

CATEGORIES	WECM	CIP	Course Name	Course Description	Course Hours	Class Delivery Method	Start Date	End Date
Conflict Resolution	BMGT 1044	52.0201	Reducing Workplace Conflict	<p>This seminar provides a straightforward approach that helps participants develop the understanding and self-awareness necessary to resolve interpersonal conflict. In addition to learning how to work through conflict on an individual basis, a strong foundation for resolving issues within an entire team are reviewed. This builds the keys to maintaining a well-balanced workplace by helping individuals understand their behavior in conflict and providing the problem solving skills needed to manage adversity within the team.</p> <p>Elements in this course include:</p> <ul style="list-style-type: none"> <li>Understand the four approaches to conflict.</li> <li>Discover the importance of finding conflict resolution goals.</li> <li>Stages of conflict and reactions to intense stress.</li> <li>Explore ways to generate effective solutions.</li> <li>Develop strategies for a balanced approach to working through conflict.</li> </ul>	8	In Person or Online	7/21/2025	7/25/2025
Customer Service	ITSC 1044	11.0101	Customer Service Skills	<p>The training session will focus specifically on teaching employees the skills and competencies needed to effectively work in the customer service environment. Key to this environment are the areas of communication, listening, interacting with customers and creating a strong service focus. Emphasis will be placed on developing a solid foundation of customer understanding (needs) and how to communicate effectively with customers.</p> <p>Elements in this course include:</p> <ul style="list-style-type: none"> <li>Trust and rapport building (relationship building).</li> <li>Active listening skills.</li> <li>Managing customer expectations.</li> <li>Creating customer loyalty.</li> <li>Communication etiquette (verbal, telephone and written).</li> <li>Understand and effectively work within a customer service environment.</li> </ul>	16	In Person or Online	7/28/2025	8/8/2025
Leadership	BMGT 1018	52.0201	Basic Supervision	Exploration of supervisory functions as applied to leadership, counseling, motivation and human skills. Explain the role, characteristics, and skills of a supervisor.	8	In Person or Online	7/28/2025	8/1/2025
Business Software	ITSC 2021	11.0101	Integrate Software Application II	Intermediate study of computer applications from business productivity software suites. Instruction in embedding data and linking and combining documents using word processing, spreadsheets, databases, and/or presentation media software. Use intermediate word processing, spreadsheet, database, and/or presentation software techniques; and apply integration techniques to produce documents.	48	In Person or Online	7/14/2025	8/7/2025
Business Software	ITSC 2032	11.0101	Advanced Computer Applications in Business	Utilize packaged software to prepare business applications. Create an advanced business application.	8	In Person or Online	7/8/2025	7/8/2025
Computer	ITSC 1001	11.0101	Introduction to Computers	Overview of computer information systems. Introduces computer hardware, software, procedures, and human resources. Identify the components of a computer system; use common applications; explain the impact of computers on society; identify computer careers; identify fundamental programming structures; identify ethical use of computers; and use basic operating system functions.	48	In Person or Online	7/9/2025	7/16/2025
Computer	ITSC 1046	11.0101	Computer Operating Systems	Instruction in operating system utilities, function calls, and operating system components. Includes file structuring capabilities, disk space organization and allocation, serial and parallel port handling, error handling, and memory management. Install and configure operating systems; allocate and organize primary and secondary storage; configure peripheral devices; manage file structures; and use utilities.	32	In Person or Online	7/17/2025	7/23/2025
Digital Literacy	ITNW 1037	11.0101	Introduction to the Internet	Introduction to the Internet with emphasis on using the World Wide Web to locate, transfer, and publish information. Survey of emerging technologies on the Internet. Use and configure web browsers; use the Internet to locate, transfer, and publish information; create a basic HTML document; use e-mail services; and explain issues in choosing an Internet service provider.	8	In Person or Online	7/21/2025	7/25/2025

Microsoft Office S	ITSW 1001	11.0602	Word - Basic	<p>This is an introductory level course designed to familiarize trainees on the use and application of Microsoft Word software. An assessment of each trainee's knowledge and skill level will be taken on the first day of class, as well as at the end of the class. Results will be reported back to the sponsor company.</p> <p>Elements in this course include:</p> <ul style="list-style-type: none"> <li>Use the Help system and navigate documents.</li> <li>Enter and edit text, create and save documents and learn how to enhance the appearance of a document by using various formatting options.</li> <li>Create tables, insert headers and footers, proof and print documents and insert graphics.</li> <li>Insert graphics and clip art, move graphics, wrap text around graphics and modify graphics.</li> <li>Examine and compare text formatting, work with character styles and work with a document outline.</li> <li>Proof a document by checking spelling and grammar, use AutoCorrect, preview and print documents, create PDF and XPS documents and edit PDF documents in Word.</li> </ul>	8	In Person or Online	7/21/2025	7/25/2025
Microsoft Office S	ITSW 1001	11.0602	Word - Intermediate	<p>This is an intermediate to advanced level course designed to build on the skills and concepts taught in Microsoft Word - Basic. An assessment of each trainee's knowledge and skill level will be taken on the first day of training, as well as at the end of class. Results will be reported back to the sponsor company.</p> <p>Elements in this course include:</p> <ul style="list-style-type: none"> <li>Use the elements of the Word window, create and save documents and navigate a document and select text by using the keyboard and the mouse.</li> <li>Insert and delete text, create hyperlinks, use the Undo and Redo commands, cut, copy and paste text, and find and replace text.</li> <li>Use document templates, manage document revisions and work with Web features.</li> <li>Create tables, work with text in a table, adjust a table's structure, apply table formatting and styles and work with data in a table.</li> <li>Add headers and footers, set and change document margins, change page orientation, set text flow options and add and delete manual page breaks.</li> <li>Work with styles, sections and columns and will use the Navigation pane to work with outlines.</li> <li>Examine and compare text formatting, work with character styles and work with a document outline.</li> <li>Format tables, print labels and envelopes and work with graphics.</li> </ul>	16	In Person or Online	7/28/2025	8/1/2025
Microsoft Office S	ITSW 1004	11.0301	Excel - Basic	<p>This is an introductory level course designed to familiarize trainees on the use and application of Microsoft Excel software. An assessment of each trainee's knowledge and skill level will be taken on the first day of class, as well as at the end of the class. Results will be reported back to the sponsor company.</p> <p>Elements in this course include:</p> <ul style="list-style-type: none"> <li>Use the Help system and navigate worksheets and workbooks.</li> <li>Recognize spreadsheet terminology.</li> <li>Start Microsoft Excel and identify the components of the Excel interface.</li> <li>Enter and edit text, values, formulas and pictures.</li> <li>Understand how to save workbooks in various formats.</li> <li>Move and copy data, learn about absolute and relative references and work with ranges, rows and columns.</li> <li>Use simple functions, basic formatting techniques and printing.</li> <li>Create and modify charts and learn how to manage large workbooks.</li> <li>Check spelling, find and replace text and data, preview and print a worksheet, set page orientation and margins, create and format headers and footers and print gridlines.</li> </ul>	8	In Person or Online	7/28/2025	8/1/2025