ESL 5019-6785 – \$219  
10/8-11/19; Wednesdays; 5-9p.m.; Room: 301  
Instructor: Staff

## Hospitality

ServSafe classes in Spanish and Chinese. Capital offers another first in training, recognizing the unique needs of a multicultural workforce. Our ServSafe classes in Spanish and Chinese offer the recognized ServSafe qualifications from the National Restaurant Association, a critical certification in the food and beverage and hospitality fields.

### ServSafe® – Spanish

**NEW**

The nationally recognized ServSafe Food Protection Manager Seminar in Spanish language. Program includes all areas of safe food handling methods and procedures. Program complies with applicable food service regulations. Certification provided following successful completion of program.

FOOD 5131-6768 – \$195  
10/2; 8 -5 p.m.; Room: 307  
Instructor: Staff  
CEU: 0.8

### ServSafe® –Chinese

The nationally recognized ServSafe Food Protection Manager Seminar in Chinese language. Program includes all areas of safe food handling methods and procedures. Program complies with applicable food service regulations. Certification provided following successful completion of program.

FOOD 5132-6767 – \$195  
10/9; 8-5 p.m.; Room: 307  
Instructor: Staff  
CEU: 0.8

### ServSafe Alcohol

**NEW**

Topics include all key areas for managing alcohol service. Customer service, discreet identification procedures and service, proper merchandising and presentation of beverages, managing difficult customers and more are covered in this excellent program.

HSP 5008-6786 – \$49  
11/12; 9-1 p.m.; Room: 307  
Instructor: Staff  
CEU: 0.4

## Family Development Credential

Capital again leads the way in workforce training as the first College in Connecticut to offer training for the Family Development Credential (FDC). This 90-hour Certificate program provides for a recognized professional certification, college credits and a hands-on portfolio project under the supervision of family studies experts.

Training for the Family Development Credential is comprised of professional development classroom work and field experience for frontline family workers to learn and practice skills of strength-based family support. Successful exam completion is also required. The FDC credential is a valuable career growth vehicle for professionals in a variety of family and/or community related services. Program includes detailed materials, mentored portfolio project, 6 College Credits and a Certificate from the UCONN Center for the Study of Culture, Health and Human Development.

FMLY 5003-6788 – \$749  
 9/23-12/3; Tuesdays; 9-4p.m.; Room: 307  
 Instructor: Staff

### Business and Industry Services

Great training, great value,—at your place or ours!

Capital's Business & Industry training programs are unsurpassed in quality and value. But we offer even more—customization and on site training at your location, on your schedule. We also offer funding options that can reduce your training costs by as much as 50%!

We offer courses in hundreds of subject areas and provide English-as-a-Second Language (ESL) programs that are second to none. Additional programs include quality management, office computer applications and manufacturing.

We'll provide your workforce with tomorrow's skills today. Call us for more information.

(860) 906-5186

### Invest in your future workforce

Capital Crossroads to Careers is an innovative program at Capital Community College designed to expose students to careers in business. Students pursue completion of their Associate Degree while receiving on-the-job training through paid internships in your organization.

To learn about a successful model recently launched in conjunction with Travelers call the Capital Crossroads to Careers Program Office at (860) 906-5143.

### Employers!

Have you seen a course offering that you would like us to bring on-site in your facility? Do you have other unmet educational needs? We can design courses to suit your needs! Please call (860) 906-5142.

### Off-Campus Locations

Credit and Credit-Free courses available in West Hartford and Wethersfield. Offerings include programs in:

Insurance & Financial Services, Health, and more...

Call the College at (860) 906-5130 for details.



# Technology

## Computer Training

These comprehensive computer programs are designed to meet the needs of businesses and individuals. Learn how to work more confidently and productively with specific software. Cutting edge training programs are offered in desktop software, programming, web design and support, and more. All courses can be offered as contract training on site at your location. Call Jennifer Brown at (860) 906-5130 for more information.

## PC Certificates

### Excel 2003 Certificate

Learn the basics of spreadsheets and progress to the advanced features of Excel 2003.

Topics:

- Introduction to Excel 2003
- Intermediate Excel 2003
- Advanced Excel 2003

Prerequisite: Windows experience and keyboarding skills of 25 wpm strongly recommended.

COMP 5286-6679 – \$25  
11/4, 11/18 & 12/2; Tuesdays  
9-4 p.m.; Room: 613  
Instructor: Frank Wood  
CEU: 1.8

### Access 2003 Certificate

Learn database basics and progress to advanced features of Access 2003.

Topics:

- Introduction to Access 2003
- Intermediate Access 2003
- Advanced Access 2003

Prerequisite: Windows experience and keyboarding skills of 25 wpm strongly recommended.

COMP 5266-6284 – \$259  
11/5, 11/19 & 12/10; Wednesdays  
9-4 p.m.; Room: 613  
Instructor: Gayle Pignone  
CEU: 1.8

## PC Workshops

### PC Fundamentals with MS Office XP

Use the mouse, explore the Start Menu, examine My Computer and navigate Toolbars as you learn about your personal computer. How to customize the Desktop, Window Controls, the Help feature, and shutting down the system will also be covered.

COMP 5267-6680 – \$99  
9/23; 9-4 p.m.; Room: 613  
Instructor: Frank Wood

### Basic Keyboarding

Develop introductory keyboarding skills for home or office using the touch-type method.

COMP 5005-6681 – \$99  
9/30 & 10/2; 9-12N; Room: 621  
Instructor: Elizabeth Burke

### Word 2003 Introduction

Create documents using Microsoft Word 2003. Learn how to create, edit, format, review, and print documents such as letters and memos and how to apply basic page, paragraph, header, footer, and character formatting functions. Insert tabs, indents, borders, and styles. Use spell check, tables, and learn to insert graphics.

Prerequisite: Working knowledge of the Windows operating system.

COMP 5251-6315 – \$99  
10/3; 9-4 p.m.; Room: 617  
Instructor: Debra Lamont

### Word 2003 Intermediate

Expand your Word processing skills. Become proficient in sections, and columns. Learn about styles, templates and basic macros. Learn how to insert symbols, text effects, web links, and graphics into your documents. Create your own tables and produce charts from those tables. Learn how to save your document as a web document or create mailing labels and print them.

Prerequisite: Word 2003 Introduction or equivalent experience.

COMP 5215-6316 – \$99  
10/14; 9-4 p.m.; Room: 617  
Instructor: Debra Lamont

### Word 2003 Advanced

Work with Styles and Graphics. Include field references, insert Endnotes, apply layout and formatting techniques, use Master Documents, restrict permissions, design forms, and configure tables and charts. Learn to use linking, collaborating, comments, indexing and Table of Contents, XML. Work with macros.

Prerequisite: Introduction and Intermediate Word 2003 or equivalent experience.

COMP 5268-6286 – \$99  
10/29; 9-4 p.m.; Room: 617  
Instructor: Debra Lamont

### Excel 2003 Introduction

Develop the basic skills required to create and use a spreadsheet with Microsoft Excel. Learn to enter and edit data; create formulas; format elements of a worksheet. Topics include working with cells, rows and columns; moving and copying data; formulas; functions; formatting charts; and printing. Learn to use worksheet tabs as well as split, freeze and hide columns, rows and sheets.

Prerequisite: Working knowledge of the Windows operating system.

COMP 5252-6318 – \$99  
9/25; 9-4 p.m.; Room: 613  
Instructor: Debra Lamont

### Excel 2003 Intermediate

Learn to use additional functions, enter more complex formulas, insert charts, and apply more advanced formatting to charts. Learn to subtotal list data, use named ranges, list ranges, and Lookup Functions. Topics will include using worksheets; logical functions; styles; working with objects; 3D references; using Excel with the web; and using templates.

Prerequisite: Excel 2003 Introduction or equivalent experience.

COMP 5253-6319 – \$99  
10/6; 9-4 p.m.; Room: 617  
Instructor: Debra Lamont

COMP 5253-6682 – \$99  
10/16; 9-4 p.m.; Room: 617  
Instructor: Debra Lamont

### Excel 2003 Advanced

Learn how to summarize, outline, and apply conditional formatting. Import and export data, and learn to use XML to share, map, and reuse data. Discover how to create, format, and modify PivotTables and PivotCharts to see just the information you need. Use various worksheet auditing and analysis tools, such as Evaluate Formula, Watch Window, Solver, and scenarios. Create and remove custom filters, work with shared workbooks, protect workbooks, track and review changes, and merge and consolidate data from worksheets. Finally, learn to customize the Excel working screen with custom toolbars, menus, and macros.

Prerequisite: Excel Intermediate or equivalent experience.

COMP 5282-6683 – \$99  
11/13; 9-4p.m.; Room: 617  
Instructor: Frank Wood

### Excel 2007 Introduction

**NEW**

Develop the basic skills required to create and use a spreadsheet with the latest version of Excel. Perform calculations, modify and format a worksheet, print workbook contents and manage large workbooks.

Prerequisite: Moderate Windows experience

COMP 5300- 6690 – \$99  
10/20; 9-4p.m.; Room: 604  
Instructor: Debra Lamont

### Access 2003 Introduction

Obtain the skills you need to update records in a database and to use Access to create a simple database. You will learn to design tables and queries and to create forms and reports using built-in tools. Learn how to enter and work with table data; create databases and tables; create relationships; use forms; filter data; run queries; and work with reports.

Prerequisite: Basic Windows, typing, and mouse skills are required.

COMP 5254-6320 – \$99  
9/18; 9-4 p.m.; Room: 613  
Instructor: Debra Lamont

COMP 5254-6321 – \$99  
10/1; 9-4 p.m.; Room: 617  
Instructor: Gayle Pignone

### Access 2003 Intermediate

Build on the skills you acquired in Access Introduction, and learn how to create a relational database. Topics will include moving and deleting fields; modifying table structure; multiple data types; using hyperlinks in tables; creating lookup lists and input masks; modifying field properties; importing and exporting data; creating and modifying queries; customizing forms; modifying reports; creating basic data access pages; and managing database files.

Prerequisite: Access Introduction or equivalent experience

COMP 5255-6322 – \$99  
10/15; 9-4 p.m.; Room: 613  
Instructor: Gayle Pignone

COMP 5255-6323 – \$99  
10/28; 9-4 p.m.; Room: 617  
Instructor: Debra Lamont

### Access 2003 Advanced

Learn to use the Table Analyzer Wizard, link tables from different databases and make a linked table local. Customize field properties, define relationships, create advanced queries and forms and produce reports. Learn to enhance data access pages, establish database security and use database maintenance tools. Create basic macros and include into forms and reports. Prerequisite: Introduction and Intermediate Access 2003 or equivalent experience.

COMP 5284-6684 – \$99  
11/14; 9-4p.m.; Room: 617  
Instructor: Gayle Pignone

COMP 5284-6685 – \$99  
12/8; 9-4p.m.; Room: 617  
Instructor: Gayle Pignone

### Access 2007 Introduction

NEW

Create a simple database using the latest version of Access. Learn how to design and build a database, manage data in a table, query a database, design forms and generate reports.

Prerequisite: Moderate Windows experience

COMP 5301-6691 – \$99  
10/10; 9-4p.m.; Room: 604  
Instructor: Gayle Pignone

### Access 2007 Intermediate

NEW

Build on some of the skills learned in Access 2007 Introduction. Learn how to control data entry, join tables, create flexible queries, improve forms, customize reports and share data.

COMP 5284-6692 – \$99  
11/3; 9-4p.m.; Room: 617  
Instructor: Gayle Pignone

### PowerPoint 2003 Introduction

Create a professionally designed presentation using AutoContent. Modify the sequence of slides, promote and demote text, add speaker notes, add charts, use transitions and print. Select several types of preset presentation designs, add clip art and drawing objects, create and format a table and edit presentations.

Prerequisite: Windows experience.

COMP 5269-6287 – \$99  
10/7; 9-4 p.m.; Room: 617  
Instructor: Debra Lamont

### PowerPoint 2003 Intermediate

Enhance your PowerPoint skills by exploring more features. Create a more sophisticated presentation from a template. Create presentations from documents. Modify Slide Masters, background and color. Format text for one slide and for all slides at the same time using slide and title masters. Learn about organization charts, diagrams and action buttons. Enhance presentations through WordArt and the Drawing toolbar using Format Painter. Customize Clip Art and apply Animation Effects. Finally, prepare presentations for delivery and insert Hyperlinks.

Prerequisite: Introduction to PowerPoint or equivalent experience

COMP 5270-6288 – \$99  
10/21; 9-4 p.m.; Room: 617  
Instructor: Debra Lamont

### Outlook 2003 Introduction

Learn how to effectively send and receive e-mail messages, manage records, keep track of completed/uncompleted tasks, and use mail management tools. Use calendar, update task information, edit notes and customize menus and toolbars.

COMP 5271-6289 – \$99  
10/9; 9-4 p.m.; Room: 617  
Instructor: Debra Lamont

**NEW**

### Outlook 2003 Intermediate

Learn how to track work activities using the journal, set calendar and message options, share folder information, manage tasks, customize Outlook, and locate Outlook items.

COMP 5299-6689 – \$99  
10/30; 9-4 p.m.; Room: 613  
Instructor: Debra Lamont

### Project 2003

Experience the power of Microsoft Project as a project management tool. You will learn the basics of launching MS Project, opening files, examining the project window, and closing files. Learn to create new project files, work with tasks, use task relationships, fine-tune timelines, assign resources, get to the baseline, work with resource assignments, update project progress, adjust and track project, view project information and integrate MS Project with other applications.

Prerequisite: Moderate Windows experience.

COMP 5262-6324 – \$199  
12/4 & 12/5; 9-4 p.m.; Room: 604  
Instructor: Gayle Pignone

### Publisher 2003 Introduction

Learn to create newsletters, brochures, cards, flyers, and more. Learn desktop publishing basics. This class will cover page-layout commands, working with frames, using graphics, and using templates and wizards.

Prerequisite: Basic Windows experience.

COMP 5285-6687 – \$99  
12/9; 9-4p.m.; Room: 604  
Instructor: Debra Lamont

### Navigating the Internet

Find your way around this vast "network of networks." This class is all about the internet including E-mail and the World Wide Web.

Prerequisite: Windows experience.

COMP 5030- 6688 – \$149  
11/19, 12/3 & 12/17; 9-12N; Room: 617  
Instructor: Staff

### Web Page Design Introduction

Learn every aspect of web design from planning to layout, inserting images, hyperlinks, style sheets, an overview of search engine optimization, how to create motion and interactivity, and more.

Prerequisite: Windows 2000 or XP and Navigating the Internet or equivalent experience.

COMP 5033-5701 – \$265  
9/24, 10/8 & 10/22; 9-4 p.m.; Room: 617  
Instructor: Gayle Pignone



## High-Level Information Technology

### NEW Introduction to COBOL Programming

Learn the fundamentals of COBOL programming. Learn COBOL syntax and logic in order to perform common programming such as File Read/Write, Control Level Break and Subprogram calls.

Objectives:

- Use the necessary COBOL syntax to perform common functions of a COBOL program.
- Code a program that performs a standard input/output.
- Code a program that performs a control level break.
- Code a subprogram call and pass data elements.

Prerequisite: Programming background.

COMP 5303-6773 – \$1,799  
11/17-11/21; 9-5p.m.; Room: 621  
Instructor: Kenneth Larson  
CEU: 3.5



### VB.NET 2008 Differences

This one day class will discuss and demo the major new features implemented in the Visual Studio 2008 for Visual Basic. Included will be features such as LINQ, which stands for .NET Language Integrated Query and WLM, WPF A Windows Presentation Foundation visual designer, and ASP.NET AJAX now built into the .NET Framework.

Upon successful completion, you will be able to discuss the major new features implemented in VB.NET 2008 including:

- A new language feature, LINQ – which stands for .NET Language Integrated Query.
- LINQ to SQL - a built-in OR/M (object relational mapper) in .NET 3.5 – Which enables one to model relational databases using a .NET object model.
- A Windows Presentation Foundation visual designer.
- The improvements to the .NET Framework with Framework version 3.5.
- ASP.NET AJAX now built into the .NET Framework.
- Improved JavaScript Intellisense and debugging.
- Improved Web designer with better CSS support (based on Expression Web)
- Nested Master Pages.
- ASP.NET ListView control.
- Multi-targeting - allows you to target different versions of the .NET Framework.
- One dev environment for .NET 2.0, 3.0, and 3.5.
- List the major coding and control changes implemented by VB.NET 2008.

Prerequisite: Prior VB.NET programming.

COMP 5287-6774 – \$425  
10/21; 9-5 p.m.; Room: 604  
Instructor: Robert Parzych  
CEU: 0.7

## Introduction To VB.NET (Version 2008)

Explore the basic features of VB.NET 2008 for both the windows and web platforms. Some of the newer features such as WLM and AJAX will be presented.

Upon successful completion, the participant will be able to:

- Create prototype applications using VB.NET on both windows and the web.
- List the major pieces of the .NET framework and its philosophy including the Common Language Runtime, Intermediate Language and Just In Time compilers.
- Navigate using the VB.NET IDE to create windows and web based applications.
- Name and describe the components, both Controls and code constructs, needed to build, modify, and debug VB.NET applications.
- Access data using simple ADO.NET controls.
- Discuss some of the new code and control features of this release.
- Create a simple application using the Windows Presentation Foundation visual designer.

Prerequisites: Programming background

COMP 5288-6775 – \$1799

11/10-11/14; 9-5 p.m.; Room: 604

Instructor: Bob Parzych

CEU: 3.5

## XPath & XQuery

This course will explore the basics using XQuery to mine data from an XML document. Both XPath and XQuery FLWOR will be discussed in detail.

Upon successful completion, the participant will be able to:

- Discuss and exploit the XQuery Data Model.
- Code using XQuery Language Basics and syntax.
- Code using XPath Expressions.
- Code using XQuery FLWOR expressions to select, filter and sort results.
- Add Elements and Attributes to the results of the Xquery.
- Use Functions to affect the output of an XQuery.
- Discuss the XQuery Data Types.

Prerequisite: Introduction to XML

COMP 5289-6776 – \$850

10/22 & 10/23; 9-5p.m.; Room: 604

Instructor: Robert Parzych

CEU: 1.4

## Introduction to JavaScript

Learn how to create “snippets” of code to make HTML pages dynamic. Course includes discussion and use of the Document Object Model, and basic JavaScript.

Prerequisite: Intro to HTML or experience in working with HTML

COMP 5224-6777 – \$850

10/7 & 10/8 ; 9-5 p.m.; Room: 613

Instructor: Bob Parzych

CEU: 1.4

## XML—eXtensible Markup Language

This hands-on course provides a primer for understanding eXtensible Markup Language and how it is used to describe data. The basics of Document Type Definition (DTD) and an XML Schema are discussed and utilized in the course workshops.

Prerequisites: Introduction to HTML course or some Web page development

COMP 5175-6778 – \$400

9/9; 9-5 p.m.; Room: 613

Instructor: Bob Parzych

CEU: 0.7

*“Excellent course that is well-suited for today’s technology professionals. Fast-paced, but thorough enough to convey a good understanding of XML.”– Mike Caldwell – Insurity, Inc.*

## XML—DTDs & Schemas

Build on the XML course going in the many details of Document Type Definition (DTD) and XML Schema. Through workshops, students learn the differences of these two methods used to describe an XML file.

Prerequisite: Introduction to XML course or some Web page development

COMP 5228-6779 – \$400

9/10; 9-5 p.m.; Room: 613

Instructor: Bob Parzych

CEU: 0.7

## XSLT (eXtensible Style Language Transformations)

Learn the details for transforming XML documents into XHTML documents or to other XML documents. The XPath language for navigating in XML documents is also detailed.

Prerequisite: Introduction to XML course.

COMP 5176-6780 – \$800  
9/11 & 9/12; 9-5 p.m.; Room: 613  
Instructor: Bob Parzych  
CEU: 1.4

## AJAX Using Advanced JavaScript

Learn advanced JavaScript techniques to simplify the use of AJAX. Topics:

- AJAX and browser compatibility.
- Understanding basic AJAX concepts.
- Understanding basic AJAX concepts and its uses for AJAX and Downsides to using AJAX.
- Discuss AJAX and browser compatibility issues.
- Utilize advance JavaScript techniques to simplify the use of AJAX.
- Leverage JavaScript's ability to modify data in the DOM using innerHTML.
- Understand the XMLHttpRequest object.
- Build a cross-browser XMLHttpRequest wrapper.
- Create a generic XMLHttpRequest.
- Use AJAX to interface with XML.
- Create an AJAX search application that pulls data from Google.
- Integrate JavaScript, Cascade Style Sheets and AJAX to build dynamic menus.
- Code simple PHP scripts that will interact with AJAX with server scripts.
- Handle error situations with AJAX.
- Utilize existing AJAX Frameworks like Sarissa and Rico.

Audience: Individuals with the need to create Web applications using AJAX.

Prerequisites: Understanding of HTML and web pages and a working knowledge of JavaScript.

COMP 5274-6781 – \$999  
10/9 & 10/10; 9-5 p.m.; Room: 613  
Instructor: Robert Parzych  
CEU: 1.4

## Registration Deadline

All registrations for High-Level Information Technology classes must be received 12 business days prior to the start date of each class, unless otherwise noted.

## Important Refund Policy

NO REFUNDS will be issued unless you withdraw at least 12 business days prior to the start date of the class.

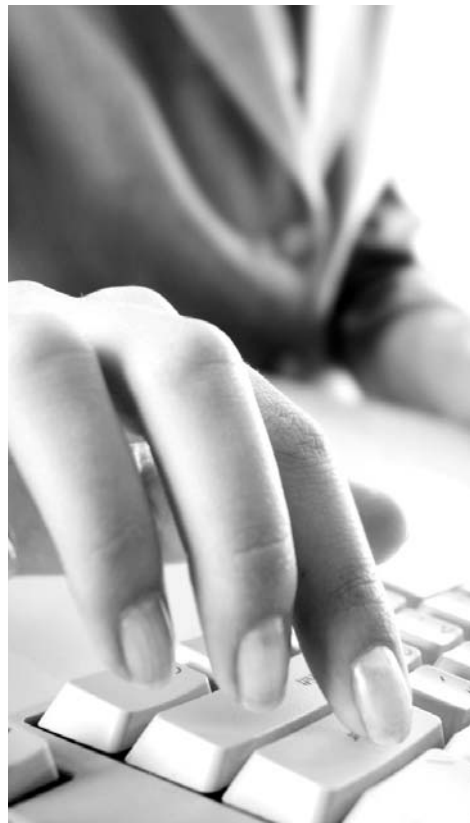
Additional training topics available upon request:

- Java Programming
- Struts
- Building Applications With Java Server Faces
- ASP.NET Using C#
- C# Programming in .NET

Call (860) 906-5138 for more information.

For online computer courses, please log on to:  
[www.ed2go.com/capitalcc](http://www.ed2go.com/capitalcc)

Interested in Business Analyst training? See page 3. You may be eligible for free training through the IFS Center for Educational Excellence. Contact (860) 906-5019 for information today!



# Online Learning

## Education-To-Go

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### Online Non-Credit Instructor-Facilitated Courses

Update your skills, advance your career, or take a course just for the fun of it — all from the convenience of your own home or office! Courses run for 6 weeks, consist of 12 lessons, and begin the third Wednesday of each month so you can choose from various start dates. All you need to get started is Internet access, email and Netscape or Internet Explorer Web browser. **Note: Some courses require special software, and some courses require a textbook.** An online orientation will familiarize you with the process and provide you with information about your instructor, requirements, text information and who to contact. Once your online course begins, you can get started on your lessons and ask your instructor questions at your convenience. To get a course number for the course you want to register for, call (860) 906-5130. As soon as the course number is available, you will be contacted and given registration instructions. Once you are registered and have made payment, complete the online orientation prior to the start of class by logging on at [www.ed2go.com/capitalcc](http://www.ed2go.com/capitalcc).

The courses listed here are only a sampling of the online courses that we offer. Visit the website for a complete listing.

- Secrets of Better Photography
- Photoshop Elements 3.0 for the Digital Photographer
- Making Movies with Windows XP
- Your Screenwriting Career
- Get Paid to Travel
- Effective Business Writing
- The Craft of Magazine Writing
- Introduction to Adobe FrameMaker 7.1
- Writing for Children
- Mystery Writing
- Beginner's Guide to Getting Published
- Writing Effective Grant Proposals
- Marketing Your Nonprofit
- Speed Spanish
- Effective Selling
- Introduction to QuickBooks 2005
- Designing Effective Websites
- Get Assertive
- Communicating Like a Leader
- Achieving Success with Difficult People
- Debt Elimination Techniques That Work
- Genealogy Basics

For our complete list of Education-To-Go Online Courses, check out our website at: [www.ed2go.com/capitalcc](http://www.ed2go.com/capitalcc)

## Meet Our Instructors

partial list

### John Birch

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John Birch, CPBA (Certified Professional Behavioral Analyst) has over 20 years experience in Fortune 100 and Fortune 500 companies managing strategic and operational planning, special projects, expense management, and human resources organizations. As a management consultant, John continues to keep current on cutting edge management and organizational trends. Bringing a broad variety of experiences to his training programs, John ensures that his seminars are informative, exciting and stimulating.

### Ralph Braithwaite

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Ralph focuses on organizational consulting and training to help individuals and teams in organizations (both profit and not-for-profit) improve their effectiveness. Ralph works with organizations on strategic plans, assesses the organizational structure, conducts surveys to measure areas like morale and attitudes, and evaluates various processes within the organization. He has an MBA in Organizational Behavior from the University of Hartford, and an MS and BA from Central Connecticut State University. He is an active member of the American Society for Training and Development (ASTD) and the Organization Development Network (ODN).

### Donna Chasse, MS, RPT

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Donna received her masters in physical therapy from American International College. She is a graduate of The Institute of Healing Arts and Sciences, LLC., where she received her certification as an energy medicine practitioner. Donna is a certified hypnotherapist and is also trained in craniosacral therapy.

### Devra K. Dang, Pharm.D., BCPS, CDE

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Devra Dang is a faculty member with the University of Connecticut School of Pharmacy and an adjunct faculty with the UConn School of Medicine. She has a bachelor of science in psychology and biology, and received her Doctor of Pharmacy degree from the University of Maryland. Dr. Dang has also completed a Pharmacy Practice Residency at the University of Virginia Health System as well as a Primary Care Specialty Residency at the National Institutes of Health. She is a board-certified pharmacotherapy specialist and certified diabetes educator, and a clinical faculty member at the Burgdorf Health Center in Hartford. At this primary care clinic, her primary responsibilities include direct patient care, providing pharmacotherapeutic consultations, precepting pharmacy students and residents, and teaching medical residents, medical students, and other clinical staff.

### Margaret DeMarino

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A corporate trainer who specializes in communications, Margaret has led workshops for numerous state agencies and corporations, including Fortune 500 companies. A reporter, author, and freelance writer, Ms. DeMarino holds a BA in Communications from the University of Dayton.

### Vicki Gallon-Clark

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Vicki Gallon-Clark brings her diverse experience in being a manager, consultant and entrepreneur into the classroom to handle real situations. Her background in training, staffing, employee relations and organizational development is incorporated into the communication and supervisory classes she facilitates.

### Lealpha “Lea” Hendon, M.A.

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Lea is an adjunct Customer Service instructor for the Customer Service Training Program at the Customer Service Institute of Connecticut (CSIC) at Capital Community College. Lea has progressive years of work and management experience in both corporate and entrepreneurship sectors. She has taught numerous customer service courses for the customer service training program as well as courses for offsite clients. Her engaging teaching style brings customer service alive to her students in the classroom. Her philosophy is: exceptional customer service is accomplished by positively interacting with customers through effective communications and relationship building.

### Debra Lamont

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Debra started computer training in 1985 to help small business owners understand and use computers in their offices. A trained teacher and former college professor, Mrs. Lamont is a graduate of the University of Bridgeport and the University of Connecticut with a Master of Arts degree in Instructional Media and Education Technology. Since 1985, she has provided training and consulting for numerous companies, colleges, organizations, government agencies and individuals in several locations throughout the Northeast and Southeast.

### Kenneth Larson

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Ken Larson is the developer and instructor of the comprehensive business analyst program. He has over twenty-five years experience as both a practitioner and instructor. Ken has worked in the corporate, private, and entrepreneurial sectors. Ken’s course development and delivery has spanned several areas of expertise, i.e., web-based, client server, and mainframe. Ken has designed, developed, and implemented applications for both the corporate and private area. His latest endeavors include e-commerce development using server-based Java applications.

Ken received his BS from Pennsylvania State University; his MS in Computer Science from Rensselaer Polytechnic Institute and he is also a Microsoft certified trainer. Currently Ken is an independent consultant providing training and development services.

### Robert Parzych

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Bob is an information systems professional with 20 years experience in both the mainframe and client server technologies. He has instructed and developed 50+ courses dealing with programming languages, operating systems, and support tools. Bob is experienced in the use of Visual/GUI development tools like Visual Basic and MS Access. He is also an early adopter of Internet products such as HTML, JAVA, Netscape and Microsoft Explorer.

### Richard “Dick” S. Rubino, M ED, MS, CRB, GRI

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Dick has thirty five years of progressive real estate sales, brokerage, coaching and teaching experience. He is an adjunct Real Estate instructor for Real Estate courses at Capital Community College. Dick is an avid educator, enjoys working with students, and brings real estate alive in the classroom.

### Peter D. Sheldrick

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Peter possesses an extensive background in preparing annual and multi-year budgets and plans for Fortune 500 companies. In addition to his roles in finance and accounting, Peter has experience in strategy where he managed large scale enterprise projects. Peter possesses a Master’s Degree in Business Administration with a concentration in Finance from Rensselaer Polytechnic Institute and is credentialed as a Certified Management Accountant by the Institute of Management Accountants.

### Karen Taylor

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Karen has been a nurse for over 25 years and is an experienced Infection Control Nurse educator. She is the past president of the Infection Control Nurses of CT and presently serves on the board of directors. She has worked as Director of Infection Control and Employee Health for the past 15 years. Karen maintains a web site: [infectioncontrolct.org](http://infectioncontrolct.org); and is involved in organizing educational seminars and presentations related to infection control and prevention. Karen received her BSN from Fairfield University and is currently completing her masters in nursing with a focus on education at the University of Hartford.

# General Information

## Free and Convenient Parking for Credit-Free Students

Parking for Capital Community College is in the Morgan Street Garage, located at 155 Morgan Street, directly behind the college (green glass windows). Students taking Credit-Free Courses should bring their parking ticket to the College for validation. The garage is run by the Hartford Parking Authority. Handicap-access is available.

## Directions to the Morgan Street Parking Garage

**From Interstate 84 East (from West Hartford, Farmington, etc.)**

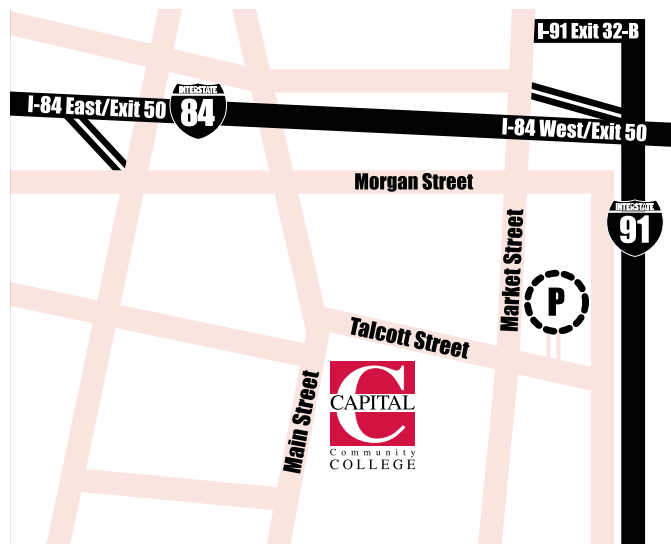
- Take Exit 50 (Main St.). At third traffic light, turn right onto Market St.
- Take first left onto Talcott St., then first left into Garage entrance.

**From Interstate 84 West (from East Hartford, Manchester, Route 2, etc.)**

- Take Exit 50 (Main St.). At bottom of ramp, turn left onto Market St.
- Take second left onto Talcott St., then first left into Garage entrance.

**From Interstate 91 North or South**

- Take Exit 32-B (Trumbull St.). At bottom of ramp, turn left onto Market St.
- Take third left onto Talcott St., then first left into Garage entrance.



## No Motorcycle Policy

Please note that the Hartford Parking Authority cannot house motorcycles at the Morgan Street Garage. They have been advised by the Hartford Police Department to enforce this policy due to safety and security concerns. Initially, Morgan Street Garage will issue a warning to any violator and report such to Hartford Police Department. Repeat violators will be issued a parking citation by Hartford Police Department and/or may be subject to towing.

Motorcycles are permitted in the Columbus Boulevard parking lot. Call (860) 906-5130 for more information.

## Online Registration for Returning Students (Credit-Free Courses)

Web Registration (Credit-Free Courses)

Credit-Free students who know their NetID may register online using MasterCard or Visa by following these steps:

- Go to my.CommNet.edu
- NetID (Username: Banner ID (without the "@")  
Domain: @STUDENT.COMMNET.EDU)
- Password
- Login
- Go to Student Tab
- Click on the Student Self-Service Channel
- Registration and Payment
- Select Term
- Submit Term
- Register (Add/Drop) Classes
- Follow links to initiate payment after completing registration

Banner ID numbers will be mailed (upon request) to all returning students and cannot be given out over the phone.

Please choose your course(s) in advance and have the correct CRN number(s) handy when you register online.

Please call (860) 906-5130 for more information about online registration, or to inquire about your Banner ID.

## Confirmation (Credit-Free Courses)

Please assume you are registered for the course(s) you selected.

## Refund Policy (Credit-Free Courses)

Capital Community College reserves the right to cancel courses with insufficient enrollment. If a course you have registered for is cancelled, you will be notified by phone and have the option of receiving a full refund of fees or applying your course fee to another credit-free course in the same semester. Refunds take at least 4 to 6 weeks. No refunds are issued for credit-free courses unless you withdraw 3 business days before the first class meeting, in writing or in person, to the Office of Continuing Education, 3rd Floor, 950 Main Street, Hartford, CT 06103.

## Certificate Programs (Credit-Free Courses)

Please note that if you are registered for a certificate program, you must successfully complete each course within that program in order to receive the certificate. Once the certificate program has started no refunds will be given for courses in the certificate that have not met.

## About the CEU (Credit-Free Courses)

The Continuing Education Unit (CEU) is a nationally recognized standard measure for continuing education activities. The CEU concept provides individuals with recognition for their efforts to update or broaden their knowledge or skills. Records of CEUs awarded provide a framework within which individuals can develop and achieve long-range goals. Progress toward such goals, at the individual's own pace and possibly planned over a number of years, can be demonstrated and documented by official records of CEUs awarded. One CEU measures 10 contact hours of participation in a continuing education experience. A course identified with 3.0 CEUs will meet for a total of 30 hours.

## Nondiscriminatory Policy

The Community-Technical College System of the State of Connecticut will not discriminate against any person on the grounds of race, color, religious creed, sex, age, national origin, ancestry, present or past history of mental disorder, marital status, genetic information, mental retardation, sexual orientation, learning disability or physical disability, including, but not limited to, blindness, or prior conviction of crime, unless the provisions of Section 46a-60(b), 46a-80(b) or 46a-81(b) of the Connecticut General Statutes are controlling, or there is a bona fide occupational qualification excluding persons in one of the above protected groups. With respect to the foregoing, discrimination on the basis of sex shall include sexual harassment as defined in section 46a-60(8) of the Connecticut General Statutes. Although it is recognized that there are bona fide occupational qualifications which provide for exception from employment prohibitions, it is understood that these exceptions are to be applied pursuant to Section 46a-68-33 of the administrative regulations. Further, the System will not discriminate against any person on the grounds of political beliefs or veteran status. Inquiries regarding the application of this Notice of Nondiscrimination may be referred to Ruben Fisher at (860) 906-5007.

## Special Needs Students

Students who have special needs or who are disabled must self-identify and provide documentation of their specific disability to a counselor. This must be done at least 60 days prior to the start of the course. This will allow the College to make an effort to accommodate Special Needs Students. Please call Glaisma Perez-Silva, the Learning Disabilities Specialist, at (860) 906-5042 for additional assistance.

### Bookstore

Please call (860) 525-5956 for hours of operation. Visit [www.efollett.com](http://www.efollett.com) for information on the online textbook ordering program.

### Veterans

The federal government offers a wide variety of services to veterans through the Department of Veterans Affairs. The college is approved for training of veterans' education benefits by the Connecticut Department of Higher Education. Contact Margaret Abraham, Veterans Counselor, at (860) 906-5044, Room 208, for information regarding benefits.

### Emergency Closings

In the event of severe weather, power failure, or any other extreme or unusual circumstances, the College provides the following television and radio stations with closing/delayed opening information: WFSBTV Channel 3, WVIT NBC 30, WTIC (1080 AM & 96.5 FM), WRCH (100.5 FM), WZMX (93.7 FM) and WDRC (1360 AM & 102.9 FM). The College's main phone number (860) 906-5000 and website ([www.ccc.commnet.edu](http://www.ccc.commnet.edu)) will also have official emergency information. Except under rapidly changing conditions, information on the status of day classes will be available by 6 a.m. and for night classes by 3:30 p.m.

### Higher Education Tax Credits Available

For more information, call the IRS Help line at 1-800-829-1040, read IRS publication 970, or visit the Treasury Department's website: <http://www.irs.ustreas.gov>

### Payment Plans

Payment plans are available for students taking six or more credits. Payment plans are also available for those students taking a credit-free course that meets at least six weeks and costs \$600 or more. For information, please call the Bursar's Office at (860) 906-5061.

### On Our Mailing List?

Brochures and educational offerings are published regularly by the Division of Continuing Education and are available upon request. For information, or to add your name to our mailing list, please call our Customer Information Center at (860) 906-5130.

### Interested in Teaching?

Send your resume & proposal to: Capital Community College, Continuing Education, 950 Main Street, Hartford, CT 06103.

### Our Quality Guarantee

We believe that lifelong learning is the key to personal and professional growth. Your satisfaction with the learning opportunities we offer is our most important goal! If for any reason you are not completely satisfied, please call (860) 906-5130 and we will make it right.

### Course Content

The material presented in each course is for information only and does not reflect the opinion of the College. The College assumes no responsibility for how the material presented is used outside of the course.

### Statement of Change

The text of this document does not constitute a contract. The College reserves the right to make changes in the information presented.



# Continuing Education Staff Directory

## Customer Information Center

(860) 906-5130

**Elaine Carlson**

ecarlson@ccc.commnet.edu

**Damaris Torres**

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**Olivia Fernandez**

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## Staff Directory

Dean, Continuing Education & Economic Development

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Real Estate & Customer Service

**Clement Williams**

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Capital Crossroads to Careers

**Cathy Zizka**

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Evening Administrator

**Michael Zendan**

(860) 906-5134

mzendan@ccc.commnet.edu

### Need a place for your next meeting?

Contact us to find out more about renting our state-of-the-art conference rooms for your next event. For more information, call (860) 906-5130.

# 5 Easy Ways to Register for Credit-Free Courses

## By Mail or In Person

Continuing Education  
Capital Community College  
950 Main Street, Room 316  
Hartford, CT 06103

## By Phone

(860) 906-5130  
24 Hours, Monday-Sunday  
MasterCard or Visa only

## Online

See page 46 for instructions

## By Fax

(860) 906-5110  
Attn: Olivia  
Monday-Friday, 9-4 p.m.  
MasterCard, Visa, or  
Company PO

## Credit-Free Registration

Name \_\_\_\_\_  
(Last, First, Middle)

Soc. Sec. No. \_\_\_\_\_ Birth Date \_\_\_\_\_

Previous Name (if any) \_\_\_\_\_  Male  Female

Address \_\_\_\_\_  
(No. & Street)

\_\_\_\_\_  
(City, State, Zip)

Telephone \_\_\_\_\_  
(Days) (Evenings)

Employer/Location \_\_\_\_\_

E-mail \_\_\_\_\_

### Residence Information (required)

Yes, I certify that I am a legal resident of Connecticut and have met the 12-month residency requirement.

No, I am not a legal resident of Connecticut. State of legal residence: \_\_\_\_\_

### Citizenship (required)

Are you a United States citizen?  Yes  No

If not, are you a permanent resident (green card holder)?  Yes  No

Please provide the following race and ethnic data. This information is required on a VOLUNTARY basis by the U.S. Department of Education, National Center for Education Statistics. Your Answer will not affect admission to, or registration in, the college.

**Ethnicity:**  Hispanic or Latino  Non-Hispanic/Non-Latino  Choose not to respond (none)

**Race:**  White (10)  Black or African American (20)  Asian (45)  American Indian or Alaskan Native (50)

Native Hawaiian or Other Pacific Islander (80)  Other (90)  Choose not to respond (60)

### How did you get our current brochure?

on mailing list  from a friend  picked up at off-campus location

picked up at CCC  phone request  other, please specify: \_\_\_\_\_

Dept. No. & Soc	Course Title	CEU's	Day	Time	Cost

### Payment Information

Please make checks payable to CAPITAL COMMUNITY COLLEGE or to CCC

Check Number \_\_\_\_\_  Cash (no cash by mail)      Money Order

Company Purchase Order or Letter \_\_\_\_\_

### Charge Card Information

Credit Card No. \_\_\_\_\_ Expiration Date \_\_\_\_\_

Signature of Cardholder \_\_\_\_\_

Name & Address of Cardholder (if different from above) \_\_\_\_\_

Student Signature \_\_\_\_\_ Date \_\_\_\_\_

Student signature indicates that the student has read the information under the appropriate refund policy and agrees to the terms.



## Continuing Education Fall 2008

Capital Community College  
950 Main Street  
Hartford, CT 06103

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