Spring 2016
Welcome... TO YOUR CENTER FOR WORKPLACE LEARNING!

Temple College 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 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 2016 HIGHLIGHTS (NEW COURSE OFFERINGS)

- The 5 Choices of Extraordinary Productivity, PAGE 14
- Project Management Essentials, PAGE 14
- Creating a Service Culture, PAGE 31
- Accelerating Business Decisions, PAGE 13

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

I have been to several events at Temple College (TC) and have been consistently impressed by the quality of the facilities and recognize what a jewel this facility and its offerings are to this community. My meeting with the Business and Continuing Education (BCE) team has only cemented the expectation that the programs and staff are just as professional and effective as the facilities. The Workforce Development directors were both well informed, innovative in their thinking and definitely opened our eyes to some financial benefits from the TWC Skills for Small Business grant program. These values combined make it an easy decision that we should make the effort to take advantage of the offerings from TC BCE.
PHLEBOTOMY TECHNICIAN
PLAB 1023 • CEUs: 9.0 • Fee: $1,799
February 22 - June 1 • Mondays and Wednesdays
5:45 - 9:15 p.m.

Phlebotomy technicians carry the important professional responsibility of collecting blood samples from patients by venipuncture or micro-techniques. After completion of this program, students will be able to perform the following skills:

- Become familiar with phlebotomy procedures
- Learn 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

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

Note: There is no outside externship rotation included with this program.

MEDICAL BILLING AND CODING
POFM 1000 • CEUs: 8.0 • Fee: $1,899
February 29 - June 8 • Mondays and Wednesdays
5:45 - 8:45 p.m.

This program prepares students for a career as a medical billing and coding specialist. 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-10-CM, CPT, and HCPCS Level II coding manuals
- Develop an insurance claim
- Recognize health insurance 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 National Healthcareer Association (NHA).

Note: After completing the practical work experience (at least 1 year), students who complete this course will be qualified to sit for the American Academy of Professional Coders (AAPC) - Certified Professional Coder Exam (CPC) or CPT Exam (CPC-H Apprentice), the American Health Information Management Association (AHIMA) Certified Coding Associate (CCA) exam, and/or other National Certification Exams. Although currently both the AAPC and AHIMA certification exams include ICD-9 material, following the October 2015 switch to ICD-10, both may begin testing for ICD-10 information in 2016.

CERTIFIED NURSE AIDE (CNA)
NURA 1001 and 1060 • CEUs: 10.8 • Fee: $750
March 2 - April 27 • 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 the student to become a state certified nurse aide 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
- Perform basic point-of-care testing, such as blood glucose levels on patients
- Assist with ambulation using transfer belt, feeding and range of motion
- Give modified bed bath

Upon completion of this program, you will be prepared to take the National Nurse Aide Assessment Program (NNAAP®) exam, offered by Pearson Vue.

Note: Additional work experience (1-2 years) is highly recommended for students who plan to enter the workforce immediately after completing this program.

PHARMACY TECHNICIAN
PHRA 1001 • CEUs: 20.0 • Fee: $2,495
March 8 - October 6 • Tuesdays and Thursdays • 6 - 9:30 p.m.
(No Classes on March 14 and 16, May 30, July 4, and September 5)

Learn the skills you need to become a pharmacy tech 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 (PTEC) with the Pharmacy Technician Certified Board.
ELECTROCARDIOGRAPHY (EKG) TECHNICIAN
DSA 1040 • CEUs: 8.4 • Fee: $1,945
March 12 - May 28 • Saturdays • 9 a.m. - 4:30 p.m.
April 6 - June 29 • Mondays and Wednesdays • 6:40 - 9:10 p.m.

As a Certified EKG Technician, you will operate machines that record the electrical activity of a patient’s heart. After completion of this program, you will be able to:

• Set up and administer EKGs and stress tests
• Prepare patients for Holter, and/or ambulatory monitoring
• Edit and deliver final test results to physicians for analysis

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

CLINICAL MEDICAL ASSISTANT (CMA)
MDCA 1060 • CEUs: 29.4 • Fee: $2,895
April 2 - August 20 • Saturdays • 9 a.m. - 4:30 p.m.
(160 Clinical hours to be completed after classroom end date in August)

Medical Assistants can perform a variety of skilled administrative and clinical tasks. After completion of this program, students will be able 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).

CPR FOR HEALTHCARE PROFESSIONALS
CE 8512 • CEUs: 0 • Fee: $55
Offered monthly at various dates and times.
Call for dates and times.

Learn life-saving 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.

DIETARY MANAGEMENT PROGRAM
RSTO 1010 • CEUs: 4.0 • Fee: $250
December 14 and 28, 2015, January 11 and 25, February 8 and 22, 2016 • 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 ANFP (Association of Nutrition & Foodservice Professionals) membership, and 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.
SubSea Robotics Training is an eight-week, 356-hour course designed to develop basic skills and proficiency in offshore/onshore remotely operated vehicles (ROVs). Experienced industry professionals provide instruction with a course design based on input from companies who use this equipment in their daily operations. This program targets the needs and guidelines set forth by the International Marine Contractors Association (IMCA), the Association of Diving Contractors (ADC), the International Association of Drilling Contractors (IADC) and the Electrical Technician Association (ETA).

OSHA 10-HOUR WORKPLACE SAFETY GENERAL INDUSTRY
OSHT 1015 • CEUs: 1.0 • Fee: $225
March 29 and 31 • Tuesday and Thursday • Noon - 5 p.m.
OSHA 10-hour course teaches safety awareness and helps each worker recognize and reduce the risks of job site hazards. This hazard recognition training is intended as an orientation to OSHA standards, and covers safety and health hazards workers may face on industrial work sites. Our 10-hour course places special emphasis on hazard identification, avoidance, control and prevention.
OSHA 10-Hour Safety Cards will be issued to all students who successfully complete the course.

Learn life-saving skills tailored to the industrial environment. This course meets the requirements of the American Heart Association and the American Red Cross.

OSHA CPR FOR INDUSTRY
CE 8512 • CEUs: 0 • Fee: $55
Wednesday • February 10 • Noon - 4 p.m.

This course is designed to introduce students to direct current (DC) concepts and applications. Topics include: math required to understand DC circuits, fundamental electrical principles and laws; direct current test equipment; series, parallel, and combination circuits; and basic safety practices. Upon successful completion, students will be able to apply safety techniques while working on various circuits and components; identify characteristics of voltage, current, resistance, and power in DC circuits; and measure voltage, current, and resistance in DC circuits.
ALTERNATING CURRENT (AC) CIRCUITS
CETT 1000 • CEUs: 1.6 • Fee: $175
April 12 - 21 • Tuesdays and Thursdays • 1 - 5 p.m.

This course is designed to introduce students to alternating current (AC) concepts and applications. Topics include: math required to understand AC circuits, fundamental electrical principles and laws, and alternating current test equipment.

Upon successful completion, students will be able to apply safety techniques while working on various circuits and components; identify characteristics of voltage, current, resistance, and power in AC circuits; and measure voltage and current in AC circuits.

MANUFACTURING FUNDAMENTALS
ED2GO • Fee: $99
February 10, March 16, April 13 or May 18
(Classes are offered every month)

Learn the basic skills required to work in the manufacturing field. Discover the role of production design, process planning, and the heart of 13 different manufacturing processes. Understand why facility location and plant layout decisions are so vital and achieve worker satisfaction. Find out what makes up the physical work environment and learn how to characterize different types of production materials. Master product development concepts such as the voice of the customer (VOC), quality function deployment (QFD), and failure mode and effects analysis (FMEA). Learn how performance measurements and standardization improve manufacturing operations.

MANUFACTURING APPLICATIONS
ED2GO • Fee: $99
February 10, March 16, April 13 or May 18
(Classes are offered every month)

Learn to apply the principles and concepts of manufacturing. Discover the nature of strategy and learn how it leads to the development of manufacturing strategy. Understand the purpose of customer demand forecasting and find out what forecasting methods are suitable for which situations. Explore the nature of planning and learn how to effectively use Gantt charts and the precedence diagram method. Determine how purchasing, production and inventory control, and logistics support a manufacturing operation. Discover the basics of lean manufacturing and see how capacity management converts production plans into concrete products. Learn why manufacturing, industrial, and quality engineering are so essential to any firm. Understand the true meaning of productivity and how to improve it.

SIX SIGMA: TOTAL QUALITY APPLICATIONS
ED2GO • Fee: $99
February 10, March 16, April 13 or May 18
(Classes are offered every month)

Learn how to effectively apply the elements and methods of Six Sigma. Understand how more than 25 tools and methods relate to the DMAIC (define, measure, analyze, improve, and control) model. Determine the relationship of basic statistics to Six Sigma and learn about the Six Sigma business case including strategic planning, the voice of the customer (VOC), quality function deployment (QFD), benchmarking, and financial investment methods. Discover how to use brainstorming, Pareto charts, and critical to quality help define processes, problems, and opportunities. Master the use of other key tools such as cause and effect diagrams, check sheets, scatter diagrams, failure mode and effects analysis (FMEA), and force field analysis.
MAKE IT HAPPEN: GETTING MORE DONE WITH LESS STRESS AND GREATER SATISFACTION

BMGT 1091 • CEUs: 0.8 • Fee: $99
February 2 and 9 • Tuesdays • 9:45 a.m. - 2:30 p.m.
Register by January 25

How would you like to be equipped with the process, tools and techniques you need to:
• Do what you need to do when you need to do it
• Have the time and energy to do what you want to do when you can, and
• Feel okay about what you are not doing?

This two-session workshop will help you understand the five phases of mastering your workflow, take a look at procrastination, discuss tips and tricks for getting more done, and learn some techniques for using Outlook and other time management tools more effectively.

THE 5 CHOICES OF EXTRAORDINARY PRODUCTIVITY

BMGT 1091 • CEUs: 0.8 • Fee: $279
May 4 • Wednesday • 8:30 a.m. - 5 p.m.
Register by April 20

When we deliberately pay attention to the most important things amidst the distractions, we can harness the opportunities and technologies available today and soar to creative and innovative heights. The difference between sinking and soaring is our ability to make wise choices. In FranklinCovey’s 5 Choices course, participants learn a process which, when followed, will dramatically increase their ability to achieve life’s most important outcomes. Backed by science and years of experience, this course will produce a measurable increase in productivity and an inner sense of fulfillment and accomplishment. Led by a FranklinCovey certified facilitator, this time and life management workshop will help you make the right choices as you plan your day, week and life. You will align your daily and weekly tasks with the most important goals. You will move from being buried alive to extraordinary productivity!

ACCELERATING BUSINESS DECISIONS

BMGT 1095 • CEUs: 0.7 • Fee: $165
(Acludes DDI participant materials)
April 13 and 20 • Wednesdays • 1:30 - 5 p.m.
Register by April 4 to avoid a $75 late fee

In today’s turbulent, fast-flowing business environment, individuals usually don’t have the luxury of time when making decisions. Organizations need people who can quickly size up the situation, identify the most workable and expedient course of action, and then act — often without having all the data or the time to consider every possible option. This course helps individuals accelerate the decision-making process, yet still make quality decisions in fast-paced environments with limited time and information. It also teaches them to identify their own and others’ decision-making tendencies and understand how to balance them in situations requiring accelerated decisions.

PROJECT MANAGEMENT ESSENTIALS

BMGT 1021 • CEUs: 0.8 • Fee: $279
May 16 • Tuesday • 8:30 a.m. - 5 p.m.
Register by May 9

Today’s knowledge workers have quietly slipped into the role of the unofficial project managers. Stakeholders, scope creep, no formal training, and a lack of process all combine to raise the probability of project failure, costing organizations time, money and employee morale.

PEOPLE + PROCESS = SUCCESS
Project management isn’t just about managing logistics and hoping the project team is ready to play to win. Pervasive and sustainable project success will come to those who intentionally choose to implement a disciplined process of execution and master informal authority.

This FranklinCovey course, led by a certified facilitator, meets the requirements for PMP continuing education.
**EFFECTIVE SELLING**

**ED2GO**

**Fee: $99**

February 10, March 16, April 13 or May 18

(Classes are offered every month)

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.

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**USING SOCIAL MEDIA IN BUSINESS**

**ED2GO**

**Fee: $100**

February 10, March 16, April 13 or May 18

(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.

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**SMALL BUSINESS MARKETING ON A SHOESTRING**

**ED2GO**

**Fee: $99**

February 10, March 16, April 13 or May 18

(Classes are offered every month)

When it comes to marketing for small businesses, money isn’t everything! In this course, you’ll learn how to use the same marketing tricks the big companies employ—without making a big dent in your wallet.

As you build your own customized marketing plan step-by-step, you’ll discover how to attract your target audiences, entice customers to buy your product or service, and keep buyers coming back for more. In addition, you’ll find out how to generate the referrals that are crucial to your company’s success. You’ll get tips on evaluating your tactics, tracking your results, and fine-tuning your approach so it gets better every year. Best of all, the small business marketing strategies you’ll learn will fit into any budget—and some are even free!
Excel continues to be one of the most in-demand skills of employers. Do you have a solid foundation in this software? If not, this hands-on 12-hour workshop is for you! You will learn to:

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

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
■ Learn data analysis tools and AutoFilter commands
■ Create macros

Wouldn’t it be great to learn how to effectively use all of the advanced Excel features? Through this hands-on workshop, you will learn how to:

■ Add functional and eye-catching custom controls
■ Use advanced techniques for PivotTables
■ Master the art of conditional formatting

Microsoft Word is an essential skill for success in today’s business world whether you’re beginning your career in a support position or you’re 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 2013 - INTRODUCTION**

**ITSW 1053 • CEUs: 0.8 • Fee: $99**

May 16 and 18 • Monday and Wednesday • 8:30 a.m. - 12:30 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

Learn to power up your presentations! Through this hands-on workshop, you will learn how to:

- Create and run a slide presentation
- Edit and enhance objects
- Insert and manipulate images within your presentation
- Create and print out audience handouts and presentation notes

**ADOBE ILLUSTRATOR (CS6)**

**ARTC 1093 • CEUs: 0.8 • Fee: $107**

February 29 and March 2 • Monday and Wednesday • 8:30 a.m. - 12:30 p.m.

Adobe Illustrator is a program used by both artists and graphic designers to create vector image. Through this hands-on workshop, you will learn how to:

- Create logos, advertisements and other illustrations
- Draw and manipulate simple shapes
- Enhance images with ease

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**ADOBE PHOTOSHOP (CS6)**

**ITSW 1058 • CEUs: 0.8 • Fee: $107**

March 21 and 23 • Monday and Wednesday • 8:30 a.m. - 12:30 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:

- Edit, color, paint and re-touch tools
- Create and enhance images with ease

Learn to power up your presentations! Through this hands-on workshop, you will learn how to:

- Create and run a slide presentation
- Edit and enhance objects
- Insert and manipulate images within your presentation
- Create and print out audience handouts and presentation notes
Information Technology

CISCO ROUTER CONFIGURATION
ITNW 2012 • CEUs: 6.4 • Fee: $325
January 19 - March 10 • Tuesday and Thursday • 6 - 10 p.m.

The course provides an introduction to router configuration for local and wide area networks. Students will learn to perform basic router configuration tasks to assign device host names, console and virtual terminal passwords. Other topics include use and implementation of IPv4 and IPv6 in the network as well as an introduction to Routing Information Protocol (RIP), Open Shortest Path First (OSPF) and Cisco’s Enhanced Intermediate Gateway Routing Protocol (EIGRP).

C- PROGRAMMING
ED260 • Fee: $99
February 10, March 16, April 13 or May 18
(Courses are offered every month)

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.

JAVA PROGRAMMING
ED260 • Fee: $99
February 10, March 16, April 13 or May 18
(Courses are offered every month)

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+
ED260 • Fee: $110
February 10, March 16, April 13 or May 18
(Courses are offered every month)

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 2009 exam objectives (N10-005 and JK0-016). CompTIA Network+ certification also counts as one of the elective exams for the Microsoft Certified Systems Administrator (MCSA) certification.
**Accounting and Finance**

### QUICKBOOKS 2014

**ACNT 1010 • CEUs: 1.2 • Fee: $155**

May 7, 14 and 21 • Saturdays • 9 a.m. - 1 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

Register by January 27 to avoid a $75 late fee.

### PAYROLL PROFESSIONAL ACADEMY

#### PART TWO: PAYTRAIN MASTERY

**ACNT 1091 • CEUs: 3.6 • Fee: $795**

Includes materials and lunch each session

February 6, 13 and 27, March 5, April 2 and 9 • Saturdays 9:15 a.m. - 3:45 p.m.

This course continues where PayTrain Fundamentals leaves off. It provides a solid understanding of advanced payroll topics necessary for payroll managers and supervisors, and is ideal for experienced payroll professionals seeking compliance training, professional development, or CPP certification preparation.

For more information, visit: templejc.edu/academics/business-continuing-education/paytrain/

#### PREREQUISITE:
PayTrain Fundamentals

### AMERICAN SIGN LANGUAGE FOR THE WORKPLACE

**SLNG 1001 • CEUs: 3.2 • Fee: $149**

March 22 - May 12 • Tuesdays and Thursdays • 6 - 8 p.m.

This class is an introduction to sign language, finger spelling, 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.

### SPANISH - BEGINNING

**FRNL 1001 • CEUs: 3.8 • Fee: $169**

February 22 - April 11 • Mondays and Wednesdays • 9 a.m. - Noon

No classes during Spring Break

This introductory course focuses on selected vocabulary, pronunciations, and basic structures used in everyday settings. You will learn to translate, pronounce and explain technical words and phrases, and explain or paraphrase selected passages. Workplace environment and vocabulary needs will be addressed.

**Prerequisite:** PayTrain Fundamentals
Communication and Language

**BUSINESS AND CONTINUING EDUCATION SPRING 2016 SCHEDULE**

**SERVICE EXCELLENCE**

**DDI**

**BUSG 1005**

- **CEUs:** 0.8
- **Fee:** $165

*February 18 and 25 • Thursdays • 8:30 a.m. - 12:30 p.m.*

Register by February 9 to avoid a $75 late fee

This eight-hour customer service workshop, led by a DDI Certified facilitator, is designed to enhance participants’ commitment to exceptional service. It provides the skills and the “tools in your toolbox” for handling any type of customer situation, even those challenging, stressful ones where you take the HEAT. It is relevant to all those who serve others, even within the same organization. It includes two DDI training modules: Communicating with Impact and Taking the HEAT. Participant materials are included in the fee.

**COMMUNICATION AND LANGUAGE**

**GRAMMAR AND PUNCTUATION REVIEW FOR PROFESSIONALS**

**POFT 1091**

- **CEUs:** 1.2
- **Fee:** $175

*April 14, 21 and 28 • Thursdays • 8:30 a.m. - 12:30 p.m.*

Register by April 4

Are you crystal-clear on when to use the various punctuation marks? How sure are you of your use of grammar? Let this practical workshop help you:

- Understand the correct use of punctuation marks
- Review the parts and structure of sentences
- Learn punctuation rules that have changed since you were in high school—and why
- Learn tips to write correct, concise, and powerful sentences
- Proofread more effectively

Receive a copy of *The Blue Book of Grammar and Punctuation* by attending!

**COMMUNICATION AND LANGUAGE**

**WORKING AND LIVING EFFECTIVELY WITH OTHERS:**

**ENHANCING INTERPERSONAL COMMUNICATION SKILLS AND VALUING DIFFERENCES IN OTHERS**

**COMG 1040**

- **CEUs:** 0.8
- **Fee:** $165

*March 30 and April 6 • Wednesdays • 9:45 a.m. - 2:30 p.m.*

Register by March 22 to avoid a $75 late fee

Strong interpersonal skills are essential to success in the workplace and at home—wherever we encounter others! This practical, skills-building workshop will help you:

- Recognize the impact you have on your success and the success of others by enhancing interpersonal skills
- Use a set of interaction process skills that enable you to conduct more successful discussions that achieve results
- Use a technique for providing specific, meaningful feedback that helps people improve their performance and increase productivity
- Contribute your unique styles, abilities and motivations to ensure the success of your work group(s)
- Encourage others to contribute their unique styles, abilities, and motivations
- Work more collaboratively and productively with people who have a variety of styles, abilities and motivations
- Leverage the talents of others to achieve better results
- Contribute to a climate in which people’s differences are respected and utilized

**Communication and Language**

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- Encourage others to contribute their unique styles, abilities, and motivations
- Work more collaboratively and productively with people who have a variety of styles, abilities and motivations
- Leverage the talents of others to achieve better results
- Contribute to a climate in which people’s differences are respected and utilized

**COMMUNICATION AND LANGUAGE**

**GRAMMAR AND PUNCTUATION REVIEW FOR PROFESSIONALS**

**POFT 1091**

- **CEUs:** 1.2
- **Fee:** $175

*April 14, 21 and 28 • Thursdays • 8:30 a.m. - 12:30 p.m.*

Register by April 4

Are you crystal-clear on when to use the various punctuation marks? How sure are you of your use of grammar? Let this practical workshop help you:

- Understand the correct use of punctuation marks
- Review the parts and structure of sentences
- Learn punctuation rules that have changed since you were in high school—and why
- Learn tips to write correct, concise, and powerful sentences
- Proofread more effectively

Receive a copy of *The Blue Book of Grammar and Punctuation* by attending!
DEALING WITH DIFFICULT PEOPLE

COMM 1045 • CEUs: 0.8 • Fee: $99
February 26 and March 4 • Fridays • 8:30 a.m.-Noon
Register by February 18

Are “difficult” people making your workday or personal life difficult? Do you know a whiner, a yes-person, a tank, a grenade, a martyr, or a sniper?
Dealing with Difficult People can help you better understand the motivations and behaviors of those around you. This class can help you cope better with difficult behaviors and create more positive, effective relationships so you can reach your goals.

After participating in this interactive and revealing workshop, you will be able to:
- Identify the 10 most common difficult behaviors
- Understand which behaviors you find more “difficult” to deal with and why
- Deal more effectively with each of the difficult behavior types
- Understand better how people think, what motivates some people, and why they act the way they do
- Use your communication skills to help turn conflict into cooperation

BEGINNING CONVERSATIONAL FRENCH

ED2GO • Fee: $99
February 10, March 16, April 13 or May 18
(Classes are offered every month)

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!

INSTANT ITALIAN!

ED2GO • Fee: $99
February 10, March 16, April 13 or May 18
(Classes are offered every month)

This dynamic course will teach you how to express yourself comfortably in Italian. You’ll learn practical, everyday words and phrases that will make your stay in Italy more enjoyable. You’ll read, hear, and practice dialogues based on typical situations that you’re likely to encounter while staying in Italy. The dialogues and follow-up exercises of each lesson will teach you how to communicate in Italian in a wide variety of settings. You’ll be surprised by how quickly and easily you can learn many useful expressions in Italian!
HRPO 1000 ◆ CEUs: 1.5 ◆ Fee: $419
January 21 and 28, February 4 and 11 ◆ Thursdays ◆ 5:30 - 9:15 p.m. or May 19 and 26 ◆ Thursdays ◆ 8:30 a.m. - 5 p.m.
Register by January 13/May 9 to avoid a $75 late fee
This 15-hour introductory course for those in HR or anyone who oversees the work of others is offered in partnership with the Society for Human Resources Management (SHRM). It provides a comprehensive overview of the human resource function, covering today’s most vital and timely topics, including employment law, selecting qualified employees, compensation, orientation and training, and the employee performance process.

LEADERSHIP LAUNCH
BMGT 1010 ◆ CEUs: 1.2 ◆ Fee: $249
February 24, March 2 and 9 ◆ Wednesday ◆ 8:15 a.m. - 12:15 p.m.
Register by February 15 to avoid a $75 late fee
This three-session course accelerates leaders’ abilities to get effective results through others. A DDI certified facilitator will guide you through two primary topics: “Getting Started as a New Leader” and “Essentials of Leadership.” Participants will learn to assign work in a meaningful way, deal effectively with direct reports who used to be peers, acquire a set of proven interaction skills, discover seven Leadership Imperatives that are key to meeting today’s challenges, and realize their role as a catalyst leader who inspires others to act.

HRPO 2030 ◆ CEUs: 4.0 ◆ Fee: $1,145
( includes SHRM Learning System© and lunch for six sessions)
February 16 ◆ Tuesday ◆ 6:45 - 8:45 p.m. (Orientation Session)
February 20, March 5, April 2, 16 and 30, and May 14 ◆ Saturdays ◆ 9:15 a.m. - 3:45 p.m. (Six Core Sessions)
May 24 ◆ Tuesday ◆ 6:45 - 8:45 p.m. (Final Exam Session)
Register by February 5 to avoid a $75 late fee
Our HR Management Academy is designed primarily for experienced HR professionals seeking the new SHRM-CP® and SHRM-SCP® credentials. For those who qualify for the SHRM certification exams, earning your SHRM Certified Professional (SHRM-CP®) or SHRM Senior Certified Professional (SHRM-SCP®) credential establishes you as a recognized expert in the HR field.

HRM ESSENTIALS OF HUMAN RESOURCES MANAGEMENT
SHRM Essentials of Human Resource Management is specifically designed to challenge you and provide the skills you need to confidently face today’s complex HR situations and compliance issues within your organization. You will participate in interactive case study activities designed for you to practice real-life HR situations in a non-threatening atmosphere. For more information, visit: templejc.edu/academics/business-continuing-education/hrm/essentials/

HUMAN RESOURCE MANAGEMENT ACADEMY
HRPO 2030 ◆ CEUs: 4.0 ◆ Fee: $1,145
(Includes SHRM Learning System® and lunch for six sessions)
February 16 ◆ Tuesday ◆ 6:45 - 8:45 p.m. (Orientation Session)
February 20, March 5, April 2, 16 and 30, and May 14 ◆ Saturdays ◆ 9:15 a.m. - 3:45 p.m. (Six Core Sessions)
May 24 ◆ Tuesday ◆ 6:45 - 8:45 p.m. (Final Exam Session)
For more information, visit: templejc.edu/academics/business-continuing-education/continuing-education-classes/
Many customer service initiatives are built upon "a fix" – a three-month or one-year initiative to make the organization customer-service focused. But creating a service culture is not a one-time, skills-training event. It’s an on-going organizational commitment driven by effective service leaders. Once the strategic focus is defined, leaders need to know exactly how to make the service vision a reality. This course helps leaders identify barriers to service excellence and provides them with five leader practices to create a service culture. You’ll leave with an action plan for turning your customer service vision into reality. It is highly recommended that several leaders from an organization attend this workshop together in order to have greater organizational impact.

**ESSENTIAL INTERVIEW SKILLS**

HRPO 2008 • CEUs: 0.7 • Fee: $165
April 7 • Thursday • 8:30 a.m. - 5 p.m.
Register by March 29 to avoid a $75 late fee

Invest a day to improve your ability to take interviewing to a "hire" level. You’ll learn how to gather the kind of information that will help you better predict applicants’ future behavior in your open position, as well as whether they’re likely to stay with the organization over time – while ensuring that your questions are legal and appropriate.

**COACHING EMPLOYEES FOR ENHANCED PERFORMANCE**

HRPO 1007 • CEUs: 0.8 • Fee: $165
April 13 and 20 • Wednesdays • 8:15 a.m. - 12:15 p.m.
Register by April 4 to avoid a $75 late fee

Too many leaders pass up the opportunity to “Coach for Success,” focusing instead on “Coaching for Improvement” once mistakes occur. This two-session workshop will develop skills for each of these two situations. Leaders will learn a proven coaching process to ensure they identify coaching opportunities, provide needed coaching and support, observe performance, and measure results until desired outcomes are achieved. The emphasis will be on how coaching for success benefits individuals, strengthens work groups, and supports an organization’s objectives and priorities. It also will prepare leaders for helping individuals take responsibility for addressing unacceptable performance or work habits that impact others and the organization.

Prerequisite: DDI’s "Essentials of Leadership," which may be taken through “Leadership Launch” or in a web-based training option. DDI’s "Communicating with Impact," as well as "Communicating for Leadership Success," also will fulfill the prerequisite.
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.

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 at TC Main Campus Berry Hall. 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% attendance.

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.
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

**KATHY BRANDNER**
Director, Workforce Development, (254) 298.8312

**DENNIS MCDONOUGH**
Director, Workforce Development, (254) 298.8639

Temple College has an exciting opportunity for Temple’s 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.
Campus Map

Twenty-minute parking is available for visitors. Students attending classes should obtain a no-cost temporary parking pass in Berry Hall, room 209, prior to class.

Business and Continuing Education classes are held in:

**Berry Hall**, located at:

2600 SOUTH 1ST STREET
TEMPLE, TEXAS 76504

1. **Berry Hall**
2. Institutional Services Center (ISC)
3. Hubert M. Dawson Library (HDL)
4. Arnold Student Union (ASU)
5. Math and Biomedical Science Building (MBS)
6. Newton Science Building (NSB)
7. Science Laboratory Building (SLB)
8. One College Centre (OCC)
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.