Community College Workforce Alliance (CCWA) is a workforce development partnership between Reynolds Community College and John Tyler Community College. CCWA has helped thousands of businesses and individuals in the region take their companies and careers to new heights. Whether you want to acquire new job skills for yourself, increase employee productivity at your business, or improve the economic vitality of the Greater Richmond region, you’ve come to the right place.

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COMPUTER USE

Introduction to Basic Computing and the Internet

Want to be computer literate and more familiar with digital technology? If so, this class is for you. This class focuses on basic computer concepts, the Windows operating system, Internet Explorer, and the basic components of Microsoft applications. This course can be taken by anyone – a computer novice or computer professional who want to improve their skills on various software applications.

Sep 11  T 9:00 AM - 4:00 PM WDCC
Fee: $199

Windows and File Management

Whether you are a novice or a more experienced user, this class covers basic to advanced skill levels and will increase your comfort level and knowledge of computers and the Windows environment. There is a strong focus on file management in this class, and students will learn to better understand and manage the files they create and use.

Oct 15  M 9:00 AM - 4:00 PM WDCC
Fee: $199

BUSINESS APPLICATIONS

QuickBooks

QuickBooks is a small business financial management class that is tailored for different industries to make business more profitable. In this class, participants will use all the features of QuickBooks to learn how to set up a company, work with chart of accounts, work with lists, inventory, services, bill customers, enter bills, pay bills and work with bank accounts.

Oct 10 & 11  WR 9:00 AM - 4:00 PM MIDLO
Fee: $449

Advanced QuickBooks

In this course, participants will dive into QuickBooks advanced features including customizing forms, custom fields, memorized transactions and reporting, tracking inventory, job tracking and costing, class tracking, setting up sub items and services, creating budgets and forecasting, developing user accounts and trouble-shooting reconciling discrepancies.

Dec 5 & 6  WR 9:00 AM - 4:00 PM MIDLO
Fee: $449
Enhancing Your Presentations: An Introduction to Prezi

This course will provide an introduction to the digital storytelling tool called Prezi. Learning to use Prezi enhances the power of presentations and persuasive storytelling leading to deeper learning outcomes and buy-in. Prezi will change how your presentations are created and delivered. Students will explore the features and potential uses of Prezi and create one in the classroom. Students will also explore the pros and cons of Prezi versus PowerPoint.

Sep 21  F 9:00 AM - 12:00 PM  MIDLO
Fee: $119

Introduction to Visio

Participants will learn how to use stencils, scale and resize objects, draw basic shapes and compound lines, and arrange objects. They will also learn how to create diagrams, work with text, apply formatting, work with background pages, and set file and print properties. Finally, students will create network and brainstorming diagrams, set shape properties, and create reports.

Sep 13  R 9:00 AM - 4:00 PM  MIDLO
Fee: $269

SharePoint Essentials - Level 1

This course is designed as a comprehensive introduction to SharePoint for the management, aggregation and centralization of enterprise content. Through an intensive case-study, you learn how to create and deploy SharePoint, customize SharePoint sites, and create business workflows to automate organizational processes. Upon completion, students will have a deeper understanding of Document Libraries, Lists, and many other impressive SharePoint features.

Oct 4  R 9:00 AM - 4:00 PM  MIDLO
Fee: $279

SharePoint Essentials - Level 2

This class builds upon the lessons learned in SharePoint Level 1. Just to name a few, this class will have students work with slide libraries, PowerPoint integration tools, built-in filtered lists, and permissions. Upon completion, students will have a deeper understanding of Document Libraries, Lists, and many other impressive SharePoint features.

Nov 9  F 9:00 AM - 4:00 PM  MIDLO
Fee: $279

Microsoft Office 2016

MS Office 2016 Quick Start

This one-day workshop will get you up and running in all the most essential programs in the Microsoft suite! You will be introduced to a handful of popular fundamental and a few intermediate level topics in Word, Excel, Access, PowerPoint, and Outlook. Participants will also learn a few data integration techniques!

Sep 12  W 9:00 AM - 4:00 PM  WDCC
Nov 12  M 9:00 AM - 4:00 PM  MIDLO
Fee: $249

Excel 2016 - Level 1

In this course, participants will learn the basic concepts and skills to be productive with Microsoft Office Excel 2016. Learn how to create, save, share and print worksheets that contain various kinds of calculations and formatting. This course will help you accomplish basic workplace tasks in Excel 2016 and build a solid foundation for continuing your knowledge in Excel.

Sep 26  W 9:00 AM - 4:00 PM  WDCC
Oct 24  W 9:00 AM - 4:00 PM  MIDLO
Fee: $199

Excel 2016 Tips and Tricks

Improve spreadsheet skills immediately with this Excel tips, tricks and techniques workshop. Learn the experts’ secrets for using Excel more powerfully and efficiently! Learn keyboard, navigation, and formatting shortcuts.

Oct 3  W 9:00 AM - 4:00 PM  WDCC
Fee: $199
**Microsoft Office 2013**

**Excel 2013 - Level 1**  
In this course, participants will become familiar with Microsoft® Office Excel® 2013 to create spreadsheets and workbooks. In today's fast-paced environment it is important to make accurate and timely decisions based on data. Excel is a powerful spreadsheet application tool to help in both the business world and personal use.  
Sep 21  F 9:00 AM - 4:00 PM  WDCC  
Fee: $199

**Excel 2013 - Level 2**  
Participants will learn to work more efficiently and impressively in Excel by mastering features such as 3-D References, Absolute and Relative Cell Addressing, Data Tables, Named Ranges, Sorting and Filtering, Restrict Data entry, Group Worksheets, SubTotal Reports, and work with Conditional Formatting.  
Nov 7  W 9:00 AM - 4:00 PM  WDCC  
Fee: $199

**Excel 2013 Formulas**  
This course will help you take the mystery out of writing formulas. Students will learn how to use formulas to answer real-world data analysis questions, situations, and trouble-shooting. Skills gained also will enhance your formula writing proficiency in other software programs.  
Sep 28  F 9:00 AM - 4:00 PM  MIDLO  
Fee: $199

**Excel 2013 Macros & Forms**  
This class will cover very specific Excel macro scenarios using VBA and how to create and use Forms and Templates in Excel. It is recommended that you have a highly proficient level of experience and comfort with Excel prior to taking this class.  
Nov 29  R 9:00 AM - 4:00 PM  MIDLO  
Fee: $199

**Excel 2013 Pivot Tables & PowerPivot Tools**  
The Excel 2013 version has enhanced the traditional Pivot Tables reporting tool by more deeply integrating the PowerPivot tools add-in. Students will learn how to construct and edit Pivot Table reports, as well as use PowerPivot tools to create Pivot Tables from Data Models, build relationships between Data Models to create relational Pivot Tables, use the new PowerPivot DAX language to integrate Calculated Fields in Pivot Tables, and much more!  
Dec 13  R 9:00 AM - 4:00 PM  WDCC  
Fee: $199

**Excel 2013 Power View Reports & Data Models**  
This Excel 2013 reporting tool empowers the user to create impressive single-object, as well as multi-object dashboards, and relational-object interactive data and visualization report canvases. Students will also get to use several PowerPivot tools and also create and manipulate Data Models!  
Oct 1  M 9:00 AM - 4:00 PM  MIDLO  
Fee: $199

**Excel 2013 Charts**  
Learn how easy it is to take the text and numbers in your worksheet and make them visual. Excel charts, or what we called graphs in math class, provide a fast and easy way to create a picture that tells a story about your data. Learn how to craft your own professional charts to identify patterns or trends in your data or for comparison analysis. In this comprehensive course, you will learn the basics of charting as well as advanced charting skills.  
Dec 6  R 9:00 AM - 4:00 PM  MIDLO  
Fee: $199

**Excel 2013 Data Management**  
Learn how to manipulate data in Excel, to query data and to do calculations on databases. Perform custom sorts; use the filter feature to narrow down your list, use database functions to do calculations based on certain criteria.  
Dec 10  M 9:00 AM - 4:00 PM  MIDLO  
Fee: $199

**Outlook 2013 Tips & Tricks**  
Optimize your Outlook skills and elevate yourself to expert status! This class will cover tips, tricks, shortcuts, and many advanced level features of Outlook. Topics covered include Email, Contacts, Calendar Navigation, Tasks and Notes.  
Oct 5  F 9:00 AM - 4:00 PM  MIDLO  
Fee: $199

**Microsoft Office 2010**

**Word 2010 - Level 1**  
Become familiar with the Word window and learn how to open, create, edit, format, save, and close Word documents, as well as use features such as the Office button, ribbon, page layout, page setup, page breaks, spell check, thesaurus, and SmartTags.  
Oct 29  M 9:00 AM - 4:00 PM  WDCC  
Fee: $199
Access 2010 - Level 1
Become familiar with the Access window, navigation pane, ribbon and Office button. Learn how to create, edit, and save tables and queries, as well as use filters, sort, data types, field properties, and create basic calculations and criteria in select queries, multi-table queries, and totals and parameter queries.
Sep 27  R 9:00 AM - 4:00 PM  WDCC
Fee: $249

Access 2010 - Level 2
Students will learn some import, export, and link external data techniques, as well as dig deeper into the relationships concept using features such as referential integrity, cascades, query joins, and relationship types. Students also will learn how to create action queries as well as use the find duplicates and find unmatched query wizards.
Nov 7  W 9:00 AM - 4:00 PM  MIDLO
Fee: $249

Excel 2010 - Level 1
Become familiar with the Excel 2010 window and learn how to open, create, edit, format, save and close Excel worksheets/workbooks. Students also will learn how to write basic formulas and use features in Excel 2010.
Sep 7  F 9:00 AM - 4:00 PM  WDCC
Fee: $199

Excel 2010 - Level 2
Learn to work more efficiently and impressively in Excel by mastering features such as creating 3-D references, functions, named ranges, charts, page breaks and worksheets. Students also will learn how to customize the Quick Access Toolbar.
Nov 12  M 9:00 AM - 4:00 PM  WDCC
Fee: $199

PowerPoint 2010 - Level 1
Become familiar with the PowerPoint window, ribbon and Office button. Learn how to create, edit, and save presentations, work with slide themes and quick styles, use installed templates and themes, insert headers and footers, and work with some graphics tools.
Oct 26  F 9:00 AM - 4:00 PM  MIDLO
Fee: $199

CERTIFICATIONS
Certified Information System Security Professional (CISSP)
This course will provide a framework to prepare for the CISSP certification while offering a work-related methodology to the security process. This course is intended for experienced IT security-related practitioners, auditors, consultants, investigators, or instructors, including network or security analysts and engineers, network administrators, information security specialists, and risk management professionals, who are pursuing CISSP training and certification to acquire the credibility and mobility to advance within their current computer security careers or to migrate to a related career. Pricing does not include test vouchers or exams.
Sep 22 – Oct 20  S 9:00 AM - 5:00 PM  WDCC
Fee: $2,995
CompTIA A+
The CompTIA A+ Computer Repair Technician program fulfills the requirements of the official CompTIA training curriculum. This practical hands-on class will prepare participants to become CompTIA-certified, representing industry acknowledgement of technical skills and competencies related to computer repair and computer information technologies. This course covers the key terminology and concepts needed to pass the exam, all in a condensed format for rapid retention. Pricing does not include test vouchers or exams.

Nov 3 – Dec 8  S 9:00 AM - 5:00 PM  WDCC
Oct 2 – Nov 8  TR 6:00 PM - 9:30 PM  MIDLO
Fee: $2,300

CompTIA Security+
The CompTIA Security Support Associate program fulfills the requirements of the official CompTIA training curriculum. This practical hands-on class will prepare students to become CompTIA certified. This course covers the key terminology and concepts needed to pass the exam, all in a condensed format for rapid retention. Pricing does not include test vouchers and exams.

Nov 13 – Dec 13  TR 6:00 PM - 10:00 PM  WDCC
Fee: $1,500

WEB, SOCIAL AND MOBILE

Introduction to HTML and Website Building
Learn the basics of the Hypertext Markup Language (HTML) to create simple XHTML-compliant web pages.

Sep 20   R 9:00 AM - 4:00 PM  MIDLO
Fee: $279

Build a (Powerful) Website, Quickly, in WordPress
WordPress is one of the easiest and most powerful blogging and website content management systems in existence today. In this class, students will learn to navigate and customize the WordPress work environment (dashboard). Participants will create and format both posts and static pages, learning a little HTML along the way. Participants will incorporate media on pages and posts, and add tags to help readers find posts. The class concludes with basic customization of a site by modifying themes and menus, and installation of plug-ins and widgets to further extend the power of WordPress.

Oct 3   W 9:00 AM - 4:00 PM  MIDLO
Fee: $279

Advanced WordPress
This course includes an in-depth look at how to format your WordPress site using Cascading Style Sheets (CSS). Different types of styles are discussed as well as how to incorporate Google fonts into the theme for a uniform look across platforms. Participants will then modify their theme to include the custom styles. Learners will also tackle Search Engine Optimization (SEO) techniques, custom navigation menus and how to modify the site’s header and footer. Popular widgets and plug-ins will also be covered.

Nov 8   R 9:00 AM - 4:00 PM  MIDLO
Fee: $279

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LOCATIONS
Reynolds Community College
Workforce Development & Conference Center
Parham Road Campus

John Tyler Community College
Chester & Midlothian Campuses

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CREATIVE SOFTWARE

Adobe Acrobat
This workshop is designed as a comprehensive introduction on how to use the powerful Adobe Acrobat program to create Portable Document Format files to circumvent the difficulties in opening, viewing, and printing files in multi-platform and mixed software program environments, and also to protect your files from being copied or printed, if desired. Plan to learn to how to design your own forms and distribute them to collect information!

Oct 18 & 19 RF 9:00 AM - 4:00 PM MIDLO
Fee: $449

Introduction to Adobe InDesign
This program is designed for participants who want to use the basic tools and features of Adobe® InDesign for creating professional page layout and designs. Gain the practical skills needed to give documents a well-designed professional look, whether it be in print or on the web.

Sep 27 R 9:00 AM - 4:00 PM MIDLO
Fee: $279

Intermediate Adobe InDesign
Become more proficient with text editing, document setup, and using color. Learn how to import and edit text, add special characters, setup alternate layouts and templates, use object libraries and snippets, create tints, gradient swatches, and vector paths, and create tables. Discover paragraph and character styles that format pages of text uniformly, layout features that can build alternate size configurations of your document, and various panels that enable you to easily custom design both text and graphics.

Oct 30 T 9:00 AM - 4:00 PM MIDLO
Fee: $279
COMMUNICATIONS

Business Writing for Professionals
Learn to write effectively and professionally where the emphasis is on correct, clear, concise, and conversational communication. Improve your ability to write and edit emails and other types of professional communication.

Oct 31  W 9:00 AM - 4:00 PM  WDCC
Fee: $249

Grammar Workshop
This workshop explores grammar and punctuation rules as they apply to business correspondence. You'll review the parts of speech, subject-verb agreement, verbs and their tenses, and good sentence structure. You'll learn rules you've forgotten, rules you never learned, and rules that have changed. This workshop is an absolute MUST for anyone who writes or proofs letters, memos, emails, and other business communications.

Dec 5  W 9:00 AM - 1:00 PM  MIDLO
Fee: $199

CUSTOMER SERVICE

Block 1
A Winning Attitude
Develop a new awareness of the attitude that you project to your customers both on the telephone and face-to-face. In this workshop, we'll look at models of excellent attitudes to help us become more aware of our own – from a customer’s perspective.

Sep 20  R 9:00 AM - 12:00 PM  WDCC
Fee: $99

Block 2
Commitment to the Customer
Learn the ground rules for keeping your customers coming back and turning indifference and bad service into behaviors of the past.

Sep 20  R 1:00 PM - 4:00 PM  WDCC
Fee: $99
Block 3
Grammar and Enunciation
Refresh your grammar skills by tackling the most common grammar problems and discovering ways to improve them. In addition, practice better enunciation and pronunciation to develop more self-confidence when talking with your customers.
Oct 3  W 9:00 AM - 12:00 PM MIDLO
Fee: $99

Block 4
Oral Communication
Examine your own communication skills to help you better understand how customers and co-workers communicate. Discover how to improve customer courtesy with better word selection and gather information by choosing the best questions to ask.
Oct 3  W 1:00 PM - 4:00 PM MIDLO
Fee: $99

Block 5
Phone Power
Discover ways of improving your telephone voice and showing your customers that you care. Learn to demonstrate self-confidence on the telephone and represent your organization in a professional manner.
Oct 24  W 9:00 AM - 12:00 PM WDCC
Fee: $99

Block 6
Active Listening Skills
Become an active listener! Take a look at the communication between you and your customers. Learn to listen to your customers and make them feel valued. Enhance your personal skills and leave a lasting impression.
Oct 24  W 1:00 PM - 4:00 PM WDCC
Fee: $99

Block 7
Problem-Solving Techniques
Assess your current skills in dealing with customer-related problems. Identify the obstacles to solving problems and assumptions that limit problem-solving capabilities. Learn to look for more than one right answer.
Nov 13  T 9:00 AM - 12:00 PM MIDLO
Fee: $99

Block 8
Confidence with Difficult Customers
Identify ways to prevent and diffuse potential problems with difficult customers through communication and advanced planning. Learn to respond better in a variety of difficult customer situations.
Nov 13  T 1:00 PM - 4:00 PM MIDLO
Fee: $99

Block 9
Managing Job Stress
This workshop will focus on managing your own stress level before helping with others. Learn the impact that stress has on workplace productivity and effectiveness. Learn to become more aware of your stress and new strategies for handling it.
Dec 3  M 9:00 AM - 12:00 PM WDCC
Fee: $99

Block 10
Exceeding Customer Expectations
Participants will bring the 10 building blocks together by utilizing techniques of well-known customer service giants to apply a vision of customer service excellence for their organizations.
Dec 3  M 1:00 PM - 4:00 PM WDCC
Fee: $99

Follow our track of focused classes to build and enhance your customer service skills.
LEADERSHIP AND MANAGEMENT SKILLS

Change Management
From vision to reality - effective change management is essential for any business leader today. Successful managers must know how to influence multiple stakeholders, enlist team support, align organizational resources, and work through a planned process.

Sep 19 W 9:00 AM - 4:00 PM WDCC
Fee: $249

Maximizing Employee Engagement
Top-performing organizations understand that employee engagement drives business outcomes and success to a company’s bottom line. Research shows that engaged employees are more productive, more customer-focused, and more likely to stay with an organization. This workshop will aid participants in understanding the value of employee engagement and the importance of taking ownership in engaging their staff.

Oct 9 T 9:00 AM - 4:00 PM WDCC
Fee: $249

Teambuilding Strategies
Building a team is an ongoing, adaptive process that is constantly challenged by the forces of change. This workshop provides insights, experiences and materials that enable team leaders to assess needs and determine strategies for promoting progress toward the goal of high performance for the team and its individual members.

Sep 26 W 9:00 AM - 4:00 PM WDCC
Fee: $249

Time Management & Balancing Today’s Priorities
Gain an understanding of time management techniques to improve your productivity and reduce stress in the workplace. Learn to meet deadlines and prioritize so that nothing slips through the cracks.

Oct 30 T 9:00 AM - 4:00 PM WDCC
Fee: $249

Understanding Yourself and Others: An Introduction to the MBTI
Why is it that we find people we click with on the job or in our personal lives? Why do some others seem to annoy us? These are universal questions that have been asked by each generation. The MBTI enables you to identify and understand your tendencies in four areas: where/how you direct your energy (inward or outward); how you collect and communicate data; how you make decisions; and how you live life (flexible or structured). The workshop features fun, focused activities that let you experience Type in action. Understanding others will enable you to utilize and appreciate their tendencies while understanding your tendencies will enable you to use them effectively and avoid interpersonal land mines.

Sep 28 F 9:00 AM - 12:00 PM WDCC
Fee: $199

Managing Millennials
In a mere two years (2020), Millennials (or Gen Y) are expected to make up more than half of the workforce. They are the newest generation to enter the labor market, arriving with their distinct ideas about what they expect from their jobs. They are our future leaders and our next generation of revenue-generators. One of the biggest challenges for businesses today is integrating the Millennials into a Baby Boomer culture.

Sep 28 F 1:00 PM - 4:00 PM WDCC
Dec 5 W 9:00 AM - 12:00 PM MIDLO
Fee: $129

Think Again: Critical Thinking Skills
Feeling overwhelmed? What if you could learn a process for thinking to make better decisions and create better solutions? Learn hands-on techniques to generate breakthrough ideas and solve your most pressing problems. In this course, you’ll discover how to ask the right questions, challenge assumptions, and see others’ viewpoints with clarity.

Dec 11 T 9:00 AM - 4:00 PM MIDLO
Fee: $249

Sensitivity in the Workplace
As the workforce continues to diversify, many organizations identify sensitivity and respect as core competencies for success. In this class you will focus on how to be more sensitive when addressing differences with co-workers and enhance respectful behavior competencies within your organization.

Oct 22 M 9:00 AM - 12:00 PM WDCC
Fee: $129

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Managing Performance
Performance Management includes practical information on both the development and implementation of an employee performance management system. In this course participants will improve skills in writing effective performance objectives and reviewing the pros and cons of different performance management methodologies. Participants will also discuss best practices for a formal appraisal process, including documentation and feedback and learning to coach and encourage. Additional topics include creating standards and expectations, communicating expected results, managing performance problems and tools to encourage individual and team excellence.

Oct 4  R 9:00 AM - 4:00 PM  WDCC
Fee: $249

Making the Move to Supervisors
This workshop serves to establish a shared belief system for what constitutes supervisory responsibilities. For experienced managers, this class allows participants to identify missed opportunities in establishing their supervisory relationships, so that the more experienced supervisors can build onto what they already have accomplished. For new supervisors, this session allows participants to start their management assignments with a realistic preview of what is to come and what they need to immediately start doing as supervisors.

Oct 15  M 9:00 AM - 4:00 PM  MIDLO
Fee: $249

Business Workplace Ethics
Today’s managers must be aware of ethical issues in order to better prepare for situations that may arise where tough decisions have to be made. Having the appropriate training in business ethics can help instill trust in the organization, its employees and influence public opinion toward the company. Organizations that understand and practice proper ethical behaviors attract talent who are actively seeking employers with high morals and values.

Nov 5  M 9:00 AM - 12:00 PM  WDCC
Fee: $129

Constructive Conflict Resolution
Conflict is part of our daily lives; however, it can be a growth opportunity. With the right tools and frame of mind, you can resolve conflicts in a way that benefits everyone involved. Once people understand conflict and how to more effectively manage it, fear and avoidance can disappear, while personal growth and productivity expand. This workshop covers more productive conflict resolution techniques, starting with how to identify your own conflict reaction style through creating conflict solutions that all parties can support. The approach calls for conflict to be viewed as a unique problem solving opportunity, in which a variety of tools can help maintain that focus.

Oct 29  M 9:00 AM - 4:00 PM  WDCC
Fee: $249
PRESENTATION SKILLS

Effective Presentations
In this 2-day workshop, participants will learn techniques for creating effective professional presentations. Day 1 includes analyzing your audience, clarifying your ideas and information, providing structure, and creating visual aids. Day 2 focuses on using techniques to make your message clear and engage your audience, tips for working effectively with visual aids, and multiple opportunities to practice your delivery.
Oct 18 & 19 RF 9:00 AM - 4:00 PM WDCC
Fee: $449

PROJECT MANAGEMENT

Project Management (PMP) Prep Course
The Project Management Preparation (PMBOK 6th Edition) course is interactive and provides practical application of the methodology. The approach consists of instructor-led reviews, practice exams, and realistic hands-on exercises. Participants will focus on the key terms, tools and techniques, calculations and principles required to pass the PMP exam.
Oct 2 - Dec 11 T 6:00 PM - 9:30 PM WDCC
Fee: $1,395

Project Management: Building High-Performance Teams
The Project Management: Building High-Performance Teams course focuses on leveraging project leadership best practices to gain the knowledge and skills needed for motivating diverse teams to work together effectively. The importance of team building is frequently underestimated or even overlooked. An ability to form an effective team is identified as one of the most important key competences of a successful project manager. The project manager’s role is to optimize efficiency for successful customer delivery.
Oct 22 M 9:00 AM - 4:00 PM MIDLO
Fee: $269

Project Risk Management: A Scalable Approach
The Project Risk Management course is intended to result in the effective management of project risks and opportunities during the entire project life cycle – from project inception to completion. In such an environment, project teams work together through each phase of project delivery to manage risks with accountability check points.
Sep 24 M 9:00 AM - 4:00 PM MIDLO
Fee: $269

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CERTIFICATIONS

Manufacturing Technician Level 1 Certification
The Manufacturing Technician 1 (MT1) certification program was developed to meet the growing employment demands of the manufacturing industry. The MT1 program addresses the core industry-wide skills standards required for skilled production occupations in all sectors of manufacturing. The core competency areas certified are: (1) Math and Measurement, (2) Spatial Reasoning and Manufacturing Technology, and (3) Quality and Business Acumen. The purpose of the MT1 certification program is to document individuals’ mastery of the critical competencies required for modern manufacturing production and production-related occupations.

Oct 15 – 25 MTWRF 9:00 AM - 4:00 PM CH
Nov 13 – Dec 19 MTWR 5:30 PM - 8:30 PM CH

Fee: $2,400 Financial support is provided for this course to all Virginians, subject to availability.

Certified Logistics Technician (CLT)
The Certified Logistics Technician (CLT) certification program was developed to meet the growing employment demands of the logistics industry. The CLT program addresses core industry-wide skills standards required of skilled logistics employees in all sectors of the industry. The training begins with basic logistics knowledge and skills, followed by the foundational certification test, or the CLA. The CLA, Certified Logistics Associate, training prepares an individual for entry level logistics based positions. Upon completion of the CLA portion, the individual moves on to more advanced skills preparing them for the mid-level CLT exam. The CLT program covers a wide range of skills necessary for success in the logistics industry. Through this program, individuals will cover safety, quality control, supply chain management, receiving, storage, communication, and many other valuable skills.

Sep 17 – Oct 2 MTWRF 6:00 PM - 9:00 PM MIDLO
Oct 6 – Dec 5 MWF 6:00 PM - 9:00 PM MIDLO

Fee: $1,200 Financial support is provided for this course to all Virginians, subject to availability.
Basic Contractor Business Licensing Course
This course is recognized by the Department of Professional and Occupational Regulation (DPOR) as meeting the requirements for pre-licensure or remedial education. Course material includes a manual with a sample contract, legal forms, and all the posters required by state and federal agencies. This course is intended for first-time applicants for a Class C, B or A license or changing a business type.

Sep 15  S 8:00 AM - 5:00 PM WDCC
Nov 3   S 8:00 AM - 5:00 PM WDCC
Fee: $199

Electrical Code Update Course
This class is a three-hour course that presents information regarding significant changes that comprise the 2011 National Electrical Code (NEC).

Sep 19  W 6:00 PM - 9:00 PM WDCC
Nov 14  W 6:00 PM - 9:00 PM WDCC
Fee: $225

Fuel Gas Code Update Course
This class is a one-hour course that presents essential information regarding significant changes to the 2012 International Fuel Gas Code (IFGC).

Sep 22  S 8:00 AM - 9:00 AM WDCC
Nov 17  S 8:00 AM - 9:00 AM WDCC
Fee: $75

Plumbing Code Update Course
This class is a three-hour course that presents information regarding significant changes in the 2012 International Plumbing Code (IPC) and the International Residential Code (IRC).

Sep 22  S 9:15 AM - 12:15 PM WDCC
Nov 17  S 9:15 AM - 12:15 PM WDCC
Fee: $225

Mechanical Code Update Course
This class is a three-hour course that presents essential information regarding significant changes to the 2012 International Mechanical Code (IMC).

Sep 22  S 1:15 PM - 4:15 PM WDCC
Nov 17  S 1:15 PM - 4:15 PM WDCC
Fee: $225

For more information, visit ccwatraining.org/VDOT or call the CCWA VDOT Hotline at 804-523-2290

CERTIFICATIONS IN MOTION

CCWA’s partnership with the Virginia Department of Transportation

Materials and Inspector Certification Courses are available throughout the fall with statewide offerings.

Inspection Courses are offered at a discounted rate (66% off) for all eligible Virginia residents through the FastForward/Workforce Credential Grant (subject to availability).

Custom dates for on-site courses are available upon request.
SAFETY

OSHA 10-Hour Training Certification for General Industry

OSHA 10-Hour General Industry training teaches safety awareness and helps each worker recognize and reduce the risks of jobsite hazards. This OSHA hazard recognition course covers general industry hazards not specific to those working construction-only jobs and is intended as an orientation to OSHA standards. Workers taking general industry OSHA courses usually have jobs related to health care, factory, warehouse, manufacturing, storage and more. OSHA recommends workplace safety training for a safe and healthful work environment.

<table>
<thead>
<tr>
<th>Course Dates</th>
<th>Time</th>
<th>Location</th>
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<tbody>
<tr>
<td>Oct 11 &amp; 12</td>
<td>RF 12:00 PM - 5:00 PM</td>
<td>WDCC</td>
</tr>
<tr>
<td>Nov 29 &amp; 30</td>
<td>RF 12:00 PM - 5:00 PM</td>
<td>WDCC</td>
</tr>
</tbody>
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Fee: $249

Forklift Operator Training

This certification training course applies to anyone who will operate a sit-down Powered Industrial Truck (commonly known as forklifts). This course covers all training information required by OSHA. Upon successful completion of the course and testing, the candidate will receive a training manual, wallet size permit and wall certificate valid in Virginia.

<table>
<thead>
<tr>
<th>Course Dates</th>
<th>Time</th>
<th>Location</th>
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</thead>
<tbody>
<tr>
<td>Sep 27</td>
<td>R 4:00 PM - 8:00 PM</td>
<td>WDCC</td>
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<tr>
<td>Oct 13</td>
<td>S 8:30 AM - 12:30 PM</td>
<td>WDCC</td>
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<tr>
<td>Nov 8</td>
<td>R 1:00 PM - 5:00 PM</td>
<td>WDCC</td>
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<tr>
<td>Dec 1</td>
<td>S 8:30 AM - 12:30 PM</td>
<td>WDCC</td>
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</tbody>
</table>

Fee: $125

PYROTECHNICS/BLASTER

Exams offered by CCWA in partnership with the Virginia Fire Marshal

Information: 804-523-2292
Health Care

WDCC  Workforce Center  |  CH  Chester  |  MIDLO  Midlothian

PHARMACY

Pharmacy Technician Program
This program will prepare participants to enter the pharmacy field and to pursue certification including the Pharmacy Technician Certification Board’s PTCB exam. The high demand for pharmacy technicians is the result of a multitude of factors including the availability of new drugs. Technicians work under the supervision of a registered pharmacist in hospitals, home infusion pharmacies, community pharmacies and other healthcare settings. This high demand for pharmacy technicians is the result of a multitude of factors including the constant availability of new drugs, the national shortage of registered pharmacists, the establishment of certified pharmacy technicians, and the aging population. Exam fee is not included.

Oct 10 – Dec 5  MW 6:00 PM - 9:30 PM  MIDLO
Fee: $1,599

CERTIFICATIONS

Nurse Aide Program
This program will prepare the participant for a career in the nursing field. Training will focus on the improvement and enhancement of quality of life for long-term care residents and introduce the growing need in long-term care. See website for schedule details.
Fee: $2,298  Financial support is provided for this course to all Virginians, subject to availability.

MEDICAL OFFICE

Medical Coding - Certified Professional Coder
This program will introduce the basic principles of coding for outpatient and physician services. Instruction includes beginning through advanced CPT coding. It will cover information about anatomy, terminology, and various procedures, as well as demonstrations and examples on how to code each service in the CPT book. This course will prepare participants to sit for the AAPC, formally American Academy of Professional Coders, Certified Professional Coder (CPC) exam. Class fee includes books and CPC exam. Exam must be taken within 120 days of class completion. Class fee does not include AAPC membership. See website for schedule details.
Fee: $2,850  Financial support is provided for this course to all Virginians, subject to availability.
The Community College Workforce Alliance will be joining forces with John Tyler’s Department of EMS Education to provide nationally-recognized continuing education programs.

Recognized by the American Heart Association and the National Association of EMTs, these courses will allow healthcare practitioners to advance their careers — working in communities across the region to assist those in need of responsive medical assistance.

Visit ccwatraining.org/ems for more information.

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**EMPLOYERS:**

How can you identify the skill levels of job applicants and employees?

CCWA offers nationally-recognized certification assessments to demonstrate job readiness and technical skills. Get fast and accurate results to determine your skill levels and areas to improve.

**JOB SEEKERS:**

How can you improve your personal career prospects?

For information visit ccwatraining.org/assessments
SPECIALIZED TRAINING

Droneology 101: Introduction to Drone Operations
Learn how to utilize unmanned aerial vehicles (UAVs) or unmanned aircraft systems (UASes), commonly known as drones. This workshop is designed for the beginner without a drone or someone who is new to unmanned aerial vehicles (UAVs) for guidance to avoid common novice mishaps.

Oct 5 F 9:00 AM - 4:00 PM WDCC
Fee: $275

Drone Pilot License Knowledge Test Prep
This two-day program is designed to prepare participants to pass the required FAA aeronautical knowledge exam to qualify for a license to fly unmanned aerial vehicles. Participants will learn valuable information to safely operate within the law.

Nov 9 & 10 FS 9:00 AM - 4:00 PM WDCC
Fee: $525

Employment Law
This workshop is designed to increase the participants’ working knowledge of key areas of employment law and best management practices. Learn how to avoid unnecessary risks and exposure and how to protect your organization. Understand how to implement your own organization’s policies in an employment law regulated environment and know when to include human resources in issues that may result in corrective action or escalate from a litigation standpoint.

Nov 9 F 9:00 AM - 4:00 PM WDCC
Fee: $249

How to Conduct an Internal Investigation
An internal investigation is a formal process to determine if organizational policies and/or laws have been violated. Investigations commonly are triggered by a complaint, allegation, suspicion of misconduct, perceived or real harassment, or any number of other reasons. Our How to Conduct an Internal Investigation course will provide participants with the proper procedures for handling an investigation as well as some tips for avoiding complaints to begin with!

Sep 21 F 9:00 AM - 4:00 PM WDCC
Fee: $249
Teaching can be the most rewarding career you will ever have.

At EducateVA, we can help turn your existing education and job experience into the skills needed to make a difference. If you are a professional with a bachelor’s degree and at least five years of full-time work experience, you may qualify for the EducateVA Career Switcher Alternative Teacher License program.

This affordable and accessible fast-track program, approved by the Virginia Department of Education, provides you with the academic training and practical experience needed to make an impact in the 21st century classroom.

Classes are delivered through a combination of online and weekend courses so you can become licensed to teach in the Commonwealth of Virginia in just 18 weeks.

**FREE WEBINAR:**

**Career Focus – Becoming a Teacher Through Alternative Teacher Licensure**

Individuals interested in learning more about the EducateVA Alternative Teacher Licensure program offered through Virginia’s Community Colleges are encouraged to participate in this interactive webinar before applying. Emphasis is placed on understanding the program components and prerequisites, as well as workforce projections for the field of education.

Webinars are held monthly on Wednesdays 12:00 PM - 1:00 PM.

**Upcoming Webinars:** Sept 19 | Oct 17 | Nov 14 | Dec 12

To learn more, visit the website today. educateva.com
Truck Driver Training (CDL)
CCWA has launched a quality 20-day Class A training program working with an industry leader in CDL training. This comprehensive program will provide the skills and opportunities needed to be successful in a truck driving career. All classes are held from 8:00 AM to 5:00 PM, and will meet in Chester.

**Weekday Training / Monday – Friday:**
- Sep 10 – Oct 19
- Sep 24 – Nov 2
- Oct 8 – Nov 16
- Oct 22 – Nov 30

**Weekend Training / Saturday & Sunday:**
- Oct 6 – Nov 10
- Nov 10 – Mar 17

Fee: $4,500

Financial support is provided for this course to all Virginians, subject to availability.

VDSS Child Care Training
The Division of Child Care and Early Childhood Development of the Virginia Department of Social Services (VDSS) partners with CCWA to offer more than 50 courses for licensed child daycare centers, religiously-exempt child daycare centers, family day homes, certified preschools, Head Start programs, and unregulated providers. All courses for the Early Childhood and School-Age Endorsements are available online.

For more information visit: ccwatraining.org/childcare

Writing and Grants
Grant Proposal Writing 101
This workshop explores the basics of writing proposals for government, corporate, and foundation grants. Participants will learn where to find grants and how to write winning proposals. In addition, you will learn the key components of the standard proposal, as well as how to write from the perspective of a reviewer. No, this workshop is not taught by the “Free Money” guy, but it is a useful resource for anyone in the public or non-profit sector who plans on using grants to further their organization’s mission.

Oct 26  F 9:00 AM - 4:00 PM  WDCC

Fee: $269
CAREER GROWTH

Adult Learning Theory and Methods (EDUC 2089)
Learn key principles of adult learning, steps to developing course content and materials, instructional methods, creative techniques, and much more. Emphasis will be placed on understanding how adults learn, ways to maximize learning retention, and which methods of training are most effective. You will facilitate a short training session. The target audience is for those who are responsible for delivering training or managing training delivery in the workplace. See website for schedule details. Fee: $129

Small Business Startup Workshop Series
Starting your own business can be scary. This 13-module online workshop provides a roadmap to assist you on successfully starting your own business and includes pitfalls to avoid. Modules include business plans, accounting, sales, cash flow, marketing, networking, and hiring. Take this course and be on your way to not only starting a successful business but doing so with peace of mind.
See website for schedule details.
Fee: $249

From logistics, construction and trades to health care, CCWA and Capital and Crater Regional Adult Education Programs offer adults ages 18–24 the following benefits for career training:

Bridging to a New Career

For registration and more information, call or visit our website today.
Tri-Cities/Petersburg Office (804) 733-2670
Richmond Office (804) 938-2378
ccwatraining.org/bridgetocareer
September 5: Conflict Resolution
Conflict is a part of our daily lives. We have all experienced conflict in unique and personal ways. However, we must be perceptive enough to understand what roles we ourselves play in managing conflict. In this workshop, participants will better understand and practice the skills and strategies of conflict management and conflict resolution.
W 10:00 AM - 11:00 AM Online

October 3: Graphic Design Made Simple and Free
Learn how to use the free graphic design application Canva, to easily create beautiful graphics for print and the web.
W 10:00 AM - 11:00 AM Online

November 7: Excel Pivot Tables
The Excel 2013 version has enhanced the traditional Pivot Tables reporting tool by more deeply integrating the PowerPivot tools add-in. Students will learn how to construct and edit Pivot Table reports, as well as use PowerPivot tools to create Pivot Tables from Data Models, build relationships between Data Models to create relational Pivot Tables, use the new PowerPivot DAX language to integrate Calculated Fields in Pivot Tables, and much more!
W 10:00 AM - 11:00 AM Online

December 12: What’s New with MS Office 2016
Learn what’s new with Microsoft Office 2016 with features for easier collaboration and sharing. Excel gets a boost in power, Outlook streamlines everyday tasks, and most applications help you find the command you need. The latest version includes many new productivity, collaboration, and data analysis features.
W 10:00 AM - 11:00 AM Online
Instructor-facilitated online courses are informative, fun, convenient and highly interactive. Courses are project-oriented and include lessons, quizzes, hands-on assignments, discussion areas, supplementary links, and more. Courses run for one month. You can complete any course entirely from your home or office, any time of the day or night. Many of these courses are open throughout the term.

### SEPTEMBER starting September 4
- Change Management Skills: $195
- Conflict Management: $245
- Improving Email Promotions: $195
- Infographics: $195
- Instagram for Business: $195
- Introduction to 3D Printing: $195
- Introduction to Coding: $195
- Introduction to Data Analysis: $195
- Introduction to Game Design: $245
- Introduction to Inbound Marketing: $195
- Introduction to Leading Virtual Teams: $195
- Introduction to Mobile Marketing: $195
- Introduction to Project Management: $195
- Introduction to Social Media: $195
- Introduction to Web Design: $245
- Keys to Customer Service: $145
- Law for Non-Lawyers: $195
- Leadership Principles: $145
- Management Boot Camp: $295
- Mastering Microsoft Excel: $195
- Office Operations: $195
- Onboarding New Employees: $195
- Podcasting: $245
- Spanish for Medical Professionals: $290
- Strategic Selling with Social Media: $195
- Twitter: $195
- Video Marketing: $245

### EXTRA COURSES
- Extraordinary Customer Service: $145
- Facebook for Business: $245
- Getting Started in Sales: $195
- Google Apps for Business: $195
- Identity Theft: $195
- Photoshop for Presentations: $195
- Presentation Skills: $195
- Productivity eTools: $245
- Project Management Processes: $195
-Self Publishing eBooks: $195
- The Basics of Bookkeeping: $195
- The Business Plan: $195
- YouTube for Business: $245

### NOVEMBER starting November 5
- Adobe InDesign Essentials: $225
- Creating Community & Social Change: $195
- Creative Problem Solving: $195
- Developing Your Professional Career: $145
- Effective Electronic Presentations: $195
- Entrepreneurial Marketing: $195
- Fostering Online Discussion: $195
- Funding Your Business: $195
- Generational Learning Styles: $145
- Google +: $195
- Graphic Design for Visual Presentations: $195
- How to Avoid Fatal Leadership Errors: $245
- Lean Six Sigma: $245
- LinkedIn for Business: $195
- Managing & Marketing Webinars: $195
- Managing Generations in the Workplace: $175
- Managing Productivity: $245
- Online Advertising: $195
- Power Selling: $195
- Project Management Knowledge Areas: $195
- Stress Management: $145
- Writing News and Press Releases: $195

For more details, visit [ccwatraining.org/online-classes](http://ccwatraining.org/online-classes).
Refunds
Participants may withdraw and receive a full refund provided a written request is received at least five business days before the class is scheduled to begin. No refunds are provided after this time. Withdrawals must be completed by notifying CCWA in writing by email to trainer@ccwa.vccs.edu. Refund checks are distributed by the Virginia Department of the Treasury and may take up to six weeks for processing.

Non-Credit Financial Aid
As a result of a new funding program approved by Virginia’s General Assembly, CCWA has funding that can help pay for training that supports attainment of industry credentials. If you have limited income but need additional industry credentials to assist you in gaining employment, please contact us and find out how we might be able to support your efforts.

Call 804-523-2292 or email us at trainer@ccwa.vccs.edu to inquire about our non-credit financial aid.

Canceled Classes
Each course is offered on the condition of adequate enrollment; CCWA reserves the right to cancel or discontinue any course because of low enrollment or for other reasons deemed sufficient. Necessary changes in this schedule may be dictated by enrollment, personnel requirements, or availability of facilities.

Continuing Education Options
All classes in this schedule offer Continuing Education Units (CEUs) and Continuing Professional Education (CPE). The number of CEUs awarded depends upon successful course completion and varies according to course length. For each hour of actual instruction 0.1 CEU is awarded. For CPEs, students simply need to request them from CCWA before class.

Mailing Lists
To request more information or to unsubscribe from the mailing list, please write to trainer@ccwa.vccs.edu.
Have you ever attended or been employed by a Virginia Community College?

- No
- Yes  VCCS ID ________

Name:

- LAST
- SUFFIX (JR/SR)
- FIRST
- MIDDLE
- MAIDEN NAME

Date of Birth:

- MONTH / DAY / YEAR (EXAMPLE: 5/19/1965)

Gender:

- Male
- Female

Email Address:

- Send me the CCWA e-newsletter.
- Send me the CCWA brochure.

Home Phone:

Home Address:

- STREET
- CITY  STATE
- ZIP

Business Name:

Business Phone:

Business Address:

- STREET
- CITY  STATE
- ZIP

How did you hear about CCWA?

Please enroll me in the following Community College Workforce Alliance class(es):

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<thead>
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Method of Payment:

- Cash
- Check (make payable to CCWA)
- Billing Authorization Letter or Purchase Order Number.

Company payment is accepted only if an EIN is supplied. Attach the letter of authorization to this application.

- MasterCard
- VISA

CARD HOLDER’S NAME

CARD NUMBER

EXPIRATION MONTH / YEAR  CVV

SIGNATURE

For registration questions, please call 804-523-2292 or visit ccwatraining.org.
CCWA has helped thousands of businesses and individuals take their companies and careers to new heights.

We can do the same for you.

Locations in Richmond, Midlothian, and Chester
at Reynolds and John Tyler Community College campuses — details on page 26