

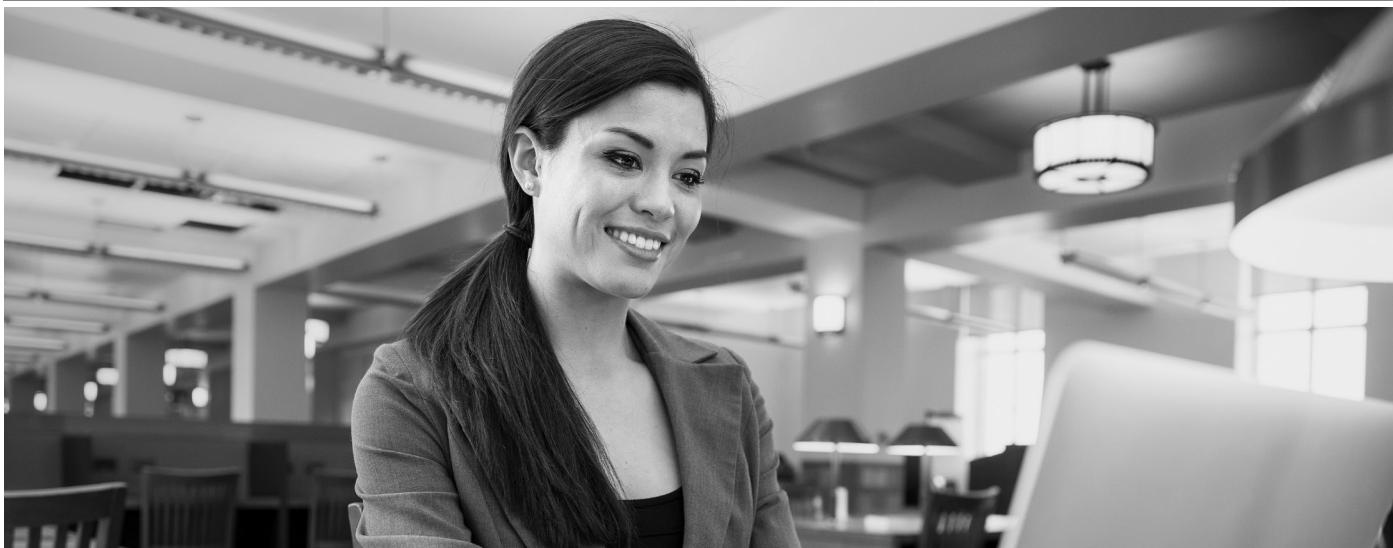
Business Professional & Office Assistant Training Certificate



This certificate training program is designed to equip administrative support professionals with technical and customer service skills required to compete in a fast-paced office environment. Students will learn to prioritize tasks, streamline office procedures, take minutes, compose e-mails, edit office correspondence and provide excellent customer service. Classroom hours are conveniently arranged in the evening to accommodate working professionals. The total program length is 21 weeks and students will be Nationally Certified in Six Sigma White Belt. Fee: \$4608.00. **This training program is SNAP E&T and WIOA approved. All textbooks and exams are included in the program costs.**

BUSINESS PROFESSIONAL & OFFICE ASSISTANT SCHEDULE

Course	CRN	Date	Day	Time	Room	Total
Essentials for your Career (SNAP E+T Students)	2467	8/4 - 8/21	M - F	3:00 PM - 5:00 PM	N201 - HYBR	\$300.00
Introduction to Microsoft®	3985	8/25 - 9/1	T & R	6:00 PM - 9:30 PM	N201 - TRAD	\$135.00
Six Sigma White Belt Certification®	3986	9/2 - 9/16	M & W	6:00 PM - 9:30 PM	LRON	\$250.00
Microsoft Word® Daytime option	3987	9/3 - 9/29	T & R	9:30 AM - 1:00 PM	LRON	\$420.00
Microsoft Word® Evening option	3988	9/3 - 9/29	T & R	6:00 PM - 9:30 PM	LRON	\$420.00
Essentials for your Career (SNAP E+T Students)	3984	9/8 - 9/25	M - F	3:00 PM - 5:00 PM	N201 - HYBR	\$300.00
Conflict Resolution	3989	9/21 - 10/5	M & W	6:00 PM - 9:00 PM	LRON	\$300.00
Microsoft Excel® Daytime option	3990	10/1 - 10/27	T & R	9:30 AM - 1:00 PM	LRON	\$399.00
Microsoft Excel® Evening option	3991	10/1 - 10/27	T & R	6:00 PM - 9:30 PM	LRON	\$399.00
The ABC'S of Written Communication	3993	10/7 - 10/21	M & W	6:00 PM - 9:30 PM	LRON	\$250.00
Office Procedures, Time Management, and Project Management	3992	10/26 - 11/9	M & W	6:00 PM - 9:30 PM	LRON	\$250.00
Microsoft Access®	3994	10/29 - 11/24	T & R	6:00 PM - 9:30 PM	LRON	\$399.00
Office Communication/Customer Service Dealing with Difficult People	3995	11/11 - 11/30	M & W	6:00 PM - 9:30 PM	LRON	\$250.00
Microsoft PowerPoint®	3996	12/1 - 12/15	T & R	6:00 PM - 9:30 PM	LRON	\$335.00
Taking Minutes	3997	12/2 - 12/9	M & W	6:00 PM - 9:30 PM	LRON	\$135.00
Presentation Skills	3998	12/14-12/30	M & W	6:00 PM - 9:30 PM	LRON	\$250.00
Microsoft Outlook®	3999	12/17 - 12/22	T & R	6:00 PM - 10:00 PM	LRON	\$135.00
Microsoft Project®	SPRING 2021	1/4 - 1/20	M & W	6:00 PM - 10:00 PM	LRON	\$375.00
Business System Applications	SPRING 2021	1/5 - 1/19	T & R	6:00 PM - 10:00 PM	LRON	\$375.00



**ESSENTIALS FOR YOUR CAREER
(SNAP E+T STUDENTS)**

Is designed to help students organize their career exploration process. Students will have the opportunity to reflect on their accomplishments and skill sets to develop a resume, cover letter, and tackle any job interview.

Monday through Friday
CRN 2467 - August 4 - 21
CRN 3984 - September 8 - 25
3:00 PM - 5:00 PM - Room N201 - HYBR
STAFF
CEU 3.0
\$300.00

INTRODUCTION TO MICROSOFT®

This introductory class provides a foundation in Microsoft 2016® Windows 10® and is useful as a prerequisite to other desktop software applications including Excel® and Access® currently used in businesses.

CRN 3985
Tuesday & Thursday, August 25 - September 1
6:00 PM - 9:30 PM - Room N201 - TRAD
Bernice Anderson
CEU 1.0
\$135.00

SIX SIGMA WHITE BELT CERTIFICATION

The Six Sigma White Belt is designed to provide the basic level of understanding of the Six Sigma Methodology. You will gain an understanding of basic definitions, history, and structure of the discipline. This certification is the entry level belt program that provides the foundation for the Six Sigma doctrine and principles.

CRN 3986
Monday & Wednesday, September 2 - 16
6:00 PM - 9:30 PM - LRON
Frank Dixon
CEU 1.4
\$250.00

MICROSOFT WORD®

Learn the most effective word processing software currently in demand. Menu/tool bar, document formatting, clip art, fonts, pagination, form letters, envelopes, mail merges and professional communiques will be covered.

Cost includes U-Pass.

CRN 3987 - Daytime option
Tuesday & Thursday, September 3 - 29
9:30 AM - 1:00 PM - LRON
Bernice Anderson
CEU 2.8
\$420.00

CRN 3988 - Evening option
Tuesday & Thursday, September 3 - 29
6:00 PM - 9:30 PM - LRON
Guy Simone
CEU 2.8
\$420.00

CONFLICT RESOLUTION

The Conflict Resolution course will provide specific skills necessary for managing and preventing workplace disputes. Core skills the students will develop over the 5 weeks will include:

- ✓ Problem Solving
- ✓ Reacting to difficult conversations

✓ Managing Perceptions
✓ Verbal and non-verbal communication
CRN 3989
Monday & Wednesday, September 21 - October 5
6:00 PM - 9:00 PM - LRON
Kathy Townsend
CEU 1.5
\$300.00

VISIT OUR WEBSITE
GatewayCT.edu/GREAT-Center
Workforce Development / Continuing Education

<p>MICROSOFT EXCEL®</p> <p>Understand spreadsheet principles, formatting, building worksheets, master calculations and error corrections. Learn formulas, create charts, custom spreadsheet presentations, track data, build models for analysis and present various professional looking charts.</p>	<p>CRN 3990 - Daytime option Tuesday & Thursday, October 1 - 27 9:30 AM - 1:00 PM - LRON Bernice Anderson</p> <p>CEU 2.8 \$399.00</p> <p>CRN 3991 - Evening option Tuesday & Thursday, October 1 - 27 6:00 PM - 9:30 PM - LRON Guy Simone</p> <p>CEU 2.8 \$399.00</p>
<p>THE ABC'S OF WRITTEN COMMUNICATION</p> <p>Getting it “write” is a critical skill for the office. Students will learn to compose clear and concise emails, “Up-level” your emails to develop goodwill and public relations, ensure the proper use of grammar and punctuation and proofread for perfection.</p>	<p>CRN 3993 Monday & Wednesday, October 7 - 21 6:00 PM - 9:30 PM - LRON Margaret DeMarino</p> <p>CEU 1.7 \$250.00</p>
<p>OFFICE PROCEDURES, TIME MANAGEMENT, AND PROJECT MANAGEMENT</p> <p>Manage “desk stress,” amp up efficiency, and cut the clutter with key office management strategies, such as setting SMART goals, prioritizing, implementing project management strategies, and employing organizational techniques, including the use of “smart” devices.</p> <ul style="list-style-type: none"> ✓ Deal with typical problems of organization, from lost papers, to desk organization, to interruptions ✓ Employ the acknowledge-plus rule to increase your assertiveness when managing projects ✓ Schedule meetings 	<ul style="list-style-type: none"> ✓ Discover the one-word secret to getting others to respect your time ✓ Create a “desk workbook” to manage systems and procedures and to provide support for office coverage ✓ Set up and maintain a tickler file ✓ Learn the key “keep or toss” guidelines ✓ Employ proper project management principles <p>CRN 3992 Monday & Wednesday, October 26 - November 9 6:00 PM - 9:30 PM - LRON Margaret DeMarino</p> <p>CEU 1.7 \$250.00</p>
<p>MICROSOFT ACCESS®</p> <p>Students will work on building and managing business data in a simple format. Includes design table and field construction, use of searches, sorts, queries and filters, and using Access to perform calculations of statistical data. Students will develop a business database in class.</p>	<p>CRN 3994 Tuesday & Thursday, October 29 - November 24 6:00 PM - 9:30 PM - LRON Guy Simone</p> <p>CEU 2.8 \$399.00</p>
<p>OFFICE COMMUNICATION/CUSTOMER SERVICE/ DEALING WITH DIFFICULT PEOPLE</p> <p>Today’s office professional is a public relations front person for his/her company. This staff member provides exemplary communication with customers, co-workers and management. This program reviews verbal communication and illustrates how to interact positively and effectively – even with difficult people.</p> <ul style="list-style-type: none"> ✓ Understand the payoffs and benefits of hospitality 	<ul style="list-style-type: none"> ✓ Learn 10 ways to incorporate “host” behavior ✓ Learn the art of positive diplomacy ✓ Develop “default language” to use in “sticky” situations ✓ Learn to listen actively not passively ✓ Avoid 10 common customer service errors <p>CRN 3995 Monday & Wednesday, November 11 - 30 (No class on November 25) 6:00 PM - 9:30 PM - LRON Margaret DeMarino</p> <p>CEU 1.7 \$250.00</p>

<p>MICROSOFT POWERPOINT®</p> <p>Create, design and develop presentations using PowerPoint®. The class will cover principles of desktop publishing, incorporate graphics and charts, create slide show presentations and customize displays using computer-generated clip art.</p>	<p>CRN 3996 Tuesday & Thursday, December 1 - 15 6:00 PM - 9:30 PM - LRON Guy Simone</p>	<p>CEU 1.7 \$335.00</p>
<p>TAKING MINUTES</p> <p>Keeping an accurate and concise record of meetings is a sought-after skill among office administrators. This module will cover strategic tips that will provide practical experience by minute-taking at “mock meetings.” Learn various note taking styles and formats and discuss common challenges. Learn what to leave in and what to take out.</p>	<p>CRN 3997 Monday & Wednesday, December 2 - 9 6:00 PM - 9:30 PM - LRON Margaret DeMarino</p>	<p>CEU 1.0 \$135.00</p>
<p>PRESENTATION SKILLS</p> <p>Business Systems Applications will offer students the opportunity to use all application of the Microsoft Office Suite. A project will be created and the following applications will be utilized: Microsoft Word, Excel, Access, Power Point and Outlook.</p>	<p>CRN 3998 Monday & Wednesday, December 14 - 30 6:00 PM - 9:30 PM - LRON Margaret DeMarino</p>	<p>CEU 2.1 \$250.00</p>
<p>MICROSOFT OUTLOOK®</p> <p>Microsoft’s Outlook® is a computer-based e-mail service, appointment book, and address book. It is a desktop personal information manager (PIM). Students will learn to use a universal In-box, contact database, sophisticated calendar, and task pad.</p>	<p>CRN 3999 Tuesday & Thursday, December 17 - 22 6:00 PM - 10:00 PM - LRON Guy Simone</p>	<p>CEU 0.8 \$135.00</p>
<p>MICROSOFT PROJECT®</p> <p>Successfully managing a project requires effective planning and adherence to industry best practices. Understanding the fundamentals of project management will prepare students to initiate a project and position it for success. This course will identify effective project management practices and their related processes.</p>	<p>SPRING 2021 Monday & Wednesday, January 4 - 20 (No class on January 18) 6:00 PM - 10:00 PM - LRON STAFF</p>	<p>CEU 2.0 \$375.00</p>
<p>BUSINESS SYSTEMS APPLICATIONS</p> <p>Business Systems Applications will offer students the opportunity to use all application of the Microsoft Office Suite. A project will be created and the following applications will be utilized: Microsoft Word, Excel, Access, Power Point and Outlook.</p>	<p>SPRING 2021 Tuesday & Thursday, January 5 - 19 6:00 PM - 10:00 PM - LRON Guy Simone</p>	<p>CEU 2.0 \$375.00</p>