



WORCESTER STATE UNIVERSITY
CENTER FOR BUSINESS AND INDUSTRY

Corporate Training and Career Education

ENHANCING WORKPLACE SKILLS

2018 ISSUE 1



**CONTACT US
TODAY!**

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HELPING YOUR COMPANY STAY COMPETITIVE

The Center for Business and Industry (CBI) is committed to enhancing the skills of individuals in our communities and employees in our clients' organizations. We deliver training on site at companies, online, on WSU's campus, or a combination. I encourage you to browse this catalog, share the information with others, and think about how CBI can be a resource for you and/or your organization.

We look forward to the opportunity to work with you.

Regards,



Cherie L. Comeau, *Director*
Center for Business and Industry
cherie.comeau@worchester.edu

Training Topics

The Center for Business and Industry offers training on a variety of topics and skills, including:

- Business writing
- Communication skills
- Customer service/relations
- Everything DiSC®
- Five Behaviors of a Cohesive Team™
- Leadership
- Management and supervisory skills
- Microsoft Office applications
- Performance management
- Presentation skills
- Project management
- Team building
- Time management
- Workplace English
- Workplace Spanish
- And more

For more information about credit courses/programs, please contact us.

Access Grant Funds for Training

All for-profit and some nonprofit organizations in Massachusetts are eligible for training grants through the **Workforce Training Fund Program**. The General Program is a 2-year grant and organizations of all sizes can apply for up to \$250,000.*

Learn how the Center for Business and Industry can serve as your training provider and assist with grant-writing, develop and manage the training, and support you throughout the grant period and beyond.

**Source: Commonwealth Corporation*



BUSINESS | MANAGEMENT | LEADERSHIP

✦ Facilitating More Productive Meetings

Have your meetings be the ones that people talk about for positive reasons. In this course, participants will learn the steps in planning and preparing for a meeting, creating an agenda, and understanding the roles and responsibilities of participants. Additionally, handling disruptions and learning how to take effective meeting minutes will be discussed. (6 hours)

✦ Time Management

Managing time effectively can lead to improved productivity and a greater focus on value-added activities. Participants will learn about their time management style, how their style affects their work and others, as well as valuable tools to better manage their time. By creating an action plan, participants can go back to their desk and implement what they learned immediately. (3-6 hours)

To register, go to worcester.edu/cbi.

Date	Time	Cost
2/27	8:30-11:30 a.m.	\$195

Location: Devens Common Center

✦ Leadership and Management Certificate Series

Hiring and promoting managers who can effectively lead their staff is vital for strong employee engagement and retention. A manager's effectiveness can be improved by developing competencies in key areas. This training series will cover topics required for managers and leaders at all levels. All participants will take either the StrengthsFinder® 2.0 or Everything DiSC® assessment prior to the first class. (16 hours)

Series I: Roles and Responsibilities, Discovering Your Strengths, Management Styles, Effective Communication, Performance Management

Series II: Team Building and Teamwork, Conflict Resolution, Critical and Creative Thinking, Time Management

**Topics in series can be changed/tailored to meet your organization's needs.*

✦ Creating Accountability

Participants will learn the accountability cycle and the steps to creating an accountable organization including setting expectations, monitoring progress, and offering feedback. (4-8 hours)

✦ Conflict Management

Conflicts exist in every organization. Therefore, you need to know how to identify and manage these situations in order to move past the conflict and decide on a resolution. Participants will learn the benefits and costs of conflict and the triggers that lead to conflict. This training will also cover the phases of conflict resolution, strategies for dealing with conflict, and conflict styles. (4-8 hours)



Join our email list for special offers and notices: worcester.edu/cbi

✦ *This training is delivered on site at your organization and can be customized to meet your specific business needs.*

Change Management Skills for Human Resource Professionals

Strategically applying/utilizing the various disciplines within human resources in order to cause organizational change and add value is often referred to as “change management.” HR professionals are increasingly being asked to develop the personal skills and attitudes for implementing change as well as a technical understanding of how to apply the tools for change. In this class participants will learn how to successfully plan, implement, communicate, create employee involvement and commitment, and add value during change. This class is beneficial to human resources professionals within organizations or those seeking to enter the field of Human Resource Strategy Consulting. (16 hours)

To register, go to worcester.edu/CBIskills or call **855-846-8252**.

Date	Time	Cost
3/5-3/30	Online	\$245

Certificate in Customer Service

Customer service is now essential for business and all work organizations. With the increase of technology, human interaction with customers becomes all the more important. Whether it relates to retaining customers, serving your audience, or turning inquiries from potential customers into sales, good customer service is now one of the central factors in organizational success. Learn to improve your customer service skills to enhance your career skill set, improve productivity, and increase your organization's success. You will also take away some extraordinary customer service techniques you won't find anywhere else. (32 hours)

Keys to Customer Service

Date	Time	Cost
2/5-3/2	Online	\$145

Extraordinary Customer Service

3/5-3/30	Online	\$145
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Certificate cost: \$245

Courses may be taken individually. Both courses are required for a certificate and may be taken out of sequence. To register, go to worcester.edu/CBIskills or call **855-846-8252**.

Workplace Conflict Solutions Certificate

In today's business environment, employers expect employees to have a solid set of interpersonal skills. The ability to solve problems quickly and effectively is a critical interpersonal skill well worth developing. First, find out how to deal with difficult personalities and broach challenging subjects in the workplace. Gain skills to be an effective team member and leader in the workplace by taking control of the conversation, managing your reactions, and navigating problematic interactions with ease. Then understand how to approach the delicate matter of bullying in the workplace. Both females and males need to understand about relational aggression in the workplace. Finally, develop problem solving skills and find out how to recognize problems and deal with them more appropriately. You will take home techniques relevant for any organization or group context, but can also be easily adapted to work at an individual level.

To register, go to worcester.edu/CBIskills or call **855-846-8252**.

Dealing with Difficult People in the Workplace

Date	Time	Cost
2/5-3/2	Online	\$245

Female Bullying in the Workplace

Date	Time	Cost
3/5-3/30	Online	\$195

Creative Problem Solving

Date	Time	Cost
4/2-4/27	Online	\$195

Certificate cost: \$495

UGotClass Online Certificates and Courses

Additional topics include:

- Video Game Design
- Certificate in Leadership Development
- LEED Exam Prep
- Certificate in Google Tools

For all UGotClass offerings, go to worcester.edu/CBIskills



Do you want a tool that will help to build more effective working relationships?



Everything DiSC®

Everything DiSC® profiles create a highly personalized learner experience. Each profile (sample profiles available upon request) is topic-specific, with in-depth information, including tips, strategies, and action plans to help participants become more effective. Use Everything DiSC® with training or coaching to improve your organization's overall effectiveness.

Profiles:

- Workplace
- Sales
- 363® for Leaders
- Management
- Work of Leaders

Authorized Partner
EVERYTHING
A Wiley Brand



✦ Management Skills for Success

Utilizing the Everything DiSC® Management assessment, participants will discover their management style, explore how that style influences their day as a manager, discuss their strengths and challenges, identify their directing and delegating tendencies, recognize what motivates others, learn about developing others, and understand how to better work with their own managers. Through this training, participants will learn how to improve communication with their direct reports and their own manager. This can be delivered as a group training or individual consultation. (8 hours)

✦ Elevate Your Communication Skills

We all have preferred ways to communicate and approach our daily tasks. Understanding your own preferences and tendencies, and those of others, enables you to have more effective conversations and working relationships. In this training, participants will discover their DiSC® style and the priorities that drive them during the workday. Participants also will explore the similarities and difference among the styles, and how to use the model to understand people they work with to improve communication and build more effective relationships. Each participant will take the Everything DiSC® Workplace assessment prior to the start of the training and will receive their printed report on the first day of training. This can be delivered as a group training or individual consultation. (4 hours)

To register, go to worcester.edu/cbi.

Registration deadline: 3/16/2018

Date	Time	Cost
3/27	8 a.m.-12 p.m.	\$295

Location: Devens Common Center

- ✦ This training is delivered on site at your organization and can be customized to meet your specific business needs.



Certificate in Accounting and Finance for Non-Financial Managers

Every successful person in the workplace utilizes financial information to aid effective decision making. This certificate program explains the financial concepts and accounting processes used in most businesses and will provide practical techniques that will increase your effectiveness and career. An understanding of this information will help you make smart decisions when it comes to budgeting, setting goals, and assessing performance within your own area of influence. (48 hours)

Accounting and Finance for Non-Financial Managers

Date	Time	Cost
2/5-3/2	Online	\$195

Cash Is King

3/5-3/30	Online	\$195
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Financial Analysis and Planning for Non-Financial Managers

4/2-4/27	Online	\$195
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Certificate cost: \$495

Courses may be taken individually. All three courses are required for a certificate and may be taken out of sequence. To register, go to worcester.edu/CBIskills or call 855-846-8252.

★ Business Writing Essentials

This comprehensive hands-on course will provide the foundation needed to improve writing skills. Participants will review the writing process, learn about key components of effective writing, and practice editing. Details about emails as well as business letters will also be covered. This course can be customized and combined with basic writing or more advanced business writing to create additional opportunities for participants to enhance their skills. (8-16 hours)

★ This training is delivered on site at your organization and can be customized to meet your specific business needs.

 Learn more: worcester.edu/cbi | cbi@worcester.edu | 508-929-8787



★ Productivity and Time Management Certificate

Maximizing productivity and the use of time is the primary way to increase profitability and organizational success for a growing number of people and their organizations. Successful businesses and work organizations are moving from counting hours sitting in a chair to outcomes and results. Boost your productivity by managing your time better. Discover the Top Ten most effective time management techniques to increase your work outcomes without spending more time. Take home new 21st century techniques and strategies. Then find out about the exciting Productivity eTools that are available now, and utilize technology to boost your productivity. Finally, get the latest best information on documenting your own productivity, and managing the productivity of others.

New 21st Century for Productivity & Time Management

Date	Time	Cost
2/5-3/2	Online	\$195

Productivity eTools

Date	Time	Cost
3/5-3/30	Online	\$245

Managing Productivity

Date	Time	Cost
4/2-4/27	Online	\$245

Certificate cost: \$595

Certificate in Data Analysis

Data Analysis is quickly becoming one of the most sought-after skills in the workplace. Companies have vast amounts of data, but it is rare to have someone with the ability to analyze that data to see trends and make predictions. Add a whole new skill set to your portfolio, and make a big difference in the success of your organization by acquiring data analysis skills. Begin with getting a basic understanding of how to analyze data in a business setting. Then learn how many of your business decisions involve comparing groups for differences. You will know the statistics behind these group differences and relationships. Finally you will find out how to perform inquiries that will be useful to your business or organization, and have the skill necessary to communicate these results through graphs and text that your fellow employees will understand. (48 hours)

Introduction to Data Analysis

Date	Time	Cost
2/5-3/2	Online	\$195

Intermediate Data Analysis

3/5-3/30	Online	\$195
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Advanced Data Analysis

4/2-4/27	Online	\$195
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Certificate cost: \$495

Courses may be taken individually. All three courses are required for a certificate and may be taken out of sequence. To register, go to worcester.edu/CBIskills or call **855-846-8252**.

★ Performance Management

Participants will learn the performance management cycle and the components related to it. Participants will learn about goal setting, delivering feedback, the performance evaluation and discussion, and coaching for development. (6-16 hours)

★ High Performance Teams

Participants will learn the characteristics, benefits, and challenges of high performing teams. Participants will learn how to build and lead high performance teams and the roles of an effective leader.

To register, go to worcester.edu/cbi.

Date	Time	Cost
4/24	8:30 - 11:30 a.m.	\$195

Location: Devens Common Center

Six Sigma Green Belt Certificate

Six Sigma professionals are in strong demand by organizations around the world. On the front-lines of Six Sigma efforts are Green Belts. LERN's Green Belt training teaches participants problem-solving skills, using the DMAIC (Define, Measure, Analyze, Improve and Control) model. After completing this challenging course, Six Sigma Green Belts serve their organizations as a trained specialist able to work on Six Sigma projects that benefit the organization. Although not required, participants are strongly encouraged to have a project during the course. The instructors and mentors work closely with the class to not only teach the material, but to guide candidates as they work projects. (48 hours)

Introduction to Six Sigma Green Belt

Date	Time	Cost
2/5-3/2	Online	\$195

Intermediate Six Sigma Green Belt

3/5-3/30	Online	\$195
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Advanced Six Sigma Green Belt

4/2-4/27	Online	\$195
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Certificate cost: \$495

Courses may be taken individually. All three courses are required for a certificate and may be taken out of sequence. To register, go to worcester.edu/CBIskills or call **855-846-8252**.

★ Emotional Intelligence

Emotional intelligence is the ability to understand your emotions and how to use them effectively to improve your interactions. In this training, you will learn the components of emotional intelligence, the skills involved, and the tools to regulate your emotions. You will also learn about the benefits of having emotional intelligence and how it makes an impact. (4 hours)

★ Discovering Your Strengths

Understanding your natural strengths will enable you to perform better. With the use of a strengths assessment tool, participants will discover their top five strengths, learn what makes them unique, and gain insight about how to better apply their strengths in the workplace to enhance their performance. Each participant will also get a 15-minute individual coaching conversation (in person or by phone) to be scheduled directly with the instructor. (4 hours + coaching)

THE FIVE BEHAVIORS OF A COHESIVE TEAM™

YOUR TEAMS CAN DO BETTER.

The Five Behaviors of a Cohesive Team™ is an assessment-based learning experience that helps people discover what it takes to build a high-performing team. Bringing together everyone's personalities and preferences to develop a cohesive, productive team takes work, but the payoff can be huge—for your people, the team, and the organization.



What does this program do?

The program helps teams understand how they score on the key components of The Five Behaviors model: Trust, Conflict, Commitment, Accountability, and Results. Individual team members will learn about their own personality style and the styles of their team members—based on the Everything DiSC® model—and how their style contributes to the team's overall success.

The single most untapped competitive advantage is teamwork.

To gain this advantage, teams must:

- ▶ **Trust** one another
- ▶ Engage in **Conflict** around ideas
- ▶ **Commit** to decisions
- ▶ Hold one another **Accountable**
- ▶ Focus on achieving collective **Results**



Based on **The New York Times** best-selling book, **The Five Dysfunctions of a Team**

Over 2.5 million copies sold



The Five Behaviors of a Cohesive Team Model

Certificate in Project Management

In today's business environment, there is a need for good project management. Project management provides visibility of project health to the business and the customer. Through continuous monitoring, early detection of variations to plan, schedule, and budget can be communicated to stakeholders for quick resolution, including project cancellation. This basic information will assist you in learning the beginnings of project management, whether you are interested in project management, in a project management field, or in any line of work. (48 hours)

Introduction to Project Management

Date	Time	Cost
2/5-3/2	Online	\$195

Project Management Processes

3/5-3/30	Online	\$195
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Project Management Knowledge Areas

4/2-4/27	Online	\$195
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Certificate cost: \$495

Courses may be taken individually. All three courses are required for a certificate and may be taken out of sequence. All three courses are required for a certificate. To register, go to worchester.edu/CBIskills or call **855-846-8252**.

Grant Funds for Training

All for-profit businesses and some nonprofit organizations in Massachusetts are eligible for training grants. Contact CBI to learn how we can serve as your training provider and assist with grant-writing, develop and manage the training, and support you throughout the grant period and beyond.

Certificate in Nonprofit Administration

Nonprofits today need to be run like a business in many respects. You have competition, a need to generate income and a surplus, and staff need to be even more productive. Get the best training on revenue generation for nonprofits, and program evaluation for nonprofits with this certificate. (48 hours)

Revenue Generation for Nonprofits

Date	Time	Cost
2/5-3/30	Online	\$495

Program Evaluation for Nonprofits

4/2-4/27	Online	\$245
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Certificate cost: \$595

Courses may be taken individually. Both courses are required for a certificate and may be taken out of sequence. To register, go to worchester.edu/CBIskills or call **855-846-8252**.

Leading with Line-of-Sight™

This training emphasizes setting and communicating team strategy. It includes a guided process and a series of business tools that give managers what they need to focus their team on a clear strategy and move in the same direction. Prior to the training, you will complete the online PB Line-of-Sight™ Alignment Indicator, which helps you scan your landscape to pinpoint areas where alignment and misalignment may be occurring on your team. You will create an action plan to enhance your team's performance and business execution. (4 hours)

Request your complimentary alignment indicator and consultation today!

BLACKSTONE VALLEY EDUCATION HUB

TRAINING COMING TO THE
BLACKSTONE VALLEY!

Through a partnership with the Blackstone Valley Chamber of Commerce, CBI will be offering a variety of workforce development workshops. Go to blackstonevalley.org for more information.



MARKETING | SALES | SOCIAL MEDIA

★ Presentation Skills

Speaking to a group is an activity that scares many people. This training will take you through the essential steps to create and deliver a successful speech or presentation. You will learn about creating an outline, being prepared, using visual aids, and handling questions. Techniques on how to overcome nervousness will also be discussed. This is a hands-on training where you will be able to practice speaking so that those fears will start to go away. (3-6 hours)

To register, go to worcester.edu/cbi.

Date	Time	Cost
5/22	8:30-11:30 a.m.	\$195

Location: Devens Common Center

★ Close More Deals with Everything DiSC® Sales

Do you or your salespeople want to better connect with leads and close more deals? This is the training that will deliver those results. Learn to read the styles of your customers and adapt to build better rapport. Your **Everything DiSC® Sales** profile has personalized content that will help you to gain self-awareness, develop skills in reading your customers, and learn how to leverage this knowledge. This can be delivered as a group training or individual consultation. (6 hours)

★ This training is delivered on site at your organization and can be customized to meet your specific business needs.

💻 Social Media for Business Certificate

Get in on this exciting and growing way to communicate, market, and serve your customers and clients. For businesses, nonprofits, government, and other organizations. From Facebook to Twitter, blogging, YouTube, LinkedIn, and more, discover the new principles of communication that apply across all networks and how these specific social networks work and the possible uses for your organization. Whether you are new to social networks or already involved, you will come away with both an understanding of social networks and practical, how-to techniques to integrate social networks into your organization or business. (48 hours)

Introduction to Social Media

Date	Time	Cost
2/5-3/2	Online	\$195

Marketing Using Social Media

3/5-3/30	Online	\$195
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Integrating Social Media in Your Organization

4/2-4/27	Online	\$195
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Certificate cost \$495

Courses may be taken individually. All three courses are required for a certificate and may be taken out of sequence. To register, go to worcester.edu/CBIskills or call **855-846-8252**.



Join our email list for special offers and notices: worcester.edu/cbi

Digital Marketing Certificate

Come get a fundamental yet advanced introduction to e-marketing, including improving email promotions, analyzing your website traffic, doing search engine optimization, and how to successfully employ online advertising. Relevant for any type of organization, including businesses, companies, nonprofits, and government agencies. No e-marketing experience or expertise is necessary. If you are already at an advanced level, your instructors are experts and can provide the latest most advanced information and answer your toughest questions. (48 hours)

Improving Email Promotions

Date	Time	Cost
2/5-3/2	Online	\$195

Boosting Your Website Traffic

3/5-3/30	Online	\$195
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Online Advertising

4/2-4/27	Online	\$195
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Certificate cost \$495

Courses may be taken individually. All three courses are required for a certificate and may be taken out of sequence. To register, go to worcester.edu/CBIskills or call **855-846-8252**.

Bring corporate training to your organization.

CBI customizes and delivers on-site training.

Video Marketing Certificate

Video marketing is the latest hot new marketing trend. Shoppers who viewed product videos were 144% more likely to add the product to their cart. A video with good SEO has a 53% higher chance of showing up on page one of Google searches. When done correctly, video can tell a story, and stories can connect people. Video also leads to an emotional 'trigger' that plain text cannot do. (32 hours)

Video Marketing

Date	Time	Cost
2/5-3/2	Online	\$245

YouTube for Business


3/5-3/30	Online	\$245
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Certificate cost \$395

Courses may be taken individually. All three courses are required for a certificate and may be taken out of sequence. To register, go to worcester.edu/CBIskills or call **855-846-8252**.

Motivating Your Sales Team

Creating the right environment for your sales team will help foster the motivation needed to increase performance and productivity. This training will teach you about the benefits of tailoring motivation to individual employees and applying principles of motivation to your organization. Motivation is created with communication, training, mentoring, and recognition. Learn how to lead your team by understanding them, creating the right incentives, and driving them to reach their goals. (4 hours)

 This training is delivered on site at your organization and can be customized to meet your specific business needs.

Advertise your internship and job openings to students and alumni on Worcester State's **LancerLink**.



 worcester.edu/lancerlink-employers





Mobile Marketing Certificate

The way consumers are interacting with brands and connecting to the world is changing because of mobile devices. Find out about location-based marketing, mobile payments, QR codes, applications, and mobile coupons. You will learn how mobile marketing can increase your capabilities to retain current customers and gain new ones. (48 hours)

Introduction to Mobile Marketing

Date	Time	Cost
2/5-3/2	Online	\$195

Creating Cell Phone Apps for Your Business

3/5-3/30	Online	\$245
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Advanced Mobile Marketing

4/2-4/27	Online	\$245
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Certificate cost \$595

Courses may be taken individually. All three courses are required for a certificate. To register, go to worcester.edu/CBIskills or call 855-846-8252.

Managing Social Media Platforms Certificate

Different social networks have distinct characteristics, different features, and are used to develop a two-way communication and marketing strategy for your organization. Get a skill set for working and managing different social media platforms. You will get a firm foundation in Twitter, LinkedIn, and Facebook platforms. Come away with both an understanding of these social networks and practical, how-to techniques to integrate social networks into your organization or business. (48 hours)

Twitter

Date	Time	Cost
2/5-3/2	Online	\$195

Facebook for Business

3/5-3/30	Online	\$245
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LinkedIn

4/2-4/27	Online	\$195
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Certificate cost \$495

Courses may be taken individually. All three courses are required for a certificate. To register, go to worcester.edu/CBIskills or call 855-846-8252.



WORKPLACE ENGLISH

✦ Workplace English/English for Speakers of Other Languages (ESOL)

Improving the English language skills of your employees can benefit your organization in many ways. Language proficiency will be assessed so participants are placed appropriately (beginner, intermediate, advanced). Then curriculum will be customized to meet the specific needs of your organization and include work-related topics and vocabulary.

Benefits of Workplace English/ESOL can include:

- Increased understanding of job requirements
- Improved communication with supervisors and coworkers
- Increased production accuracy
- Reduction in translation which speeds up processes

✦ This training is delivered on site at your organization and can be customized to meet your specific business needs.

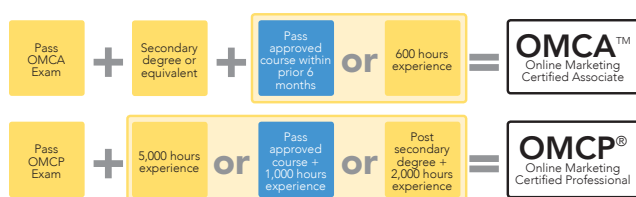
Grant Funds for Training

All for-profit businesses and some nonprofit organizations in Massachusetts are eligible for training grants. Contact CBI to learn how we can serve as your training provider and assist with grant-writing, develop and manage the training, and support you throughout the grant period and beyond.

🖥️ Online Marketing Certifications

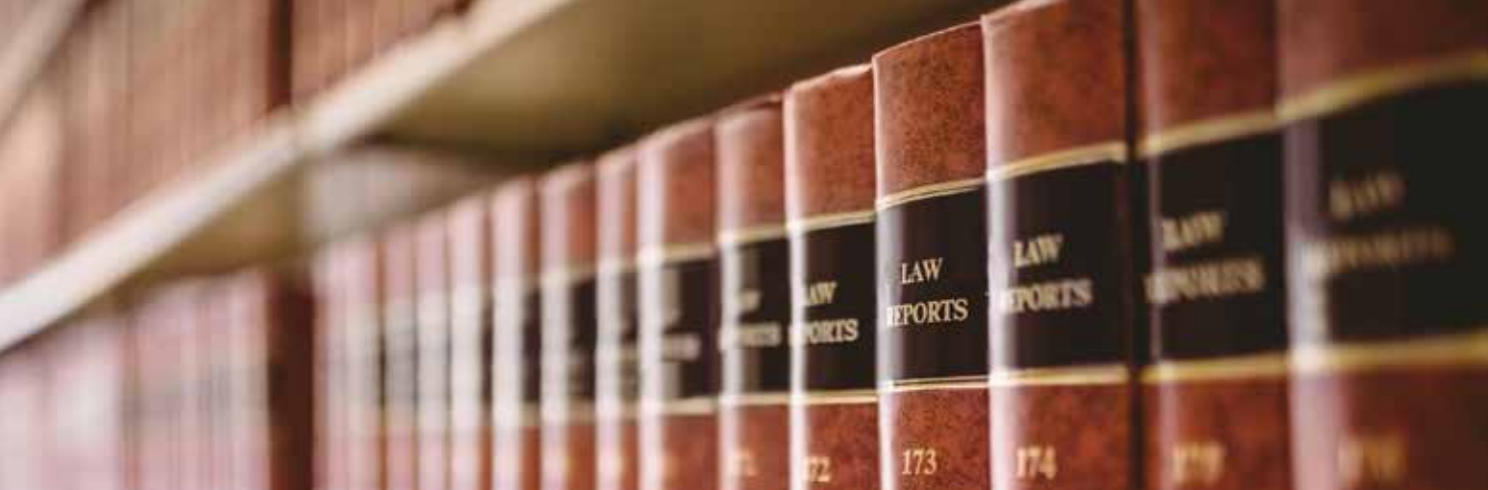
The Online Marketing Certified Professional (OMCP®) is the emerging standard certification for online marketing professionals. There are two certifications, the Online Marketing Certified Associate (OMCA™) and the OMCP®. Each certification requires a combination of work experience and education, in conjunction with passing the exam. Find the area that matches your interest and get a step ahead of the competition by getting the training that will prepare you for the certification exam. (OMCA™ courses 60-145 hours, OMCP® courses 150-200 hours)

To register, go to worcester.edu/CBItraining or call 877-221-5151.



Course Title	Date	Time	Cost
OMCA™ Content Marketing Associate	Ongoing	Online	\$1495
OMCA™ Conversion Optimization Associate	Ongoing	Online	\$1595
OMCA™ Display Advertising Associate	Ongoing	Online	\$1495
OMCA™ Email Marketing Associate	Ongoing	Online	\$1495
OMCA™ Mobile Marketing Associate	Ongoing	Online	\$1595
OMCA™ PPC (Pay-Per-Click) Associate	Ongoing	Online	\$1595
OMCA™ SEO Associate	Ongoing	Online	\$1595
OMCA™ Social Media Associate	Ongoing	Online	\$1595
OMCA™ Web Analytics Associate	Ongoing	Online	\$1595
OMCP® Digital Analytics and Conversion Professional	Ongoing	Online	\$1995
OMCP® Email Marketing and Automation Professional	Ongoing	Online	\$1995
OMCP® Paid Search Professional	Ongoing	Online	\$1995
OMCP® Search Marketing Professional	Ongoing	Online	\$1995
OMCP® Social and Mobile Marketing Professional	Ongoing	Online	\$1995

Exam voucher included in cost



LEGAL STUDIES

 **Paralegal Certificate**

This intensive, nationally acclaimed program is designed for beginning as well as advanced legal workers. Students will be trained to interview witnesses, investigate complex fact patterns, research the law, prepare legal documents, and assist in preparing cases for courtroom litigation. The instruction is practice-oriented and relates to those areas of law in which paralegals are in most demand. (90 hours)

For more information and/or to register, go to worcester.edu/CBILegal

Date	Time	Cost*
3/5-4/20	Online	\$1289
4/30-6/15	Online	\$1289
6/25-8/10	Online	\$1289

 **Employment Law Certificate**

This course will cover statutes such as the National Labor Relations Act, the Railway Labor Act, and other various statutes dealing with public employees. Topics to be included are master and servant, wages and hours, antidiscrimination in employment, and minimum wages and maximum hours, as well as regulation of working conditions. (45 hours)

For more information and/or to register, go to worcester.edu/CBILegal

Date	Time	Cost*
3/5-4/20	Online	\$729
4/30-6/15	Online	\$729
6/25-8/10	Online	\$729

 **Legal Secretary Certificate**

This intensive program is designed for both beginning and experienced secretaries who are interested in improving their skills and working more efficiently within the law office. Students will study such topics as: legal terminology; legal process; jurisdiction and venue; written communications; filing procedures; time management; records management; overview of commonly used word and data processing programs; legal research; and citation format. (45 hours)

For more information and/or to register, go to worcester.edu/CBILegal

Date	Time	Cost*
3/5-4/20	Online	\$645
4/30-6/15	Online	\$645
6/25-8/10	Online	\$645

 **Advanced Paralegal Certificate**

This advanced program is designed for students who want to build upon their knowledge of law and paralegal studies with classes in specialized facets of contemporary law. Your study and concentration on substantively specific materials will enable you to gain a strong competitive edge over other paralegals. Fourteen topics are offered and students must complete six of their choosing to earn the advanced certificate. (270 hours) Each topic: \$300* | Total Cost for Certificate: \$1800*

For more information and/or to register, go to worcester.edu/CBILegal

**Books purchased separately.*



COMPUTER APPLICATIONS

★ Microsoft Excel Strategies I

Excel is widely used in all types of businesses today, so knowing the basics is an essential part of your career success. In this training, participants will learn the fundamentals of creating spreadsheets and workbooks, using built-in formulas, formatting worksheets, using functions, formatting cells, and using keyboard shortcuts. (6 hours)

★ Microsoft Excel Strategies II

Improve your skills in Excel to be more effective and efficient. This training is an intermediate level program and will focus on creating charts, working with intermediate formulas and functions, managing large workbooks, using lists, and working with multiple worksheets. The class is hands-on and assumes participants are already familiar with basic Excel concepts. (6 hours)

★ Microsoft Excel Strategies III

This is an advanced level training and provides an overview of the advanced capabilities of Microsoft Excel, including the following: performing advanced functions, creating and using PivotTables and PivotCharts, using templates, incorporating SmartArt graphics, using advanced list management features, and creating macros. (6 hours)

★ Microsoft PowerPoint Strategies I

In this training, participants will learn how to create a presentation and work with the PowerPoint interface. Topics to be covered include content and text features, formatting slides, and adding pictures. Participants will also learn about additional features such as formatting the layout, adding themes, using transitions and animations, and setting up the presentation. (6 hours)

★ Microsoft PowerPoint Strategies II

Participants in this training will learn the ins-and-outs of PowerPoint using a hands-on approach. Some of the features covered include working with shapes and text boxes, adding SmartArt and tables, and using drawing tasks. Additionally, participants will learn how to insert audio and video. Lastly, participants will understand how to use slide masters and wrap up an unforgettable presentation. (6 hours)

★ Microsoft PowerPoint Strategies III

This course will teach participants the advanced features of PowerPoint. Make any presentation have a lasting impression by learning how to use advanced formatting, work with graphical elements, edit audio and video, and create interesting effects and transitions. This course will also teach participants how to collaborate on presentations with multiple authors. (6 hours)

★ Microsoft Publisher Essentials

Publisher allows you to create a wide variety of publications including postcards, flyers, cards, invitations, brochures, banners, and more. This training will show participants how to get started and use the basic features of this application such as creating a new publication and working with the interface. Participants will learn how to add and edit text, pictures, and objects. Lastly, the training will outline how to print and publish your presentation. (6 hours)

★ Microsoft Publisher Intermediate

This training focuses on how to make a publication unforgettable by using advanced and in-depth features. Participants will learn how to import files and create Word Art as well as how to work with shapes and graphics to enhance the content of their publication. Creating, applying, and editing master pages; working with mergers; and creating a catalog will also be presented. After this training, your publication will captivate your audience. (6 hours)



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