

INTERNAL  
COMMUNICATION FORM  
DEPARTMENT OF HUMAN SERVICES

Subject: DHRD TRAINING SCHEDULE (January – June 2012)

Originator: W. Ikemori (6-4971)

To: SOs, DAs

From: PERS

Date: 12/29/11

Memo No. 1

The Department of Human Resources Development (DHRD) has announced their training schedule for the period from **January through June 2012**. Classes are listed by island (Hawaii, Kauai, Maui, Molokai and Oahu).

This schedule is available on the Department of Human Services Website. Please forward the attached schedule and/or circulate to the appropriate units in your Division as this schedule should be made available to **all** employees.

Registration procedures are as follows:

1. Submit a prioritized list of employees on the attached DHS 104 Form no later than **15 working days** prior to the scheduled class. Include each employee's identification number on the designated line and submit via **proper division authorization protocols**.
2. For **vendor** courses with cost, include a notation of "P-Card" or "Purchase Order Number" (in lieu of access to P-Card).
3. For DHRD courses with cost, include the Uniform Act Codes (Appropriation and Act Codes) on the designated line
4. Enrollment will be confirmed on a **first-come, first-served basis**. Division Training Coordinators will be notified of approvals.
5. If an employee has been approved and cannot attend, be sure to notify PERS-TS. Cancellations may be made up to five (5) working days prior to the start of class. There is a charge for cancellations made in less than the allotted time.
6. Any changes (substitutions or cancellations) made for classes DHRD conducts, requires a written notification (reason for change) prior to the start of the class.

Please note that the participant's DHS Division is responsible for additional costs, if any, related to reasonable accommodations under the Americans with Disabilities Act as amended. Persons who have requests for special needs or reasonable accommodations (e.g., sign or other language interpreter, large print materials, van accessible parking), must send requests to PERS-TS at least 5 working days prior to the event. Although each DHS office will try to fill your request, resources are limited and depend on availability. If a resource is not available, an alternative method might be used to meet your need. Persons who have special needs (e.g. sign language interpreter, large print materials) or questions regarding registration procedures, please call Pauline Chun at 586-4970/586-4959(TTY).

  
PERS

c: DIR

**State of Hawaii Executive Branch  
Training Catalog  
JANUARY – JUNE  
2012**

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**REGISTRATION PROCEDURES FOR Department of Human Resources Development (DHRD) and Department of Health (DOH) CONDUCTED CLASSES**  
(as identified in the Training Catalog next to cost column)

**REGISTRATION:**

Please submit DHS -104 Training Request form via proper Division training request protocols, signed and authorized to the Personnel Office Training Staff (PERS-TS). Employee names should be listed by departmental priority and enrollment is subject to space availability. Registration will close 15 working days prior to the start of class.

**CONFIRMATION:**

Confirmations will be made to the Personnel Office Training Staff upon close of registration. Notification of employee attendance, class start time, and class location will be made following proper Division confirmation protocols to the Division Training Coordinators.

**DRESS CODE:**

Employees must come to class dressed appropriately (e.g. no shorts, zoris, tank tops, etc.)

**CANCELLATION:**

Divisions will be charged for classes that have a **fee** if notice of student cancellation is not received at the DHRD's Employee Assistance Office 5 working days prior to the start of class. **Divisions will be assessed the registration fee if notification is received less than 5 working days. This registration fee is non-refundable, non-transferable and cannot be credited towards future classes.**

Notification of class cancellations to participants will be made by Personnel Offices Training Staff, following Division contact protocols to the Division Training Coordinators.

**SUBSTITUTION and DROPS:**

Once confirmation is made that the student is enrolled in a class, any substitution must be in writing and emailed or faxed to Personnel Office's Training Staff which will then be forwarded to DHRD's Employee Assistance Office at 587-1107 or Safety Office at 587-1322 with the following information:

-Employee Name(s) -Employee ID number -Reason for Change.

If an enrolled student is unable to attend the first day of class, the Division may send a substitute to the class, provided the Division Training Coordinator and Personnel Office Training Staff is notified of the substitution.

**PARKING:**

DHRD does not provide parking for training classes. Participants should contact their respective Divisions for parking options (e.g. parking permits, available locations, etc.)

**SPECIAL NEEDS:**

If your division needs any auxiliary aids or services for employees attending classes, inform DHRD (via Personnel Office Training Staff) at least 15 working days prior to the class.

**COMMUNITY COLLEGE & VENDOR REGISTRATION PROCEDURES**  
(Kapiolani, Leeward, Maui, Kauai, Hawaii, and the UH Outreach College)

**REGISTRATION:**

Please submit request using DHS -104 Training Request Form. Send request form through proper Division training request protocols and through your respective Division Training Coordinators, signed and authorized.

**CONFIRMATION:**

Enrollment is confirmed on a first-come, first-served basis. Each person will be contacted directly via Division Training Coordinator and/or the Personnel Office Training Staff when confirming attendance.

Employees are reminded that they should **not** assume confirmation status without verification from your respective Division Training Coordinator or the Personnel Office Training Staff.

**CANCELLATION:**

The vendor will accept cancellations up to 5 working days prior to the start of class. **Cancellations less than 5 working days prior to the start of class will be charged the class registration fee.**

Course providers will notify the Personnel Office Training Staff. In turn, the Personnel Office Training Staff will notify division contacts when a class is cancelled or if there are any class changes.

**SUBSTITUTION:**

Substitutes are allowed by course providers. Each substitute must inform the class instructor of the employee's name they are replacing.

**PAYMENT:**

Class payment is made to the respective course provider (vendor) as indicated in the course fee column upon receipt of invoice from the Personnel Office Training Staff.

**PARKING:**

Parking arrangements, if available, are to be handled through each course provider.

**SPECIAL NEEDS:**

Divisions must indicate the need for special needs arrangements on the DHS Form 104.

**PARTICIPANT'S RESPONSIBILITIES**

**GENERAL INFORMATION:**

Participants should be on time for classes, prepared with note taking materials (and printed materials, if required). If there are any changes to class attendance, participants must inform their supervisor of these changes.

**CONFIRMATION OF ENROLLMENT:**

All registrants for classes must receive a confirmation of enrollment from either their Division Training Coordinator or the Personnel Office Training Staff before coming to class.

If the participant has not been notified that they are confirmed in a class, they must contact their Division Training Coordinator and the Personnel Office Training Staff for verification before the start of the class.

**ATTENDANCE:**

Attendance on the first day of class is **mandatory**. If the participant does not attend the first day of a **multi-day** class, he/she will be dropped from the class and their department will be charged for classes that have a fee (if notice is not received by Personnel Office Training Staff for notification to DHRD's Employee Assistance Office as indicated in the *PROCEDURES FOR HRD CONDUCTED CLASSES*).

**MAKING UP A CLASS (MAKE-UPS):**

If the participant attends the first day of class and due to an emergency is unable to attend one or all of the subsequent days, they may make up the missed class time at no additional charge within the next 12 months.

Participants will contact their Division Training Coordinator and the Personnel Office Training Staff to arrange make up sessions. If the participant is dropped from a class due to absence on the first day, make-ups will not be allowed.

**DRESS CODE:**

Participants should come to class dressed in appropriate attire (e.g. no shorts, zoris, tank tops, etc.) At times the room temperature may be uncomfortable to some participants. To prepare for this, participants may want to bring a sweater or jacket to class.

**PARKING:**

DHRD does not provide parking for training classes. Participants should contact their respective Divisions contacts for parking options (e.g. parking permits, available locations, etc.)

**SPECIAL NEEDS:**

Participants must notify their Division Training Coordinators and the Personnel Office Training Staff as soon as possible, if they have any special needs requirement for a class.

## CLASS LOCATION CODES

### **Class Location Location Address**

#### **HAWAII**

Ha HaCC Hawaii Community College,  
1175 Manono Street, Bldg. 379-A, room 39, Hilo

#### **KAUAI**

Ka KaCC Kauai Community College  
OCET Bldg., various rooms, 3-1901 Kaumuali'i Hwy., Lihue  
Ka KaCC LRC  
130 Kauai Community College, Learning Resource Ctr., room 130, 3-1901 Kaumuali'i Hwy., Lihue  
Ka UPW Conf. rm. UPW conference room  
4211 Rice Street, Lihue

#### **MAUI**

Ma MaCC Maui Community College  
Laulima Bldg., various rooms, 310 Kaahumanu Avenue, Kahului

#### **MOLOKAI**

Mo SOB State Office Building, Conference Room  
45 Makaena Pl., Kaunakakai

#### **OAHU**

Oa DLIR Conf. rm Department of Labor conference room  
310, Keelikolani Bldg., 830 Punchbowl Street, Honolulu  
Oa Aloha Stad. Aloha Stadium, Hospitality room  
99-500 Salt Lake Blvd., Honolulu  
Oa KCCKopiko Kapiolani Community College, Kopiko Bldg., room 101E,  
4303 Diamond Head Road, Honolulu  
Oa LCC Leeward Community College, CE Bldg., various rooms,  
96-045 Ala Ike Street, Pearl City  
Oa SOT rm. 204 State Office Tower, room 204,  
235 S. Beretania Street, Honolulu  
Oa Supreme Ct. Center for Alternative Dispute Resolution (CADR), 2<sup>nd</sup> flr, Aliiolani Hale,  
417 S. King Street, Honolulu  
Oa UHMOUT UH at Manoa Outreach College, UHM Campus Center, various rooms,  
2500 Campus Road, Honolulu

**COURSE PROVIDER LIST FOR PAYMENTS****HAWAII****Hawaii Community College (HaCC)**

Office of Continuing Education & Training Ph: 934-2700  
Manono Campus, Bldg. 379A-39 Fax: 934-2701  
200 W. Kawili Street  
Hilo, Hawaii 96720

**KAUAI****Kauai Community College (KaCC)**

Office of Continuing Education & Training Ph: 245-8318  
3-1901 Kaunualii Highway Fax: 245-8271  
Lihue, Kauai 96766

**MAUI****Maui Community College (MaCC) EdVenture**

Office of Continuing Education & Training Ph: 984-3231  
310 Kaahumanu Avenue Fax: 244-9632  
Kahului, HI 96732

**OAHU****Department of Human Resources Development (HRD)**

Employee Assistance Office (HRD) Ph: 587-1050  
235 S. Beretania Street, room 1004 Fax: 587-1107  
Honolulu, Hawaii 96813-2437

**Kapiolani Community College (KCC)**

Continuing Education & Training Office Ph. 734-9211  
4303 Diamond Head Road, Ilima 102 Fax: 734-9447  
Honolulu, Hawaii 96816

**Leeward Community College (LCC)**

Office of Continuing Education & Workforce Development Ph. 455-0477  
96-045 Ala Ike Street, Room CE 101 Fax: 453-6730  
Pearl City, HI 96782

**University of Hawaii at Manoa Outreach College (UHMOU)**

2440 Campus Road Ph: 956-8400  
Box 447 Fax: 956-3752  
Honolulu, Hawaii 96822

# HAWAII

## COMPUTER COURSES

### **MICROSOFT ACCESS ADVANCED**

Completing this series, you will move ahead to learn Access' advanced features. In this course, you will learn table relationships, referential integrity of tables, creating and modifying a switchboard, adding controls and setting properties to forms and reports, using subforms, advanced form tasks, limiting user access to forms, creating Check boxes and Command buttons on forms, creating and using Pivot Chart and Tables.

**Recommended preparation:** *Microsoft Access Intermediate class or have equivalent knowledge*  
(Textbook included)

122C331 Apr. 17 12:30p – 4:30p \$85-HaCC Ha HaCC Bldg. 380, rm. 39

### **MICROSOFT ACCESS INTERMEDIATE**

In this course you will further your knowledge on database management, saving files, importing and exporting files, linking files, formatting and customizing tables, report formatting and controls, single and multi-table queries, and action queries.

**Recommended preparation:** *Microsoft Access Introduction class or have equivalent knowledge*  
(Textbook included)

122C311 Apr. 10 & 12 1:00p – 4:00p \$95-HaCC Ha HaCC Bldg. 380, rm. 39

### **MICROSOFT ACCESS INTRODUCTION**

This course is designed to introduce you to the fundamental features of a database. Topics include setting up a database, creating tables, forms, queries and reports, sorting and filtering data, formatting and viewing a datasheet, and printing database objects.

**Recommended preparation:** *Basic Microsoft Windows knowledge*  
(Textbook included)

122C300 Apr. 03 & 05 1:00p – 4:00p \$95-HaCC Ha HaCC Bldg. 380, rm. 39

### **MICROSOFT EXCEL ADVANCED**

In this course you will learn to use Excel's advanced features. You will cover topics such as restricting cell entries, applying conditional formatting, creating custom templates, and creating pivot table and pivot chart reports.

**Recommended preparation:** *Microsoft Excel Intermediate class or have equivalent knowledge*  
(Textbook included)

121C351 Mar. 13 12:30p – 4:30p \$85-HaCC Ha HaCC Bldg. 380, rm. 39

122C351 May 25 12:30p – 4:30p \$85-HaCC Ha HaCC Bldg. 380, rm. 39

### **MICROSOFT EXCEL INTERMEDIATE**

In this course you will broaden your knowledge of excel by learning to use templates, using more Excel functions (Financial, Logical, Date/Time, Vlookup, and Hlookup), inserting check box controls, creating charts, and linking related worksheets.

**Recommended preparation:** *Microsoft Excel Introduction class or have equivalent knowledge*  
(Textbook included)

121C211 Mar. 06 & 08 1:00p – 4:00p \$95-HaCC Ha HaCC Bldg. 380, rm. 39

122C211 May 22 & 24 1:00p – 4:00p \$95-HaCC Ha HaCC Bldg. 380, rm. 39

### **MICROSOFT EXCEL INTRODUCTION**

This course is designed to introduce you to Excel spreadsheets. You will learn to create and manage data, modify columns and rows, use worksheet shortcuts, add borders and shading, and use Excel functions (sum, average, count).

**Recommended preparation:** *Computer Basics class or have equivalent knowledge*  
(Textbook included)

121C201 Feb. 28 & Mar. 01 1:00p – 4:00p \$95-HaCC Ha HaCC Bldg. 380, rm. 39

122C201 May 15 & 17 1:00p – 4:00p \$95-HaCC Ha HaCC Bldg. 380, rm. 39

### **MICROSOFT WORD ADVANCED**

In this course you will get an in-depth look at Word's advanced features. You will cover topics such as adding calculations to tables, working with charts and pictures, creating forms, and managing workgroup projects.

**Recommended preparation:** *Microsoft Word Intermediate class or have equivalent knowledge*  
(Textbook included)

121C360 Feb. 21 12:30p – 4:30p \$85-HaCC Ha HaCC Bldg. 380, rm. 39

122C360 May 08 12:30p – 4:30p \$85-HaCC Ha HaCC Bldg. 380, rm. 39

### **MICROSOFT WORD INTERMEDIATE**

In this course you will learn additional editing and formatting techniques to create a table, set up multiple column documents, use styles and templates, set up an outline, and use mail merge features. If time permits, Word Internet features will be covered.

**Recommended preparation:** *Microsoft Word Introduction class or have equivalent knowledge*

(Textbook included)

121C171 Feb. 14 & 16 1:00p – 4:00p \$95-HaCC Ha HaCC Bldg. 380, rm. 39

122C171 May 01 & 03 1:00p – 4:00p \$95-HaCC Ha HaCC Bldg. 380, rm. 39

### **MICROSOFT WORD INTRODUCTION**

This course will introduce you to basic word processing skills using Microsoft Word. You will learn skills such as creating and editing a document, inserting dates and time, changing fonts, adding bullets, adjusting tab stops and inserting section breaks.

**Recommended preparation:** *Computer Basics class or have equivalent knowledge*

(Textbook included)

121C161 Feb. 07 & 09 1:00p – 4:00p \$95-HaCC Ha HaCC Bldg. 380, rm. 39

122C161 Apr. 24 & 26 1:00p – 4:00p \$95-HaCC Ha HaCC Bldg. 380, rm. 39

## **MANAGEMENT AND SUPERVISION DEVELOPMENT**

### **THE 7 HABITS FOR MANAGERS**

This **consecutive 2-day workshop** is an excellent investment for first-time supervisors, managers, and leaders or anyone who manages the work of people. Current, as well as future managers, learn to leverage hidden resources; define contribution; hold team members accountable; give constructive feedback; and unleash potential from the team to achieve crucial goals. As a manager, discover your full potential as a contributor to the organization. This workshop offers insights and tools from Stephen R. Covey's *The 7 Habits of Highly Effective People* – the most influential business book of the century, which applies specifically to your daily challenges as a manager.

121K002 Feb. 22 & 23 8:00a – 4:30p \$289-HaCC Ha HaCC Bldg. 388, rm. 101

# KAUAI

## COMPUTER COURSES

### **EXCEL 2010 LEVEL 1**

Introductory Excel 2010 will cover the different features of the interface and give a brief overview of all the tabs in the ribbon. It will teach users how to print – covering simple scenarios and the basics of formatting. By the end of this course, users should be comfortable with creating a new spreadsheet, working with basic formulas, making their spreadsheets look professional and presentable, and saving and printing their spreadsheet.

**Prerequisite:** *Be comfortable with the basics of using the keyboard, mouse, and Start menu of a Windows-based computer*

12S-PC811 Feb. 06, 08, 13, 15 8:30a – 12:00p \$120-KaCC Ka KaCC OCET 104a

12S-PC812 Apr. 17, 19, 24, 26 8:30a – 12:00p \$120-KaCC Ka KaCC OCET 104a

### **EXCEL 2010 LEVEL 2**

This Intermediate level is intended to help everyday users of Excel become more proficient by expanding their knowledge of functions, formulas, and new Excel features. This course will cover advanced file management tasks, using functions and formulas to calculate information, and using tables in a worksheet. It will also cover how to use different reviewing and researching tools; work with text boxes, images, pictures, themes; and format images. Finally, it will cover how to use SmartArt, symbols, equations, and the very handy Sparklines feature. By the end of this course, users should be comfortable with taking their workbook to the next level of functionality by ensuring the accuracy of their information, and increasing the presentation value of their work.

**Prerequisite:** *Completed Excel Level 1*

12S-PC821 Feb. 27, 29, Mar. 5, 7 8:30a – 12:00p \$120-KaCC Ka KaCC OCET 104a

12S-PC822 May 15, 17, 22, 24 1:00p – 4:30p \$120-KaCC Ka KaCC OCET 104a

### **EXCEL 2010 LEVEL 3**

This Advanced level is intended to help regular users of Excel become even more proficient by expanding their knowledge of Excel's data analysis tools, consolidation tools, advanced functions, and PivotTables. This course will cover a variety of organizing tools and What-If analysis tools that will help Excel users get the most out of their data. In addition, two key advanced spreadsheet tools (PivotTables and PivotCharts) will be discussed at length. Following that, advanced concepts dealing with Excel functions, AutoFill lists, and consolidating and combining data will also be covered. The new Slicer XE "Slicer" features and PowerPivot XE "Power Pivot" add-on, two important tools for working with PivotTables and PivotCharts, are covered as well.

**Prerequisite:** *Completed Excel 2010 Level 2*

12S-PC831 Jun. 5, 7, 12, 14 1:00p – 4:30p \$120-KaCC Ka KaCC OCET 104a

### **POWERPOINT 2010 LEVEL 1**

This Foundation level is intended to help all novice computer users get up to speed quickly. This course will also help more experienced users who have little to no experience with PowerPoint 2007. This course will cover different features of the interface, give a brief overview of all the tabs in the ribbon, show users how to print, cover some simple presentations, and cover the basics of formatting. By the end of this course, users should be comfortable with creating a new presentation, customizing the PowerPoint Interface, making their presentation look professional and presentable, and saving and presenting their slide show. In general, the course is geared towards the novice computer user.

**Prerequisite:** *Be comfortable with the basics of using the keyboard, mouse, and Start menu of a Windows-based computer*

12S-PC311 Feb. 06, 08, 13, 15 1:00p – 4:30p \$120-KaCC Ka KaCC OCET 104a

12S-PC312 Apr. 17, 19, 24, 26 1:00p – 4:30p \$120-KaCC Ka KaCC OCET 104a

### **POWERPOINT 2010 LEVEL 2**

This Intermediate level course is intended to help users familiar with PowerPoint improve their basic skills and to become more comfortable with advanced features like transitions, animations, photos, charts, tables, and SmartArt. This class will also give users tips on managing PowerPoint files; how to format a presentation; apply transitions and animations; and add art, diagrams, charts, and tables. By the end of this course, you should be able to create engaging, rich, interactive presentations.

**Prerequisite:** *Completed PowerPoint Level 1 or equivalent*

12S-PC321 May 01, 03, 08, 10 1:00p – 4:30p \$120-KaCC Ka KaCC OCET 104a

### **WINDOWS 7 LEVEL 1**

This introductory-level course is designed to teach new and casual computer users Microsoft's latest operating system (OS) Windows 7. This course will be using Windows 7 Ultimate, the fully equipped version of the operating system that contains all the features offered by Microsoft. If you have used Vista in the past, you will find the interface of Windows 7 very familiar. If you are familiar with Windows XP or Vista you will find Windows 7 very easy to pick up. And if you have never even touched a computer before or haven't for several years, you'll find that Windows 7 isn't hard to use, once you know where the major components are and how to use them from the keyboard and mouse!

**Prerequisite:** *Students should have basic typing skills on a keyboard*

12S-PC101 Jan. 30 & Feb. 1, 3 8:30a – 12:00p \$100-KaCC Ka KaCC OCET 104a

12S-PC102 Apr. 09, 11, 13 1:00p – 4:30p \$100-KaCC Ka KaCC OCET 104a

### **WINDOWS 7 LEVEL 2**

In this Intermediate level course we will expand on the concepts that were introduced in the Introductory course by exploring how to customize Windows 7; taking an in-depth look at the more advanced programs and features of Windows 7; and learning how to manage files, folders, and libraries. And, we will discuss more of the advanced new features of Windows 7, review the Aero Desktop features, and introduce new keyboard shortcuts that can be performed with the Windows key.

**Prerequisite:** *Completed Windows 7 Level 1*

12S-PC121 Apr. 16, 18, 20 8:30a – 12:00p \$100-KaCC Ka KaCC OCET 104a

### **WORD 2010 LEVEL 1**

This Foundation level is intended to help all novice computer users get up to speed quickly. This course will also help more experienced users who have little to no experience with Word 2010. This course will cover different features of the interface, give a brief overview of all the tabs in the ribbon, show users how to print, and cover the basics of text formatting. By the end of this course, users should be comfortable with creating a new document, making it look professional and presentable, and saving and printing their document.

**Prerequisite:** *Be comfortable with the basics of using the keyboard, mouse, and Start menu of a Windows-based computer*

12S-PC211 Feb. 07, 09, 14, 16 8:30a – 12:00p \$130-KaCC Ka KaCC OCET 104a

12S-PC212 Apr. 30, May 02, 07, 09 1:00p – 4:30p \$130-KaCC Ka KaCC OCET 104a

### **WORD 2010 LEVEL 2**

This Intermediate level is intended to help everyday computer users become more proficient with Word. The major topics in this course include how to manage documents on your computer; working with templates, headers, and footers; using the new Navigation Pane; and using the Mail Merge Wizard. By the end of this course, you should be comfortable with making more complex documents.

**Prerequisite:** *Completed Word 2010 Level 1*

12S-PC221 Feb. 21, 23, 28, Mar. 01 8:30a – 12:00p \$130-KaCC Ka KaCC OCET 104a

12S-PC222 May 14, 16, 21, 23 1:00p – 4:30p \$130-KaCC Ka KaCC OCET 104a

### **WORD 2010 LEVEL 3**

This Advanced level is intended to help users who are already proficient with Word become more familiar with adding various types of objects to their documents. This course will cover pictures, shapes, text boxes, WordArt, SmartArt, Building Blocks, Quick Parts, tables, and charts. By the end of this course, users should be completely comfortable inserting and manipulating these objects.

**Prerequisite:** *Completed Word 2010 Levels 1 & 2*

12S-PC231 Jun. 18, 20, 25, 27 1:00p – 4:30p \$110-KaCC Ka KaCC OCET 104a

## INDIVIDUAL AND INTERPERSONAL DEVELOPMENT

### **STRESS FACTOR**

You will learn various techniques to address your personal and specific stress needs. Each session will explore a particular issue and introduce new skills to replace old painful behaviors. You will become more confident and happy. Instructor is a Life Coach specializing in stress-reduction techniques. She empowers others to develop new skills which reduce fears and negative self-talk, and improve self-acceptance and personal success.

12S-SR102 Feb. 15, 22, 29 3:00p – 4:30p \$40-KaCC Ka KaCC OCET 106C

### **THE ABC'S OF BASIC ENGLISH**

In the business world, the person who can write proper English often is the one who gets the job or promotion. The ABC's of Basic English covers grammar, punctuation, and spelling with a focus on fixing the most common writing mistakes. If you need to write effective letters, emails, reports, proposals, brochures, press releases, or other materials – if you want more money in your pocket - this fun and life changing course is for you.

12S-ABCBE101 Jan. 24, 26, 31, Feb. 02 9:00a – 11:30a \$88-KaCC Ka KaCC OCET 103

## MANAGEMENT AND SUPERVISION DEVELOPMENT

### **THE DYNAMIC SPEAKING VOICE**

Have you ever wanted to develop a more dynamic speaking voice? Are you ready to learn more about your voice and how to use it to its full capacity? This class includes a combination of speaking exercises and activities that will help you control your volume, rate pitch rhythm, word emphasis, and your use of pauses in order to prepare an oral presentation that will leave your audience wanting more.

12S-DS101 Jan. 20, 27, Feb. 03, 10 11:00a – 11:50a \$32-KaCC Ka KaCC LRC 130

### **LEADING SUSTAINABLE HIGH-PERFORMING ORGANIZATIONS**

A nonconsecutive **2-day workshop** for **leaders and managers** of organizations of all types. This workshop focuses on the foundational philosophy, principles and practices essential to sustaining effectiveness, positive morale, productivity, customer service and employee retention.

12S-LEADO 102 Jan. 17 & 31 8:00a – 3:30p \$175-KaCC Ka KaCC OCET 105

### **LEADING SUSTAINABLE HIGH-PERFORMING TEAMS**

A nonconsecutive **2-day workshop** for **supervisors and team leaders** of organizations of all types. This workshop applies the concepts of organizational sustainability to the needs of supervisors and team leaders. It focuses on the foundational philosophy, principles and practices essential to sustaining team effectiveness, positive morale, productivity, customer service and employee retention.

12S-LEADT 102 Jan. 24 & Feb. 07 8:00a – 3:30p \$175-KaCC Ka KaCC OCET 105

## HUMAN RESOURCES DEVELOPMENT

### **BU1 NON-CDL DRUG & ALCOHOL TESTING PROGRAM FOR EMPLOYEES (DATU1)**

This course is an employee briefing for the UPW BU1 Drug and Alcohol Testing Program. It Includes information on the purpose of the testing program, alcohol and controlled substance prohibitions, an explanation of the various tests included in the program, testing procedures, consequences of violating prohibitions, what constitutes a refusal, etc. This is an informational program intended to educate BU1 employee members who may be subject to the Drug and Alcohol Testing Agreement. Please direct content questions to Gordon Choy at 587-1060 or [gordon.i.choy@hawaii.gov](mailto:gordon.i.choy@hawaii.gov).

DATU1 0090 Apr. 25 9:00a – 11:00a \$0-HRD Ka UPW Conf. rm.

### **BU1 NON-CDL DRUG & ALCOHOL TESTING PROGRAM FOR SUPERVISORS (DATU1S)**

This course is for supervisors of employees in the UPW BU1 Drug and Alcohol Testing Program. It is a mandatory 4 hour program for managers and supervisors tasked with making reasonable suspicion determinations. It includes information on the purpose of the testing program, alcohol and controlled substance prohibitions, an explanation of the various tests included in the program, alcohol and controlled substance test procedures, consequences of violating prohibitions, roles and responsibilities of the Substance Abuse Professional (SAP) and Medical Review Officer (MRO), and other information under the state DAT program. Supervisors in this program have the following training requirements – mandatory attendance once every 4 years. Please direct content questions to Gordon Choy at 587-1060 or [gordon.i.choy@hawaii.gov](mailto:gordon.i.choy@hawaii.gov).

**NOTE: Working Supervisors belonging in BU1 should attend the employee briefings (DATU1) rather than this supervisory course.**

DATU1S 0045 Apr. 24 12:30p – 4:30p \$0-HRD Ka UPW Conf. rm.

**DRUG & ALCOHOL TESTING PROGRAM FOR SUPERVISORS (CDAT) – CDL, HGEA, BU10**

This course is for supervisors tasked with responsibilities under the Drug and Alcohol Testing (DAT) program to meet requirements found in federal regulations, Collective Bargaining Unit Agreements (CBAs) and Memorandum of Agreements (MOAs) for **the CDL, HGEA, and BU10 agreements only**. This training program will inform supervisors of their responsibilities under the state DAT program. Supervisors designated to determine whether reasonable suspicion exists have the following training requirements – mandatory attendance once every 5 years. Please direct content questions to Gordon Choy at 587-1060 or [gordon.i.choy@hawaii.gov](mailto:gordon.i.choy@hawaii.gov).

**NOTE: The BU1 testing requirements are covered in a separate course: BU1 Non-CDL Drug and Alcohol Testing Program for Supervisors (DATU1S).**

CDAT 0061 Apr. 25 12:30p – 3:30p \$0-HRD Ka UPW Conf. rm.

**FORKLIFT CERTIFICATION**

Hawaii Occupational Safety & Health, along with the U.S. Dept. of Labor Occupational Safety and Health Administration (OSHA), requires that employers certify all their forklift operators in proper driving and safety precautions once every three years. KaCC has established a 7 hour certification program that will fulfill this requirement. Certification is for Class 1, 4, & 5 forklifts only. Participants must be at least eighteen years of age and must wear long pants and covered shoes when attending the class. Students must pass both the written and operator tests to receive certification.

12S-FLC102 Feb. 24 8:00a – 3:00p \$135-KaCC Ka KaCC OCET 106

12S-FLC103 Mar. 23 8:00a – 3:00p \$135-KaCC Ka KaCC OCET 106

12S-FLC104 Apr. 27 8:00a – 3:00p \$135-KaCC Ka KaCC OCET 106

**WORKPLACE VIOLENCE TRAINING PROGRAM FOR EMPLOYEES (WVP)**

This program is designed to meet the BU1 agreement provisions. The program informs supervisors and employees of violence in the workplace; where it is most likely to occur, recognition of conditions and behaviors that may lead to or increase the potential risk of violence, and of prevention and mitigating activities, as well as employee/supervisor responsibilities. Please direct content questions to Gordon Choy at 587-1060 or [gordon.i.choy@hawaii.gov](mailto:gordon.i.choy@hawaii.gov).

**NOTE: This program (WVP) is a combination of the classes previously known as EVIW and VIW.**

WVP 0047 Apr. 24 9:00a – 11:00a \$0-HRD Ka UPW Conf. rm.

# MAUI

## COMPUTER COURSES

### **EXPLORING MAC OS X**

This is a hands-on course that covers the latest Mac OS X operating system on your Mac. The course will review the user interface, menu items, the Dock, basic system settings, basic utilities, and a brief review of Apple's iApplications.

**Prerequisite:** *Previous Macintosh Experience, Introduction to Macintosh or trainer's permission*

803W12 – B Mar. 22 9:00a – 12:00p \$89-MaCC MaCC Lualima 211

### **INTRODUCTION TO MACINTOSH**

This is an ideal entry course for the new Mac user. The course introduces you to the hardware and software components of your Mac computer. Topics include setting and hooking up devices to your Mac, basic mouse and keyboard skills, setting up internet and email, and understanding files and folders.

**Prerequisite:** *No computer experience necessary*

802W12 – B Mar. 15 9:00a – 12:00p \$89-MaCC Ma MaCC Lualima 211

### **MICROSOFT ACCESS ESSENTIALS**

Access is the powerful, yet easy, way to store and retrieve information. This course is an ideal introduction to Access and database concepts. Topics begin with the basics of using a database, then advance to creating and using tables, forms, queries, and reports. Learn how to merge an Access table with a Word form letter and how easy it is to create mailing labels with Access.

**Prerequisite:** *Introduction to Windows and basic word processing skills or equivalent experience*

726W12 – A Mar. 01, 6, 8 & 13 9:00a – 12:00p \$209-MaCC Ma MaCC Lualima 226

### **MICROSOFT POWERPOINT PRESENTATIONS**

PowerPoint is used to create dynamic presentations on slides, overheads, transparencies, paper, or electronic multimedia. Acquire skills necessary to design an electronic slide show, format text and images, graphs, and organization charts. Learn to use special effects such as slide transitions and animations to give your presentations that extra "zing"!

**Prerequisite:** *Introduction to Windows or equivalent experience. Basic knowledge of Microsoft Word also helpful*

727W12 – A Jan. 17, 19 & 24 9:00a – 12:00p \$189-MaCC Ma MaCC Lualima 226

### **SPREADSHEETS FOR BEGINNERS**

Learn the basic concepts behind popular spreadsheet programs such as Microsoft Excel, Lotus 1-2-3 and Corel Quattro Pro. Recognize what a spreadsheet can do and what sets a spreadsheet apart from a word processing or database management program. Gain hands-on experience in setting up a simple spreadsheet.

**Prerequisite:** *Introduction to Windows or equivalent experience. Basic knowledge of Microsoft Excel also helpful*

719W12 – B Mar. 08 9:00a – 12:00p \$89-MaCC Ma MaCC Lualima 212

### **THE STELLAR PRESENTATION: POWERPOINT REVISITED**

Know the basics of PowerPoint? Want to jazz up your presentations with visuals appropriate to your audience and subject matter? Have fun in this class with lots of best practices: enhance your own presentation skills, do's and don'ts to highlight the information. Bring any PowerPoint files you've created on a flash drive to fix and/or enhance.

426W12 – B Mar. 20 & 22 9:00a – 12:00p \$109-MaCC Ma MaCC Lualima 212

## MANAGEMENT AND SUPERVISION DEVELOPMENT

### **THE 7 HABITS FOR MANAGERS: MANAGING YOURSELF, LEADING OTHERS, UNLEASHING POTENTIAL**

*A FranklinCovey Program*

The 7 Habits for Managers is a **consecutive 2-day workshop** applied specifically to the daily challenges facing managers, providing insights and tools from Stephen R. Covey's *The 7 Habits of Highly Effective People* – the most influential business book of the century. Current, as well as future managers, learn to leverage hidden resources, define their contribution, hold team members accountable, give constructive feedback, and unleash the potential of the team to achieve crucial goals. Who should attend? - first-time supervisors, managers, and leaders - anyone who manages the work of other people. This is an excellent investment in managers to help them achieve their full potential as contributors to the organization. Benefits: \$799 value is being discounted to **\$199** and includes \$135 in materials.

401W12 – A Feb. 08 & 09 8:30a – 4:30p \$199-MaCC Ma MaCC Lualima 225

401W12 – B Apr. 25 & 26 8:30a – 4:30p \$199-MaCC Ma MaCC Lualima 225

## **THE 8<sup>TH</sup> HABIT, FROM EFFECTIVENESS TO GREATNESS**

The 8<sup>th</sup> HABIT: from Effectiveness to Greatness, is a **consecutive 3-day workshop** for those individuals and organizations that want to thrive, excel, and lead. An additional habit to those featured in *The 7 Habits of Highly Effective People* from Stephen R. Covey, the 8<sup>th</sup> HABIT will transform the way you think about yourself, your purpose in life, your organization and other people. As you continually apply the 8<sup>th</sup> HABIT and find your voice – and inspire others to find theirs – you'll increase your own power and your freedom of choice to solve your greatest challenges and serve human needs. You will learn: the power of win-win thinking; how to increase your influence; the connection between leadership style and success; the importance of the Balance Scorecard; and how to create the 8<sup>th</sup> HABIT leadership.

402W12 – A Feb. 27, 28 & 29 8:00a – 5:00p \$295-MaCC Ma MaCC Laulima 107

### **DELIVERING HAPPINESS**

These days, leaders are constantly looking for ways to keep their employees focused and motivated during these challenging economic conditions. There is plenty of bad news going on that a leader can't control that can drag a team down. What does a "motivating environment" look like? It's when people are giving their all when no one is watching AND no one may ever know. They're giving their 110% because they want to, not because they have to. So find out what you can do as a leader to create this kind of environment.

404W12 – A Jan. 26 8:30a – 12:30p \$99-MaCC Ma MaCC Laulima 225

### **GETTING THINGS DONE! PROACTIVE & PRODUCTIVE TIME MANAGEMENT**

Being a proactive leader is a necessary quality. Do you ever find yourself asking following questions: Why bother to plan if I always need to make changes? Is there a way to relieve feeling totally stressed out? How do I set and stay with my important priorities? Imagine having the answers to these questions to assist you in creating a peace-of-mind lifestyle. Bring your calendars and any paper system that you wish to use and we will maximize the use of each.

407W12 – A Jan. 20 8:00a – 12:00p \$99-MaCC Ma MaCC Laulima 225

### **MANAGE EFFECTIVELY BY UNDERSTANDING WORK STYLES**

Learn to manage your team by understanding yours and others work styles. By using a simple tool known as the DiSC work style assessment, you will discover the strengths of your own work style, understand how your work style influences others; and increase your team's effectiveness by focusing on their varying style differences.

4051W12 – A Feb. 21 8:30a – 12:00p \$69-MaCC Ma MaCC Laulima 225

### **TIME ROBBERS: EVERY DAY YOU ARE LOSING 1 HOUR OR MORE**

Time is the most valuable asset of all true leaders. Does time seem to be passing you by at warp speed? How often are you being blind sided by urgent tasks? Are you more and more often just putting out fires? Imagine a straight forward balanced approach to being able to efficiently and effectively take authority over these time robbers such as interruptions, conflicting priorities, perfectionism, unrealistic expectations, and of course, procrastination, among several others, based on participant needs.

406W12 – A Jan. 17 1:00p – 4:00p \$69-MaCC Ma MaCC Laulima 225

### **WORKSPACE ORGANIZATION: TRANSFORM CHAOS INTO AN EFFECTIVE SYSTEM**

Any leader's office is a reflection of who they are. When you can't find something when you need it, there is no point in having it. Stop spending hours every work day looking for something you need. Imagine an ideal office that is efficient, effective, and a hassle-free space that really "works" for you. The top of a desk is a workspace, it's not meant for storage. You want everything "handy, yet out of the way." Come prepared with a basic layout of your office space and we will create an arrangement that will maximize its usefulness that is unique to you.

409W12 – A Jan. 19 9:00a – 12:00p \$69-MaCC Ma MaCC Laulima 225

## **INDIVIDUAL AND INTERPERSONAL DEVELOPMENT**

### **WIN-WIN: THE REAL DEAL**

A three-hour class to introduce the concepts and strategies that turn a battle of wills, an argument about right and wrong, or a blame and shame session into a plan for the future based on what's important to all concerned. Sometimes called the "expandable pie", win-win creates more opportunities and better alliances, while interrupting unproductive competition and 'either-or' thinking. This class is appropriate for anyone who relates to others, whether in the work setting, at home or in the community.

431W12 – A Feb. 07 1:00p – 4:00p \$79-MaCC Ma MaCC Laulima 225

# MOLOKAI

## HUMAN RESOURCES DEVELOPMENT

### ***BU1 NON-CDL DRUG & ALCOHOL TESTING PROGRAM FOR EMPLOYEES (DATU1)***

Employee briefing for the UPW BU1 Drug and Alcohol Testing Program. Includes information on the purpose of the testing program, alcohol and controlled substance prohibitions, an explanation of the various tests included in the program, testing procedures, consequences of violating prohibitions, what constitutes a refusal, etc. This is an informational program intended to educate BU1 employee members who may be subject to the Drug and Alcohol Testing Agreement. Please direct content questions to Gordon Choy at 587-1060 or [gordon.i.choy@hawaii.gov](mailto:gordon.i.choy@hawaii.gov).  
DATU1 0091 Jun 20 9:00a – 11:00a \$0-HRD Mo State Office Bldg. conf. rm.

### ***BU1 NON-CDL DRUG & ALCOHOL TESTING PROGRAM FOR SUPERVISORS (DATU1S)***

This course is for supervisors of employees in the UPW BU1 Drug and Alcohol Testing Program. It is a mandatory 4 hour program for managers and supervisors tasked with making reasonable suspicion determinations. It includes information on the purpose of the testing program, alcohol and controlled substance prohibitions, an explanation of the various tests included in the program, alcohol and controlled substance test procedures, consequences of violating prohibitions, roles and responsibilities of the Substance Abuse Professional (SAP) and Medical Review Officer (MRO), and other information under the state DAT program. Supervisors in this program have the following training requirements – mandatory attendance once every 4 years. Please direct content questions to Gordon Choy at 587-1060 or [gordon.i.choy@hawaii.gov](mailto:gordon.i.choy@hawaii.gov).

***NOTE: Working Supervisors belonging in BU1 should attend the employee briefings (DATU1) rather than this supervisory course.***

DATU1S 0047 Jun 19 12:30p – 4:30p \$0-HRD Mo State Office Bldg. conf. rm.

### ***DRUG & ALCOHOL TESTING PROGRAM FOR SUPERVISORS (CDAT) – CDL, HGEA, BU10***

This course is for supervisors tasked with responsibilities under the Drug and Alcohol Testing (DAT) program to meet requirements found in federal regulations, Collective Bargaining Unit Agreements (CBAs) and Memorandum of Agreements (MOAs) for the **CDL, HGEA, and BU10 agreements only**. This training program will inform supervisors of their responsibilities under the state DAT program. Supervisors designated to determine whether reasonable suspicion exists have the following training requirements – mandatory attendance once every 5 years. Please direct content questions to Gordon Choy at 587-1060 or [gordon.i.choy@hawaii.gov](mailto:gordon.i.choy@hawaii.gov).

***NOTE: The BU1 testing requirements are covered in a separate course: BU1 Non-CDL Drug and Alcohol Testing Program for Supervisors (DATU1S).***

CDAT 0063 Jun 20 12:30p – 3:30p \$0-HRD Mo State Office Bldg. conf. rm.

### ***WORKPLACE VIOLENCE TRAINING PROGRAM FOR EMPLOYEES (WVP)***

This program is designed to meet the BU1 agreement provisions. The program informs supervisors and employees of violence in the workplace; where it is most likely to occur, recognition of conditions and behaviors that may lead to or increase the potential risk of violence, and of prevention and mitigating activities, as well as employee/supervisor responsibilities. Please direct content questions to Gordon Choy at 587-1060 or [gordon.i.choy@hawaii.gov](mailto:gordon.i.choy@hawaii.gov).

***NOTE: This program (WVP) is a combination of the classes previously known as EVIW and VIW.***

WVP 0050 Jun 19 9:00a – 11:00a \$0-HRD Mo State Office Bldg. conf. rm.

# OAHU

## COMPUTER COURSES

### **ADVANCED POWERPOINT 2007**

Aside from adding charts and diagrams, tables, rows and columns, you will also learn to include multi-media such as: adding a sound, a music CD, a movie, and a voice-over narration to your slide presentation. In addition, you will create more engaging slides when you use special effects like slide transitions, custom animation, sound effects to custom animations, and adding an action button.

**Prerequisite:** *Introduction to Microsoft PowerPoint 2007*

121CPST6A May 15 & 17 8:00a – 12:00p \$130 by May 08/After \$145 Oa KCC Kopiko 101E

### **EXCEL 2007, AN INTRODUCTION**

This course is ideal for first-time excel users or novices needing a good review. Students will learn to manage office or home information such as rosters, lists, inventories, or basic budgets. The course begins with the fundamentals of entering data, formatting numbers or text entries, creating worksheets, managing columns & rows, moving cells, using autofills, copying data, cutting, pasting, selecting ranges. The course culminates in introducing formulas and functions.

Dates subject to change; custom schedules for groups available; on-line course available. Additional dates:

[www.ocewd.org](http://www.ocewd.org).

**Recommended Prerequisite:** *Keyboarding skills, Introduction to Computers & Windows Operating Systems, or prior experience*

BC2140 Feb. 08 & 15 9:00a – 4:30p \$190-LCC Oa LCC CE 201

BC2140 Apr. 05 & 13 9:00a – 4:30p \$190-LCC Oa LCC CE 201

BC2140 May 18 & 25 9:00a – 4:30p \$190-LCC Oa LCC CE 201

### **EXCEL 2007, INTERMEDIATE**

This course builds on the foundations covered in Excel Introductory course and prepares students to create relevant and working spreadsheets & graphs. Throughout the course, students will learn formulas and functions, create charts and graphs, learn pivot tables, add hyperlinks, sort and filter data, and perform queries. Emphasis will be place on applied, real-world projects.

Dates subject to change; custom schedules for groups available; on-line course available. Additional dates:

[www.ocewd.org](http://www.ocewd.org).

**Recommended Prerequisite:** *Excel 2007, An Introduction, or prior experience*

BC2150 Feb. 22 & 29 9:00a – 4:30p \$190-LCC Oa LCC CE 201

BC2150 Apr. 20 & 27 9:00a – 4:30p \$190-LCC Oa LCC CE 201

BC2150 Jun. 01 & 08 9:00a – 4:30p \$190-LCC Oa LCC CE 201

### **INTERMEDIATE EXCEL 2007**

Microsoft Excel includes many features that can help you to create a well-designed worksheet with accurate results. This popular spreadsheet program provides many new visual enhancement capabilities such as varied text styles, colors, and graphics as well as exciting new themes and charts. Course participants will learn to create and edit a worksheet, use formulas and functions, and chart worksheet data.

**Prerequisite:** *Introduction to Microsoft Excel 2007*

121CPST7A May 22 & 24 8:00a – 12:00p \$130 by May 15/After \$145 Oa KCC Kopiko 101E

### **INTRODUCTION TO COMPUTERS & WINDOWS OPERATING SYSTEM**

Ever wonder where your files are? This course provides a broad foundation for students to gain a greater awareness and confidence in using personal computers. The course starts with elementary computer concepts and introduces basic navigation such as mousing, the cursor, the Desktop, and the taskbar. Students will learn now to create folders, rename files, move and copy items including tips and tricks for securing and managing office/home information.

Dates subject to change; custom schedules for groups available, on-line course available.

Additional dates: [www.ocewd.org](http://www.ocewd.org).

**Prerequisite:** *Keyboarding skills*

BC2110 Jan. 27 & Feb. 03 9:00a – 4:30p \$190-LCC Oa LCC CE 201

BC2110 Mar. 23 & 30 9:00a – 4:30p \$190-LCC Oa LCC CE 201

BC2110 May 04 & 11 9:00a – 4:30p \$190-LCC Oa LCC CE 201

**INTRODUCTION TO MICROSOFT ACCESS 2007**

Access 2007 is a relational database management application that is used to create and analyze a database. Access provides the tools to create and customize tables of information; enter, edit, and retrieve data; as well as create useful reports and user friendly forms. In addition, Access has the ability to quickly add, delete, and locate specific records of information. Course topics will include: Creating a Database, Modifying and Filtering a Table, and Creating Forms and Reports.

**Prerequisite:** *Must be comfortable using Microsoft Windows 7*

121CPST5A May 08 & 10 8:00a – 12:00p \$130 by May 01/After \$145 Oa KCC Kopiko 101E

**INTRODUCTION TO MICROSOFT EXCEL 2007**

Excel 2007 includes many features that can help you to create a well-designed worksheet with accurate results. This new edition of Microsoft's popular spreadsheet program provides many new visual enhancement capabilities such as varied text styles, colors, and graphics as well as exciting new themes and charts. Course participants will learn to create and edit a worksheet, chart worksheet data, and manage and analyze a workbook.

**Prerequisite:** *Must be comfortable using Microsoft Windows 7*

121CPST3A Apr. 24 & 26 8:00a – 12:00p \$130 by Apr. 17/After \$145 Oa KCC Kopiko 101E

**INTRODUCTION TO MICROSOFT POWERPOINT 2007**

Do you need to make a presentation soon? Does your boss need to give a PowerPoint presentation for his next meeting? Learn to create a slide presentation using Microsoft PowerPoint. Learn to edit, format, proof, and print presentations. Make your presentations more graphically interesting by learning to work with drawing objects, ClipArt, and WordArt.

**Prerequisite:** *Must be comfortable using Microsoft Windows 7*

121CPST4A May 01 & 03 8:00a – 12:00p \$130 by Apr. 24/After \$145 Oa KCC Kopiko 101E

**INTRODUCTION TO WINDOWS 7**

Windows 7 is a Microsoft popular operating system which controls almost everything you see on your desktop computer. Learn to save, open, move, and delete files as well as make your personal computing experience more productive, exciting, and fun. This course includes a complete menu of topics from using the Windows desktop, to mouse operations, drawing images, and exploring the Windows Help feature. Brand new to computing, then this course is for you!

121CPST1A Apr. 10 & 12 8:00a – 12:00p \$130 by Apr. 03/After \$145 Oa KCC Kopiko 101E

**INTRODUCTION TO MICROSOFT WORD 2007**

Word 2007 excels in its ability to change or edit a document. Editing involves correcting spelling, grammar, and sentence-structure errors. In addition, you can easily revise or update existing text by inserting or deleting text. These easy to learn skills are especially helpful when creating a simple letter, multi-page documents, or even flyers. This introductory course will cover creating and editing a document as well as revising and refining documents using Microsoft Word 2007.

**Prerequisite:** *Must be comfortable using Microsoft Windows 7*

121CPST2A Apr. 17 & 19 8:00a – 12:00p \$130 by Apr. 10/After \$145 Oa KCC Kopiko 101E

**MICROSOFT WORD 2007, INTRODUCTION**

First-time computer users and refresher students will benefit from this 14 hour course. Students will build solid foundations using Microsoft Word 2007 by creating and editing documents using special features all through practice with realistic projects. Students will work with paragraphs, set tabs, compose letters, adjust page margins and much more including mail merging.

Dates subject to change; custom schedules for groups available; on-line course available.

Additional dates: [www.ocewd.org](http://www.ocewd.org).

**Recommended Prerequisite:** *Keyboarding skills, Introduction to Computers & Windows Operating Systems, or prior experience*

BC2120 Feb. 10 & 17 9:00a – 4:30p \$190-LCC Oa LCC CE 201

BC2120 Apr. 04 & 11 9:00a – 4:30p \$190-LCC Oa LCC CE 201

BC2120 May 16 & 23 9:00a – 4:30p \$190-LCC Oa LCC CE 201

### **POWERPOINT 2007, INTRODUCTION**

Ever want to make a "splashy" presentation or creative flier? This introductory course will give first-timers enough skills to feel confident with PowerPoint and provide a great start. The course begins with navigating the PowerPoint ribbon, then moves on to selecting themes and templates, creating slides, adding bullets, selecting layouts, copying objects, editing slides, formatting text, adding sounds, transitions, clipart and delivering the slideshow including printing handouts. Dates subject to change; custom schedules for groups available; on-line course available.

Additional dates: [www.ocewd.org](http://www.ocewd.org).

**Recommended Prerequisite:** *Keyboarding skills, Introduction to Computers & Windows Operating Systems, or prior experience*

BC2160 Mar. 09 & 16 9:00a – 4:30p \$190-LCC Oa LCC CE 201

BC2160 May 02 & 09 9:00a – 4:30p \$190-LCC Oa LCC CE 201

BC2160 Jun. 16 & 20 9:00a – 4:30p \$190-LCC Oa LCC CE 201

## **HUMAN RESOURCES DEVELOPMENT**

**BASICS OF SUCCESSION PLANNING** \$0-HRD Location: Various, TBD

What happens when a key staff member leaves your organization? Do you have a plan to replace that individual's valuable services? An effective succession plan helps to minimize the impact of turnover and attrition. Learn the basics of succession planning and how to develop a roadmap that ties into your strategic goals and objectives.

**Target Audience:** *Managers and Supervisors*

Scheduling shall be done by Departmental Personnel Officers (DPOs) or their designee upon request by contacting Steve Kamaura at 587-1032 or [steve.s.kamaura@hawaii.gov](mailto:steve.s.kamaura@hawaii.gov).

**BU1 NON-CDL DRUG & ALCOHOL TESTING PROGRAM FOR EMPLOYEES (DATU1)**

Employee briefing for the UPW BU1 Drug and Alcohol Testing Program. Includes information on the purpose of the testing program, alcohol and controlled substance prohibitions, an explanation of the various tests included in the program, testing procedures, consequences of violating prohibitions, what constitutes a refusal, etc. This is an informational program intended to educate BU1 employee members who may be subject to the Drug and Alcohol Testing Agreement. Please direct content questions to Gordon Choy at 587-1060 or [gordon.i.choy@hawaii.gov](mailto:gordon.i.choy@hawaii.gov).

DATU1 0089 Mar. 06 9:00a – 11:00a \$0-HRD Oa SOT rm. 204

**BU1 NON-CDL DRUG & ALCOHOL TESTING PROGRAM FOR SUPERVISORS (DATU1S)**

This course is for supervisors of employees in the UPW BU1 Drug and Alcohol Testing Program. It is a mandatory 4 hour program for managers and supervisors tasked with making reasonable suspicion determinations. It includes information on the purpose of the testing program, alcohol and controlled substance prohibitions, an explanation of the various tests included in the program, alcohol and controlled substance test procedures, consequences of violating prohibitions, roles and responsibilities of the Substance Abuse Professional (SAP) and Medical Review Officer (MRO), and other information under the state DAT program. Supervisors in this program have the following training requirements – mandatory attendance once every 4 years. Please direct content questions to Gordon Choy at 587-1060 or [gordon.i.choy@hawaii.gov](mailto:gordon.i.choy@hawaii.gov).

**NOTE: Working Supervisors belonging in BU1 should attend the employee briefings (DATU1) rather than this supervisory course.**

DATU1S 0046 May 15 8:30a – 12:30p \$0-HRD Oa Aloha Stad., Hospitality rm.

**CERTIFICATION** \$0-HRD Location: Various, TBD

Provide an overview of the Certificate of Eligibles and the responsibilities of the Department's Personnel Office and the Department of Human Resources Development.

**Target Audience:** *Departmental Personnel Officers and staff*

Scheduling shall be done by Departmental Personnel Officers (DPOs) or their designee upon request by contacting Patti Y. Miyamoto-Asato at 587-0957 or [patti.y.miyamoto@hawaii.gov](mailto:patti.y.miyamoto@hawaii.gov).

**DEFENSIVE DRIVER COMPREHENSIVE COURSE**

This 8 hour comprehensive driver improvement course is the most compelling program ever for keeping drivers safe on the road. This is an interactive course designed to give drivers practical knowledge and techniques to avoid collisions and violations, and to choose safe, responsible, and lawful driving behaviors. The course features real-life driver situations, updated statistics and driving tips, a Defensive Driver Self-Assessment Risk Survey, critical discussions on distracted driving, including the dangers of cell phone use and texting. This is the ideal course for fleet operators. Course is for employees who drive in performance of duty. Dates are subject to change; custom schedules for groups available.

**Prerequisite:** *Driver's License* TR9700 Feb. 15 8:00a – 4:00p \$89-LCC Oa LCC CE 203

TR9700 Mar. 13 8:00a – 4:00p \$89-LCC Oa LCC CE 203

TR9700 Apr. 17 8:00a – 4:00p \$89-LCC Oa LCC CE 203

### **DRUG & ALCOHOL TESTING PROGRAM FOR SUPERVISORS (CDAT) – CDL, HGEA, BU10**

This course is for supervisors tasked with responsibilities under the Drug and Alcohol Testing (DAT) program to meet requirements found in federal regulations, Collective Bargaining Unit Agreements (CBAs) and Memorandum of Agreements (MOAs) for **the CDL, HGEA, and BU10 agreements only**. This training program will inform supervisors of their responsibilities under the state DAT program. Supervisors designated to determine whether reasonable suspicion exists have the following training requirements – mandatory attendance once every 5 years. Please direct content questions to Gordon Choy at 587-1060 or [gordon.i.choy@hawaii.gov](mailto:gordon.i.choy@hawaii.gov).

**NOTE: The BU1 testing requirements are covered in a separate course: BU1 Non-CDL Drug and Alcohol Testing Program for Supervisors (DATU1S).**

CDAT 0059 Jan. 26 8:30a – 11:30a \$0-HRD Oa SOT, rm. 204

CDAT 0060 Mar. 22 8:30a – 11:30a \$0-HRD Oa SOT, rm. 204

CDAT 0062 May 08 8:30a – 11:30a \$0-HRD Oa Aloha Stad., Hospitality rm.

**EXAMINATION AND SCREENING (for Managers & Supervisors) \$0-HRD Location: Various, TBD**

An overview of the civil service hiring process, including its initiation at the program level through the departmental personnel offices, and then to the Department of Human Resources Development (DHRD), Employee Staffing Division (ESD). Emphasis will be at the ESD level, including the recruitment and examination of applicants, establishment and referral of qualified eligibles (certification) to the hiring agency, and the important roles the departmental personnel offices and program managers and supervisors play in the hiring process.

**Target Audience: Managers and Supervisors**

Scheduling shall be done by Departmental Personnel Officers (DPOs) or their designee upon request by contacting Patti Y. Miyamoto-Asato at 587-0957 or [patti.y.miyamoto@hawaii.gov](mailto:patti.y.miyamoto@hawaii.gov).

**EXAMINATION AND SCREENING (for Personnel Officers & Staff) \$0-HRD Location: Various, TBD**

An in depth, interactive session targeted to departmental personnel officers and professional personnel staff. Emphasis will be on the laws, rules and regulations concerning the merit principle and the civil service hiring process; understanding and applying the class specifications (including the minimum qualification requirements), basic principles and practices of examination and screening of applications, construction of an examination plan, and the establishment to the list of eligibles for referral to the hiring agency. Also covered will be the roles and responsibilities of the departmental personnel staff, program managers and supervisors within the overall examination process, relative to ESD.

**Target Audience: Departmental Personnel Officers and professional personnel staff**

Scheduling shall be done by Departmental Personnel Officers (DPOs) or their designee upon request by contacting Patti Y. Miyamoto-Asato at 587-0957 or [patti.y.miyamoto@hawaii.gov](mailto:patti.y.miyamoto@hawaii.gov).

### **FORKLIFT CERTIFICATION**

Hawaii Occupational Safety & Health (HIOSH) in conjunction with the Occupational Safety and Health Administration (OSHA), have established certification requirements for forklift operators. Regulations require employers to ensure operators are certified before operating lift equipment. This certification course meets industry standards. Certification is for Class 1, 4, & 5 vehicles only. Students must be at least eighteen years of age and wear long pants along with covered shoes. Offered twice per month.

Dates are subject to change; custom schedules for groups available. Additional dates: [www.ocewd.org](http://www.ocewd.org).

IT 9700 Jan. 18 8:00a – 3:00p \$135-LCC Oa LCC CE 202

IT 9700 Feb. 08 8:00a – 3:00p \$135-LCC Oa LCC CE 202

TR9700 Feb. 29 8:00a – 3:00p \$135-LCC Oa LCC CE 202

TR9700 Mar. 14 8:00a – 3:00p \$135-LCC Oa LCC CE 202

TR9700 Mar. 28 8:00a – 3:00p \$135-LCC Oa LCC CE 202

TR9700 Apr. 18 8:00a – 3:00p \$135-LCC Oa LCC CE 202

TR9700 May 09 8:00a – 3:00p \$135-LCC Oa LCC CE 202

TR9700 Jun. 06 8:00a – 3:00p \$135-LCC Oa LCC CE 202

### **INTERVIEW AND SELECTION FOR SUPERVISORS**

**Registration Priority: DOH supervisors and agencies without EEO assigned personnel**

Reviews state and federal requirements using the “unlawful questions” as the basis for briefing on EEO issues in the hiring process. This is an introduction using case examples and department policies. Please direct content questions to instructor Gerald Ohta, DOH Affirmative Action Officer, at 586-4614 or [gerald.ohta@doh.hawaii.gov](mailto:gerald.ohta@doh.hawaii.gov).

INTS 0001 Feb. 16 8:30a – 10:00a \$0-HRD Oa SOT rm. 204

INTS 0002 Apr. 13 8:30a – 10:00a \$0-HRD Oa SOT rm. 204

**PERFORMANCE APPRAISAL SYSTEM (PAS)** \$0-HRD Location: Various, TBD

This class provides an introductory overview to the State's Performance Appraisal System (PAS). Topics include the three phases of the PAS rating cycle, completing the PAS forms, using the Supervisor's Discussion Notes, and addressing substandard performance using the PAS. Note: Participants must bring "PAS Manual for Supervisors" with them to class. The manual is available on the DHRD website: <http://hawaii.gov/hrd/main/lro/PerfMgmt/>.

**Target Audience: New supervisors who have not had any formal training on the State's Performance Appraisal System (PAS)**

Scheduling shall be done by Departmental Personnel Officers (DPOs) or their designee upon request by contacting Eric Nitta @ 587-3156 or [eric.m.nitta@hawaii.gov](mailto:eric.m.nitta@hawaii.gov).

**POSITION ACTION PROCESSING** \$0-HRD Location: Various, TBD

Overview of civil service and exempt position action processing, legal authority for actions, delegated vs. non-delegated actions; detailed hands-on instruction regarding preparation of HRD-1 and other documents and entering transactions into HRMS for various types of position actions.

**Target Audience: Personnel Clerks/Technicians who have a basic understanding of position action terminology and documents**

Scheduling shall be done by Departmental Personnel Officers (DPOs) or their designee upon request only by contacting Gloria Young at 587-1035 or [gloria.y.young@hawaii.gov](mailto:gloria.y.young@hawaii.gov).

**POSITION CLASSIFICATION ON-THE-JOB TRAINING** \$0-HRD Location: Various, TBD

Line department classifier works one-on-one with a DHRD classifier on their department's classification requests and receives guidance and feedback on fact-finding and analysis, interpretation of class specifications and preparation of classifier's reports.

**Target Audience: Personnel Management Specialists who are responsible for position classification**

Scheduling shall be done by Departmental Personnel Officers (DPOs) or their designee upon request by contacting Lisa Hodges at 587-1024 or [lisa.m.hodges@hawaii.gov](mailto:lisa.m.hodges@hawaii.gov).

**POSITION CLASSIFICATION OVERVIEW** \$0-HRD Location: Various, TBD

Overview of civil service position classification (including legal authorities, terminology, minimum qualification requirements and selective certification requirements, bargaining units, effective dates, administrative reviews and appeals) and civil service exemptions.

**Target Audience: Personnel Management Specialists who are responsible for position classification**

Scheduling shall be done by Departmental Personnel Officers (DPOs) or their designee upon request by contacting Lisa Hodges at 587-1024 or [lisa.m.hodges@hawaii.gov](mailto:lisa.m.hodges@hawaii.gov).

**REASONABLE ACCOMMODATIONS FOR SUPERVISORS**

**Registration Priority: DOH supervisors and agencies without EEO assigned personnel**

Covers the four areas of employment nondiscrimination that provide for reasonable accommodation – disability, pregnancy and related conditions, religious practices and beliefs, and domestic and sexual violence victims. Examines similarities and differences. Please direct content questions to instructor Gerald Ohta, DOH Affirmative Action Officer, at 586-4614 or [gerald.ohta@doh.hawaii.gov](mailto:gerald.ohta@doh.hawaii.gov).

RAS 0001 Feb. 16 10:30a – 12:00p \$0-HRD Oa SOT rm. 204

RAS 0002 Apr. 13 10:30a – 12:00p \$0-HRD Oa SOT rm. 204

**RECRUITMENT** \$0-HRD Location: Various, TBD

An overview on how to fill vacancies, the types of recruitments available and strategies used to enhance recruitment efforts for hard-to-fill vacancies.

**Target Audience: Managers and Supervisors**

Scheduling shall be done by Departmental Personnel Officers (DPOs) or their designee upon request by contacting Patti Y. Miyamoto-Asato at 587-0957 or [patti.y.miyamoto@hawaii.gov](mailto:patti.y.miyamoto@hawaii.gov).

**SELECTION INTERVIEW** \$0-HRD Location: Various, TBD

Provide personnel and managerial/supervisory staff with an overview of the selection process. Participants will learn how to develop an effective selection instrument that can be defended, if challenged, and that will assist them in finding the best person for the job. Other topics to be covered include how to conduct an effective selection interview, background/reference checks, and probationary period.

**Target Audience: Managers and Supervisors**

Scheduling shall be done by Departmental Personnel Officers (DPOs) or their designee upon request by contacting Patti Y. Miyamoto-Asato at 587-0957 or [patti.y.miyamoto@hawaii.gov](mailto:patti.y.miyamoto@hawaii.gov).

**STATE OF HAWAII RETURN TO WORK PROGRAM \$0-HRD Location: Various, TBD**

Introduction to the Department of Human Resources Development's Policy No. 902.001, "Return to Work Priority Program" for returning civil service employees to a temporary light duty assignment or priority placement in another position, when they are unable to permanently return to their usual and customary employment due to a work-related injury or illness.

**Target Audience: Departmental Personnel Officers and their staff**

Scheduling shall be done by Departmental Personnel Officers (DPOs) or their designee upon request by contacting Florencio C. Baguio, Jr., ECD Chief at 587-0900 or florencio.c.baguioJr@hawaii.gov.

**SUITABILITY INVESTIGATION TRAINING \$0-HRD Location: Various, TBD**

Provides an overview of the suitability process and the responsibilities of the department's personnel office and the department of human resources development.

**Target Audience: Departmental Personnel Officers and their staff**

- A. Purpose of Suitability Investigations
- B. Types of Suitability Investigations
  - 1. Criminal
  - 2. Employment
  - 3. Medical
- C. How to Conduct a Suitability Investigation
- D. Do's and Don'ts of a Suitability Investigation
- E. Suitable Determinations
- F. Unsuitable Determinations

Scheduling shall be done by Departmental Personnel Officers (DPOs) or their designee upon request by contacting Patti Y. Miyamoto-Asato at 587-0957 or patti.y.miyamoto@hawaii.gov.

**TYPES OF APPOINTMENTS \$0-HRD Location: Various, TBD**

Provide personnel and managerial/supervisory staff with an overview of the different types of appointments and how it affects the incumbent of the position.

**Target Audience: Managers and Supervisors**

Scheduling shall be done by Departmental Personnel Officers (DPOs) or their designee upon request by contacting Patti Y. Miyamoto-Asato at 587-0957 or patti.y.miyamoto@hawaii.gov.

**UNLAWFUL HARASSMENT IN EMPLOYMENT (UHE)**

**Registration Priority: DOH supervisors and agencies without EEO assigned personnel**

This class will include an overview of employment non-discrimination rights and responsibilities, and examines unlawful harassment issues using case studies and DOH policies. Please direct content questions to instructor Gerald Ohta, DOH Affirmative Action Officer, at 586-4614 or gerald.ohta@doh.hawaii.gov.

UHE 4408 Jan. 24 8:30a – 10:30a \$0-HRD Oa SOT rm. 204

UHE 4409\* Mar. 20 8:30a – 10:30a \$0-HRD Oa DLIR conf. rm. 310

\* Registration Priority for this session only - DOH supervisors, DLIR personnel, and agencies without EEO assigned personnel.

UHE 4410 Mar. 21 8:30a – 10:30a \$0-HRD Oa SOT rm. 204

**WORKER'S COMPENSATION 101 \$0-HRD Location: Various, TBD**

Class surveys the basics of the Hawaii Worker's Compensation Law, Chapter 386, HRS, including covered injuries and illnesses; medical and rehabilitation benefits; income and indemnity benefits; injury/illness reporting and claims forms; and the hearings and appeals process for contested claims or issues.

**Target Audience: Departmental Personnel Officers and their staff**

Scheduling shall be done by Departmental Personnel Officers (DPOs) or their designee upon request by contacting Florencio C. Baguio, Jr., ECD Chief at 587-0900 or florencio.c.baguioJr@hawaii.gov.

**WORKPLACE VIOLENCE TRAINING PROGRAM FOR EMPLOYEES (WVP)**

This program is designed to meet the BU1 agreement provisions. The program informs supervisors and employees of violence in the workplace; where it is most likely to occur, recognition of conditions and behaviors that may lead to or increase the potential risk of violence, and of prevention and mitigating activities, as well as employee/supervisor responsibilities. Please direct content questions to Gordon Choy at 587-1060 or gordon.i.choy@hawaii.gov.

**NOTE: This program (WVP) is a combination of the classes previously known as EVIW and VIW.**

WVP 0043 Feb. 14 9:00a – 11:00a \$0-HRD Oa Aloha Stad., Hospitality rm.

WVP 0044 Feb. 14 1:00p – 3:00p \$0-HRD Oa Aloha Stad., Hospitality rm.

WVP 0045 Apr. 10 9:00a – 11:00a \$0-HRD Oa SOT rm. 204

WVP 0046 Apr. 10 1:00p – 3:00p \$0-HRD Oa SOT rm. 204

WVP 0048 May 10 9:00a – 11:00a \$0-HRD Oa SOT rm. 204

WVP 0049 May 10 1:00p – 3:00p \$0-HRD Oa SOT rm. 204

WVP 0051 Jun. 26 9:00a – 11:00a \$0-HRD Oa Aloha Stad., Hospitality rm.

WVP 0052 Jun. 26 1:00p – 3:00p \$0-HRD Oa Aloha Stad., Hospitality rm.

## **INDIVIDUAL AND INTERPERSONAL DEVELOPMENT**

### ***ADVANCED BUSINESS WRITING***

Everyone at work is required to convey ideas, events, and transactions on paper rapidly and concisely. In this action-oriented workshop, you will learn to develop and polish your letters. Instruction emphasizes formula writing, psychology, and style.

**Recommended Prerequisite:** Review of English Grammar

121BMST140A Mar. 19 & 21 8:00a – 12:00p \$72 by Mar. 12/After \$80 Oa KCC Kopiko 101E

### ***COMMUNICATIONS AT WORK***

Discover the basic principles and practice the basic skills of good interpersonal communication. Learn how to build trusting supportive climates and relationships, how to listen with empathy, as well as how to resolve conflicts and sell your ideas to others.

121BMST145A Apr. 16 & 18 8:00a – 12:00p \$72 by Apr. 09/After \$80 Oa KCC Kopiko101E

### ***CONFLICT MANAGEMENT***

Conflict occurs at many levels. Understanding the level at which the conflict exists is the first step to resolving an undesirable situation. This course will offer the participants an experiential opportunity to assess their individual styles under normal and conflict conditions. In addition, participants will receive practical ways in which conflicts can be resolved, diffused, or avoided.

122BMST200A Jun. 04 & 06 8:00a – 12:00p \$72 by May 28/After \$80 Oa KCC Kopiko101E

### ***REVIEW OF ENGLISH GRAMMAR***

Business writers in Hawaii share unique writing problems. Many of these problems can be easily corrected by better understanding certain concepts of English grammar. In this seminar, employees will explore these problems, refresh their memories as to the grammar rules that the problems violate, and test their understanding of the concepts in business-oriented sentences. Learn simple techniques for eliminating grammatical errors.

121BMST120A Mar. 05 & 07 8:00a - 12:00p \$72 by Feb. 27/After \$80 Oa KCC Kopiko101E

### ***STRESS MANAGEMENT***

Work stress is the number one villain in destroying an otherwise successful career or home. With this course, you will learn to overcome the fear of failure, keep enthusiasm when you hit a setback, to break through self-imposed limitations, deal with conflict in the office and in the home and to rejuvenate your body and mind.

121BMST217A Apr. 23 & 25 8:00a – 12:00p \$72 by Apr. 16/After \$80 OaKCC Kopiko101E

### ***TAKING MINUTES***

Participants are introduced to practical and creative methods of taking and organizing notes by understanding the recorder's role and the importance of minutes as a report document and meeting guide. What does a recording secretary need to know about parliamentary procedure? Who gets quoted and why? Learn about parliamentary procedure, the duties of the facilitator, minutes taker, and meeting participants as they apply to taking minutes. Learn time-saving tips and procedures of professional minutes recorders and feel confident that you can do the job successfully. Use the job of taking minutes to enhance your reputation and improve your meeting.

121BMST172A May 09 8:00a – 12:00p \$72 by May 02/After \$80 Oa KCC Kopiko101E

### ***TIME MANAGEMENT***

Handling multiple priorities with effectiveness and ease is challenging. We all need support to be our best. This workshop provides the information, tools and support for you to manage your energy, time, and workload to your optimal abilities. Proven management strategies are given to ensure improved planning and productivity covering these topics: values clarification, setting priorities and goals, planning smart, eliminating time wasters, office organization tips, and stress management to multi-task with ease.

121BMST211A Apr. 09 & 11 8:00a – 12:00p \$72 b Apr. 02/After \$80 OaKCC Kopikl01E

### ***WRITING MEMOS & E-MAIL MESSAGES THAT WORK***

Since memoranda and e-mail are your most common form of written communication with superiors, subordinates, and employees in other locations, they must effectively communicate to save time and problems. In this seminar, we will concentrate on the various uses and misuses of these forms of communication and learn how to create memos and e-mail documents that are concise, easy to read, friendly, and easy to understand.

**Recommended Prerequisite:** Review of English grammar

121BMST147A May 21 & 23 8:00a – 12:00p \$72 by May 14/After \$80 Oa KCC Kopiko101E

## **MANAGEMENT AND SUPERVISION DEVELOPMENT**

### ***THE ART OF LEADERSHIP CERTIFICATE PROGRAM***

The Art of Leadership Certificate Program, sponsored by the University of Hawaii at Manoa Outreach College, is based on curriculum developed by corporate training leader Achieve Global (formerly Zenger Miller, Kaset International, and Learning International). Taught by local instructors, the curriculum has served the needs of many Fortune 500 companies, as well as local corporate clients Bank of Hawaii, First Hawaiian Bank, First Insurance, Hawaiian Electric Company, HMSA, Kaiser, and Outrigger Hotels, to name a few.

This program is designed to help professionals develop skills to deal effectively with the challenges of today's increasingly competitive, yet interdependent, world. For more information, including registration deadlines, the certificate application form, attendance requirements, or other questions, contact Paulette Feeney, (808) 956-2037, email: pfeeney@hawaii.edu.

Program consists of 10 modules, scheduled as 2 sessions per each class day. Morning session is from 8:00a – 12p. Afternoon session is from 1:00p – 5:00p. Upon completion of the program's 10 session coursework, including demonstration of competency through in-class activities, and submission of a short application, students will earn the **Art of Leadership Certificate**. An attendance certificate will be issued to students upon the completion of each training module. Lunch is on your own or may be purchased on campus. Price includes workbooks for all modules. **Registration deadline is by Jan. 18, 2012 for 10 part Certificate Program.**

P11787 Art of Leadership Certificate Program Cost: \$950 – UH (certificated program)

Jan. 27 8a – 12:00p & 1:00p – 5:00p Oa UHMOUT CampCtr rm. 310

Feb. 10 8a – 12:00p & 1:00p – 5:00p Oa UHMOUT CampCtr Exec Dining

Feb. 24 8a – 12:00p & 1:00p – 5:00p Oa UHMOUT CampCtr rm. 310 (a) & rm. 307 (p)

Mar. 16 8a – 12:00p & 1:00p – 5:00p Oa UHMOUT CampCtr rm. 310

Apr. 05 8a – 12:00p & 1:00p – 5:00p Oa UHMOUT CampCtr rm. 307

**NOTE: You may also register on a single session basis if you don't wish to participate in the entire 10 session program.**

### ***BASIC PRINCIPLES FOR A COLLABORATIVE WORKPLACE***

Organizations today require a workplace where everyone is willing and able to work together in new and collaborative ways. Collaboration positively impacts productivity, quality, customer satisfaction, and overall organizational performance. This class introduces The Basic Principles, a set of behaviors that help individuals at every level of an organization work more effectively with others.

*(Cost of session includes workbook)*

P11788 Jan. 27 8:00a – 12:00p \$115-UHMOUT Oa UHMOUT CampCtr rm. 310

### ***COACHING: BRINGING OUT THE BEST IN OTHERS***

Effective coaching maximizes the performance of everyone associated with an organization—employees, managers, customers and suppliers. By applying coaching skills in the workplace, employees can motivate, guide and support one another in working together toward—and achieving—top performance.

*(Cost of session includes workbook)*

P11789 Jan. 27 1:00p – 5:00p \$115-UHMOUT Oa UHMOUT CampCtr rm. 310

### ***COACHING & MENTORING***

As a manager, you face a tough personal adjustment when you move up in the organization. It involves coaching and developing your subordinates to increase their productivity and learning how to motivate them to continue to do outstanding work. Topics will include asking questions, listening for understanding, sharing knowledge and experience, giving positive feedback, giving improvement feedback, giving praise and encouragement.

121BMST106A Mar. 12 & 14 8:00a – 12:00p \$72 by Mar. 05/After: \$80 Oa KCC Kopiko101E

### ***EXPRESSING YOURSELF: PRESENTING YOUR THOUGHTS AND IDEAS***

Sharing knowledge, thoughts and ideas is essential to an organization's ability to ensure continuous learning. Participants learn techniques for planning, organizing and delivering results-oriented messages—techniques they can use in situations ranging from informal to formal presentations.

*(Cost of session includes workbook)*

P11793 Feb. 24 1:00p – 5:00p \$115-UHMOUT Oa UHMOUT CampCtr rm. 307

### ***GIVING AND RECEIVING CONSTRUCTIVE FEEDBACK***

Individuals and organizations both benefit from honest, objective feedback about how things are going. A constant exchange of information helps everyone stay on track and the organization stay competitive. In this class, participants learn constructive approaches to giving and receiving feedback.

*(Cost of session includes workbook)*

P11791 Feb. 10 1:00p – 5:00p \$115-UHMOUT Oa UHMOUT CampCtr Exec. Dining

### **GIVING RECOGNITION**

Today's cross-functional work environment requires everyone - to give recognition in order to create and sustain a productive workplace. In this class, participants learn to acknowledge efforts and results in meaningful and appropriate ways. They discover that recognition is a powerful tool everyone can use to build better working relationships and encourage others.

*(Cost of session includes workbook)*

P11797 Apr. 05 1:00p – 5:00p \$115-UHMOUT Oa UHMOUT CampCtr rm. 307

### **HANDLING EMOTIONS UNDER PRESSURE**

Emotions are bound to erupt in today's high-pressure work environment. This class gives participants a process for handling the emotions in daily work situations. Participants learn to remain calm and objective, to recover quickly and help others do the same, and to take charge in difficult circumstances to keep the discussion moving forward.

*(Cost of session includes workbook)*

P11790 Feb. 10 8:00a – 12:00p \$115-UHMOUT Oa UHMOUT CampCtr Exec. Dining

### **INFLUENCING FOR WIN-WIN OUTCOMES**

Successful organizations thrive on new ideas, because new ideas can help everyone discover better ways to work. An organization that can put people's good ideas to use has a powerful competitive edge: continuous improvement. In this class, participants learn to analyze, develop and present their ideas in a way that helps them win the necessary support.

*(Cost of session includes workbook)*

P11796 Apr. 05 8:00a – 12:00p \$115-UHMOUT Oa UHMOUT CampusCtr rm. 307

### **MOVING FROM CONFLICT TO COLLABORATION**

Changes in the workplace are putting new emphasis on the importance of effective collaboration. While collaboration contributes to improved performance, it also can reveal new opportunities for conflict. This class gives participants the skills to turn conflict into opportunities to achieve positive, productive results.

*(Cost of session includes workbook)*

P11794 Mar. 16 8:00a – 12:00p \$115-UHMOUT Oa UHMOUT CampusCtr rm. 310

### **NEGOTIATION SKILLS**

Improve your professionalism with expert negotiation skills. Learn effective win-win strategies and techniques for successful negotiation. Learn to identify your own negotiating strengths and weaknesses and develop usable tools for positive negotiation.

121BMST218A May 14 & 16 8:00a – 12:00p \$72 by May 07/After \$80 OaKCC Kopiko101E

### **PERSONAL STRATEGIES FOR NAVIGATING CHANGE**

In today's workplace, employees are experiencing tremendous changes in organizational strategies, in the way work gets done, and in the way people work together. These changes present new demands and challenges for every individual in the organization.

This class provides an effective approach to navigating change that people in any organization can use.

*(Cost of session includes workbook)*

P11795 Mar. 16 1:00p – 5:00p \$115-UHMOUT Oa UHMOUT CampusCtr rm. 310

### **PROACTIVE LISTENING**

Intense competition and rapid change have dramatically expanded the need for information. This need for more, better, faster information cannot be met by technology alone--interpersonal communication also must improve. This class presents a process for listening proactively that helps people communicate more effectively and build the positive relationships they need to achieve personal and organizational goals.

*(Cost of session includes workbook)*

P11792 Feb. 24 8:00a – 12:00p \$115-UHMOUT Oa UHMOUT CampusCtr rm. 310