



HEALTH PROFESSIONS

COMMUNICATION

**HUMAN RESOURCES
LEADERSHIP**

**GET ON THE ROAD TO
CAREER SUCCESS**

BUSINESS AND CONTINUING EDUCATION | SPRING 2017

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Welcome...

TO YOUR CENTER FOR WORKPLACE LEARNING!

Temple College's Business and Continuing Education (BCE) Division offers workforce training programs for individuals and businesses throughout Temple, Belton, Hutto, Taylor, Cameron, and the surrounding service area.

- BCE offers classroom training, online learning, and organizational consulting to meet various developing needs.
- Our corporate training provides services and programs for Central Texas businesses, customized to meet specific requests.
- We are conveniently located in Berry Hall on the Temple College main campus at Loop 363 between South 1st and 5th Streets. We welcome the opportunity to offer classes at our business partners' locations!

Visit with us to learn about the exciting opportunities at Temple College. We are anxious to work with you to continue your education and help set your feet on a clear path to success.

SPRING 2017 HIGHLIGHTS (NEW COURSE OFFERINGS)

- Central Texas Master Wellness Volunteer Program - Texas A&M AgriLife Extension Service



Temple College is recognized by the Society for Human Resource Management (SHRM) to offer Professional Development Credits (PDCs) for the SHRM-CPSM or SHRM-SCPSM.

ED2GO Online Courses

ED2GO ONLINE LEARNING

- Professional development and personal enrichment
- Sessions start monthly
- Convenient six-week format
- Interactive learning environment
- Instructors lead each course
- Award of completion with passing score

You can take all Ed2go courses from the comfort of your home or office at the times that are most convenient to you. More than 200 courses are on our website! Listed here are some examples of the categories of courses available:

- Business and Professional
- Healthcare and Fitness
- IT and Software Development
- Management and Corporate
- Computer Applications
- Media and Design
- Hospitality and Gaming
- Skilled Trades and Industrial

CAREER TRAINING PROGRAMS

- Prepare for industry certification or start a new career
- Start anytime
- Many programs completed in less than six months
- In-depth study, all learning materials provided
- Personal instructor assistance
- Certificate of completion awarded with passing score

HOW IT WORKS:

1. Visit our Online Instruction Center at www.ed2go.com/temple/
2. Click the “Courses” link. Once you choose the department and course title you are interested in, select the “Enroll Now” button. Follow the instructions to enroll and pay for your course. You will choose a username and password that will grant you access to the classroom.
3. When your course starts, return to our Online Instruction Center and click the “Classroom” link. To begin your studies, simply log in with the username and password you selected during enrollment.

Meredith Santos

ONE OF MANY BUSINESS AND CONTINUING EDUCATION STUDENT SUCCESS STORIES



Meet Meredith Santos, who recently completed our Phlebotomy Technician program. After 210 hours of classroom training, students in this program complete a clinical rotation in the “real world” of health care. Meredith was the first in her July through October 2016 class to complete the clinicals at a Baylor Scott & White clinic. Not only was she a fast learner, she was so effective with both her technical phlebotomy skills and her interpersonal and teamwork skills that she was immediately offered a job. She’s looking forward to a successful phlebotomy technician career, with goals of seeking a promotion to medical lab technician and later pursuing a career in radiological technology.

Meredith found out about and chose our Temple College Phlebotomy Program upon the recommendation of a friend. She has since encouraged her friends and family to pursue this career preparation program. When asked what she found most effective about the learning process, she said, “I mostly enjoyed the hands-on aspects of the program.”

Thank you, Meredith, for choosing Temple College Business and Continuing Education to prepare for your health care career. Congratulations on your new job and best wishes for ongoing success in your career!

CDL Training

COMMERCIAL DRIVERS LICENSE (CDL) TRAINING ****NEW****

Fee: \$4,795 plus the cost of a drug test, physical, background check and learner's permit.

New classes start every two weeks

Get on the road to a new career by earning your Commercial Drivers License (CDL). Temple College has partnered with ATDS Truck Driving School to offer CDL training in Temple. The program is five weeks long and includes 210 hours of instruction – 70 hours in the classroom and 140 hours on the road. The program is open to men and women over 21 years of age who have a good driving record. Financial assistance is available and may pay up to 100 percent of the tuition.



Health Professions

CLINICAL MEDICAL ASSISTANT (CMA)

MDCA 1060 • CEUs: 29.4 • Fee: \$2,895

April 1 - August 19 • Saturdays
9 a.m. - 4:30 p.m.
(160 clinical hours begin in August)

Medical assistants perform a variety of skilled administrative and clinical tasks. This program prepares students to perform the following skills:

- Prepare exam rooms and interview patients
- Measure and record vital signs
- Administer injections, as well as topical or oral medications
- Perform venipuncture and point-of-care testing

Upon completion of this program, you will be prepared to take the Certified Clinical Medical Assistant (CCMA) exam offered by the National Healthcareer Association (NHA).

Health Professions

CERTIFIED NURSE AIDE (CNA)

NURA 1001 and 1060 • CEUs: 10.8 • Fee: \$929

February 15 - April 12 • Wednesdays and Thursdays
8 a.m. - 4:30 p.m.

As the U.S. population continues to age, there is a growing need for those who are committed to the care of the elderly. This class provides the necessary information and skills to prepare students to become state-certified nurse aides and work in health care facilities where they will assist nurses in providing patient care. After completion of this program, you will be able to:

- Record measurements such as blood pressure, radial pulse, respirations, urine output or weight
- Assist with ambulation using transfer belt, feeding, and range of motion
- Give a modified bed bath

This program will prepare you to take the National Nurse Aide Assessment Program (**NNAAP®**) exam offered by Pearson Vue.

CPR FOR HEALTHCARE PROFESSIONALS

CE 8512 • CEUs: 0 • Fee: \$55

Offered monthly at various dates and times
Call for dates and times

Learn lifesaving skills of respiratory (choking and near-drowning) and cardiac emergencies involving adults, children and infants. This course meets the requirements of the American Heart Association and the American Red Cross.

Health Professions

ELECTROCARDIOGRAPHY (EKG) TECHNICIAN

DSAE 1040 • CEUs: 8.4 • Fee: \$1,845

April 22 - July 8 ▪ Saturdays ▪ 9 a.m. - 4:30 p.m. **or**
March 20 - June 12 ▪ Mondays and Wednesdays ▪ 5:40 - 9:10 p.m.

EKG technicians perform EKG testing, coordinate Holter monitoring and perform stress tests in a hospital laboratory, doctor's office or clinic. This course provides instruction in EKG unit operation and troubleshooting, lead placement utilizing 12 lead EKG, use and understanding of EKG grid paper, recognizing normal and abnormal EKG patterns in all 12 leads and plotting EKG axis.

Additionally, graduates will be qualified for the optional certification examination offered by the National Center for Competency Testing (NCCT), as well as the Certified Cardiographic Technician (CCT) exam offered by Cardiovascular Credential International and the Certified EKG Technician (CET) examination offered by the National Healthcareer Association.

DIETARY MANAGEMENT PROGRAM

RSTO 1010 • CEUs: 4.0 • Fee: \$250

December 12, January 2, 16, 30, February 13 and 27 ▪ Mondays
8 a.m. - 5 p.m.

Temple College offers a three-part Dietary Manager's Certification Program for food service employees in health care facilities. Learn menu planning, food production and service, food safety and sanitation, kitchen safety and HACCP methods. Students will also take the ServSafe Food Safety exam. This is part one of a three-part series.

Students are eligible for Student Association of Nutrition & Foodservice Professionals (ANFP) membership. Graduates of the program are eligible for active ANFP membership and the Dietary Manager's Credentialing Exam. This program also meets regulatory requirements for training of food service supervisors in nursing facilities and provides the ServSafe Food Safety Certification.

Health Professions

PHLEBOTOMY TECHNICIAN

PLAB 1023 • CEUs: 17.0 • Fee: \$1,829

February 13 - May 15 ▪ Mondays and Wednesdays ▪ 5:45 - 9:15 p.m.
Clinical Hours: Monday - Friday ▪ 7 a.m. - 4 p.m.

Phlebotomy technicians have the important professional responsibility of collecting blood samples from patients by venipuncture or micro-techniques. This program prepares students to perform the following skills:

- Basic point of care testing, such as blood glucose levels on patients
- Prepare blood, urine, and other body fluid specimens for testing according to established standards
- Prepare proper patient identification and specimen labeling

Note: Must be available full time for three weeks after end of program to complete clinical rotation.

Upon completion of this program, you will be prepared to take the Phlebotomy Technician Certification (CPT) exam offered by the National Healthcareer Association (NHA).

MEDICAL BILLING & CODING

POFM 1000 • CEUs: 10.0 • Fee: \$2,139

February 6 - June 5 ▪ Mondays and Wednesdays
5:45 - 8:45 p.m.

This program prepares students for careers as medical billing and coding specialists. After completion of this program, you will be able to:

- Explain the HIPAA Privacy Rule and the HIPAA Security Rule
- Assign accurate codes from the ICD-9-CM, ICD-10CM, CPT, and HCPCS Level II coding manuals
- Develop an insurance claim
- Recognize health insurances delivered by private companies and government-sponsored programs

Upon completion of this program, you will be prepared to take the Certified Billing and Coding Specialist (CBCS) exam offered by the National Healthcareer Association (NHA).

Note: After obtaining the practical work experience (6 months to 2 years), students who complete this course will qualify to sit for the American Academy of Professional Coders (AAPC) Certified Professional Coder Exam (CPC or CPC-H Apprentice), the American Health Information Management Association (AHIMA) Certified Coding Associate (CCA) exam, and/or other national certification exams.

Health Professions

PHARMACY TECHNICIAN

PHRA 1001 • CEUs: 20.0 • Fee: \$2,495

February 7 - September 7 • Tuesdays and Thursdays • 6 - 9:30 p.m.

Learn the skills you need to become a pharmacy technician in a hospital or retail setting. After completion of this program, you will be able to:

- Understand the laws that govern pharmacy, whether federal or state-mandated
- Prepare and distribute medications
- Define medical and pharmaceutical terms and common abbreviations
- Understand the pharmacology of medications in relation to the anatomy affected
- Perform pharmaceutical calculations

You will gain the skills and knowledge to qualify for entry-level positions in pharmacies, and you will be prepared to take the Pharmacy Technician Certification Exam (PTCE) with the Pharmacy Technician Certification Board.

CENTRAL TEXAS MASTER WELLNESS VOLUNTEER PROGRAM - TEXAS A&M AGRI LIFE EXTENSION SERVICE ****NEW****

HPRS 1002 • CEUs: 4.0 • Fee: \$75

March 29, April 19 & 20, May 3, 10 & 17 • Wednesdays and Thursdays
5:45 - 8:45 p.m.

The Texas A&M AgriLife Extension Service delivers research-based information to citizens throughout Texas via a network of County Extension Agents. With today's growing population in Texas, volunteers are needed to help broaden the outreach of health education efforts in order to improve the lives of Central Texans. This course will provide 40 hours of training in health, wellness, nutrition and educational delivery methods to prepare participants to assist with educational programs of Texas A&M AgriLife Extension Service. Participants will be required to pass a certification exam, as well as commit to a minimum of 40 hours of volunteer service through Texas A&M AgriLife Extension Service after completing and passing the course and exam.

Business and Marketing

PROJECT MANAGEMENT SUITE

ED2G0 • Fee: \$261

January 18, February 15, March 15, April 12 or May 17
(Classes are offered every month)

For Registration and Information visit www.ed2go.com/temple/

Learn the fundamentals of project management in this discounted suite of online courses.

Courses Include: Project Management Fundamentals, Project Management Applications, and High-Speed Project Management.

ADMINISTRATIVE ASSISTANT SUITE

ED2G0 • Fee: \$261

January 18, February 15, March 15, April 12 or May 17
(Classes are offered every month)

In this discounted suite of online courses, you will learn the skills you need to excel as an administrative professional or executive assistant.

Courses Include: Administrative Assistant Fundamentals, Administrative Assistant Applications, and Effective Business Writing.

Business and Marketing

EFFECTIVE SELLING

ED2G0 • Fee: \$99

January 18, February 15, March 15, April 12 or May 17
(Classes are offered every month)

For Registration and Information visit www.ed2go.com/temple/

The goal of Effective Selling is not to teach you how to make a sale today, but to help you discover how you can easily convert a potential customer into a long-term asset. Effective Selling will help you lay the groundwork for repeat business and your future success. In sales, there are no quick fixes. However, with the knowledge, planning skills, communication techniques, and the understanding of human nature that you will gain from this course, your sales will grow as if by magic.

USING SOCIAL MEDIA IN BUSINESS

ED2G0 • Fee: \$99

January 18, February 15, March 15, April 12 or May 17
(Classes are offered every month)

One of the biggest challenges for most business owners is to find a continuous supply of new customers. Over the past decade, some have differentiated themselves by leveraging the Internet and social media to do just that. Whether you consider yourself a social media novice or a seasoned veteran, this course will give you a solid foundation and thorough understanding of what social media is and how you can use it to grow your business.

As you progress through the course, you'll master a simple process for making social media work for you. You'll learn about the five most popular social media platforms - Facebook, Twitter, LinkedIn, Pinterest and Google+ - and study secrets for using them and other social media platforms to promote your business. You'll also see how you can build a social media team and automate your social media activities so that you can leverage the power of social media without adding another full-time job to your plate. And finally, you'll gain techniques for measuring and tracking your social media success.

Computer Applications

WINDOWS 10

ITSC 1006 • CEUs: 0.8 • Fee: \$109

February 21 and 23 • Tuesday and Thursday • 8:30 a.m. – 12:30 p.m.
or April 11 and 13 • Tuesday and Thursday • 5:15 - 9:15 p.m.

Learn to build your competence and confidence in using Windows 10. Through this hands-on workshop, you will learn how to:

- Create, copy and delete files
- Communicate with electronic mail (e-mail)
- Navigate the Web

MS EXCEL 2016 - INTRODUCTION

ITSW 1022 • CEUs: 1.2 • Fee: \$139

March 8, 9 and 10 • Wednesday, Thursday and Friday
8:30 a.m. - 12:30 p.m.

Excel continues to be one of the most in-demand skills employers are seeking. Do you have a solid foundation in this software? If not, this hands-on 12-hour workshop is for you!

You will learn how to:

- Create formulas and generate reports
- Perform mathematical functions
- Create charts and graphs

Computer Applications

MS EXCEL 2016 - INTERMEDIATE

ITSW 1046 • CEUs: 1.2 • Fee: \$139

April 5, 6 and 7 • Wednesday, Thursday and Friday
8:30 a.m. - 12:30 p.m.

Take your Excel skills to the next level! Through this hands-on workshop, you will learn how to:

- Create informative, eye-catching charts and graphs
- Use data analysis tools and AutoFilter commands
- Create macros

MS WORD 2016 - INTRODUCTION

POFI 1024 • CEUs: 0.8 • Fee: \$109

April 18 and 20 • Tuesday and Thursday
8:30 a.m. - 12:30 p.m.

Microsoft Word is an essential skill for success in today's business world, whether you are beginning your career in a support position or are an executive. Through this hands-on workshop, you will learn how to:

- Create, format and edit basic business files
- Edit documents using spell check, dictionary and thesaurus
- Save files and print documents

Computer Applications

MS ACCESS 2016 - INTRODUCTION

ITSC 1053 • CEUs: 0.8 • Fee: \$109

April 21 • Friday • 8 a.m. – 5 p.m.

Take control of your data! Through this hands-on workshop, you will learn how to:

- Organize, store, edit and manage data
- Build and customize tables to store data
- Build forms, generate reports and search for data with queries

MS POWERPOINT 2016 - INTRODUCTION

ITSW 1037 • CEUs: 0.8 • Fee: \$109

May 10 and 12 • Wednesday and Friday
8:30 a.m. - 12:30 p.m.

Take control of your presentations! Through this hands-on workshop, you will learn how to:

- Create slide presentations using a variety of slide and layout masters
- Embellish your slides with pictures, shapes and SmartArt
- Explore the options on the PowerPoint Ribbon and the File Menu Options

Computer Apps.

ADOBE PHOTOSHOP (CS6)

ITSW 1058 • CEUs: 0.8 • Fee: \$149

March 31 • Friday
8:30 a.m. - 5:30 p.m.

Photoshop is an image editing software used by many graphic artists and designers. Through this hands-on workshop, you will learn how to:

- Use the edit, color, paint and re-touch tools
- Create and enhance images with ease

Information Tech.

C++ PROGRAMMING

ED2G0 • Fee: \$99

January 18, February 15, March 15, April 12 or May 17
(Classes are offered every month)

For Registration and Information visit www.ed2go.com/temple/

Here's your chance to learn how to program the easy way in C++. Introduction to C++ Programming is a project-oriented course taught by a master programming instructor and published author. You'll get right to programming in this course, even if you have no prior programming experience! Before you know it, you'll be putting together programs that have their own windows and controls, and you'll see how easy programming really is.

Information Technology

JAVA PROGRAMMING

ED2G0 • Fee: \$99

January 18, February 15, March 15, April 12 or May 17
(Classes are offered every month)

For Registration and Information visit www.ed2go.com/temple/

If you want to learn computer programming but don't have any prior experience, you'll enjoy a tour of Java, one of the most widely used computer languages in the world. It's a breeze to learn in a friendly and supportive environment. Start with the basics of programming and go on to write your own programs and integrate input and output, calculations, decision making and loops. Build your knowledge and confidence with easy-to-understand examples and plenty of skill-building exercises. So whether you just want to try it out to see if you like it, or plan on doing more with Java, this is a great place to start!

COMPTIA NET+

ED2G0 • Fee: \$110

January 18, February 15, March 15, April 12 or May 17
(Classes are offered every month)

For Registration and Information visit www.ed2go.com/temple/

This course will teach you everything you need to know to take and pass the challenging CompTIA Network+ certification exam and become an excellent network technician. You'll learn about topologies, the OSI Seven-Layer model, protocol suites, modern network operating systems, network hardware, cabling standards, remote connectivity, Internet connections, network troubleshooting and more. This course will prepare you for the current exam objectives (N10-006).

Accounting and Finance

QUICKBOOKS 2016

ACNT 1010 • **CEUs: 1.2** • **Fee: \$155**

May 12, 19 and 26 • Fridays
10 a.m. - 2 p.m.

QuickBooks is a financial management solution recommended by accountants. The course will identify procedures to complete a computerized accounting cycle and perform initial installation and start-up procedures. Specific topics covered include:

- Journal entries
- Adjusting and closing procedures
- Reports and final statements
- Account management
- Data collection for taxes and invoicing
- Time and job costs tracking

ACCOUNTING FUNDAMENTALS

ED2G0 • **Fee: \$99**

January 18, February 15, March 15, April 12 or May 17
(Classes are offered every month)

For Registration and Information visit www.ed2go.com/temple/

Demand for accounting professionals currently exceeds supply. If you're interested in increasing your financial awareness while also gaining a marketable skill, this course is for you. You'll learn the basics of double-entry bookkeeping, as well as how to analyze and record financial transactions. You'll get hands-on experience with handling accounts receivable, accounts payable, payroll procedures, sales taxes and various common banking activities. We'll cover all the bases, from writing checks to preparing an income statement and closing out accounts at the end of each fiscal period. Whether you're a sole proprietor looking to manage your business finances or you simply want to gain an understanding of accounting basics for career advancement or for personal use, this course will give you a solid foundation in financial matters.

Accounting and Finance

MASTERY OF BUSINESS FUNDAMENTALS

ED2G0 • **Fee: \$99**

January 18, February 15, March 15, April 12 or May 17
(Classes are offered every month)

For Registration and Information visit www.ed2go.com/temple/

Are you interested in acquiring practical business experience in strategic planning, management and finance without enrolling in an MBA program? This course is for you!

You will learn the following:

- The significance of strategic planning and how external and internal environmental factors affect an organization
- How to use leadership, motivation and control for maximum impact
- How successful organizations use performance measurements to stay on track
- Basic principles of business law, contracts and the principal-agency relationship
- Fundamentals of accounting, key financial terms, cash flow management, financial statements and cost control

ed2go is a global Registered Education Provider for the Project Management Institute (PMI)®. Registered Education Providers (R.E.P.s) offer programs and courses that are preapproved for professional development units through PMI and have been reviewed by a Project Management Professional (PMP)® to ensure that they meet the expectations of PMI for professional development in project management.

This program/course is a good choice for those looking for project management experience and those aspiring to obtain a credential from PMI. It also is an excellent choice for existing PMI credential holders looking for an approved activity for continuing certification PDUs. At the end of this course, you will receive a certificate indicating your completion of this course, which is equivalent to 24 hours. You will need to create an account on pmi.org and add this course to your account in order to qualify for 24 PDUs. ed2go is an approved provider, R.E.P. #3213. Please visit pmi.org to learn more about PMI credentials and how they may fit into your continuing education plans. (This course aligns to the PMI Talent Triangle™.)



Accounting and Finance

PURCHASING FUNDAMENTALS

ED2GO • Fee: \$99

January 18, February 15, March 15, April 12 or May 17
(Classes are offered every month)

For Registration and Information visit www.ed2go.com/temple/



Discover and master the fundamentals of purchasing by understanding your strategic and tactical roles as a purchasing practitioner. Improve your company's bottom-line profitability by learning and implementing key concepts such as negotiation, supplier sourcing and qualification, outsourcing and make-or-buy analysis. Learn the basics of supplier partnerships, capital budgeting and green buying.

You will learn the following:

- How to define internal customer needs, generate purchase requisitions and purchase orders, expedite, trace and receive supplier deliveries, maintain effective purchasing records and create and manage various purchasing budgets.
- How to recruit, select and evaluate purchasing personnel, and learn the importance of business ethics.

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Communication and Language

BEGINNING CONVERSATIONAL FRENCH

ED2GO • Fee: \$99

January 18, February 15, March 15, April 12 or May 17
(Classes are offered every month)

For Registration and Information visit www.ed2go.com/temple/

This course will teach you how to communicate easily and comfortably with those who speak French. You'll learn practical, common phrases that will make your trip to the many French-speaking regions of the world more pleasant. You'll learn dialogue specific to various settings, and you'll be surprised how easy it can be to speak another language!

AMERICAN SIGN LANGUAGE FOR THE WORKPLACE

CSLNG1001 • CEUs: 3.2 • Fee: \$149

February 21 - April 20 • Tuesday and Thursday
6 - 8 p.m.

For Registration and Information visit www.ed2go.com/temple/

This class is an introduction to sign language, fingerspelling, and numbers. It provides the opportunity to have a broad knowledge of basic traditional signs used by hearing-impaired persons in America today. Students will develop basic conversational skills through practice designed to improve communication with clients and coworkers who are hearing-impaired.

Communication and Language

SPEED SPANISH!

ED2GO • Fee: \$99

January 18, February 15, March 15, April 12 or May 17
(Classes are offered every month)

For Registration and Information visit www.ed2go.com/temple/

Imagine yourself speaking, reading and writing Spanish. Now you can with Speed Spanish! This course is designed for anyone who wants to learn Spanish pronto. You'll learn six easy recipes for gluing Spanish words together to form sentences. In no time at all, you'll be able to go into any Spanish-speaking situation and converse in Spanish. ¡Qué Bueno!

INTERPERSONAL COMMUNICATION

ED2GO • Fee: \$99

January 18, February 15, March 15, April 12 or May 17
(Classes are offered every month)

For Registration and Information visit www.ed2go.com/temple/

Communicating successfully depends on effective use of communication strategies and behaviors. Words, facial and body movements, tone of voice, even clothing and situation all form an intricate symbol system that must be quickly translated by those who want to communicate.

This course will show you how to manage the conscious and unconscious codes of meaning we send to each other and to respond with appropriate codes in turn. Explore concepts of verbal and nonverbal expression including personal style, listening, relationship dynamics, self-esteem, conflict management, and cultural and gender communication differences.

Communication and Language

EFFECTIVE BUSINESS WRITING

ED2GO • Fee: \$99

January 18, February 15, March 15, April 12 or May 17
(Classes are offered every month)

For Registration and Information visit www.ed2go.com/temple/

Do you have a nagging suspicion that a small improvement in your writing skills might also improve your career prospects? Don't let small gaps in your business writing skills prevent you from reaching your full potential! It doesn't matter whether you're a clerical worker, an engineer, or an executive. If you communicate with others in writing, you need this course to help you identify and eliminate problem areas. By the end of this course, you'll know the secret to developing powerful written documents that immediately draw readers in and keep them motivated to continue until your very last, well-chosen word.

GRAMMAR REFRESHER

ED2GO • Fee: \$99

January 18, February 15, March 15, April 12 or May 17
(Classes are offered every month)

For Registration and Information visit www.ed2go.com/temple/

Whatever your goals, a grasp of English grammar will help you refine your communication skills. You'll explore the basics of English grammar such as sentence structure and punctuation, as well as more advanced concepts such as logic and clarity. Along the way, a patient hands-on instructor will always support you. Have some fun with grammar lessons that include a touch of humor, straightforward, accessible examples, and lots of interactive exercises. Reacquaint yourself with old rules, meet some new ones and discover your own grammatical strengths.

Communication

CUSTOMER SERVICE FUNDAMENTALS

ED2G0 • Fee: \$99

January 18, February 15, March 15, April 12 or May 17
(Classes are offered every month)

As someone who participates in delivering high levels of customer service, you're an important ambassador for your organization. But do you truly feel empowered and capable of delivering top-notch customer service? In this six-week online course, you'll discover a number of dynamite methods to bring out your best and also do the same for the people with whom you work. You'll learn how to measure customer service—from your company's point of view and from the customers—and discover how to anticipate the needs of your customers. As an added bonus, you'll unlock the power of leading by example and setting new trends for customer service in your business.

You may already understand that top-notch customer service begins with knowing your customers and their needs, but do you know how to evaluate those customers, or better yet, what to do with the data once you have it? We'll take a look at that, as well as identify how your customer service stacks up right now, and how you can build on even the sharpest of service policies. Plus, you'll learn how to communicate, resolve complaints, and build long-lasting customer service programs, all in six easy weeks.

Human Resources

HUMAN RESOURCE MANAGEMENT ACADEMY



HRPO 2030 • CEUs: 4.0 • Fee: \$1,245
(includes SHRM Learning System® and lunch for six sessions)

February 13 • Monday • 6 - 8 p.m. (Orientation Session)
February 18, March 4 and 25, April 8 and 22, and May 6 • Saturdays
• 9:15 a.m. - 3:45 p.m. (Six Core Sessions)
May 15 • Monday • 6 - 8 p.m. (Final Exam Session)

Register by Monday, February 6, to avoid a \$75 late fee

Our HR Management Academy is designed primarily for experienced HR professionals seeking the new SHRM-CPSM and SHRM-SCPSM credentials. This certification preparation course focuses on identifying and testing the knowledge and practical real-life experiences HR professionals around the world need to excel in their careers.

However, it also is open to those not seeking certification, who will find this course provides a comprehensive and accelerated option for professional development. Participants gain a generalist point of view, refresh key ideas and concepts, strengthen their understanding of core competencies, and increase productivity.

Leadership

LEADERSHIP ONLINE

Fee: \$99 (for each)

Offered in partnership with
DDI

For those who qualify, earning your SHRM Certified Professional (SHRM-CPTM) or SHRM Senior Certified Professional (SHRM-SCPTM) credential establishes you as a recognized expert in the HR field. These new certifications recognize that HR professionals are at the core of leading organizational success:

- Built on one singular Body of Competency and Knowledge (BoCK) designed to elevate the HR profession around the world
- Tests the HR professional's competency—the ability to put that knowledge to work through critical thinking and application
- Demonstrates that the HR professional is a technical expert and has mastered the application of HR technical and behavioral competencies, through practice and experience, to drive business results

This certification preparation program covers four knowledge domains: People, Organization, Workplace and Strategy, as well as eight behavioral competencies: Leadership & Navigation, Ethical Practice, Business Acumen, Relationship Management, Consultation, Critical Evaluation, Global and Cultural Effectiveness, and Communication. For more information on these new credentials, visit www.SHRMcertification.org.

This intensive 40 classroom-hour program combines expert instruction with the 2017 SHRM Learning System®, so you will learn faster, retain more knowledge and stay on track as you prepare for the exam.

The course investment includes all course materials, printed as well as online, and lunch is provided on each of the six Saturday sessions. The investment, however, does not cover registration for the SHRM-CP or SHRM-SCP examinations.

Consider taking our high-quality web-based Development Dimensions International (DDI) leadership training. Each of the following topics, and many more, is presented in a highly engaging manner to enhance learning for improved on-the-job leadership performance.

- Essentials of Leadership (prerequisite for most other modules)
- Achieving Your Leadership Potential
- Building an Environment of Trust
- Coaching for Improvement/Success
- Delegating for Results
- Developing Others
- Getting Started as a New Leader
- Leading Change
- Resolving Conflict

To enroll, please contact (254) 298.8625 or BCE@templejc.edu.

Love to Help Adults Learn?

If you have expertise in a career or work-related skills, and experience in facilitating adult learning, please visit: templejc.peopleadmin.com to apply. We're always looking for quality instructors to help us in our role of "Training Individuals, Transforming Organizations."

Mirror Classes

Did you know that you can take some college credit courses as Continuing Education Unit (CEU) classes? These are called mirror classes. They provide a number of benefits for those who want to build their work-related knowledge and skills without working on a degree plan. Call us to learn more about this option.

FAQ

Q: WHO IS ELIGIBLE TO TAKE BUSINESS AND CONTINUING EDUCATION CLASSES?

A: Our classes are open to the general public without regard to gender, disability, race, color, age, religion, national origin or veteran status.

Q: WHAT ARE THE CLASS REQUIREMENTS?

A: This varies from class to class. Some classes do have pre-requisites and pre-assessments, so be sure to check before registering.

Q: WHERE ARE CLASSES HELD?

A: Most of our classes are held in Berry Hall on the Temple College main campus. Class location will be noted at time of registration.

Q: WHAT ARE CEUS?

A: Continuing Education Units (CEUs) are nationally recognized to record satisfactory completion of certain approved occupationally related programs. Generally one CEU is awarded for each 10 contact hours of instruction included in a specified continuing education program or activity. Successful completion is grade and attendance-based. Eighty percent attendance is required for most classes. Some classes require 100 percent attendance.

Ways to Register

ONLINE:
templejc.edu/bce/online

PHONE:
Call our office at (254) 298.8625

FAX:
Fill out the registration form at templejc.edu/bce/print and fax it to (254) 298.8317

IN PERSON:
Temple College, Berry Hall

Office Hours:
Monday - Thursday:
8 a.m. - 5:30 p.m.

Friday:
8 a.m. - Noon

Refund Policy

Upon written request to the Division of Business and Continuing Education, and

- For classes meeting more than two sessions and prior to the second class meeting, a 100% refund will be granted. After the class has met a second time, no refund will be granted.
- For classes meeting only one or two sessions and prior to the start of class, a 100% refund will be granted.

Courses that incur administrative and materials costs may only be eligible for reduced refunds, depending on costs incurred by the College. **Payment plan set-up fees are non-refundable.** An administrator must approve exceptions to the tuition refund policy.

CLASS CANCELLATION

If Temple College cancels the class, a one hundred percent (100%) refund will be granted. A class is cancelled when insufficient enrollment occurs. To help avoid class cancellations, paid registrations are required at least 48 hours prior to the first class day. The Business and Continuing Education Division makes every effort to notify students if a class will not be held due to insufficient enrollment. It is recommended that students call to verify that the class will be held as scheduled. Refunds are processed automatically.

Customized Training

We partner with business and other organizations within our service area to:

- Identify specific employee or team development needs
- Create a targeted plan for addressing these needs
- Find the right facilitator to lead the sessions
- Measure the results

We can host classes on campus or come to your location. Contact our office to learn more.

For more information about customized services to fit your needs, contact:

GRACIE CONNER
Division Director, (254) 298.8623

DENNIS MCDONAUGH
Director, Workforce Development, (254) 298.8639

Skills for Small Business

Temple College has an exciting opportunity for small business owners!

If you have at least one, but fewer than 100 employees, contact us to find out how you can get free training for your small business.



Partners

Temple College Business and Continuing Education is pleased to partner with City of Temple Parks & Recreation and the Cultural Activities Center (CAC) to provide a wide range of classes to our community.

With our focus primarily on professional and workforce-related skills development, we encourage you to check into the leisure and recreational classes available through these partners. They each have a variety of classes for all ages.

In addition, Temple College Business and Continuing Education also works in partnership with Chambers of Commerce, Economic Development Corporations, ISDs and numerous businesses and agencies throughout the Temple College service area.



City of Temple Parks and Recreation
2 N. Main St., Suite 201
Temple, Texas 76501
(254) 298.5690
www.templeparks.com



Cultural Activities Center
3011 N. 3rd St.
Temple, Texas 76501
(254) 773.9926
www.cacARTS.org

Temple College is an Equal Opportunity Institution. Temple College does not discriminate on the basis of gender, disability, race, color, age, religion, national origin, or veteran status.

We Have More!

- Contact us for a copy of our full catalog if you need a class that is not in this schedule. We can usually schedule a class on short notice as long as your business has a minimum of five registrants.
- Still can't find what you need? We can create a new course or customize an existing course to meet your organization's training needs.

Follow us

