



HOLMES COMMUNITY COLLEGE
WORKFORCE DEVELOPMENT

Register:

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Summer 2017

Ridgeland Campus @ D.P. "Pat" McGowan Workforce Training Center

Professional and Personal Development

The Accidental Project Manager: Basic of Project Management

Cost: \$75.00

Meeting Day and Time: Thursday or Tuesday,
8:30AM-5:00PM

Date: May 11, 2017 OR July 25, 2017

Instructor: Sara Jane Hope

Are you often asked to manage a project yet you are not really a project manager? Are you not sure where to start? This course will assist you with the basics of project management beginning with visualizing the project and ending with evaluating the results.

We will cover the four basic steps: visualize, plan, implement, and close while working through an "in-class" project that everyone can relate to and enjoy. Learn how to communicate with project stakeholders and the project team. Become familiar with the language of project management and how to plan for better project success.

Note: This course is basic project management and will not result in Project Management Certification or proficiency in using Microsoft Project software.

Simple Steps Beat Stress

Cost: \$50.00

Meeting Day and Time: Tuesday, 8:30AM-
12:30PM

Date: May 23, 2017

Are you often overwhelmed with everything that is going on in your life? Do you feel like you cannot cope with one more thing? Or, are you causing stress for others? Stress comes in a lot of shapes and sizes but everyone has it in some shape or form. Participants will learn about the different types of stress and identify what may be the sources of their stress. Assessments will be used to determine stress levels. Simple steps for beating stress will be identified and discussed. Methods for enhancing

<p>Instructor: Sara Jane Hope</p>	<p>work/life balance will be included. Participants will leave this class with a better understanding of stress and some skills for coping with it.</p>
<p><u>The Team Factor</u> Cost: \$75.00 Meeting Day and Time: Wednesday, 8:30AM-5:00PM Date: May 31, 2017 Instructor: Sara Jane Hope</p>	<p>Employees who work for a common goal in departments or facilities that are connected by a product work as a team whether they have been formally christened as a team or not. To reach their goals, they must communicate effectively, understand differences, exhibit trust, solve problems, and manage conflict. They also must have a clear picture of the goals that they are trying to accomplish. This interactive workshop will review the basic framework of an effective team environment.</p>
<p><u>It's Okay to Be Boss</u> Cost: \$95.00 Meeting Day and Time: Thursday, 8:30AM-5:00PM Date: June 1, 2017 Instructor: Sara Jane Hope</p>	<p>Too many managers and supervisors are failing to lead, manage, and supervise. They simply do not take charge on a day-to-day basis. They are afraid to, or they don't want to, or they just don't know how to. In today's workplace, there is a shocking and profound lack of daily guidance, direction, feedback, and support for employees. In other words, employees are under-managed. In the It's Okay to Be the Boss workshop, managers are taught that empowerment is not an excuse for under management. This step-by-step program shows managers how to: get in the habit of managing every day; learn to talk like a performance coach; take it one person at a time; make accountability a real process; tell people what to do and how to do it; track performance every step of the way; solve small problems before they turn into big ones; and do more for some people and less for others. Managers will leave the workshop ready to embrace the crucial responsibility.</p>
<p><u>Remarkable Leadership Module I</u> Cost: \$125.00 Meeting Day and Time: Friday, 8:30AM-12:30PM Date: June 2, 2017 Instructor: Sara Jane Hope</p>	<p>This system is based on Kevin Eikenberry's acclaimed book, Remarkable Leadership: Unleashing your Leadership Potential One Skill at a Time. It helps leaders develop their potential in shorter-format workshops, focusing on one skill at a time.</p> <p>After completing the three topics covered in this module, participants will have accomplished a variety of competencies. With Building Relationships, participants will understand the factors that affect their likeability with other people; listen better to others by following ten specific actions designed to improve listening skills, and know the factors affecting trust, an essential relationship skill. In Championing Change, participants will understand the factors that affect how others respond to change, have</p>

	<p>a process to develop change plans, and have nine specific tactics to champion change and overcome change resistance. Valuing Collaboration and Teamwork will provide participants with a model for team success, the differences between being a leader and facilitating a team, and key insights into leading team meetings.</p> <p><u>Topics include:</u> Building Relationships Championing Change Valuing Collaboration and Teamwork</p>
<p><u>Creating Raving Fans</u> Cost: \$50.00 Meeting Day and Time: Thursday, 8:30AM-12:30PM Date: June 8, 2017 Instructor: Sara Jane Hope</p>	<p>Do your employees offer good customer service? Every business knows that maintaining loyal customers is key to growing your business. Having satisfied customers helps build motivated and happy employees, too. This class helps you to recognize characteristics of excellent customer service that could turn your guests into raving fans.</p>
<p><u>Remarkable Leadership Module II</u> Cost: \$125.00 Meeting Day and Time: Friday, 8:30AM-12:30PM Date: June 9, 2017 Instructor: Sara Jane Hope <i>*no prerequisite, can be taken together or alone from other modules</i></p>	<p>This system is based on Kevin Eikenberry's acclaimed book, Remarkable Leadership: Unleashing your Leadership Potential One Skill at a Time. It helps leaders develop their potential in shorter-format workshops, focusing on one skill at a time.</p> <p>This module will provide leadership skills in three areas. Communicating Powerfully will help participants recognize four basic communication styles and how to modify their message to best connect with different people. Also included in this module are the keys to powerful presentations. Developing Others trains participants in the importance of demonstrating supportive behaviors, the common sources of feedback, the difference between feedback and feedforward, as well as fourteen common causes of performance problems. Focusing on Customers relates how to impact both internal and external customer service, demonstrates how to instill a customer service mindset, and processes for recovering from a customer service problem.</p> <p><u>Topics include:</u> Communicating Powerfully Developing Others Focusing on Customers</p>

<p><u>Selecting the Best: Successful Interview Techniques</u> Cost: \$75.00 Meeting Day and Time: Wednesday, 8:30AM-5:00PM Date: June 14, 2017 Instructor: Sara Jane Hope</p>	<p>Do you wonder how you ended up with the employees that you have? Do they seem to be great in the interview and then turn into difficult employees? Do you wish you could look into the future of your new hires? This course will help you hire the employees that you need to be successful in your business. You will determine the success factors for the job and identify the skills needed to be competent in those success factors. Participants will write interview questions for their positions and learn what can and cannot be asked. Techniques for conducting the actual interview and selecting from you candidates will be reviewed. You will come away from the class with a set of skills and materials that will help you hire the best!</p>
<p><u>Remarkable Leadership Module III</u> Cost: \$125.00 Meeting Day and Time: Friday, 8:30AM-12:30PM Date: June 16, 2017 Instructor: Sara Jane Hope <i>*no prerequisite, can be taken together or alone from other modules.</i></p>	<p>This system is based on Kevin Eikenberry's acclaimed book, Remarkable Leadership: Unleashing your Leadership Potential One Skill at a Time. It helps leaders develop their potential in shorter-format workshops, focusing on one skill at a time.</p> <p>After completing Module III of the Remarkable Leadership Series, participants will have acquired skills in three additional competencies. The section on Influencing with Impact discusses how values affect one's ability to influence, provides a formula for building credibility, and develops positive attitudes and optimism. Managing Projects points out the difference between projects and processes, relays the three dimensions of success in project management, and provides a simple model for managing projects. The third part of this module relates the importance of being personally accountable, points out what gets in the way of accountability, and teaches effective delegation and empowerment.</p> <p><u>Topics include:</u> Influencing with Impact Managing Projects and Processes Successfully Taking Responsibility and Accountability</p>
<p><u>The Powerful Coach</u> Cost: \$75.00 Meeting Day and Time: Thursday, 8:30AM-5:00PM Date: June 22, 2017 Instructor: Sara Jane Hope</p>	<p>Everyone is a coach. If you are a boss, a parent, or a friend, you have at some time provided another person with advice, instructions, or feedback of some sort. Some of us are better at it than others. We have all had our favorite coaches and many of us have had some that we wish we could forget. Regardless of which category they fall, these people made an impact on our lives. That is what coaches do—make a difference on the lives of others and they are essential to employees feeling engaged at their</p>

	<p>workplaces. As with everything, there are techniques that make coaches more effective. There are words and actions that have a greater impact than others. There are beliefs and values that must be present so that others want to carry out the actions that you, as their coach, are seeking to accomplish. Coaches must be able to assess, communicate, evaluate, encourage, and support. And, they must do all those things honestly, consistently, and with caring.</p>
<p><u>Remarkable Leadership Module IV</u> Cost: \$125.00 Meeting Day and Time: Friday, 8:30AM-12:30PM Date: June 23, 2017 Instructor: Sara Jane Hope <i>*no prerequisite, can be taken together or alone from other modules</i></p>	<p>This system is based on Kevin Eikenberry's acclaimed book, Remarkable Leadership: Unleashing your Leadership Potential One Skill at a Time. It helps leaders develop their potential in shorter-format workshops, focusing on one skill at a time.</p> <p>Module IV of the Remarkable Leadership Series adds three more competencies to a leader or potential leader's repertoire. Setting Goals and Supporting Goal Setting emphasizes the importance of goal setting and provides the keys to developing a goal-setting mindset as well as discussing the power of creating goal alignment. Solving Problems and Making Decisions discusses the importance of asking questions in the decision-making process and identifies two main types of questions and how to apply them in problem solving. A common problem solving model and four decision-making approaches will be learned. Thinking and Acting Innovatively teaches participants how to recognize and address common creativity squelchers, how to conduct better brainstorming sessions, and how to enhance the creative process.</p> <p><u>Topics include:</u> Setting Goals and Supporting Goal Setting Solving Problems and Making Decisions Thinking and Acting Innovatively</p>
<p><u>Communicate with A SMILE</u> Cost: \$50.00 Meeting Day and Time: Friday, 8:30AM-12:30PM Date: July 21, 2017 Instructor: Sara Jane Hope</p>	<p>Everyone could communicate more effectively. Being reminded of specific elements of communication is a must for everyone who works, leads, or serves others. This interactive session class uses the acronym SMILE to review some communication essentials which will strengthen your skills.</p>

<p><u>The Accountability Experience</u> Cost: \$95.00 Meeting Day and Time: Thursday, 8:30AM-5:00PM Date: July 27, 2017 Instructor: Sara Jane Hope</p>	<p>Leadership accountability leads to organizations in which there is crystal-clear clarity about what's expected to happen, how, and when. Managers and supervisors need to encourage employee accountability at all levels, leading to increased engagement and a decrease in the gap between expectation and delivery. In this class, participants will learn to understand the benefits of an accountable environment and discover one's personal skill levels when it comes to accountability. Barriers to accountability will be explained and skills associated with declining, negotiating, and holding others accountable will be reviewed and practiced.</p>
<p><u>Communicate with Confidence</u> Cost: \$75.00 Meeting Day and Time: Tuesday, 8:30AM-5:00PM Date: August 1, 2017 Instructor: Sara Jane Hope</p>	<p>Professionals in all fields are looking for the edge that will sharpen their chances of being more successful. Since competition is tough for better positions, valued promotions, key team memberships, or even coveted assignments, they must find a way to stand out from the crowd. Confident communication and professional presence are on the top of the list of characteristics that increase the probability of a successful career-no matter what field, no matter what level of position, no matter what gender or race. Confident communication requires self-awareness and an understanding of knowing what to say and when to say it. Being able to make the distinctions between response styles and defensive tactics is essential. Confident communication can be learned and this course is the place to do it! You'll start by identifying the characteristics, qualities, and benefits of confident communication as well as assess your self-confidence and professional presence.</p>
<p><u>The Great Workplace</u> Cost: \$95.00 Meeting Day and Time: Thursday, 8:30AM-5:00PM Date: August 3, 2017 Instructor: Sara Jane Hope</p>	<p>As companies seek to create and sustain a highly engaged and committed workforce, the most effective companies focus on their workplace as a key element of that strategy. This workshop will work with managers in examining the behaviors that create a great workplace. It will examine the best practices of the best companies and give concrete, tangible examples of how organizations have successfully created a high trust culture.</p> <p>The Great Workplace shows that, more than offering great pay and quirky perks, a great workplace is one where employees trust the people they work for, take pride in what they do, and enjoy the people they work with. The class includes a leadership self-assessment to measure the likelihood that your employees experience a great place</p>

to work. Participants in the class will gain practical tools for improving the quality of their work environment.

SHRM/HR

SHRM Certification Exam Prep (48 hours)

Cost: \$975.00 SHRM/CAHRA members; \$1,025.00 non-members
Meeting Days and Time: Tuesday NIGHTS, August 8-December 5, 2017
6:00P-9:00P

**will meet each week on Tuesday*

Facilitator: Sara Jane Hope

Expand your HR knowledge and skills as well as prepare yourself for the SHRM Certified Professional (SHRM-CP) and SHRM Senior Certified Professional (SHRM-SCP) certification exams. Our course is based on the 2016 SHRM Learning System for SHRM CP/SHRM-SCP. Comprised of learning modules teaching the SHRM Body of Competency and Knowledge (SHRM BoCK), and online resources, this class provides study materials to streamline study time, accelerate learning and build confidence for passing the SHRM-CP/SHRM-SCP exam. Expand and test your knowledge and practical, real-life competencies in areas critical for HR career success.

For information regarding SHRM certifications, please visit www.shrmcertification.org.

Please visit our web site for more detailed information, including payment information: <http://www.holmescc.edu/workforce/programs/shrm.aspx>

Sorry, we are unable to offer tuition assistance.

Essentials of Human Resource Management (16 hours)

Cost: \$325.00
Meeting Days and Time: Tuesdays, 8:30AM-12:30PM
Dates: June 6, June 13, June 20 and June 27, 2017

Facilitator: Sara Jane Hope

Please make plans to attend all 4 sessions

Backed by SHRM's track record of providing quality HR training, the SHRM Essentials of HR Management course covers the topics you need to meet key HR challenges that are relevant to you and your company. In less than 20 hours of training time, you can cover the issues you need to reduce potentially costly lawsuits. Developed by leading HR experts, HR practitioners, and legal counsel, the SHRM Essentials of HR Management course covers introductory HR topics in a condensed, easy-to-understand format. The straightforward format ensures that HR concepts can be mastered and applied to real-life situations.

	<p>Along with classroom interaction with peers and the instructor, case study exercises threaded throughout the program provide opportunities to practice applying newly acquired HR skills during training prior to using them on the job.</p> <p>For more information about this class:</p> <p>http://www.shrm.org/education/educationalproducts/essentials/pages/default.aspx</p>
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<p><u>Computer Classes</u></p> <p><i>*day classes are 2-four hour sessions- MUST attend for a total of 8 hours</i></p> <p><i>*night classes are 2- three hour sessions- MUST attend for a total of 6 hours</i></p>	
<p><u>Access 2013: Basic</u> Cost: \$50.00 Meeting Days and Time: Tuesday and Wednesday NIGHT, 5:30PM-8:30PM Dates: May 2 & 4, 2017 Instructor: Mary Katherine Shipp <u><i>*must attend both sessions</i></u></p>	<p>Data is everywhere. Whether you are at the grocery store, office, laboratory, classroom, or ball park, you are awash in data: prices, schedules, performance measures, lab results, recipes, contact information, quality metrics, market indices, grades, and statistics.</p> <p>Most job roles today involve some form of data management. A relational database application such as Microsoft® Office Access® 2013 can help you and your organization collect and manage large amounts of data. Access is a versatile tool. You can use it as a personal data management tool (for your use alone), or you can use it as a construction set to develop applications for an entire department or organization. In this course, you will learn how to use Access 2013 to manage your data, including creating a new database, constructing tables, designing forms and reports, and creating queries to join, filter, and sort data.</p>
<p><u>Access 2013: Intermediate</u> Cost: \$50.00 Meeting Days and Time: Tuesday and Thursday NIGHT, 5:30PM-8:30PM Dates: May 16 & 18, 2017 Instructor: Mary Katherine Shipp</p>	<p>Your training and experience using Microsoft® Access® 2013 has given you basic database management skills such as creating tables, designing forms and reports, and building queries. In this course, you will expand your knowledge of relational database design, write advanced queries, structure existing data, share data across applications, and customize reports. Extending your knowledge of Microsoft Access 2013 will result in a robust, functional database for your</p>

<p>*must attend both sessions</p>	<p>users.</p>
<p><u>Excel 2013: Basics</u> Cost: \$50.00 Meeting Days and Time: Tuesday & Wednesday or Wednesday & Thursday or Tuesday & Thursday, 8:30AM-12:30PM Dates: May 23 & 24 OR June 14 & 15 OR July 11 & 13 Instructor: Chaka Turner <i>must attend both sessions</i></p> <p>NIGHT: Meeting Days and Time: Wednesday & Thursday, or Tuesday & Thursday 5:30PM-8:30PM Dates: June 7 & 8 OR July 18 & 20, 2017 Instructor: Mary Katherine Shipp <i>must attend both sessions</i></p>	<p>In this introductory course to Excel, participants will explore essential Excel activities and learn the many shortcuts and timesaving features in Excel. Start by learning the basics of getting started with Microsoft Office Excel 2013, performing calculations, setting up a worksheet and modifying it, then adding formulas, functions and formatting, managing a workbook and printing a workbook.</p>
<p><u>Excel 2013: Intermediate</u> Cost: \$50.00 Meeting Days and Time: Tuesdays, 8:30AM-12:30PM Dates: June 20 & 27 OR July 18 & 25, 2017 Instructor: Chaka Turner</p> <p>NIGHT: Meeting Days and Time: Monday & Tuesday, 5:30PM-8:30PM</p>	<p>This course is designed for students who already have foundational knowledge and skills in Excel 2013 and who wish to begin taking advantage of some of the higher-level functionality in Excel to analyze and present data.</p>

<p>Dates: June 12 & 13 OR July 24 & July 25, 2017 Instructor: Mary Katherine Shipp <i>must attend both sessions</i></p>	
<p><u>Excel 2013: Advanced</u> Cost: \$50.00 Meeting Days and Time: Wednesday & Thursday, 8:30AM-12:30PM Dates: June 28 & 29 OR July 26 & 27, 2017 Instructor: Chaka Turner <i>must attend both sessions</i></p> <p>NIGHT: Meeting Days and Time: Wednesday & Thursday, 5:30PM-8:30PM Dates: June 14 & 15 OR July 26 & 27, 2017 Instructor: Mary Katherine Shipp <i>must attend both sessions</i></p>	<p>This course was designed for students desiring to gain the skills necessary to create macros, collaborate with others, audit and analyze worksheet data, incorporate multiple data sources, and import and export data. You will automate some common Excel tasks, analyze data sets, troubleshoot errors, collaborate on worksheets with other users, audit worksheets, work with multiple workbooks, import and export data and share Excel data with other applications such as the web.</p>
<p><u>PowerPoint 2013: Intermediate / Advanced</u> NIGHT Cost: \$50.00 Meeting Days and Time: Tuesday & Wednesday NIGHT, 5:30PM-8:30PM Dates: May 23 & 24, 2017 Instructor: Mary Katherine Shipp <i>must attend both sessions</i></p>	<p>Meetings, instruction, training, pitches; these are all a part of our daily lives. We are often called upon to deliver presentations with little notice, at multiple venues, and with varying requirements, and that includes sensitive information that needs to be guarded. Given all the variables, it may seem an overwhelming task to deliver your content, on time, to all audiences, and to only those who need to see it. Oh, and by the way, you need to make it interesting, informative, and memorable. So, how do you do it? Without the help of a robust set of tools, it would be nearly impossible. But, PowerPoint 2013 provides you with a variety of such tools that can help you deliver content in nearly any situation, while saving time and effort. By taking advantage of these tools, you will be creating presentations that not only stand out from the crowd, but also don't consume all of your available time.</p>

<p><u>Word 2013: Intermediate</u> Cost: \$50.00 Meeting Days and Time: Wednesday & Thursday, 8:30AM-12:30PM Dates: May 10 & 11, 2017 Instructor: Chaka Turner <i>must attend both sessions</i></p>	<p>After completing Word 2013: Basics, you are now able to perform the basic tasks to create a variety of documents. You probably noticed as you continued working in Word that there are some tasks that you repeat quite often. This course will show you how you can work more efficiently by automating some tasks and providing methods to maintain consistency between documents. You will create more complex documents that include lists, tables, charts, graphics, and newsletter layouts. You will also merge data into documents to personalize correspondence and address envelopes and labels with the data as well.</p> <p>Word can be used to create complex documents that are nearly as complicated as those created using a desktop publishing application. Using Word, you can control how the text flows between paragraphs and pages, you can link a story on page one to the rest of the story later in the document, and you can add graphics and specify how the text and graphic appear together on the page.</p>
<p><u>Word 2013: Advanced</u> Cost: \$50.00 Meeting Days and Time: Tuesday & Wednesday, 8:30AM-12:30PM Dates: May 16 & 17, 2017 Instructor: Chaka Turner <i>must attend both sessions</i></p> <p>NIGHT Meeting Days and Time: Tuesday & Wednesday, 5:30PM-8:30PM Dates: May 9 & 10, 2017 Instructor: Mary Katherine Shipp <i>must attend both sessions</i></p>	<p>In Word 2013: Intermediate, you gained the skills to work with more complex business documents and automate tasks. If you work with lengthy documents, collaborate with others, or create forms, this course will show you how to use Word to efficiently accomplish these tasks. However, Word 2013 enables you to do more than simple word processing. It can be used to collaborate on complicated documents and manage how the documents are accessed and distributed. Advanced features of Word 2013 enable you to revise, manage, and secure your business documents. Some of the things you will learn: restricting documents, adding a table of contents, inserting cover pages and blank pages, adding footnotes, endnotes, and bibliographies, and adding a digital signature to files.</p>

NOTICE: Please contact Angela Crain at acrain@holmescc.edu or 601-605-3370 for information regarding the manufacturing basic skills certification, AutoCAD, OSHA, forklift training, welding, and concrete mixer/truck driving training.