This catalog provides dates, times, and summaries of OCCC professional development classes offered July 1, 2015 through June 30, 2016.
# Course Catalog 2015-2016

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The SUPERVISOR SERIES presents an overview of how College policies interrelate and offers courses pertinent to supervisors’ success...

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The TECHNOLOGY SERIES helps employees sort and disseminate an influx of information and provides them with tools and resources to achieve business solutions...

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The 3 C’S OF OCCC SERIES emphasizes the importance of communication, confidence, and customer service at OCCC. Topics are related to campus expectations...

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The SUPERVISOR SERIES presents an overview of how College policies interrelate and offers courses pertinent to supervisors’ success.

Summer 2015

(No Classes Held)

Fall 2015

September
23 Ethics Rules, 12:00 p.m. to 1:00 p.m., CU 1
OCCC employees are subject to ethics rules governing their conduct. In this workshop, General Counsel Nancy Gerrity will offer a brief overview of these rules.
Instruction by General Counsel Nancy Gerrity, OCCC

October
13 A LOT (Leave, Overtime, and Time Sheets), 2:00 p.m. to 4:00 p.m., JMC 131
There is a lot to know about time reporting and leave policies. This course will develop the participants’ expertise in interpreting policies and forms pertaining to recording time worked and leave requested. Representatives from HR and Payroll will detail requirements regarding properly administering overtime, leave, holidays, timesheets, and attendance.
Instruction by Payroll Coordinator Lori Johnson and Director of Benefits Elizabeth Lott, OCCC

November
03 Preparing for Performance Appraisals, 8:30 a.m. to 9:30 a.m., CU 1
Designed to equip employees with tips for collaborating with supervisors; taking active roles in the evaluation process; and ensuring performance appraisals include professional development plans. This course will provide a general view of the scope and requirements of the performance appraisal process.
Instruction by Larry Robertson, Director of Compensation and Human Resources Systems, OCCC

04 Conducting Performance Appraisals, 2:00 p.m. to 4:00 p.m., CU 1
Appraisal training helps enhance supervisor’s coaching and evaluation skills. This course provides tools to clearly communicate with an employee about past performance, assess job satisfaction, and make plans for future performance and professional development.
Instruction by Larry Robertson, Director of Compensation and Human Resources Systems, OCCC

10 FMLA and Workers’ Compensation, 8:30 a.m. to 10:30 a.m., JMC 131
This course informs supervisors of their notification and compliance obligations and includes the legal implications of the Family and Medical Leave Act (FMLA) and workers’ compensation.
Instruction by Vice President for Human Resources Angie Christopher and Director of Benefits Elizabeth Lott, OCCC
December
03  Preparing for Performance Appraisals, 1:30 p.m. to 2:30 p.m., JMC 131
Designed to equip employees with tips for collaborating with supervisors; taking active roles in the evaluation process; and ensuring performance appraisals include professional development plans. This course will provide a general view of the scope and requirements of the performance appraisal process.
Instruction by Larry Robertson, Director of Compensation and Human Resources Systems, OCCC

08  Conducting Performance Appraisals, 8:30 a.m. to 10:30 a.m., JMC 131
Appraisal training helps enhance supervisor’s coaching and evaluation skills. This course provides tools to clearly communicate with an employee about past performance, assess job satisfaction, and make plans for future performance and professional development.
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Spring 2016

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Designed to equip employees with tips for collaborating with supervisors; taking active roles in the evaluation process; and ensuring performance appraisals include professional development plans. This course will provide a general view of the scope and requirements of the performance appraisal process.
Instruction by Larry Robertson, Director of Compensation and Human Resources Systems, OCCC

21  Positive Discipline: Quickly Addressing the Problem, 8:30 a.m. to 11:30 a.m., JMC 131
Discover proven ways to generate positive change within your ranks. In this workshop, you’ll be provided instruction on how to address problem behavior in a way that minimizes accusations, hostility, and defensiveness. Learn to create a plan of action and receive commitment from your employees. Coaching techniques will be practiced to ensure your expectations are clear. The documentation process will be emphasized.
Instruction by Director of Employment and Employee Relations Jana Legako, OCCC

21  Conducting Performance Appraisals, 2:00 p.m. to 4:00 p.m., JMC 131
Appraisal training helps enhance supervisor’s coaching and evaluation skills. This course provides tools to clearly communicate with an employee about past performance, assess job satisfaction, and make plans for future performance and professional development.
Instruction by Larry Robertson, Director of Compensation and Human Resources Systems, OCCC
February
10  **Preparing for Performance Appraisals**, 3:30 p.m. to 4:30 p.m., CU 1
Designed to equip employees with tips for collaborating with supervisors; taking active roles in the evaluation process; and ensuring performance appraisals include professional development plans. This course will provide a general view of the scope and requirements of the performance appraisal process.
Instruction by Larry Robertson, Director of Compensation and Human Resources Systems, OCCC

25  **Conducting Performance Appraisals**, 10:00 a.m. to 12:00 p.m., CU 1
Appraisal training helps enhance supervisor’s coaching and evaluation skills. This course provides tools to clearly communicate with an employee about past performance, assess job satisfaction, and make plans for future performance and professional development.
Instruction by Larry Robertson, Director of Compensation and Human Resources Systems, OCCC

March
01  **Contracts 101**, 2:00 p.m. to 4:00 p.m., JMC 131
Do you know who may sign a contract at OCCC or what terms that contract may or may not contain? Contracts 101 will teach you the basics on reviewing and entering contracts at OCCC.
Instruction by General Counsel Nancy Gerrity, OCCC

03  **A LOT (Leave, Overtime, and Time Sheets)**, 8:30 a.m. to 10:30 a.m., JMC 131
There is a lot to know about time reporting and leave policies. This course will develop the participants’ expertise in interpreting policies and forms pertaining to recording time worked and leave requested. Representatives from HR and Payroll will detail requirements regarding properly administering overtime, leave, holidays, timesheets, and attendance.
Instruction by Payroll Coordinator Lori Johnson and Director of Benefits Elizabeth Lott,

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This course informs supervisors of their notification and compliance obligations and includes the legal implications of the Family and Medical Leave Act (FMLA) and workers’ compensation.
Instruction by Vice President for Human Resources Angie Christopher and Director of Benefits Elizabeth Lott, OCCC

April
27  **Encouraging Positive and Productive Group Dynamics**, 2:00 p.m. to 4:00 p.m., JMC 131
There is power in combining the talents of many individuals and strong teams contribute more than the sum of their parts. Researchers have found that when a team has a positive dynamic, its members are nearly twice as creative as an average group. By the end of the course, students will be able to list and describe the stages of group development; identify and analyze social processes that impact group development and performance; and apply techniques that provide positive impact on goal achievement.
Instruction by Coordinator of Professional Development Dana Culton, OCCC
May (No Classes)

Summer 2016

(No Classes Held)

The TECHNOLOGY SERIES helps employees sort and disseminate an influx of information and provides them with tools and resources to achieve business solutions.

Summer 2015

(No Classes Held)

Fall 2015

August
28 Microsoft Publisher 2013 Level I, 9:00 a.m. to 12:00 p.m., JMC 119
Microsoft Publisher 2013 is used to create, design, and share publications. In this introductory course, students will explore the Interface; add content to a publication; and format and edit text in a publication.
Instruction by Technical Trainer/Consultant Leslie Hardin

28 Introduction to Microsoft Outlook 2013, 1:00 p.m. to 3:00 p.m., JMC 119
Outlook is the World’s most popular business email and scheduling software. In this workshop, attendees will get hands-on experience in organizing the Inbox, creating rules; and setting automatic replies.
Instruction by Technical Trainer/Consultant Leslie Hardin

September
09 Microsoft Publisher 2013 Level II, 8:30 a.m. to 11:30 a.m., JMC 119
Rather than text composition and proofing, the Microsoft Publisher application emphasizes page layout and design. This course will cover adding graphical objects to a publication; manipulating the appearance of pictures; saving publications; running design checker; previewing, printing; and sharing a publication.
Instruction by Technical Trainer/Consultant Leslie Hardin
09  **Introduction to Excel**, 12:00 p.m. to 2:00 p.m., JMC 119
Microsoft Excel is the spreadsheet component of the Microsoft Office Suite. In this introductory class, students will navigate the Ribbon Interface; work with formats and styles; sort and filter data; and create charts and graphs.
Instruction by Technical Trainer/Consultant Leslie Hardin

09  **Time Management in Outlook**, 2:30 p.m. to 4:30 p.m., JMC 119
Outlook is a time management tool. Beyond managing email, Outlook has numerous functions that help with prioritization and organization. By the end of this class, students will be able to organize their calendars; set-up meetings; and work with message flags and reminders.
Instruction by Technical Trainer/Consultant Leslie Hardin

October
21  **Securing Your Information**, 9:30 a.m. to 10:30 a.m., JMC 131
This session covers the threats to your digital information, how to recognize those threats and how to protect yourself from being a victim. Topics include malware, identity theft, ransomware, and other forms of attack against your digital information.
Instruction by Professor of Computer Science and Cyber Security Al Heitkamper, OCCC

26  **Backup Your Data or Else**, 12:00 p.m. to 1:00 p.m., CU 3
This session covers the hows and whys of backing-up data on your computer. There will be discussion of the various media and the pros and cons of each. The workshop will also cover the use of the Cloud as a backup option.
Instruction by Professor of Computer Science and Cyber Security Al Heitkamper, OCCC

28  **Creating Formulas in Excel**, 9:00 a.m. to 11:00 a.m., JMC 119
Excel is used primarily to enter, edit, format, sort, perform mathematical computations, save, retrieve, and print numeric data. In this intermediate class, students will create formulas to add, subtract, multiply, and divide; use functions to sum values, calculate averages, etc.; and use the Concatenate function to join data in two cells.
Instruction by Technical Trainer/Consultant Leslie Hardin

28  **Introduction to Lync (Skype for Business)**, 11:30 a.m. to 1:30 p.m., JMC 119
Microsoft Lync 2013 (Skype for Business) has a variety of benefits to assist with making communications more efficient and effective. All OCCC employees have access to Lync accounts. As such, students will be able to use their own accounts to learn how to instant message contacts; share their screens; use presenter controls; and record meetings.
Instruction by Technical Trainer/Consultant Leslie Hardin
**Microsoft OneNote 2013 Level I**, 2:00 p.m. to 4:00 p.m., JMC 119
This course introduces Microsoft Office 2013 users to OneNote Basics. Covered topics include navigating the OneNote 2013 environment; using predesigned templates for OneNote notebooks; working with notebooks, sections, and pages; sending content to OneNote, using Outlook; and customizing the user Interface.
Instruction by Technical Trainer/Consultant Leslie Hardin

**November**

**05 Collaborating in Outlook**, 8:30 a.m. to 10:30 a.m., JMC 119
Outlook can be leveraged to stay on top of important connections. By the end of this course, learners will be able to monitor and manage contacts; schedule and assign tasks; and share calendars and other folders.
Instruction by Technical Trainer/Consultant Leslie Hardin

**05 Microsoft OneNote 2013 Level II**, 11:00 a.m. to 1:00 p.m., JMC 119
OneNote is a virtual notebook for information gathering and collaboration. In this intermediate course, students will save and export content and alternate file types; export to other formats; share and collaborate on notebooks; and work with Excel and embedded files.
Instruction by Technical Trainer/Consultant Leslie Hardin

**18 Designing Pivot Tables in Excel**, 8:30 a.m. to 10:30 a.m., JMC 119
The Excel series is designed to familiarize students with terminology, screen components, and the most commonly used functions offered by Microsoft Excel. In this advanced section, students will plug data into and create Pivot Tables and Charts.
Instruction by Technical Trainer/Consultant Leslie Hardin

**18 Microsoft OneNote 2013 Level III**, 11:00 a.m. to 1:00 p.m., JMC 119
In this course, learners delve deeper into OneNote 2013 functionality. Students will finalize a notebook; configure notebook settings and properties; organize and search notebooks; and send a notebook.
Instruction by Technical Trainer/Consultant Leslie Hardin

**December (No Classes)**

**Spring 2016**

**January**

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Instruction by Technical Trainer/Consultant Leslie Hardin

28  **Protect Thyself: Curbing the Risk of Online Threats**, 10:30 a.m. to 11:30 a.m., JMC 131
How can you avoid Malware? What are the latest viral threats? How do you avoid them at home and work? What makes for a good protection scheme? Join Desktop Support Specialist Michael McKaughan as he discusses computer safety and provides answers to these questions and more.
Instruction by Desktop Support Specialist Michael McKaughan, OCCC

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16  **Microsoft OneNote 2013 Level I**, 9:00 a.m. to 11:00 a.m., JMC 119
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Instruction by Technical Trainer/Consultant Leslie Hardin
April
06   **Securing Your Mobile Device**, 9:00 a.m. to 10:00 a.m. in JMC 131
This session covers the threats to your mobile devices, how to recognize those threats and how to protect yourself from being a victim. Topics include rouge Wi-Fi hotspots, remote control of your devices, malware threats, and other forms of attacks against your mobile devices. Instruction by Professor of Computer Science and Cyber Security Al Heitkamper, OCCC

May (No Classes)

Summer 2016
(No Classes Held)

The ADVANCED INNOVATION SERIES offers employees in key positions relevant information in developing credibility and strategy.

Summer 2015
(No Classes Held)

Fall 2015

September (No Classes)

October
07   **Lean Six Sigma White Belt**, 8:30 a.m. to 12:30 p.m., JMC 131
Lean thinking focuses on enhancing value for the customer by improving and smoothing the process flow and eliminating waste. Six Sigma is a systematic and robust approach to improvement, which focuses on the customer and other key stakeholders. Lean Six Sigma White Belt training is geared toward providing OCCC employees with a fundamental understanding of the overall methodology and tools used in the Lean Six Sigma process. Instruction by Echelon LLC CEO/President and Executive Master Black Belt Walter Miller

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09  **Strategic Planning**, 9:00 a.m. to 4:00 p.m., CU Room 3
Strategic Planning determines where a department or an organization is going over the next several years; how it will get there; and how it will know if it arrived. The planning process provides an opportunity for partners and staff to establish common language and involvement. In this seminar, students will get an overview of strategic planning and a framework for goals and strategies for the upcoming year.
Instruction by Acting Executive Vice President Steve Bloomberg, OCCC

28  **A Project Management Toolkit**, 8:30 a.m. to 11:30 a.m., CU Room 1
This introductory course combines and balances theory with hands-on practice. With his extensive experience managing projects in the college and other organizations, Instructor Stu Harvey will discuss important elements of all projects including scoping documents, organizing teams, scheduling work and working through inevitable challenges encountered in every successful project.
Instruction by Executive Director of Planning and Research Stu Harvey

**November (No Classes)**

**December**

01  **Mastering the Change Experience**, 2:30 p.m. to 4:30 p.m., JMC 131
Innovation and change in the workplace are determined by expectations, competition, and technical advances. This workshop explores the needs for and effects of change; change strategies; and generating buy-in for change.
Instruction by Coordinator of Professional Development Dana Culton, OCCC

**Spring 2016**

**January (No Classes)**

**February**

01  **Lean Six Sigma Yellow Belt, Day 1**, 8:00 a.m. to 5:00 p.m., JMC 119
*(Prerequisite: Lean Six Sigma White Belt)*
The two-day Yellow Belt training provides OCCC employees with comprehension of the fundamental methodologies utilized for Lean Six Sigma. The training gives participants the tools necessary to become valuable players within the College’s larger actions and strategies. Yellow-Belt graduates contribute to the College by playing a supportive role in the larger Lean Six Sigma Process.
Instruction by Echelon LLC CEO/President and Executive Master Black Belt Walter Miller
02  Lean Six Sigma Yellow Belt, Day 2, 8:00 a.m. to 5:00 p.m., JMC 119  
(Prerequisite: Lean Six Sigma White Belt)
The two-day Yellow Belt training provides OCCC employees with comprehension of the fundamental methodologies utilized for Lean Six Sigma. The training gives participants the tools necessary to become valuable players within the College’s larger actions and strategies. Yellow-Belt graduates contribute to the College by playing a supportive role in the larger Lean Six Sigma Process. Lean Six Sigma Yellow Belt, Day 1 is required to enroll in this class. Instruction by Echelon LLC CEO/President and Executive Master Black Belt Walter Miller

05  Strategic Planning, 9:00 a.m. to 4:00 p.m., CU Room 1
Strategic Planning determines where a department or an organization is going over the next several years; how it will get there; and how it will know if it arrived. The planning process provides an opportunity for partners and staff to establish common language and involvement. In this seminar, students will get an overview of strategic planning and a framework for goals and strategies for the upcoming year. Instruction by Acting Executive Vice President Steve Bloomberg, OCCC

12  Crucial Conversations, 9:00 a.m. to 4:00 p.m., JMC 131
Crucial Conversations is a course that teaches skills for creating alignment and agreement by fostering open dialogue around high-stakes, emotional, or risky topics—at all levels. Students will learn how to speak and be heard, while encouraging others to do the same. Instruction by Corporate Trainer Jim Friedemann

March
30  Building Your Professional Network with LinkedIn, 2:00 p.m. to 4:00 p.m., CU 1
Networking is about making the right connections and constructing long-lasting, mutually-beneficial relationships. LinkedIn is a social networking site designed specifically for the business community. Attend this workshop, and learn how to get started with LinkedIn.com; expand your network; and use your network to your advantage. Instruction by Director of Employment and Employee Relations Jana Legako, OCCC

April (No Classes)

May (No Classes)

Summer 2016

(No Classes Held)

The 3 C’S OF OCCC SERIES emphasizes the importance of communication, confidence, and customer service at OCCC. Topics are related to campus expectations.
Summer 2015

(No Classes Held)

Fall 2015

September
10 Email Etiquette, 1:30 p.m. to 2:30 p.m., JMC 131
Despite the growing popularity of instant messaging, business correspondence still counts. Email is the preferred method of contact for sharing information and resolving problems. The impression you leave with others about the quality of OCCC and your personal competency is based largely on the professionalism and courtesy of your email correspondence. This workshop provides guidelines that will improve communication and ensure messages are professional, every time.
Instruction by Assistant Director of Marketing and Public Relations Deirdre Steiner and Web Development Supervisor John Richardson, OCCC

29 Essential Telephone Skills, 8:30 a.m. to 9:30 a.m., JMC 131
Participants will address the ten simple yet crucial skills, which form the very foundation for delivering exceptional customer service on the telephone. Topics include answering a business call; placing a caller on hold; offering spoken feedback signals; avoiding excuses; being aware of mouth noises; and regaining control of the conversation.
Instruction by Director of Employment and Employee Relations Jana Legako and Employment and Employee Relations Specialist Alicia Silva, OCCC

29 Consistent Customer Satisfaction, 2:00 p.m. to 3:00 p.m., JMC 131
Exemplary customer service differentiates OCCC from other institutions. This training will help build a mindset dedicated to consistently delivering exceptional service to both external and internal customers. This mindset is the core to a prosperous customer culture.
Instruction by Coordinator of Employment and Employee Relations Denise Stewart and Coordinator of Professional Development Dana Culton, OCCC

October
21 Capturing Confidence: Make an Impressive Impression, 2 p.m. to 3 p.m., JMC 131
For better or worse, first impressions linger. Exuding confidence builds a powerfully positive image and helps solidify your brand. Learn to maximize your potential and capitalize on confidence.
Instruction by Director of Network for Student Success Bryon Dickens, OCCC
November
04  **Consistent Customer Satisfaction**, 12:00 p.m. to 1:00 p.m., CU 2
Exemplary customer service differentiates OCCC from other institutions. This training will help build a mindset dedicated to consistently delivering exceptional service to both external and internal customers. This mindset is the core to a prosperous customer culture.
Instruction by Coordinator of Employment and Employee Relations Denise Stewart and Coordinator of Professional Development Dana Culton, OCCC

17  **Email Etiquette**, 12:30 p.m. to 1:30 p.m., CU 2
Despite the growing popularity of instant messaging, business correspondence still counts. Email is the preferred method of contact for sharing information and resolving problems. The impression you leave with others about the quality of OCCC and your personal competency is based largely on the professionalism and courtesy of your email correspondence. This workshop provides guidelines that will improve communication and ensure messages are professional, every time.
Instruction by Web Development Supervisor John Richardson, OCCC

19  **Essential Telephone Skills**, 12:30 p.m. to 1:30 p.m., CU 1
Participants will address the ten simple yet crucial skills, which form the very foundation for delivering exceptional customer service on the telephone. Topics include answering a business call; placing a caller on hold; offering spoken feedback signals; avoiding excuses; being aware of mouth noises; and regaining control of the conversation.
Instruction by Director of Employment and Employee Relations Jana Legako and Employment and Employee Relations Specialist Alicia Silva, OCCC

December
02  **Capturing Confidence: Make an Impressive Impression**, 12:00 p.m. to 1:00 p.m., CU 2
For better or worse, first impressions linger. Exuding confidence builds a powerfully positive image and helps solidify your brand. Learn to maximize your potential and capitalize on confidence.
Instruction by Director of Network for Student Success Bryon Dickens, OCCC

Spring 2016

January
28  **Capturing Confidence: Make an Impressive Impression**, 1:30 p.m. to 2:30 p.m., JMC 131
For better or worse, first impressions linger. Exuding confidence builds a powerfully positive image and helps solidify your brand. Learn to maximize your potential and capitalize on confidence.
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04 **Essential Telephone Skills**, 12:30 p.m. to 1:30 p.m., CU 1
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31 **Capturing Confidence: Make an Impressive Impression**, 12:30 p.m. to 1:30 p.m., CU 2
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April

12 **Consistent Customer Satisfaction**, 8:30 a.m. to 9:30 a.m., JMC 131
Exemplary customer service differentiates OCCC from other institutions. This training will help build a mindset dedicated to consistently delivering exceptional service to both external and internal customers. This mindset is the core to a prosperous customer culture.
Instruction by Coordinator of Employment and Employee Relations Denise Stewart and Coordinator of Professional Development Dana Culton, OCCC
19  **Essential Telephone Skills**, 8:30 a.m. to 9:30 a.m., JMC 131
Participants will address the ten simple yet crucial skills, which form the very foundation for delivering exceptional customer service on the telephone. Topics include answering a business call; placing a caller on hold; offering spoken feedback signals; avoiding excuses; being aware of mouth noises; and regaining control of the conversation
Instruction by Director of Employment and Employee Relations Jana Legako and Employment and Employee Relations Specialist Alicia Silva, OCCC

28  **Email Etiquette**, 12:30 p.m. to 1:30 p.m., CU 2
Despite the growing popularity of instant messaging, business correspondence still counts. Email is the preferred method of contact for sharing information and resolving problems. The impression you leave with others about the quality of OCCC and your personal competency is based largely on the professionalism and courtesy of your email correspondence. This workshop provides guidelines that will improve communication and ensure messages are professional, every time.
Instruction by Assistant Director of Marketing and Public Relations Deirdre Steiner and Web Development Supervisor John Richardson, OCCC

**May (No Classes Held)**

**Summer 2016**

**June (No Classes Held)**

- Dates are subject to change. Please refer to the Professional Development webpage for the most up-to-date class schedule.

- All classes are stand-alone. Participation in Level II or Level III classes do not necessitate participation in prior levels.