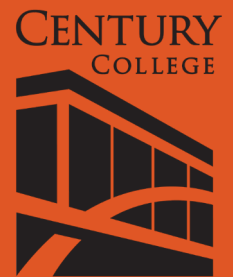




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# Performance Plus Learning Partners

## SPRING 2023 CATALOG

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Discover What's Next  
[century.edu/training](https://century.edu/training)

# ACCOUNTING

## **Accounting I: Recording Information**

Begin your understanding of the basics of accounting and how to properly record information in this hands-on class. Learn the accounting cycle, debit/ credit theory, and who are the various users of accounting information. Apply this knowledge to enter in a journal and post to the ledger, and gain understanding of adjustments and the trial balance. Materials will be provided.

**Course: 1PDE-0099**

**Instructor: Dhanmati Ramlall**

**SECT 1 W 4/5/2023**

**8:30 AM - 4:00 PM**

**LOCATION:** Century East Campus - 1733

**NOTE:** Bring a calculator to class.

## **Accounting II: Reporting Information**

Building on the principles learned in Accounting I: Recording Information, this hands-on class will focus on preparing financial statements. Learn to prepare an income statement, statement of earnings, a balance sheet and statement of cash flows. Materials are provided.

**Course: 1PDE-0100**

**Instructor: Dhanmati Ramlall**

**SECT 1 W 4/12/2023**

**8:30 AM - 4:00 PM**

**LOCATION:** Century East Campus - 1733

**NOTE:** Prerequisite: Accounting I.

Bring a calculator to class.

## **Accounting III: Analyzing Information**

Take your accounting knowledge to the next level by learning to use financial statements to drive better business decisions. Drawing upon knowledge from the previous two classes, students will do a detailed analysis of local company financial statements, including ratio analysis, vertical analysis, and horizontal analysis. Materials are provided.

**Course: 1PDE-0101**

**Instructor: Dhanmati Ramlall**

**SECT 1 W 4/19/2023**

**8:30 AM - 4:00 PM**

**LOCATION:** Century East Campus - 1733

**NOTE:** Prerequisite: Accounting I and II.

Bring a calculator to class.

# MANAGEMENT & LEADERSHIP

## **Positive Workplace Attitudes and Respect with People Reading**

Let personality clashes become a thing of the past with this insightful motivational workshop! Learn about yourself and others. Participants will be positively empowered with essential people reading skills. This workshop is foundational knowledge for all managers, supervisors and team members! Participants will learn how to maintain strong cooperative and respectful working relationships. You will learn skills to modify your communications with others to develop "likability". This is a very inspirational, fun session, studded with entertaining real-life experiences to illustrate the concepts along with small group activities.

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## Positive Workplace Attitudes and Respect with People Reading

*...continued from previous page*

It is based on the four personality types and detailed information on the characteristic strengths and communication preferences of each style will be provided. Bonus! All participants will take a short survey to determine their individual personality style.

**Course: 1SUP-0049**

**Instructor: Michael Kiefer**

**SECT 1 Th 1/12/2023**

**8:00 AM - 12:00 PM**

**LOCATION: Century East Campus - 2313**

## Improving Work Ethic and Personal Responsibility

The Minnesota Department of Employment and Economic Development (DEED) conducts worker surveys of the state workforce and consistently finds at the top of the training needs list is "work ethic". Other nationwide surveys have been conducted with the same exact results.

Does your organization struggle with: poor attendance, negative attitudes, entitlement mentality, time theft, poor meeting attendance, dress code issues, e-mail etiquette, internet abuse, cell phone addiction, basic organizational respect, social media problems, etc.? This session covers over twenty common workplace abuses and unethical behaviors and discusses how to make improvements. This session is especially helpful for: new hires, supervisors, leads, students, managers. Numerous case studies and eye-opening stories illustrate the principles presented. Help yourself and your organization become ethically healthy!

**Course: 1SUP-0198**

**Instructor: Michael Kiefer**

**SECT 1 Tu 2/7/2023**

**8:00 AM - 12:00 PM**

**LOCATION: Century East Campus - 2313**

## Mindfulness

With everything you're trying to accomplish, clearing out an overflowing inbox, juggling a calendar that's racked and stacked, deadlines, bosses, employees, customers, family commitments, personal care, running your household, the list goes on, it's no wonder you feel overwhelmed. Because of the demands of a 'do-more-with-less' environment and a hyper-connected way of life, individuals find themselves in a chronic state of fight or flight. The effects of that can be devastating, for your professional and personal effectiveness and satisfaction. During this session, we will review what happens when you're overworked and overwhelmed, and how practical, easy-to-do mindful exercises can help you feel less stress and show up at your best.

**Course: 1PDE-0136**

**Instructor: Lisa Sorensen**

**SECT 1 Th 2/9/2023**

**12:00 PM - 4:00 PM**

**LOCATION: Century East Campus - 2313**

## Management & Supervision: A Quest in Becoming the Ethical Leader

Whether you are new to the role or been in supervision for some time, this hands-on course is for all levels. Using a combination of individual and small-group interaction, we will focus on the leadership challenges in becoming an ethical leader who serves others; the importance of setting clear goals and objectives; strategies for managing conflict; how to build proactive teams; how and when to delegate; the difficulties and challenges of motivation and, accountability in performance and standards.

**Course: 1SUP-0197**

**Instructor: Everett Doolittle**

**SECT 1 Tu, Th 2/28/2023 - 3/2/2023**

**8:00 AM - 3:30 PM**

**LOCATION: Century East Campus - 2313**



## Employee Retention and Onboarding Skills

Does your organization struggle with high turnover? Can't find people to hire? Then this workshop is for you! Many organizations unknowingly drive employees away the first day or have such poor on-boarding methods people leave the first week. Sometimes superstar employees up and leave while leaving scant information in the exit interview as to why they are leaving. Learn the most common mistakes to avoid such as putting new hires through "hours or weeks of watching training videos" or the big neon "help wanted" billboard posted out in front of the building. Organizations can easily be brighter and sharper in attracting and keeping quality staff! Learn some new tricks to build and keep a high quality, stable workforce.

**Course: 1SUP-0199**

**Instructor: Michael Kiefer**

**SECT 1 Tu 3/7/2023**

**12:00 PM - 4:00 PM**

**LOCATION: Century East Campus - 2313**

## Situational Leadership

In times where resources are limited, change and growth are occurring and effectiveness is crucial, leaders need to ensure they are performing at their best. Now more than ever, leaders need to ensure they are effective at getting the job done working as effectively and efficiently as possible. The Situational Leadership Model is an essential tool for assessing the needs of the workplace and responding to the needs of others in the most effective and efficient manner.

*...continues on next page*

## Situational Leadership

*...continued from previous page*

This model is proven, practical, and has been thoroughly updated to meet today's business challenges. This eye-opening experience can result in fast professional development.

**Course: 1SUP-0056**

**Instructor: Lisa Sorensen**

**SECT 1 W 3/8/2023**

**12:00 PM - 4:00 PM**

**LOCATION: Century East Campus - 2313**



## Coach the Coach

Coaching conversations that bring forth reflection and action to the forefront of the conversation have a much greater impact than the traditional 'what-to-do and how-to-do-it' conversation. Using practice scenarios and a brain-based four-step model, you will learn the framework of coaching, the strategy behind it, and how to apply it to all preferred communication styles.

**Course: 1SUP-0168**

**Instructor: Liz Nolby**

**SECT 1 F 3/10/2023**

**8:00 AM - 12:00 PM**

**LOCATION: Online via Zoom\*\***

**\*\*SPECIAL NOTICE:** This course will be held virtually through Zoom. You will need Internet connection and an email address. Approximately three days prior to the start of class, you will receive an email with the Zoom link to your class meeting. To prepare for your class, setup and test your [Zoom](#) connection. A troubleshooting guide can be found [here](#). Your instructor will not be able to troubleshoot technology issues during class.

## Building and Leading a Diverse Team

The 21st century workplace has more age, gender, racial, and cultural diversity than ever before. Additionally, many organizations and employers have a renewed commitment to inclusion and diversity in the past two years. This training session will provide an overview of why building and leading a diverse team is important, and practical steps managers can do to create environments where diversity thrives and inclusion is a priority. The session includes personal, interpersonal, managerial, and organizational skills managers can build to help their teams leverage diversity and thrive.

**Course: 1SUP-0193**

**Instructor: Carolyn Vreeman**

**SECT 1 Th 3/16/2023**  
9:00 AM - 11:00 AM

**LOCATION:** Online via Zoom\*\*

## Maximizing Performance Reviews

A performance review is a valuable tool that is often undervalued by both managers and their direct reports. When done well, a performance review will create alignment, create a clear vision for career growth, inspire performance, and advance the organization's goals. This session focuses on how to prepare for, execute, and implement employee performance reviews and resource managers with the knowledge and skills to deliver a valuable, and even enjoyable performance review.

**Course: 1SUP-0195**

**Instructor: Carolyn Vreeman**

**SECT 1 Th 4/13/2023**  
1:00 PM - 3:00 PM

**LOCATION:** Online via Zoom\*\*

## Effective Meetings

Do you wonder why a 30-minute meeting is still droning on after 60-minutes without covering the stated topic, if there even was one? Change the culture of the poorly planned, never-ending meeting. Learn to create, prepare, and facilitate effective and efficient meetings. Discover methods and tools you can use tomorrow to make the meetings you attend and run more valuable to all who attend.

**Course: 1SUP-0183**

**Instructor: Carolyn Vreeman**

**SECT 1 Tu 4/11/2023**  
8:00 AM - 10:00 AM

**LOCATION:** Online via Zoom\*\*

## Negotiations 101

Negotiating is trying to find creative ways to satisfy the different interests of those involved rather than just splitting the difference. Negotiating is not haggling. The goal is to manage our emotions, and the tension between building deals that satisfy both parties' interests, while maintaining a healthy working relationship. Make smarter moves and set the stage for more productive interactions by learning ideas on how to create a problem-solving atmosphere where people feel safe brainstorming and problem solving, and techniques to keep you focused on the end game while resisting behaviors such as treats or demands.

**Course: 1SUP-0156**

**Instructor: Nanette Gesche**

**SECT 1 Th 4/13/2023**  
8:00 AM - 12:00 PM

**LOCATION:** Online via Zoom\*\*



## Data Practices - Personnel Data

*...continued from previous page*

Understand how to properly handle discipline records and data as well as background and reference checks. We will thoroughly cover Minn. Stat. §13.43.

**Course: 1SUP-0131**

**Instructor: Richard Hodsdon**

**SECT 1 Th 4/27/2023 - 4/27/2023**

**12:00 PM - 4:00 PM**

**LOCATION:** Century East Campus - 2313 **OR** Online via Zoom\*\*

**NOTE:** You choose whether to attend in person or virtually.

## Lean Principles

Start your continuous improvement journey by learning a common language and common tools. The concepts of lean and continuous improvement may be applied in any process, and to any organization. Learn about lean methodology and the foundation to build a lean system: including how to identify value and waste and how everything is based on the needs of the customer (internal and external). The session is highly interactive; participants will use hands-on activities to practice concepts in real-time.

**Course: 1SUP-0181**

**Instructor: Carolyn Vreeman**

**SECT 1 W 4/26/2023**

**1:00 PM - 3:00 PM**

**LOCATION:** Online via Zoom\*\*

## Data Practices - Personnel Data

Need of a refresher or new to personnel data as a manager, employer or human resources professional? This course is for you! A major source of liability for employers and managers is how personnel data and records are handled or sometimes mishandled. Learn what personnel data is and what it includes, the classifications of different types of personnel data and how to handle data on applicants, volunteers, employees and former employees.

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## The Lost Art of Customer Service

When was the last time you had a great customer service experience? Most customer service training programs have been long forgotten. Many employees don't have any idea on how to deliver excellent service. This session focuses on service through empowered, knowledgeable employees. In most cases when customer service complaints escalate, they result in big losses and serious public image/social media damage for the organization. This can all be avoided with proper training. This session covers: individual responsibility, the "bucket theorem", organizational public image, exact factors that contribute to poor and excellent service, a formula for dealing with difficult customers, the CPR technique, going the extra mile, speed of service, creating surprise and delight in the customer's mind. Learn what works in today's society.

**Course: 1SUP-0200**

**Instructor: Michael Kiefer**

**SECT 1 Tu 5/16/2023**

**8:00 AM - 12:00 PM**

**LOCATION:** Century East Campus - 2313

## 5S for All of Us

5S is more than organization, it's a visual management system. Learn about continuous improvement techniques for your space, both physical and digital. This interactive course walks you through the techniques and a simple activities you can apply immediately wherever you are working today.

**Course: 1SUP-0182**

**Instructor: Carolyn Vreeman**

**SECT 1 W 5/17/2023**

**1:00 PM - 3:00 PM**

**LOCATION:** Online via Zoom\*\*

## Managing Consultants and External Teams

Project managers, leaders, and supervisors are often tasked with managing vendor and contract relationships. In many cases, this is a new experience for these individuals and they may have limited business experience. This session will introduce managing external teams as a unique business practice, outline some of the skills and tools needed to be successful, and provide best practices to allow you to develop or improve your skills. When properly applied, these skills will allow you to advance in your career, and make your organization successful.

**Course: 1SUP-0196**

**Instructor: Carolyn Vreeman**

**SECT 1 W 5/17/2023**

**9:00 AM - 11:00 AM**

**LOCATION:** Online via Zoom\*\*

## Resilience: Bending During Times of Change

Change takes its' toll on our ability to accomplish personal and organizational goals unless we know how to bounce back when things don't go as planned. Yet, life is full changes, good and bad. While we can't stop change from happening, we can change our response to it. Resilient people don't dwell on things that didn't work. They accept the situation, learn from the experience, and move forward. As a result, resilient people tend to be happier, more productive, and more innovative. Doesn't that sound like a better way to deal with change?

**Course: 1PDE-0144**

**Instructor: Nanette Gesche**

**SECT 1 Th 5/18/2023**

**8:00 AM - 12:00 PM**

**LOCATION:** Century East Campus - 2313



**\*\*SPECIAL NOTICE:** This course will be held virtually through Zoom. You will need Internet connection and an email address. Approximately three days prior to the start of class, you will receive an email with the Zoom link to your class meeting. To prepare for your class, setup and test your [Zoom](#) connection. A troubleshooting guide can be found [here](#). Your instructor will not be able to troubleshoot technology issues during class.



# PROJECT MANAGEMENT

## **Project Management - Project Initialization**

This module focuses on things that must be done before a project begins. Learn about project charters and which parts are required for any project. Review resources a project manager should reference, and create a list of possible activities needed to be completed for a large project.

**Course: 1SUP-0171**

**Instructor:** Carolyn Vreeman

**SECT 1 Tu 4/18/2023**

8:00 AM - 9:30 AM

**LOCATION:** Online via Zoom\*\*

## **Project Management - Project Execution/ Monitoring and Control/Project Closure**

With both the team and a plan in hand, project work begins. Learn how to execute the plan through the controls needed to monitor the work, all of the integrated parts of the project, and project closure. Review what a good project manager will do to ensure their organization gets the most value from the completed efforts, and what the responsibilities of the project manager are relative to the team and organization.

**Course: 1SUP-0173**

**Instructor:** Carolyn Vreeman

**SECT 1 Tu 4/25/2023**

10:30 AM - 12:00 PM

**LOCATION:** Online via Zoom\*\*

## **Project Management - Project Planning, Part 1**

A project charter has been created and signed; what happens next to prepare for the project work to begin? This class will focus on the first half of planning a project that will meet the expectations of the charter.

**Course: 1SUP-0172**

**Instructor:** Carolyn Vreeman

**SECT 1 Tu 4/18/2023**

10:30 AM - 12:00 PM

**LOCATION:** Online via Zoom\*\*

## **Project Management - Project Planning, Part 2**

A good plan is key to a project manager's successful delivery of a completed project. Having taken into account the parts of planning a project, this module will continue to plan, making sure all 10 project areas are considered.

**Course: 1SUP-0179**

**Instructor:** Carolyn Vreeman

**SECT 1 Tu 4/25/2023**

8:00 AM - 9:30 AM

**LOCATION:** Online via Zoom\*\*

**\*\*SPECIAL NOTICE:** This course will be held virtually through Zoom. You will need Internet connection and an email address. Approximately three days prior to the start of class, you will receive an email with the Zoom link to your class meeting. To prepare for your class, setup and test your [Zoom](#) connection. A troubleshooting guide can be found [here](#). Your instructor will not be able to troubleshoot technology issues during class.



## Project Management - Organizational Change for Project Managers

Often the results of a project will impact an organization - in this class we will discuss the role of the project manager in helping their organization change and adopt the deliverable from the managed project.

**Course: 1SUP-0176**

**Instructor:** Carolyn Vreeman

**SECT 1 Tu 5/2/2023**  
10:30 AM - 12:00 PM

**LOCATION:** Online via Zoom\*\*



## Project Management Capstone Project

Armed with the knowledge and understanding of project management gained in the six project management classes - we will put that learning to use with a hands on class project. The class will break into several project teams all working on different facets of a large hands-on project build. We will work with our sponsor to finalize our charter, work on a plan, and then execute the plan. There may be issues that arise and need to be resolved as we go back to our plan and determine our best next steps. The goal will be to finish the project and deliver to our sponsor the final product and then close out our project.

**Course: 1SUP-0180**

**Instructor:** Carolyn Vreeman

**SECT 1 Tu 5/9/2023**  
8:00 AM - 3:30 PM

**LOCATION:** Century East Campus - 2313

**NOTE:** You must have taken all six Project Management modules before attending this class.

## Project Management - Projects, Programs, Portfolios, and Change

This class will look at building a great project team. We will think about a project supportive organization and culture, review the bigger picture to prepare project managers to work together to support the long term goals of the organization, and to bring value to the organization through coordinated effort.

**Course: 1SUP-0175**

**Instructor:** Carolyn Vreeman

**SECT 1 Tu 5/2/2023**  
8:00 AM - 9:30 AM

**LOCATION:** Online via Zoom\*\*



# **MINDFUL PERFORMANCE** **SERIES**

## **Getting to Yes: Persuasive Communication Using Mindful Performance**

It is not enough to “do a good job” if we aren’t able to consistently persuade others to act on important initiatives or agree to our proposed offers. By learning how to intentionally improve our online and in-person presence, attitude, and aptitude, we will be setting up all the pieces we need to build those critical connections required to meet goals and improve work satisfaction. Join Theresa Rose, author of *Mindful Performance: How to Powerfully Impact Profitability, Productivity, and Purpose*, as she guides a meaningful discussion on what it takes to get to YES, regardless of your educational background, organizational role, or sales abilities.

**Course: 1SUP-0186**  
**Instructor: Theresa Rose**

**SECT 1 Th 3/9/2023**  
**1:00 PM - 3:00 PM**

**LOCATION:** Online via Zoom\*\*

## **Creating Mindful Interactions in the Workplace**

How can we bring mindfulness to our teams and company cultures? Theresa Rose, author of *Mindful Performance: How to Powerfully Impact Profitability, Productivity, and Purpose*, delivers an engaging, practical session on how you can improve your communications, get aligned with your colleagues in purpose and approach, and focus on what is truly important to reach personal and collective objectives.

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## **Creating Mindful Interactions in the Workplace...continued from previous page**

Your productivity will improve, but more importantly, your sense of balance, satisfaction, and personal success will skyrocket.

**Course: 1SUP-0192**  
**Instructor: Theresa Rose**

**SECT 1 Th 3/23/2023**  
**1:00 PM - 3:00 PM**

**LOCATION:** Online via Zoom\*\*

## **Energy Management Using Mindful Performance**

Discover how you can show up more powerfully in any situation -- at work, at home, and all day long -- by intentionally managing your energy. By focusing on your health, growth, and resilience, you will be able to take deliberate, consistent actions on the important tasks, not just the “urgent” ones. Theresa Rose, author of *Mindful Performance: How to Powerfully Impact Profitability, Productivity, and Purpose*, will be facilitating this engaging, highly-motivating experience and give you the strategies and tools you need to manage the most important resource at your disposal: YOURSELF. The Mindful Performance Series may be taken as single classes. An advanced certificate in Mindful Performance is available for completion of all three as a series.

**Course: 1PDE-0187**  
**Instructor: Theresa Rose**

**SECT 1 Th 3/16/2023**  
**1:00 PM - 3:00 PM**

**LOCATION:** Online via Zoom\*\*

**\*\*SPECIAL NOTICE:** This course will be held virtually through Zoom. You will need Internet connection and an email address. Approximately three days prior to the start of class, you will receive an email with the Zoom link to your class meeting. To prepare for your class, setup and test your [Zoom](#) connection. A troubleshooting guide can be found [here](#). Your instructor will not be able to troubleshoot technology issues during class.

# MARKETING & COMMUNICATION

## **Microaggressions in Everyday Life (and How to Deal with Them)**

Microaggressions are the everyday verbal, non-verbal, and environmental slights, snubs, or insults, whether intentional or unintentional, which communicate hostile, derogatory, or negative messages to target persons. While microaggressions are often not systemic and often covert, it can be very difficult for employers to identify and manage. Taking steps to positively address and mitigate microaggressions in the workplace requires identifying what microaggressions are and understanding the impact they can have. Participants will learn what microaggressions are and the negative effects they can have on others, why certain remarks are considered microaggressions, and how to respond to microaggressions positively and effectively.

**Course: 1PDE-0171**

**Instructor:** Lisa Sorensen

**SECT 1** Th 1/19/2023

12:00 PM - 4:00 PM

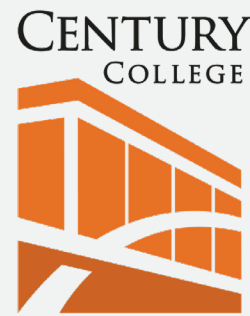
**LOCATION:** Century East Campus - 2313



# Register Today!

## To Register

Contact your PPLP Coordinator at your agency or company.



## CONTINUING EDUCATION & CUSTOMIZED TRAINING

## Contact CECT

**651-779-3341**

CECT, Room E2420

**Century College East Campus  
3300 Century Ave North**

**White Bear Lake, MN 55110**

(Hwy 120, just north of I-694)

### Office Hours:

Mon-Thurs 8:30 am - 5:00 pm / Fri 8:30 am - 4:00 pm

## Communicate with Style

In a meeting, you observe a teammate with their brows furrowed and arms crossed. You believe they are angry. They could simply be demonstrating behaviors common to their learning style. Another team member jumps to conclusions without seeming logical thought. This could be an outcome of their preferred learning style. Move from assumptions to sound reasoning for communication behaviors. Discover your preferred learning style and how it shows up in day-to-day work life. Lacking an understanding of learning styles, can lead to negative assumptions and an unhealthy work environment. This class will bring many “aha” moments about yourself and your co-workers. The formal learning assessment completed during the workshop is the 4MAT Leadership Behavior Inventory.

**Course: 1PDE-0178**  
**Instructor:** Liz Nolby

**SECT 1 F 2/10/2023**  
8:00 AM - 12:00 PM

**LOCATION:** Online via Zoom\*\*

## Conversational Intelligence

Business at its core is about people connecting with people, with everything happening through conversations. It isn't always how smart you are, rather how effective you are in creating powerful conversations to build trusting relationships and mutual success. Sharing and challenging different perspectives comes with the territory of moving up the ladder. Authentic communication can be a challenge, and if done poorly, can lead to miscommunication, lack of trust, and poor collaboration between team members. If you tend to put off business conversations and want to expand your conversation skills to help you create buy-in for ideas, make better-informed decisions and obtain committed action from others, this class is for you

**Course: 1PDE-0173**  
**Instructor:** Nanette Gesche

**SECT 1 Tu 3/28/2023**  
8:00 AM - 12:00 PM

**LOCATION:** Online via Zoom\*\*

## Theories of Conflict

From conflict spirals to game theory, conflict management gives a taste of how to approach conflict today. Using examples from conflicts playing out globally and locally we will try to understand the “how” in how we got here. Don't worry, it's not all doom and gloom, we will also look at effective strategies when faced with common conflict patterns.

**Course: 1PDE-0190**  
**Instructor:** Benjamin Lacy

**SECT 1 W 2/15/2023 - 2/22/2023**  
8:00 AM - 12:00 PM

**LOCATION:** Century East Campus - 2313

## Developing Critical Thinking

Critical thinking is the ability to think clearly and rationally, understanding the logical connection between ideas. Critical thinking has been the subject of much debate and thought since the time of early Greek philosophers such as Plato and Socrates and has continued to be a subject of discussion into the modern age. Critical thinkers rigorously question ideas and assumptions rather than accepting them at face value. They will always seek to determine whether the ideas, arguments and findings represent the entire picture and are open to finding that they do not. Become familiar with different styles of thinking, identify your personal critical thinking preferences, and learn how to use critical thinking to challenge assumptions and expand perceptions about situations.

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**\*\*SPECIAL NOTICE:** This course will be held virtually through Zoom. You will need Internet connection and an email address. Approximately three days prior to the start of class, you will receive an email with the Zoom link to your class meeting. To prepare for your class, setup and test your [Zoom](#) connection. A troubleshooting guide can be found [here](#). Your instructor will not be able to troubleshoot technology issues during class.



## Developing Critical Thinking

*...continued from previous page*

**Course:** 1PDE-0188

**Instructor:** Lisa Sorensen

**SECT 1** Tu 4/11/2023  
12:00 PM - 4:00 PM

**LOCATION:** Century East Campus - 2313



## Persuasive Communication Skills

No matter what position you hold or the industry in which you work, communication skills are crucial to your success in the workplace. Every job requires human interaction, whether it's with your supervisors and colleagues or with clients and customers. Developing strong communication skills can help facilitate these interactions with others, enabling you to perform your job more efficiently and productively.

**Course:** 1PDE-0189

**Instructor:** Lisa Sorensen

**SECT 1** Tu 4/25/2023  
12:00 PM - 4:00 PM

**LOCATION:** Century East Campus - 2313

## Verbal Judo

Being an effective communicator under stress is a skill that can be invaluable in both personal and professional situations. Yet for many, dealing with tense situations is an area full of trepidation. One practical tool that has been around for years, and that can provide immediate techniques to help de-escalate a tense situation is Verbal Judo. Verbal Judo is a simple and effective verbal method to reduce the possibility of increasing negative emotion or violence while remaining professional and in control. This class will introduce you to the practical and powerful techniques that you can use in any situation. These techniques can help you decrease stress, gain control and remain professional, no matter what you are facing.

**Course:** 1PDE-0132

**Instructor:** Lisa Sorensen

**SECT 1** M 5/15/2023  
12:00 PM - 4:00 PM

**LOCATION:** Century East Campus - 2311

## Better Work Through Interpersonal Communication

Each of us is unique. Not only does this make communication interesting, it makes communication frustrating! There is a simple reason; we all have a preferred communication style. Find out why others don't communicate like you, why it drives you crazy, and what you can do about it. You will learn to identify assertive and responsive behaviors; determine and understand your communication preferences; recognize when and why we fight back; manage difficult interactions, and adapt your communication style to improve relationships and productivity.

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**\*SPECIAL NOTICE:** This course will be held virtually through Microsoft Teams. You will need an Internet connection and an email address. Approximately three days before the start of the class, you will receive an email with a link to your class. To prepare for the class, test your connection by clicking [here](#). Your instructor will not be able to troubleshoot technology issues during class.

## Better Work Through Interpersonal Communication

*...continued from previous page*

A text will be provided in class and is included in the cost.

**Course: 1SUP-0134**

**Instructor:** Jeannette Grace

**SECT 1 Th 5/11/2023**

8:00 AM - 4:00 PM

**LOCATION:** Century East Campus - 2313

## MICROSOFT APPLICATIONS

### Microsoft Office 365: Outlook Tips & Tricks

Discover Outlook tools that help wrangle those emails. Learn to use folders, rules, reminders, alerts, categories, and tasks. Stay on top of your calendar. Learn to share calendars, and track events. This is a tips class.

**Course: 1CPT-0203**

**Instructor:** Donna Seys

**SECT 1 M 1/9/2023**

8:00 AM - 11:45 AM

**LOCATION:** Online via Teams\*

### Microsoft Office 365: OneNote

OneNote is a great 21st century time management tool with unlimited possibilities. Digitally capture and share notes, ideas and to-dos from any device while keeping it all in one place. Share notebooks with others to view or edit. Share a snapshot with someone who does not have OneNote. Attach spreadsheets, video diagrams, and information from the Internet.

**Course: 1CPT-0196**

**Instructor:** Donna Seys

**SECT 1 W 1/11/2023**

8:00 AM - 11:45 AM

**LOCATION:** Online via Teams\*

### Microsoft Office 365: Excel for Absolute Beginners

Are you afraid to take an Excel class because you are an absolute beginner? Welcome aboard! Don't worry if you have never opened Excel. Learn data entry, basic formulas, sheet manipulation, row/column management, sort, and number formats. Obtain skills to promote yourself to our Level 1 class.

**Course: 1CPT-0202**

**Instructor:** Donna Seys

**SECT 1 W 1/18/2023**

8:00 AM - 11:45 AM

**LOCATION:** Online via Teams\*

## Microsoft Office 365: Excel Level I

Whether you are new to Excel or an experienced user, this class is a building block to future classes. Lay the foundation for Excel files. Break old habits and learn new techniques. Topics include charts, statistical formulas, 21st century format tools, data entry shortcuts, headers/ footers, tip & tricks, and more.

**Course: 1CPT-0186**

**Instructor:** Donna Seys

**SECT 1** M, W 1/23/2023 - 1/25/2023  
8:00 AM - 11:45 AM

**SECT 2** M, W 4/17/2023 - 4/19/2023  
8:00 AM - 11:45 AM

**LOCATION:** Online via Teams\*

## Microsoft Office 365: Excel Level III

All roads have led to this destination. Dive into Pivot Reports and learn the solution to slice and dice data. Discover how tools from previous classes are used for a complete solution. Learn to exchange data between Excel and other programs, work in a single file simultaneously, customize features to your liking, and Macro instruction.

**Course: 1CPT-0188**

**Instructor:** Donna Seys

**SECT 1** M, W 2/6/2023 - 2/8/2023  
8:00 AM - 11:45 AM

**SECT 2** M, W 5/1/2023 - 5/3/2023  
8:00 AM - 11:45 AM

**LOCATION:** Online via Teams\*

## Microsoft Office 365: Excel Level II

Discover what you have been missing in Excel. Explore views, data protection, and the creation of 'What-if' analysis. Tables, the gem of Excel, turns any dataset into a dynamic range. Understand functions, XLookup, VLookup, SumIf, IF, and formulas across sheets.

**Course: 1CPT-0187**

**Instructor:** Donna Seys

**SECT 1** M, W 1/30/2023 - 2/1/2023  
8:00 AM - 11:45 AM

**SECT 2** M, W 4/24/2023 - 4/26/2023  
8:00 AM - 11:45 AM

**LOCATION:** Online via Teams\*

## Microsoft Office 365: Excel Level IV

Produce powerful, interactive reports in minutes instead of hours. Importing data in from another source? Save endless hours with Get and Transform to quickly import, clean, shape, and analyze data sources. Construct and share data through geographical 3D Maps, PowerPivot, and dynamic dashboards. Transform those large data sets into clear summary reports.

**Course: 1CPT-0189**

**Instructor:** Donna Seys

**SECT 1** M, W 2/13/2023 - 2/15/2023  
8:00 AM - 11:45 AM

**SECT 2** M, W 5/8/2023 - 5/10/2023  
8:00 AM - 11:45 AM

**LOCATION:** Online via Teams\*

**\*SPECIAL NOTICE:** This course will be held virtually through Microsoft Teams. You will need an Internet connection and an email address. Approximately three days before the start of the class, you will receive an email with a link to your class. To prepare for the class, test your connection by clicking [here](#). Your instructor will not be able to troubleshoot technology issues during class.

## Formulas and Functions in Excel

This class will focus solely on the use of formulas and functions. Spend time learning the proper way to use Dates, Lookup, and If functions. Discover the value of Named Ranges and where to use them. What about the new XLookup? And the Spill area? Step up your game, increase your confidence, and build a better data story. You should have an intermediate level of understanding of Excel in order to be successful in this course.

**Course: 1CPT-0201**

**Instructor: Donna Seys**

**SECT 1 W 2/22/2023**

**8:00 AM - 11:45 AM**

**LOCATION:** Online via Teams\*

## Microsoft Office 365: Word Level II

Clarify your message or explain instruction with illustrations and graphics. Visually improve your document: apply prebuilt themes and reusable building blocks. Send one file to multiple people using mail merge. Develop easily understood multi-page documents with sections, page numbers, table of contents, and cover pages.

**Course: 1CPT-0194**

**Instructor: Donna Seys**

**SECT 1 M, W 3/6/2023 - 3/8/2023**

**8:00 AM - 11:45 AM**

**LOCATION:** Online via Teams\*

## Microsoft Office 365: Word Level I

Learn the essentials of this tried and true document creator. Write with confidence by creating, editing, and formatting documents, create and format tables and learn tips & tricks to expand your Word horizons.

**Course: 1CPT-0193**

**SECT 1 M, W 2/27/2023 - 3/1/2023**

**8:00 AM - 11:45 AM**

**LOCATION:** Online via Teams\*

## Microsoft Office 365: Word Level III

Integrate with other programs and collaborate with co-workers, friends, or family. Learn advanced graphics, how to build a form and customizing Word to best suit your needs. Track the changes, use captions, and transform your multi-page reports.

**Course: 1CPT-0195**

**Instructor: Donna Seys**

**SECT 1 M, W 3/13/2023 - 3/15/2023**

**8:00 AM - 11:45 AM**

**LOCATION:** Online via Teams\*





## Microsoft Office 365: Planner

Microsoft Planner helps project managers and their teams put together plans and assign tasks. Use as a super to-do list for personal projects. Get Organized – Microsoft Planner makes use of task cards in a Kanban board to visualize project stages. Use the traditional Kanban setup of “to do, doing, and done.” This helps organize your work, collaborate on projects, and maximize efficiency. Work Better Together – work your plan from within Teams or in Planner for web and get notified when a task is assigned to you in Planner. Use the chat feature to foster collaboration; make charts to demonstrate progress. Create Workflows – monitor progress to keep the work flowing smoothly. With Planner, you get full transparency into work processes.

**Course: 1CPT-0207**

**Instructor: Donna Seys**

**SECT 1 M 3/20/2023**

**8:00 AM - 11:45 AM**

**LOCATION:** Online via Teams\*

## Microsoft Office 365: Forms

Rolling out a company survey? Quizzing your audience? Microsoft Forms enables you to create a survey or quiz on any topic. Distribute on any device via the web, email, or the mobile app. Capture the information you need anywhere, anytime. With easy-to-use tools and clear design suggestions, we will create a fillable form. We'll poll, gather answers, and examine the summary. Learn how Forms integrates with other Microsoft applications allowing for informed business decisions.

**Course: 1CPT-0204**

**Instructor: Donna Seys**

**SECT 1 W 3/22/2023**

**8:00 AM - 11:45 AM**

**LOCATION:** Online via Teams\*

## Microsoft Office 365: Access Level I

Let this class introduce you to the basics of database design theory and development. Build and use queries, forms, reports, modify database structure, and tables.

**Course: 1CPT-0198**

**Instructor: Donna Seys**

**SECT 1 M, W 3/27/2023 - 3/29/2023**

**8:00 AM - 11:45 AM**

**LOCATION:** Online via Teams\*

## Microsoft Office 365: Access Level II

Expand your database design skills! Take a deeper dive into queries, forms and reports, advanced query wizards and other advanced design features.

**Course: 1CPT-0199**

**Instructor: Donna Seys**

**SECT 1 M, W 4/3/2023 - 4/5/2023**

**8:00 AM - 11:45 AM**

**LOCATION:** Online via Teams\*

## Microsoft Office 365: Access Level III

Be empowered to design Access as a user-friendly tool for others. Expand your knowledge by using sub forms, creating form letters, importing and integration with Excel, Word and other databases.

**Course: 1CPT-0200**

**Instructor: Donna Seys**

**SECT 1 M, W 4/10/2023 - 4/12/2023**

**8:00 AM - 11:45 AM**

**LOCATION:** Online via Teams\*

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# CONTACT US

## PPLP Program Information:

Sharon Mason

651-773-1743

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## General Information:

### Office Hours:

Mon-Th 830am - 5pm

Fri 830am - 4pm

651-779-3341

[CECT@century.edu](mailto:CECT@century.edu)

## Registration:

To register, contact your PPLP Coordinator  
at your agency or company.

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## About Us

*Century College Continuing Education and Customized Training (CECT)* is Minnesota's largest provider of training and development for professions and the trades, serving 10,000 individuals annually. We serve both workers and employers through open enrollment classes at the campus and customized contract training at the work site. CECT offers a full-time, year-round staff of training experts, instructional support staff and customer service representatives.

CENTURY COLLEGE

*Continuing Education and Customized Training*

3300 Century Avenue North

East Campus, Room 2330

White Bear Lake, Minnesota 55110