CATEGORIES	WECM	CIP	Course Name	Course Description	Course Hours	Class Delivery Method	Start Date	End Date
Conflict Resolution	BMGT 1044	52.0201	Negotiations and Conflict Management	Theories which aid in the diagnosis of interpersonal and intergroup conflict. The role of manager as negotiator, intermediary, and problem-solver. Recognize communication skills in negotiations and conflict resolution; and demonstrate strategies in negotiations.	8	In Person or Online	7/21/2025	7/25/2025
Customer Service	ITSC 1044	11.0101	Help Desk: Customer Service Skills	Fundamental customer support concepts for the operation of a help desk or call center including effective communication, customer service principles, troubleshooting, and solution-oriented techniques. Apply basic principles of effective business communication, customer service principles, troubleshooting, and problem solution techniques; and communicate software technical information via telephone.	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 Management	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 Management	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 Software	ITSW 1001	11.0602	Introduction to Word Processing	An overview of the production of documents, tables, and graphics. Identify word processing terminology and concepts; 'create technical documents; format and edit documents; use simple tools and utilities; and print documents.	8	In Person or Online	7/21/2025	7/25/2025
Microsoft Office Software	ITSW 1001	11.0602	Intermediate Word Processing	Word processing applications to produce mailable documents. Apply basic and advanced formatting skills and special functions to produce documents	16	In Person or Online	7/28/2025	8/1/2025
Microsoft Office Software	ITSW 1004	11.0301	Introduction to Spreadsheets	Instruction in the concepts, procedures, and application of electronic spreadsheets. Define spreadsheet terminology and concepts, create formulas and functions, use formatting features, and generate charts, graphs, and reports.	8	In Person or Online	7/28/2025	8/1/2025