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# Training Information

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**Required Training for all Employees, including Supervisors and Managers** is indicated by a triple asterisk throughout this catalog: Diversity: Respect for People, Ethics in the Workplace, Give 'Em the Pickle: Providing Excellent Customer Service, and Harassment Prevention.

**Required Training for Managers and Supervisors** is indicated by a single asterisk throughout this catalog. A **Management Certificate** will be given to Managers and Supervisors who complete the following training classes:

- Generational Differences
- Ethics in the Workplace (On-line)
- Give 'Em the Pickle: Providing Excellent Customer Service
- Interviewing Skills
- Diversity: Respect for People
- Performance Management
- Spirit of Teams
- Substance Abuse
- Supervisors' Accountabilities
- Supervisory Skills
- Harassment Prevention

Employees will be publicly recognized upon earning the **Management Certificate**.

**\*\*\* Required for All Employees including Supervisors & Managers**

**\*\* Required for All Employees**

**\* Required for All Managers & Supervisors**

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## Easy steps to register:

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For Computer Technology classes, registration will be electronic and via Infotec, LLC, our vendor. You will still need to complete the Registration Form with your supervisor's signature for Computer Technology courses, then mail or fax (365-6334) completed registration forms to Human Resources.

For other classes, reserve your seat by making your course selections from the catalog and signing up for courses using this link:

[T:\Training \( HR & Safety \\_Sungard HTE\)\Register for Training 2010.xls](#)

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## Cancellations:

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If you must cancel your registration, please call 365-6075 as soon as possible to notify Human Resources. Late notification of non-attendance or no notification at all reduces the possibility of another County employee taking advantage of a scheduled training opportunity. Advance notice (**11 days notification prior to class start date**) will eliminate any fees associated with cancellations.

If a class has a cost and you do not show up to class, charges may be incurred by your department. Computer technology class prices are based upon a sliding scale of 8 minimum students to 10 students with a maximum of 12. We must have a minimum of 8 students for each Computer Technology class to cover the cost of the class and avoid cancelling it.

# Training Calendar

January	April
<ul style="list-style-type: none"> <li><input type="checkbox"/> <b>19</b> - Understanding Your 457 Plan</li> <li><input type="checkbox"/> <b>26</b> - Personal Financial Management Tips &amp; Techniques</li> <li><input type="checkbox"/> <b>28</b> - Diversity: Respect for People</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> <b>15</b> - Harassment Prevention</li> <li><input type="checkbox"/> <b>16</b> - Personal Financial Planning</li> <li><input type="checkbox"/> <b>21</b> - Diversity: Respect for People</li> <li><input type="checkbox"/> <b>27</b> - Generational Differences</li> <li><input type="checkbox"/> <b>28</b> - Dealing with Difficult People/ Understanding the Difficult Citizen</li> <li><input type="checkbox"/> <b>30</b> - Spirit of Teams</li> </ul>
February	May
<ul style="list-style-type: none"> <li><input type="checkbox"/> <b>11</b> - Personal Effectiveness &amp; Communication Skills</li> <li><input type="checkbox"/> <b>17</b> - Healthier at Home</li> <li><input type="checkbox"/> <b>18</b> - Harassment Prevention</li> <li><input type="checkbox"/> <b>23</b> - Communication Basics for Employees</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> <b>6</b> - Peer Today, Boss Tomorrow</li> <li><input type="checkbox"/> <b>7</b> - Interviewing Skills</li> <li><input type="checkbox"/> <b>14</b> - Supervisory Skills</li> <li><input type="checkbox"/> <b>18</b> - Serving Two Employers</li> <li><input type="checkbox"/> <b>19</b> - Performance Management</li> <li><input type="checkbox"/> <b>20</b> - Fun &amp; Fitness</li> <li><input type="checkbox"/> <b>21</b> - Give 'em the Pickle</li> <li><input type="checkbox"/> <b>26</b> - Communication Skills for Managers</li> </ul>
March	June
<ul style="list-style-type: none"> <li><input type="checkbox"/> <b>17</b> - Give 'em the Pickle</li> <li><input type="checkbox"/> <b>23</b> - Substance Abuse in the Workplace</li> <li><input type="checkbox"/> <b>25</b> - Conflict Resolution Strategies</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> <b>2</b> - Harassment Prevention</li> <li><input type="checkbox"/> <b>4</b> - On-Line Recruitment</li> <li><input type="checkbox"/> <b>11</b> - Time Mgt. &amp; Organizational Skills</li> <li><input type="checkbox"/> <b>17</b> - Personal Effectiveness &amp; Communication Skills</li> <li><input type="checkbox"/> <b>23</b> - Leadership in Challenging Times</li> </ul>

# Training Calendar

July	October
<ul style="list-style-type: none"> <li><input type="checkbox"/> <b>21</b> - Understanding Depression &amp; Adolescent Depression</li> <li><input type="checkbox"/> <b>22</b> - Supervisory Skills</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> <b>6</b> - Give 'em the Pickle</li> <li><input type="checkbox"/> <b>7</b> - Caring for the Caregiver</li> <li><input type="checkbox"/> <b>14</b> - Supervisors' Accountabilities</li> <li><input type="checkbox"/> <b>20</b> - Hanover 101</li> </ul>
August	November
<ul style="list-style-type: none"> <li><input type="checkbox"/> <b>19</b> - Managing Stress in the Workplace</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> <b>12</b> - Generational Differences</li> <li><input type="checkbox"/> <b>16</b> - Social Security Express</li> <li><input type="checkbox"/> <b>17</b> - Holiday Wellness &amp; Stress</li> <li><input type="checkbox"/> <b>18</b> - Supervisors' Accountabilities</li> </ul>
September	December
<ul style="list-style-type: none"> <li><input type="checkbox"/> <b>9</b> - The Happiness Factor</li> <li><input type="checkbox"/> <b>15</b> - Diversity: Respect for People</li> <li><input type="checkbox"/> <b>16</b> - The Strength of Diversity in Investing</li> <li><input type="checkbox"/> <b>22</b> - Cancer Prevention</li> <li><input type="checkbox"/> <b>23</b> - Spirit of Teams</li> <li><input type="checkbox"/> <b>28</b> - Harassment Prevention</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> <b>7</b> - Diversity: Respect for People</li> <li><input type="checkbox"/> <b>9</b> - Adapting to Change</li> </ul>

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# Location Information

If you have any questions about the location of any of the classes, please contact Human Resources at 365-6075.

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## **Fire/EMS (Training Room)**

13326 Hanover Courthouse Road  
Hanover, VA 23069

Located .5 miles north of Hanover County Government Complex on Rt. 301.

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## **Wickham Building Basement (IT Training Room)**

7497 County Complex Road  
Hanover, VA 23069

Located on Route 301 in the Hanover County Government Complex. The IT Training Room is in the basement of the Wickham Building.

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## **Department of Social Services (Conference Room)**

12304 Washington Highway  
Ashland, VA 23005

Located just South of Ashland next to the Goodwill Store.

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## **Communications (Training Room)**

7501 Library Drive  
Hanover, VA 23069

Located at County Government Complex just past the court buildings.

# Professional Development

## Adapting to Change

**Date:** December 9, 2010  
**Length:** 9am-11am  
**Instructor:** Optima EAP  
**Location:** Fire/EMS Training Room

**Overview:** Examine the impact of the change process on the individual. Participants are encouraged to review their own patterns of response to change. Skills and techniques are offered for managing change in your life.

**Who should attend?** Any employee

## Caring for the Caregiver

**Date:** October 7, 2010  
**Length:** 9am-11am  
**Instructor:** Optima EAP  
**Location:** Fire/EMS Training Room

**Overview:** Participants of this training are encouraged to learn to nourish themselves so that they may learn to embrace this reversal in roles, along with tips for setting up a care plan for the care receiver and the caregiver.

**Who should attend?** Any employee

## Communication Basics for Employees

**Date:** February 23, 2010  
**Length:** 9am-11am  
**Instructor:** Optima EAP  
**Location:** Fire/EMS

**Overview:** Provides participants with tools to effectively communicate in the workplace and understand various types of interpersonal communication skills.

**Who should attend?** Any employee

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## Conflict Resolution Strategies

**Date:** March 25, 2010

**Length:** 9am-11am

**Instructor:** Optima EAP

**Location:** Fire/EMS

**Overview:** Offers tips on learning how to turn conflict into a power tool for change, unity and collaboration for the organization.

**Who should attend?** Any employee

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## Dealing with Difficult People/Understanding the Difficult Citizen

**Date:** April 28, 2010

**Length:** 9am-11am

**Instructor:** Optima EAP

**Location:** Fire/EMS Training Room

**Overview:** Provides managers with tools and suggestions for confronting and diffusing behaviors that can disrupt the work environment, interfere with productivity and negatively impact employee morale.

**Who should attend?** Any employee

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## Diversity: Respect for People\*\*\*

**Date:** January 28, 2010 -OR-  
April 21, 2010 -OR-  
September 15, 2010 -OR-  
December 7, 2010

**Length:** 1/2 day (9am–12pm)

**Instructor:** Amy Ash

**Location:** Fire/EMS Training Room

**Overview:** This course re-establishes a consistent baseline understanding of diversity. It encourages respect for people and their opinions. This class allows employees to reflect on their own frames of reference, learn about diversity dimensions, filters, and the truth model, and heighten awareness and appreciation of workplace diversity.

**Who should attend?** All employees

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### Generational Differences\*

**Date:** April 27, 2010  
November 12, 2010

**Length:** 9am–3:00pm

**Instructor:** Amy Ash & Leigh Harcum

**Location:** Fire/EMS Training Room

**Overview:** This workshop will explore each of the major generations present in our workplace. Participants will gain a better understanding of the motivational factors at work with each generation and learn ways to more effectively relate across generational lines.

**Who should attend?** Any employee

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### Give 'Em the Pickle: Providing Excellent Customer Service\*\*\*

**Date:** March 17, 2010 -OR-  
May 21, 2010 -OR-  
October 6, 2010

**Length:** 1/2 day (9am–12pm)

**Instructor:** Amy Ash

**Location:** Fire/EMS Training Room

**Overview:** The class will provide strategies for ensuring accurate, prompt and excellent customer service to citizens and customers. Primary focus is on telephone contacts. Emphasis will be placed on how all county positions have obligations to provide superior customer service. You will learn:

- basic principles of superior customer service
- Hanover's Guidelines for Accuracy, Promptness, and Excellence
- the importance of customer service to fulfill department goals

**Who should attend?** Any employee

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## Hanover 101

**Date:** October 20, 2010  
**Length:** 1/2 day (9am-12:30pm)  
**Instructor:** Amy Ash  
**Location:** Fire/EMS Training Room

**Overview:** Come learn about our County's mission, vision, and values, including customer service to both customers and fellow employees, public administration acronyms, and leadership initiatives. You'll learn about the history and growth of Hanover County and interesting facts about our County. Enhance your knowledge of County departments and services, such as where to direct citizens to pay traffic tickets, pay a water bill, and obtain accident reports. You will receive a summary of our County's operations including an overview of our organizational chart.

**Who should attend?** Any employee

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## Harassment Prevention\*\*\*

**Date:** February 18, 2010 -OR-  
April 15, 2010 -OR-  
June 2, 2010 -OR-  
September 28, 2010  
**Length:** 1/2 day (9am-12pm)  
**Instructor:** Amy Ash  
**Location:** Fire/EMS Training Room

**Overview:** This training course will provide you with enhanced skills and knowledge on what harassment is, the laws behind harassment, and how it can be prevented. This class will cover:

- County policies on harassment & retaliation
- why people harass others
- how to recognize sexual harassment at work
- how to respond, and
- employee responsibilities

**Who should attend?** All employee

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## Holiday Wellness & Stress

**Date:** November 17, 2010  
**Length:** 9am-10am  
**Instructor:** Optima EAP  
**Location:** Fire/EMS Training Room

**Overview:** Explores the stressful aspects of holidays and offers tips on how to learn to accept the holiday spirit on your own terms and minimize negative experiences.

**Who should attend?** Any employee

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## Personal Effectiveness & Communication Skills

**Date:** February 11, 2010 -OR-  
June 17, 2010  
**Length::** 1 day (9am–3:30pm)  
**Instructor:** Kelly Kapolka  
**Location:** Fire/EMS Training Room

**Overview:** Discover and develop personal effectiveness through improving your relationships. Hone your communication and listening skills. Learn how to live in excellence and develop influential people skills. Learn power actions to propel you closer toward realizing your dreams and your own personal success.

**Who should attend?** Any employee

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## Personal Financial Management Tips & Techniques

**Date:** January 26, 2010  
**Length:** 9am-11am  
**Instructor:** Optima EAP  
**Location:** County Administration Board Room

**Overview:** Smart shopping tips, cutting expenses and everyday budgeting techniques are discussed and illustrated.

**Who should attend?** Any employee

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## Serving Two Employers (USERRA)

**Date:** May 18, 2010  
**Length:** 2 hours (9:30am-11:30am)  
**Instructor:** Dr. Peggy Trout of the Employer Support of the Guard and the Reserve  
**Location:** Fire/EMS Training Room  
**Overview:** An interactive seminar, presented by the Employer Support of the Guard and Reserve. Includes a discussion on USERRA law that provides ground rules, how the law affects each party, what to do when there is a breakdown in communication, and how Hanover County does and can support its citizen soldiers.  
**Who should attend?** Any employee

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## Stress Management in the Workplace

**Date:** August 19, 2010  
**Length:** 2 hours (9am–11am)  
**Instructor:** Optima (EAP)  
**Location:** Fire/EMS Training Room  
**Overview:** This class reviews some basic concepts about stress and its effect on individuals. Tips on how to recognize and manage work place stress are presented. The class concludes with hands-on learning of stress management techniques.  
**Who should attend?** Any employee

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## The Happiness Factor

**Date:** September 9, 2010  
**Length:** 9am-10am  
**Instructor:** Optima EAP  
**Location:** Fire/EMS Training Room  
**Overview:** Class offers insight on how to take on challenges, maintain a positive attitude, find delight in daily moments of pleasure and prioritize the important aspects of life from the unimportant.  
**Who should attend?** Any employee

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## Time Management & Organizational Skills

**Date:** June 11, 2010  
**Length:** 6 hours (9am–4:30pm)  
**Instructor:** Kelly Kapolka  
**Location:** Fire/EMS Training Room

**Overview:** This training course will provide you with enhanced skills and knowledge on how to manage your time and organize your workplace.

This class will cover:

- time wasters
- time logging
- self-defense skills
- goal planning
- organizational skills
- gaining control
- time mastery
- renewal

**Who should attend?** Any employee

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## Understanding Depression & Adolescent Depression

**Date:** July 21, 2010  
**Length:** 1pm - 3pm  
**Instructor:** Optima EAP  
**Location:** Fire/EMS Training Room

**Overview:** This training will explain Clinical depression in adults and children and offer signs and symptoms to help recognize the problem.

**Who should attend?** Any employee

# Supervisory Skills

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## Communication Skills for Managers

**Date:** May 26, 2010

**Length:** 9am-11am

**Instructor:** Optima EAP

**Location:** Fire/EMS Training Room

**Overview:** This class explores the different components of effective communications from both a leadership perspective and an individual skill development perspective addressing specific areas such as listening, verbal and non-verbal messages and understanding the primary needs of communication.

**Who should attend?** Any supervisor or manager

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## Interviewing Skills (Behavioral-Based)\*

**Date:** May 7, 2010

**Length:** 1 day (9:00am-4:00pm)

**Instructor:** Amy Ash

**Location:** Fire/EMS Training Room

**Overview:** Past behavior/performance is the best predictor of future behavior/performance. This is the basis of the Interviewing Skills class.

This class teaches you how to:

- prepare for an effective interview
- ask targeted and follow-up questions
- obtain behavior-based answers
- take notes
- evaluate candidates

The course covers legal/illegal interview questions as well as which questions are effective. You will learn how to determine if a candidate is a good fit for the job and department. Knowledge and practice of interviewing skills will help your department reduce turnover, locate top performers, and enhance productivity.

**Who should attend?** Any supervisor or manager who conducts interviews

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## Leadership in Challenging Times

**Date:** June 23, 2010

**Length:** 9:00am-11am

**Instructor:** Optima EAP

**Location:** Fire/EMS Training Room

**Overview:** This class addresses the requirements and skills necessary for today's leaders to successfully implement and address change.

**Who should attend?** Any supervisor or manager

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## Myers-Briggs Type Indicator

**Workshop Facilitator:** Kelly Kapolka

**Overview:** This workshop is available to departments and teams upon request by the Department Management. The workshop offers insight into why people behave the way they do and why you are the person you are. You will gain insight into how your preferences influence your interactions with others in situations of daily life. You will become familiar with the 8 MBTI Preferences and the 16 Types which will help you to understand differing styles of perception, judgment, energy direction and lifestyle.

After this workshop, participants can expect to identify their own work or managerial preferences and how these preferences are similar and different from others who attend. Participants will also understand the basic differences between people, allowing them to work together while remaining comfortable with themselves.

This workshop is especially beneficial when work units or teams attend together. Recommended workshop length is 1/2 day session.

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## Online Recruitment System Training

**Date:** June 4, 2010

**Length:** 4 hours (9am–2pm)

**Instructor:** Amy Ash

**Location:** IT Training Room; Basement of Wickham Building

**Overview:** This class will show you how to navigate through our innovative web-based recruitment system. You will learn how to create and submit requisitions to HR, how to get more detailed screening of applicants' qualifications before they reach the interviewing stage, view applicants to your requisition, and notify HR of your decisions regarding the status of each applicant. The system is designed to provide faster processing of employment information, give you up-to-date access to information regarding all of your requisitions and applicant pool.

**Who should attend?** Any supervisor or manager who is responsible for hiring

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## Peer Today, Boss Tomorrow

**Date:** May 6, 2010  
**Length:** 1 day (9am–4:30pm)  
**Instructor:** Kelly Kapolka  
**Location:** Fire/EMS Training Room

**Overview:** So now you're the manager, now what? This training course will provide you with enhanced skills and knowledge on how to balance old relationships with new responsibilities. This class will cover:

- accepting your leadership role
- setting clear boundaries
- communication
- taking action
- best practices

**Who should attend?** Any new supervisor or manager

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## Performance Management \*

**Date:** May 19, 2010  
**Length:** 1/2 day (9am–12pm)  
**Instructor:** Leigh Harcum & Kelly Kapolka  
**Location:** Fire/EMS Training Room

**Overview:** This class provides an overview of the employee performance appraisal process.

The training will help you know how to:

- develop a proficiency standard based on a Position Description
- use the automated evaluation forms
- distinguish between levels of performance
- enhance coaching skills

**Who should attend?** Any supervisor or manager

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## Spirit of Teams \*

**Date:** April 30, 2010 -OR-  
September 23, 2010

**Length:** 1 day (9am–4:30pm)

**Instructor:** Amy Ash & Kelly Kapolka

**Location:** Fire & EMS Training Room

**Overview:** This training course will provide you with enhanced skills and knowledge on how to lead a team. In addition, you will interact with other class participants in team-building exercises. This class will cover:

- effective team characteristics
- stages of team development
- problem-solving and decision-making
- five dysfunctions of a team
- trust, conflict, commitment
- accountability and results
- assessment of team performance

**Who should attend?** Any employees or any supervisor/manager

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## Substance Abuse in the Workplace \*

**Date:** March 23, 2010

**Length:** (9:30am–10:30am) all Supervisors  
(10:30am–12:30pm) Supervisors of CDL's

**Instructor:** Optima (EAP) & Amy Ash

**Location:** Fire/EMS Training Room

**Overview:** An overview of the impact of substance abuse in the workplace, signs and symptoms of substance abuse and what to do if an employee is suspected to have a substance abuse problem.

**Who should attend?** Any supervisor, manager, and all supervisors of CDL's

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## Supervisors' Accountabilities\*

**Date:** October 14, 2010 -OR-  
November 18, 2010

**Length:** 1/2 day (9am–12:30pm)

**Instructor:** Nancy Martin & Kelly Kapolka

**Location:** Fire/EMS Training Room

**Overview:** Managers and Supervisors have accountabilities to comply with United States employment laws. This course will help you understand your role and responsibilities when complying with federal and state employment laws. You will learn how to recognize possible employment issues with regard to discrimination, accommodation and leave rights as well. This class will cover:

- Equal Employment Opportunity
- Fair Labor Standards Act
- FMLA and ADAA

**Who should attend?** Any supervisor or manager

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## Supervisory Skills\*

**Date:** May 14, 2010 -OR-  
July 22, 2010

**Length:** 1 day (9am–4:30pm)

**Instructor:** Kelly Kapolka

**Location:** Fire & EMS Training Room

**Overview:** This training course will provide you with enhanced skills and knowledge of leadership theories and skills supervisors need to manage effectively. This class will cover:

- roles as a supervisor
- expectations
- situational leadership
- the leadership challenge
- recommended best practices
- legal considerations and performance management
- problem-solving
- progressive discipline
- case studies

**Who should attend?** Any supervisor or manager

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# Personal Financial Training,

Courtesy of Lincoln Financial Group

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## Personal Financial Planning

**Date:** April 16, 2010  
**Length:** 2pm-3pm  
**Instructor:** Tom Ferguson, Lincoln Financial Group  
**Location:** County Administration Board Room  
**Cost:** Free  
**Overview:** In-depth presentation that covers saving opportunities for retirement, college education and personal goals.  
**Who should attend?** Any employee

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## Social Security Express

**Date:** November 16, 2010  
**Length:** 2pm-3pm  
**Instructor:** Tom Ferguson, Lincoln Financial Group  
**Location:** County Administration Board Room  
**Cost:** Free  
**Overview:** This presentation reviews the history, benefits and general facts about social security. The risk associated with depending on this as a major source of income as well as the benefits one may expect to receive from social security upon retirement are reviewed.  
**Who should attend?** Individuals nearing retirement or employees who want a better understanding of the Social Security system.

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## The Strength of Diversity in Investing

**Date:** September 16, 2010

**Length:** 2pm-3pm

**Instructor:** Tom Ferguson, Lincoln Financial Group

**Location:** County Administration Board Room

**Cost:** Free

**Overview:** Help individuals better understand how to manage their accounts through investment allocation and diversification.

**Who should attend?** Any employee

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## Understanding Your 457 Plan

**Date:** January 19, 2010

**Length:** 2pm-3pm

**Instructor:** Tom Ferguson, Lincoln Financial Group

**Location:** County Administration Board Room

**Cost:** Free

**Overview:** Give participants and non-participants a better understanding of the plan's features and highlights.

**Who should attend?** Any employee

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# Virginia Institute of Government (VIG) Class Offerings

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All classes are one day classes from 8:30am to 3:30pm

- **Dealing with Differences: Diversity & the Generation Gap at Work** February 10th
- **Succeeding as a First Time Supervisor** March 10th
- **Service in Challenging Times** May 12th
- **Capitalizing on Collaboration** June 9th
- **Staying Legal: Employment Law Basics** December 9th

**Location:** UVA Richmond Center  
2810 N. Parham Road, Suite300  
Richmond, Virginia 23294

**Cost:** \$100—Includes lunch & materials  
Payment or PO# must accompany registration form.  
Localities sending three employees to the same seminar  
can register a fourth at no cost.

**Who should attend?** Any employee, supervisor or manager

**Course Description and Registration deadline:**

Visit [www.coopercenter.org/institute/wednesday-series](http://www.coopercenter.org/institute/wednesday-series) to download a brochure & registration form; contact Chris Johnson at: [chrisj@virginia.edu](mailto:chrisj@virginia.edu) or 804-371-0202.

**Please inform Human Resources of your attendance and provide a copy of your certificate so that we may provide each attendee with credit for having attended this training.**

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# Wellness Training

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## Cancer Prevention

<b>Date:</b>	September 22, 2010
<b>Length:</b>	9am-10am
<b>Instructor:</b>	Jennifer Holloway, Wellness Coordinator
<b>Location:</b>	Fire/EMS Training Room
<b>Cost:</b>	Free

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## Fun & Fitness

<b>Date:</b>	May 20, 2010
<b>Length:</b>	9am-10am
<b>Instructor:</b>	Jennifer Holloway, Wellness Coordinator
<b>Location:</b>	Fire/EMS Training Room
<b>Cost:</b>	Free

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## Healthier at Home

<b>Date:</b>	February 17, 2010
<b>Length:</b>	9am-10am
<b>Instructor:</b>	Jennifer Holloway, Wellness Coordinator
<b>Location:</b>	Fire/EMS Training Room
<b>Cost:</b>	Free

# Computer Technology

**NOTE:** With the computer technology training vendor contract, three categories of computer training classes exist. Class costs vary based on the category of the class and the number of students who attend. A minimum number of students is required to cover the cost of the class and avoid having to cancel it. At least 11 business/working days advanced registration is necessary per contract. Classes will be offered on an as needed basis. Please contact Human Resources if you have interest in a class and every effort will be made to obtain enough participants to hold the class. Another option is the on-line training offered through SunGard HTE. Please email IT Requests or call ext. 6009 for more information.

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## Access Fundamentals 2007 Level I & II

**Length:** 3 days (8:30am-4:30pm)  
**Instructor:** Infotec  
**Location:** Wickham Building Basement  
**Cost-Category 2:**

At least 8 students:	\$360
At least 9 students:	\$330
At least 10 students:	\$300

**Overview:** In this course, you will be introduced to the concept of the relational database by using the Microsoft Office Access relational database application and its information management tools. You will consider how to design and create a new Access database, how to customize database components, and how to share Access data with other applications.

**Prerequisites:** Introduction to Windows or XP

Please contact Human Resources if interested in taking this class and we will arrange a date.

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### Access 2007 Level III

**Length:** 2 days (8:30am-4:30pm)  
**Instructor:** Infotec  
**Location:** Wickham Building Basement  
**Cost-Category 2:** At least 8 students: \$240  
At least 9 students: \$220  
At least 10 students: \$200

**Overview:** In this course, you will be introduced to the concept of the relational database by using the MS Access relational database.

**Prerequisites:** Access Fundamentals 2007 Levels I & II

Please contact Human Resources if interested in taking this class and we will arrange a date.

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### Access 2007 Level IV

**Length:** 2 days (8:30am-4:30pm)  
**Instructor:** Infotec  
**Location:** Wickham Building Basement  
**Cost-Category 2:** At least 8 students: \$240  
At least 9 students: \$220  
At least 10 students: \$200

**Overview:** Share data with other applications; use VBA code to automate business processes; secure databases; create/modify a database switchboard and set startup options.

**Prerequisites:** Access Fundamentals 2007 Levels I, II & III

Please contact Human Resources if interested in taking this class and we will arrange a date.

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## Adobe Acrobat 8 Professional Level I

**Length:** 1 day (8:30am-4:30 pm)  
**Instructor:** Infotec  
**Location:** Wickham Building Basement  
**Cost-Category 2:** At least 8 students: \$120  
At least 9 students: \$110  
At least 10 students: \$100

**Overview:** Students will learn how to make information more portable, accessible, and useful to meet the needs of their target audience. This course will teach you how to do the following:

- access information in a PDF document
- create PDF documents
- modify PDF documents
- add PDF navigation aids
- work with multiple PDF documents
- review PDF documents

**Prerequisites:** Minimal experience with computers and common Microsoft application

Please contact Human Resources if interested in taking this class and we will arrange a date.

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## Adobe Acrobat 8 Professional Level II

**Length:** 1 day (8:30am-4:30 pm)  
**Instructor:** Infotec  
**Location:** Wickham Building Basement  
**Cost-Category 2:** At least 8 students: \$120  
At least 9 students: \$110  
At least 10 students: \$100

**Overview:** Students will learn to create PDF files from technical documents, create interactive PDF forms, prepare and finalize PDF documents for commercial printing.

**Prerequisites:** Lower levels of Acrobat 7 or 8

Please contact Human Resources if interested in taking this class and we will arrange a date.

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## Excel 2007 New Features

**Length:** 1/2 day (8:30am-11:30am) –OR–  
(12:30pm-3:30pm)

**Instructor:** Infotec

**Location:** Wickham Building Basement

**Cost-Category 2:** At least 8 students each session: \$65  
At least 9 students each session: \$58

**Overview:** Explore new and enhanced Excel environment, learn to organize data in worksheets using enhanced tables and table formats, analyze data by applying enhanced conditional formatting, generate specific information using sort and filter options, present data using charts, illustrations, as well as work with pivot tables.

**Prerequisites:** Basic knowledge of Microsoft Windows

Please contact Human Resources if interested in taking this class and we will arrange a date.

---

## Excel 2007 Level I

**Length:** 1 day (8:30am-4:30pm)

**Instructor:** Infotec

**Location:** Wickham Building Basement

**Cost-Category 2:** At least 8 students: \$120  
At least 9 students: \$110  
At least 10 students: \$105

**Overview:** Students will learn basic worksheet skills and how to work with data in worksheets. Examples include creating and modifying workbooks, manipulating worksheet data by applying mathematical formulas and functions creating comments, graphics, diagrams and charts.

**Prerequisites:** Basic knowledge of Microsoft Windows

Please contact Human Resources if interested in taking this class and we will arrange a date.

---

## Excel 2007 Level II

**Length:** 1 day (8:30am-4:30pm)  
**Instructor:** Infotec  
**Location:** Wickham Building Basement  
**Cost- Category 2:** At least 8 students: \$120  
At least 9 students: \$110  
At least 10 students: \$100

**Overview:** Provides competency in:

- restructuring and formatting worksheets
- manipulating the display of worksheets
- creating and using multiple worksheets
- printing worksheets and workbooks

**Prerequisites:** Excel Level I

Please contact Human Resources if interested in taking this class and we will arrange a date.

---

## Excel 2007 Level III

**Length:** 1 day (8:30am-4:30pm)  
**Instructor:** Infotec  
**Location:** Wickham Building Basement  
**Cost- Category 2:** At least 8 students: \$120  
At least 9 students: \$110  
At least 10 students: \$100

**Overview:** Provides competency in organizing and analyzing data, pivot tables, auditing worksheets, performing what if analyses, using templates and name ranges, and formatting graphics, diagrams, and charts.

**Prerequisites:** Excel Level I & Level II

Please contact Human Resources if interested in taking this class and we will arrange a date.

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## HTML Level I & Web Page Design

**Length:** 3 days (8:30am—4:30pm)

**Instructor:** Infotec

**Location:** Wickham Building Basement

**Cost- Category 3:** \$360 (8 Student Minimum)

**Overview:** Course content includes:

- examine HTML and write source code
- create headings and horizontal rule lines
- display lists, color Web pages, use graphics
- add hypertext links and create graphic hyperlinks
- add transparency with Animation
- use image maps and create form elements
- create and format tables

**Prerequisites:** FrontPage or Internet Fundamentals

Please contact Human Resources if interested in taking this class and we will arrange a date.

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## HTML Level I & Web Page Design Advanced

**Length:** 2 days (8:30am—4:30pm)

**Instructor:** Infotec

**Location:** Wickham Building Basement

**Cost- Category 3:** \$240 (8 Student Minimum)

**Overview:** Course content includes:

- applying logical markup
- enhancing links and linking techniques
- advanced forms and tables
- creating inline (floating) frames
- Overview of the DOCTYPE element and Doctype switching

**Prerequisites:** HTML & Web Page Design or equivalent knowledge

Please contact Human Resources if interested in taking this class and we will arrange a date.

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## Office 2007 New Features

**Length:** 1 day (8:30 am-4:30pm)  
**Instructor:** Infotec  
**Location:** Wickham Building Basement  
**Cost- Category 2:** At least 8 students: \$120  
At least 9 students: \$110  
At least 10 students: \$100

**Overview:** Explore the various features across all the Microsoft Office Suite Applications. Create professional looking documents using Word 2007; enhancing spreadsheets using Excel 2007; create dynamic presentations using PowerPoint 2007; familiarize yourself with the new features in Outlook and Access 2007.

**Prerequisites:** Level I knowledge of prior versions of Microsoft Office Suite products.

Please contact Human Resources if interested in taking this class and we will arrange a date.

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## Outlook 2007 New Features

**Length:** 1 day (8:30am-4:30pm)  
**Instructor:** Infotec  
**Location:** Wickham Building Basement  
**Cost- Category 2:** At least 8 students: \$120  
At least 9 students: \$110  
At least 10 students: \$100

**Overview:** Explore Outlook environment; manage daily tasks; share information with other users; protect information; integrate Outlook with other applications.

**Prerequisites:** Introduction to Windows or XP

Please contact Human Resources if interested in taking this class and we will arrange a date.

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## Outlook 2007 Level I

**Length:** 1 day (8:30am-4:30pm)

**Instructor:** Infotec

**Location:** Wickham Building Basement

**Cost Category 2:**

At least 8 students:	\$120
At least 9 students:	\$110
At least 10 students:	\$100

**Overview:** You will manage contacts, compose and send e-mail, manage multiple accounts, set e-mail options, and configure security settings.

**Prerequisites:** Introduction to Windows or XP

Please contact Human Resources if interested in taking this class and we will arrange a date.

---

## Outlook 2007 Level II

**Length:** 1 day (8:30am-4:30pm)

**Instructor:** Infotec

**Location:** Wickham Building Basement

**Cost- Category 2:**

At least 8 students:	\$120
At least 9 students:	\$110
At least 10 students:	\$100

**Overview:** You will learn how to create & manage tasks, customize the calendar, schedule appointments, events & meetings, create & manage notes, and find and organize Outlook information.

**Prerequisites:** Outlook Level I

Please contact Human Resources if interested in taking this class and we will arrange a date.

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### Outlook 2007 Level III

**Length:** 1 day (8:30am-4:30pm)

**Instructor:** Infotec

**Location:** Wickham Building Basement

**Cost- Category 2:**

At least 8 students:	\$120
At least 9 students:	\$110
At least 10 students:	\$100

**Overview:** Personalize email; organize Outlook items; manage Outlook data files; work with contacts.

**Prerequisites:** Outlook Level II

Please contact Human Resources if interested in taking this class and we will arrange a date.

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### PowerPoint 2007 Level I

**Length:** 1 day (8:30am-4:30pm)

**Instructor:** Infotec

**Location:** Wickham Building Basement

**Cost- Category 2:**

At least 8 students:	\$120
At least 9 students:	\$110
At least 10 students:	\$100

**Overview:** Offers competency in creating and modifying presentations, and inserting & modifying objects, charts & tables.

**Prerequisites:** Basic knowledge of Windows

Please contact Human Resources if interested in taking this class and we will arrange a date.

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## PowerPoint 2007 Level II

**Length:** 1 day (8:30am-4:30pm)

**Instructor:** Infotec

**Location:** Wickham Building Basement

**Cost- Category 2:**

At least 8 students:	\$120
At least 9 students:	\$110
At least 10 students:	\$100

**Overview:** Offers competency in formatting, reviewing, delivering, customizing, animating, printing & exporting presentations, & preparing presentations for delivery.

**Prerequisites:** PowerPoint Level I

Please contact Human Resources if interested in taking this class and we will arrange a date.

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## Publisher 2007

**Length:** 1 day (8:30am—4:30pm)

**Instructor:** Infotec

**Location:** Wickham Building Basement

**Cost- Category 3:** \$120 (8 Student Minimum)

**Overview:** In this course, you will look at how to create a publication from scratch or use one of the hundreds of business and personal designs available. You will create, manage, revise, and distribute publications.

**Prerequisites:** Introduction to Windows or XP

Please contact Human Resources if interested in taking this class and we will arrange a date.

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## Windows XP Level I

**Length:** 1 day (8:30am—4:30pm)  
**Instructor:** Infotec  
**Location:** Wickham Building Basement  
**Cost- Category 1:** At least 8 students: \$110  
At least 9 students: \$100  
At least 10 students: \$ 90

**Overview:** Upon completion of this course, students will be able to: use fundamental personal computing terminology, use fundamental Windows XP skills, use Windows Explorer to manage files and folders and use Windows XP program techniques by working with several programs at the same time.

**Prerequisites:** Introduction to Windows or XP

Please contact Human Resources if interested in taking this class and we will arrange a date.

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## Windows XP Level II

**Length:** 1 day (8:30am—4:30pm)  
**Instructor:** Infotec  
**Location:** Wickham Building Basement  
**Cost- Category 1:** At least 8 students: \$110  
At least 9 students: \$100  
At least 10 students: \$ 90

**Overview:** Customize the Windows XP environment; share files, folders & resources over a network; access the internet using Windows XP programs; use Windows XP tools to maintain the computer.

**Prerequisites:** Introduction to Windows or XP

Please contact Human Resources if interested in taking this class and we will arrange a date.

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## Word 2007 New Features

**Length:** 1/2 day (8:30am-11:30am) -OR- (12:30pm-3:30pm)

**Instructor:** Infotec

**Location:** Wickham Building Basement

**Cost- Category 2:**

At least 8 students:	\$120
At least 9 students:	\$110
At least 10 students:	\$100

**Overview:** Explore components and customization; create and visually appealing documents; compare different versions of your document.

**Prerequisites:** Introduction to Windows or XP

Please contact Human Resources if interested in taking this class and we will arrange a date.

---

## Word 2007 Level I

**Length:** 1 day (8:30am-4:30pm)

**Instructor:** Infotec

**Location:** Wickham Building Basement

**Cost- Category 2:**

At least 8 students:	\$120
At least 9 students:	\$110
At least 10 students:	\$100

**Overview:** Offers competency in creating and saving documents in the Word environment, using Word tools and printing; and using basic collaboration features.

**Prerequisites:** Basic knowledge of Windows

Please contact Human Resources if interested in taking this class and we will arrange a date.

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## Word 2007 Level II

**Length:** 1 day (8:30am-4:30pm)

**Instructor:** Infotec

**Location:** Wickham Building Basement

**Cost- Category 2:**

At least 8 students:	\$120
At least 9 students:	\$110
At least 10 students:	\$100

**Overview:** Offers competency in using automatic formatting tools and working with graphics, tables, charts and diagrams.

**Prerequisites:** Word Level I

Please contact Human Resources if interested in taking this class and we will arrange a date.

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## Word 2007: Level III

**Length:** 1 day (8:30am-4:30pm)

**Instructor:** Infotec

**Location:** Wickham Building Basement

**Cost- Category 2:**

At least 8 students:	\$120
At least 9 students:	\$110
At least 10 students:	\$100

**Overview:** Provides competency in customizing the Word environment, working with tables and forms, and working with long documents.

**Prerequisites:** Word Level I & II

Please contact Human Resources if interested in taking this class and we will arrange a date.

# Other Training Available

## Safety Training

Safety offers training on an as-needed basis and also will offer scheduled classes according to their 2010 calendar. This training is available to all employees. Signup for courses on the T drive (HR & Safety).

The following courses are available:

Fire & Electrical Safety • Material Handling & Storage • Hand & Power Tool Safety • Machine Guarding • Environment Management • Hazard Communication • Environmental Management • Ergonomics • Industrial Hygiene • Accident Investigations • Safety & Health Environmental Auditing • Safety & Health Training • Safety Management • Personal Protective Equipment • Respiratory Education • Confined Space Education • Ergonomics Assessment Training for Managers • Hot Work Management (Safe Welding, Cutting, Brazing) • Supervisor Safety Education Module • Fire Extinguisher Education Module • Incident Analysis Education Module • Safety Showers & Eyewashes • Lockout/Tagout • Defensive Driving • First Aid/CPR