FOCUS ON YOUR STRENGTHS
Build your professional skills at CCWA.

SCHEDULE OF CLASSES & SERVICES

QUALITY CURRICULUM
PROFESSIONAL INSTRUCTORS
FLEXIBLE SCHEDULES

CCWATRAINING.ORG
The 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 help improve the economic vitality of the Greater Richmond region, you've come to the right place.

For more information: 804-523-CCWA (2292) | ccwatraining.org
Can’t afford training to help you reach your career goals? CCWA can help.

CCWA has funding options that may help pay for training that supports your 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 help@ccwa.vccs.edu to inquire about our non-credit financial aid.

**FALL HIGHLIGHTS**

**Workforce Credential Grant**

Earn a credential and SAVE! Now available to help offset the cost of certification in high-demand areas. See page 18.
ONLINE TRAINING

Anytime. Anywhere.

CWA offers online education for individuals or companies, provided by our partners — LERN UGotClass and Protrain Online.

Please note our refund policies and system requirements for online course when registering. All online classes in this schedule offer Continuing Education Units (CEUs) and Continuing Professional Education (CPE).

FOR MORE INFORMATION
To view a sampling of current offerings, see pages 28 and 29.
To explore the diversity of offerings available through our online partners, visit ccwatraining.org/online.

CUSTOM-DESIGNED TRAINING FOR BUSINESS

Our place or yours?

Your company is only as strong – and smart – as the employees who work there. That’s why CCWA offers custom-designed workforce training to equip your staff with the knowledge, skills and abilities they need to perform their jobs at the highest level.

Our customized training solutions begin with a thorough assessment of your organization’s needs, followed by the development of a unique, tailor-made program that can fill knowledge gaps, develop new capabilities, and allow your company to reach its full potential.

Training programs can take place at your location or at CCWA facilities, and can cover a wide variety of workplace skills, including:

• Leadership/Supervisory Training
• Customer Service Skills
• Project Management
• Business Writing and Communications
• Workplace Technology
• And much more!

FOR MORE INFORMATION
Please call 804-523-CCWA (2292) or visit ccwatraining.org.

TRAINING FOR INDIVIDUALS

Learn it today.
Use it tomorrow.

In today’s competitive business world, developing new job skills is a critical component of success.

Many of the classes listed in this schedule are short-term courses, certification programs or online webinars that allow you to acquire the new abilities employers are looking for in a matter of weeks, days or even hours.

Whether your goal is to land a new job or to increase the value you offer your current employer, CCWA can help you get there.

FOR MORE INFORMATION
Please call 804-523-CCWA (2292) or visit ccwatraining.org.
CONSULTING SERVICES

We can provide:
- Curriculum Design
- Strategic Planning
- Productivity/Efficiency Improvement
- Sales/Customer Service Improvement
- Project Management
- Organizational Assessment and Development
- Human Resource Systems Redesign
- Leadership Development

Perspective — brought to you by CCWA

CCWA’s experienced consultants can provide you with a fresh, unbiased evaluation of your organization, helping you achieve business objectives, uncover new opportunities for efficiency, and overcome workplace challenges. We work directly with management teams to help identify their strategic focus, locate gaps between desired and actual organizational performance, recognize and resolve complex issues, and implement solutions.

An important part of any company evaluation is assessing its staff. CCWA can perform both technical skills assessments (Microsoft Office, Career Readiness Certification, etc.) and behavioral assessments (Myers Briggs Type Indicator, Thomas-Kilmann Conflict Mode Instrument, etc.).

Information: 804-523-CCWA (2292) | ccwatraining.org

GIVE YOUR COMPANY’S BIG IDEAS
A LOT MORE ROOM TO GROW

The next time your organization holds an event, seminar, retreat, or training session, you should expect big things from your attendees - and from your meeting space as well. CCWA offers flexible meeting space and event services at three convenient locations in the Greater Richmond area. Each facility comes with:

- Conference Rooms & Classrooms for Groups of All Sizes
- Planning, Registration, & Event Staffing Services
- Complimentary On-site IT and AV Support • Free Parking

Workforce Development & Conference Center
Reynolds Community College’s Parham Road Campus
John Tyler Community College – Chester and Midlothian Campuses

The most inspired ideas come from an inspiring setting. For more info or to schedule a tour, contact us today.

ccwatraining.org | 5
**Introduction to Basic Computing and the Internet**  
**Fee:** $199

Want to be computer literate and more familiar with digital technology? If so, the Microsoft Office 2010 Suite class is for you. This class focuses on basic computer concepts, the Windows 7 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 wants to improve their skills on various software applications.

**Windows and File Management**  
**Fee:** $199

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 7 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.

**SharePoint Level 1**  
**Fee:** $269

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 process workflows to automate organizational processes. Upon completion, students will have a deeper understanding of Document Libraries, Lists, and many other impressive SharePoint features.

**SharePoint Level 2**  
**Fee:** $269

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.

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**Fee:** $199

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**SharePoint Level 2**  
**Fee:** $269

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.

**Enhancing Your Presentations: An Introduction to Prezi**  
**Fee:** $119

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.

**QuickBooks**  
**Fee:** $449

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 setup a company, work with chart of accounts, work with lists, inventory, services, bill customers, enter bills, pay bills and work with bank accounts.

**Advanced QuickBooks**  
**Fee:** $449

In this course, participants will dive into QuickBooks advanced features including customizing forms, custom fields, memo- rized transactions and reporting, tracking inventory, job tracking and costing, class tracking, setting up sub items and services, setting up budgets and forecasting, setting up user accounts and trouble-shooting reconciling discrepancies.
Introduction to Visio
Fee: $269
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.
Oct 11       T 9:00 AM – 4:00 PM     CH

Microsoft Office 2013

Learn What’s New with MS Office 2013
Fee: $129
In this workshop you will bridge the gap from the Microsoft Office version that you already use to Microsoft’s flagship new suite. Participants will explore a variety of new enhancements, from Word’s ability to edit PDF files to the new Flash Fill functionality in Excel that dramatically increases the speed at which you can add data to a spreadsheet. You will discover how the cloud has been deeply integrated into your Office experience and how collaborating with colleagues has never been easier.
Oct 28       F 1:00 PM – 4:00 PM     MIDLO
Nov 30       W 1:00 PM – 4:00 PM     WDCC

Word 2013 - Level 1
Fee: $199
Learners will become familiar with the word window and learn how to open, create, edit, format, save, and close word documents. Learners also will learn how to use features such as autocomplete, styles, tabs, autocorrect, comments, and work with bulleted and numbered lists.
Oct 11       T 9:00 AM – 4:00 PM     WDCC

Excel 2013 - Level 1
Fee: $199
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 15       R 9:00 AM – 4:00 PM     WDCC
Oct 11       T 9:00 AM – 4:00 PM     MIDLO
Nov 17       R 9:00 AM – 4:00 PM     WDCC
Jan 12       T 9:00 AM – 4:00 PM     CH

Excel 2013 - Level 2
Fee: $199
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.
Oct 21       F 9:00 AM – 4:00 PM     WDCC

Excel Pivot Tables & PowerPivot Tools
Fee: $199
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!
Oct 27       R 9:00 AM – 4:00 PM     MIDLO

Microsoft Office 2010

Word 2010 - Level 1
Fee: $199
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.
Sep 29       R 9:00 AM – 4:00 PM     WDCC
Nov 15       T 9:00 AM – 4:00 PM     MIDLO

Visit ccwatraining.org for Microsoft 2007 course information.
Word 2010 - Level 2
Fee: $199
Dig in deeper with Word’s incredible word processing capabilities by learning how to set paragraph formatting, create and edit tables, and work with quick parts, headers and footers, themes, and page background effects. Students also will learn how to use mail merge.
Dec 14  W  9:00 AM – 4:00 PM  MIDLO

Outlook 2010 Tips and Tricks
Fee: $199
Optimize your Outlook 2010 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.
Sep 21  W  9:00 AM – 4:00 PM  WDCC
Nov 10  R  9:00 AM – 4:00 PM  CH
Jan 11  W  9:00 AM – 4:00 PM  MIDLO

Excel 2010 - Level 1
Fee: $199
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 Microsoft Excel 2010.
Oct 6  R  9:00 AM – 4:00 PM  MIDLO
Nov 15  T  9:00 AM – 4:00 PM  WDCC

Excel 2010 - Level 2
Fee: $199
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.
Oct 25  T  9:00 AM – 4:00 PM  MIDLO
Dec 6  T  9:00 AM – 4:00 PM  WDCC

Excel 2010 - Level 3
Fee: $199
Learn to use some of Excel’s incredible database functions including creating impressive Subtotals and PivotTable reports. Students also will learn how to record Macros and how to protect their data.
Dec 16  F  9:00 AM – 4:00 PM  WDCC

Competition is Global.
Fortunately, Experts are Local.

From small local businesses to the world’s largest corporations, every company strives to progress and stay competitive.

Whether your organization’s goals include increasing productivity, improving employee performance and engagement, streamlining work flow, maximizing profits or more, one quick call to the Community College Workforce Alliance (CCWA) can help you achieve big results.

For information on custom training solutions, contact us today.

CCWATRAINING.ORG | 804-523-2292
Excel Tips and Tricks
Fee: $199
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 18 T 9:00 AM – 4:00 PM CH
Dec 9 F 9:00 AM – 4:00 PM WDCC

Excel Formulas
Fee: $199
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 30 F 9:00 AM – 4:00 PM WDCC
Nov 3 R 9:00 AM – 4:00 PM MIDLO

Excel Charts
Fee: $129
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 and/or for comparison analysis. In this comprehensive course, you will learn the basics of charting as well as advanced charting skills.
Oct 28 F 9:00 AM – 12:00 PM MIDLO
Nov 30 W 9:00 AM – 12:00 PM WDCC

Access 2010 - Level 1
Fee: $249
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.
Oct 10 M 9:00 AM – 4:00 PM MIDLO
Dec 2 F 9:00 AM – 4:00 PM WDCC

Access 2010 - Level 2
Fee: $249
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.
Dec 8 R 9:00 AM – 4:00 PM MIDLO

PowerPoint 2010 - Level 1
Fee: $199
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 templates and themes, insert headers and footers, and work with some graphics tools.
Sep 23 F 9:00 AM – 4:00 PM WDCC

PowerPoint 2010 - Level 2
Fee: $199
Learn how to polish your PowerPoint presentations with advanced formatting features like animation schemes, custom animation effects, transition effects, fill effects, and slide timings automation. Students also will learn how to create SmartArt, charts, templates, summary slides, handouts, speaker notes, and work with the slide, title, and handout masters.
Nov 9 W 9:00 AM – 4:00 PM MIDLO

Microsoft Project
Fee: $449
This program is designed to assist a person familiar with Project Management techniques in managing projects by learning to utilize the tools of MS Project; such as entering and linking tasks; creating and assigning resources and using various views to track the project.
Sep 29 & 30 RF 9:00 AM – 4:00 PM CH
Dec 1 & 2 RF 9:00 AM – 4:00 PM CH

CERTIFICATIONS

CompTIA A+
Fee: $1,995
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.
Oct 1 – 29 S 9:00 AM – 5:00 PM WDCC

Visit ccwatraining.org for Microsoft 2007 courses.
CERTIFICATIONS continued

CompTIA Security+
Fee: $1,595
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.
Sep 28 – Oct 4  MW 6:00 PM – 10:00 PM WDCC

Certified Information System Security Professional (CISSP)
Fee: $2,995
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. This course will expand upon your knowledge by addressing the essential elements of the eight domains that encompass the Common Body of Knowledge (CBK)® for information systems security professionals.
Nov 5 – Dec 10  S 9:00 AM – 5:00 PM WDCC

ITIL Overview
Fee: $49
This lunch and learn session provides managers and professionals of all levels with a basic understanding of why ITIL® is the most widely implemented best practice framework to control or reduce IT costs, and improve IT service quality in the world.
Sep 27  T 11:00 AM – 1:00 PM MIDLO

ITIL Foundation Certification
Fee: $1,495
This exciting and dynamic 3-day course introduces learners to the life-cycle of managing IT services to deliver to business expectations. As well as an engaging, case study based approach to learning the core disciplines of the ITIL best practice, this course also positions the participant to successfully complete the associated exam, required for entry into the future ITIL intermediate level training courses.
Oct 18 – 20  TWR 8:00 AM – 5:00 PM WDCC

CREATIVE SOFTWARE

Introduction to Adobe InDesign
Fee: $269
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.
Oct 13  R 9:00 AM – 4:00 PM MIDLO

Intermediate Adobe InDesign
Fee: $269
This follow-up to the introductory course is designed for students who want to become more proficient with text editing, document setup, and using color. Students will 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. In this training you will learn paragraph and character styles that allow you to format pages of text uniformly, layout features that help you to build alternate size configurations of your document, and various panels that enable you to easily custom design both text and graphics.
Nov 1  T 9:00 AM – 4:00 PM MIDLO
**INFORMATION SECURITY**

**Cyber Security Symposium**

*Fee: $79*

Did you know that the average cost of a data breach is $3.79 million dollars? Is your organization prepared to deal with a cyber attack? CCWA's Cyber Security Symposium will provide non-IT managers an exciting opportunity to explore pertinent issues ranging from device/messaging system encryption, systemic risk, cloud usage, and security evaluation. Come explore current issues and innovative solutions with local area experts in the field.

**Join us:** Friday, October 28 | 8:00am–1:00pm

**Cost:** $79 | **Location:** CCWA Workforce Center in Richmond, VA

According to ISACA, 81 percent of organizations say “they would be more likely to hire a cybersecurity job candidate who holds a performance-based certification” and “94% say they will expect to have a difficult time finding skilled candidates.”

**WEB, SOCIAL & MOBILE**

**Introduction to HTML and Website Building**

*Fee: $269*

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

**Build a (Powerful) Website, Quickly, in WordPress**

*Fee: $269*

Although WordPress began as a blogging system, it has rapidly become a very popular, full content management system. Whether you are planning to use WordPress for blogging or for building a full website, you'll discover enough basics to allow you to get started. This is a hands-on course taught in a lab environment. You will work directly with a WordPress installation to configure, add content, work with themes and more.

**Advanced WordPress**

*Fee: $269*

This course includes advanced WordPress concepts such as theming, widgets, plugins and Cascading Style Sheets (CSS). Learners will also engage with image treatments, tackle Search Engine Optimization (SEO) techniques and how to make their sites responsive to desktop and mobile users. Additionally topics such as integrating social media, eCommerce and automatic updating of WordPress will be covered.
CUSTOMER SERVICE

Block 1
A Winning Attitude
Fee: $99
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 27  T  9:00 AM – 12:00 PM  MIDLO

Block 2
Commitment to the Customer
Fee: $99
Learn the ground rules for keeping your customers coming back and turning indifference and bad service into behaviors of the past.
Sep 27  T  1:00 PM – 4:00 PM  MIDLO

Block 3
Grammar and Enunciation
Fee: $99
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 10  M  9:00 AM – 12:00 PM  CH

Block 4
Oral Communication
Fee: $99
Examine your own communication skills to help you better understand how your customers and co-workers communicate. Discover ways to practice improved customer courtesy with better word selection and to gather the information you need by choosing the best types of questions to ask.
Oct 10  M  1:00 PM – 4:00 PM  CH

Block 5
Phone Power
Fee: $99
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 26  W  9:00 AM – 12:00 PM  WDCC

Block 6
Active Listening Skills
Fee: $99
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 26  W  1:00 PM – 4:00 PM  WDCC

Block 7
Problem-Solving Techniques
Fee: $99
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 10  R  9:00 AM – 12:00 PM  MIDLO
Block 8
Confidence with Difficult Customers
Fee: $99
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 10  R  1:00 PM – 4:00 PM MIDLO

Block 9
Managing Job Stress
Fee: $99
Focus on managing your own stress level before taking on the stress of your customers. 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 6  T  9:00 AM – 12:00 PM WDCC

Block 10
Exceeding Customer Expectations
Fee: $99
Bring all 10 building blocks together by utilizing techniques of well-known customer service giants to help you apply your vision of customer service excellence for your organization.
Dec 6  T  1:00 PM – 4:00 PM WDCC

CERTIFICATIONS

MBTI Certification
Fee: $2,195
This program is four days of intensive training. The training is designed to equip participants with the essential information and experience you will need to begin using the MBTI assessments. Upon successfully completing the course, participants will be certified to conduct the MBTI training classes and purchase the restricted Step 1 MBTI Form M and MBTI Step II Form Q instruments.
Oct 31 – Nov 3  MTWR  8:00 AM – 5:00 PM WDCC

COMMUNICATIONS

Business Writing for Professionals
Fee: $249
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.
Sep 28  W  9:00 AM – 4:00 PM MIDLO
Grammar Workshop  
Fee: $199  
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, good sentence structure, etc. You'll learn rules you've long since 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.  
Oct 5  W  9:00 AM – 1:00 PM  WDCC

EDUC 2089: Adult Learning Theory  
Fee: $269  
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.  
Sep 21  W  9:00 AM – 4:00 PM  WDCC

Instructional Design  
Fee: $269  
Learn the basics of instructional design. This workshop focuses on setting learner-focused objectives, selecting method and format, designing training activities, and evaluating training.  
Oct 19  W  9:00 AM – 4:00 PM  MIDLO

Training Facilitation Techniques  
Fee: $269  
Learn to apply sound facilitation techniques for workplace training. This workshop will teach you how to manage the adult training environment, use ice breakers and games appropriately, and deal with challenging people professionally and practice communication techniques.  
Nov 9  W  9:00 AM – 4:00 PM  WDCC

Behavioral-Based Interviewing  
Fee: $449  
Participants who take this course will be able to: understand the four phases of the behavioral-based interview process and selection model; principles of effective interviewing; how to develop behavior-based interview questions based upon the position being filled; understand how to screen applications; what questions are illegal to ask during the process; how to respond to someone who divulges protected information to an interviewer; and legal hotspots in the hiring process.  
Sep 29 & 30  RF  9:00 AM – 4:00 PM  MIDLO

Change Management  
Fee: $249  
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.  
Oct 25  T  9:00 AM – 4:00 PM  WDCC

Conflict Management  
Fee: $249  
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.  
Sep 15  R  9:00 AM – 4:00 PM  CH  
Dec 13  T  9:00 AM – 4:00 PM  MIDLO

Managing Millennials  
Fee: $129  
In a mere four 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. So, who are the Millennials and how do we manage their expectations while maintaining high performing organizations?  
Oct 13  R  9:00 AM – 12:00 PM  WDCC  
Jan 13  F  1:00 PM – 4:00 PM  MIDLO
Inspiring Leadership with Emotional Intelligence
Fee: $249
Emotional intelligence (EI) is vital to being an effective and high-performing member of any organization. Business professionals who understand the connection between emotions and actions and can apply EI skills to maximize effectiveness have an incredible advantage in leading any organization and/or their team.

Oct 24 M 9:00 AM – 4:00 PM WDCC

Teambuilding Strategies
Fee: $249
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. This workshop discover strategies to develop a team focused attitude in your work environment; identify various roles within a team; determine how to get “buy in” to the team goals; identify ways to use team talent and strengths; and examine how teams are impacted by change.

Oct 20 R 9:00 AM – 4:00 PM MIDLO

Maximizing Employee Engagement
Fee: $249
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.

Nov 1 T 9:00 AM – 4:00 PM MIDLO

Think Again: Building Critical Thinking Skills
Fee: $249
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.

Oct 3 M 9:00 AM – 4:00 PM WDCC
Dec 1 R 9:00 AM – 4:00 PM MIDLO

Do you know what thousands of Virginians are doing to improve their career prospects?

They are earning a CRC - Virginia’s Career Readiness Certificate.
The CRC is designed to meet the needs of both the employer and job seeker!

Employers - Identify potential employees who have demonstrated skills essential for a qualified workforce. Ask for the CRC in your job postings.

Job seekers - Earn a recognized credential beyond a high school diploma to distinguish yourself in the job market.

Schedule your CRC today!
Visit CCWA – CRC

ccwatraining.org/crc | 804-706-5181 | crc@ccwa.vccs.edu
Sensitivity in the Workplace
Fee: $249
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.

Strategic Leadership for Organizational Impact
Fee: $249
Discover in this workshop what it means to lead in today’s business environment. Learn, study, and apply different management and leadership theories. Create a road map to managing, leading and developing people. New leaders will learn an approach that will accelerate their ability to achieve results through others. Learn how to focus time and efforts on tasks that are most important to your organization's success.

Time Management
Fee: $249
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.

Understanding Yourself and Others: An Introduction to the MBTI
Fee: $199
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.
HEALTH CARE

ANIMAL HEALTH

Veterinary Assistant
Fee: $1,150
This program will prepare students for a career working as a veterinary assistant in a veterinary office, animal hospital, zoo, laboratory, or other environment that requires animal science training. The course includes training and education in medical terminology, office procedures, animal breed identification and production management, anatomy, veterinary assistant procedures and duties, clinical skills, and ethical and legal considerations.
Jan 23 – Feb 22  MW  5:30 PM – 9:30 PM  MIDLO

CERTIFICATIONS

EKG Technician
Certification Program*
Fee: $1,800
This program will prepare students to function as EKG Technicians and to understand background information on anatomy and physiology of the heart, medical disease processes, medical terminology, medical ethics, legal aspects of patient contact, electrocardiography and stress testing.
Oct 25 – Jan 17  TR  6:00 PM – 10:00 PM  MIDLO

Clinical Medical Assistant Program*
Fee: $3,300
This program prepares students to be professional medical assistants dedicated to patient care management. Participants will be trained as competent entry-level medical assistants in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains.
*This class is included in the WCG Program. See Page 18 for more information.
Registration information: 804-523-2292
Oct 6 – Jan 12  TR  6:00 PM – 10:00 PM  WDCC
Jan 17 – Apr 25  TR  6:00 PM – 10:00 PM  WDCC

Certified Nurse Aide*
Fee: $2,400
This program will provide a quality education and prepare the student with an effective, productive and satisfying career in the nursing field. Training will focus on the improvement and enhancement of the “Quality of Life” for long-term care residents and introduce the growing need in long-term care.
*This class is included in the WCG Program. See Page 18 for more information.
Registration information: 804-523-2292
Sep 1 – Dec 1  TWR  10:00 AM – 2:00 PM  CH
Jan 26 – Apr 27  TWR  10:00 AM – 2:00 PM  CH

ccwatraining.org  .  HEALTH CARE  |  17
Medical Coding and Billing Specialist*  
Fee: $2,850
This course combines the basics of medical coding, medical billing, and medical terminology to provide a comprehensive program that will prepare participants to work as Medical Coding and Billing Specialists.

*This class is included in the WCG Program.  
See below for more information.  
Registration information: 804-523-2292

Jan 23 – Jun 26  MW  6:00 PM – 10:00 PM MIDLO

Phlebotomy Technician*  
Fee: $2,400
This program prepares students to be professional phlebotomy technicians dedicated to the art of blood withdrawal. Graduates are equipped to prepare the patient, perform venipuncture and assist to maintain the quality of the specimen.

*This class is included in the WCG Program.  
See below for more information.  
Registration information: 804-523-2292

Sep 26 – Dec 12  MW  6:00 PM – 10:00 PM WDCC  
Jan 23 – Apr 10  MW  6:00 PM – 10:00 PM WDCC

NEW!

Earn a Credential. Save 66%!

Get an edge for your next employment search with an industry-recognized certificate.

The Greater Richmond and Crater region job markets are active and credentials are becoming more critical. That’s why Virginia’s Community Colleges has a goal to triple the number of industry credentials earned in order to meet business and employment demands.

The Workforce Credential Grant (WCG) is now available to help offset the cost of certification programs in high-demand areas. Participants pay one-third of the cost for eligible courses. Course completion is required to receive the cost offset.

WCG-supported programs include:

- Customer Service & Sales Certification
- Certified Logistics Technician  
  Dual credential w/ Certified Logistics Associate
- Clinical Medical Assistant  
  Triple credential w/ Phlebotomy and EKG
- Certified Nurse Aide
- Commercial Driver’s License (CDL)
- Manufacturing Technician 1 (MTI)  
  Dual credential w/ Manufacturing Specialist (MS)
- EKG Technician
- Medical Billing & Coding
- Phlebotomy Technician
- Teacher Licensure and TESOL  
  through EducateVA

For more information: 804-523-2292  |  ccwatraining.org/certifications
APICS
Execution and Control of Operations
Fee: $375 | Nonmember Rate: $450

The Execution and Control of Operations (ECO) module is the third of three operational modules that builds upon the fundamental concepts covered in the Basics of Supply Chain Management module. It is typically the fourth module completed in the Certification in Production and Inventory Management (CPIM) process. This course focuses on the areas of prioritizing and sequencing work, executing work plans and implementing controls, reporting activity results, and providing feedback on performance. The course explains techniques for scheduling and controlling production processes, the execution of quality initiatives and continuous improvement plans, and the control and handling of inventories.

Note: If you are an APICS member, please call 804-523-2292 for the discount code.

Oct 7 – 14       FS  8:00 AM – 5:00 PM   CH

APICS
Strategic Management of Resources Workshop
Fee: $375 | Nonmember Rate: $450

The Strategic Management of Resources (SMR) module is the capstone of the five modules required for Certification in Production and Inventory Management (CPIM). It is typically the last module completed in the series. In this course, participants will explore the relationship of existing and emerging processes and technologies to manufacturing strategy and supply chain-related functions.

Note: If you are an APICS member, please call 804-523-2292 for the discount code.

Nov 4 – 12       FS  8:00 AM – 5:00 PM   CH

APICS
Basics of Supply Chain Management
Fee: $499 | Nonmember Rate: $575

This course covers industry fundamentals and provides a comprehensive overview of successful manufacturing strategies. Examine the basic concepts and language as well as the relationships among master planning, inventory management, forecasting, just-in-time manufacturing, material requirements planning, capacity management, distribution, production activity control, total quality management, and purchasing. Industry newcomers and those seeking to advance into management roles will benefit from this course.

Oct 7 – 14       FS  8:00 AM – 5:00 PM   CH

APICS
Master Planning of Resources
Fee: $375 | Nonmember Rate: $450

Identify processes used to develop sales and operations plans; evaluate internal and external demand and forecasting requirements; and gain an understanding of the importance of producing achievable master schedules that are consistent with business policies, objectives, and resource constraints. This course also covers developing and validating a plan of supply, relating management of demand to environment, and developing and validating the master schedule.

Nov 4 – 12       FS  8:00 AM – 5:00 PM   CH

APICS
Detailed Scheduling & Planning
Fee: $375 | Nonmember Rate: $450

Explore various techniques for material and capacity scheduling, including concepts and techniques of material requirements planning, capacity requirements planning, inventory management practices, and procurement and supplier planning. New applications such as material-dominated scheduling and processor-dominated scheduling are applicable to the process industries as well as other mature production environments.
CERTIFICATIONS

Manufacturing Technician Level 1 Certification*  
Fee: $2,400

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.

Goals of the MT1 certification program:
• Develop a workforce pipeline capable of meeting the requirements of existing and emerging employers in advanced technology industries such as manufacturing.
• Provide a customized fast track pathway to stackable credentials for 21st Century advanced technology careers in industry.
• Provide online and instructor-led training to address identified technical skill gaps.
• Provide a pathway to advanced level training and specialized training based on industry requirements for potential new hires and incumbent workers.

*This class is included in the WCG Program. See Page 18 for more information.
Registration information: 804-523-2292

Certified Logistics Technician (CLT)*  
Fee: $2,100

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 program begins with basic logistics knowledge and skills, preparing an individual for entry level positions, and then moves on to more advanced skills preparing the individuals 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.

*This class is included in the WCG Program. See Page 18 for more information.
Registration information: 804-523-2292

Upon registration, review confirmation for location details.

Sep 20 – 30  MTWRF  9:00 AM – 4:00 PM
Nov 1 – 11  MTWRF  9:00 AM – 4:00 PM
Jan 10 – 20  MTWRF  9:00 AM – 4:00 PM

CONSTRUCTION/CONTRACTOR

Basic Contractor Business Licensing Course  
Fee: $199

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. Students have consistently given this course high ratings based on instruction, content and practical application of knowledge. Benefits of the course include learning from a professional in the field of contracting.

CCWA with the Virginia Fire Marshal offers PYROTECHNICS and BLASTER Exams

For more information call 804-523-2292.
CCWA is now proud to offer a customized online solution for training frontline workers within manufacturing facilities. Using our expansive online catalog and learning management system, CCWA has the ability to profile a targeted occupation or employee group within a company and create a custom program that is 100% online. An experienced job profiler will work with company stakeholders to identify skills gap and professional development opportunities to create program that employers and employees value. CCWA has hundreds of employee-friendly online classes.

**Online subjects include:**
Manufacturing Processes • Lean Manufacturing • Automation Communications • Prints & Drawings • Electrical • Mechanical Fluid Power • Measurement & Gauging • Quality • Safety

To schedule an initial consultation and begin customizing your program, contact Wes Smith at 804-523-2296 or wsmith@ccwa.vccs.edu.

CCWA is now offering two certifications to help fill the thousands of logistical employment opportunities in the Greater Richmond and Crater regions of Virginia.

• Certified Logistics Associate
• Certified Logistics Technician

This dual certification is designed as a pathway in order to give employees and job seekers recognized industry credentials at two levels. Local employers value the skills for each level and the courses are offered in online, hybrid, and in-class formats for extreme flexibility.

For more information, contact Stephanie Landry: 804-523-2292 | slandry@ccwa.vccs.edu
Electrical Code Update Course
Fee: $225
This class is a three-hour course that presents information regarding significant changes that comprise the 2011 National Electrical Code (NEC).
Sep 21  W  6:00 PM – 9:00 PM  WDCC
Nov 16  W  6:00 PM – 8:00 PM  WDCC
Jan 18  W  6:00 PM – 9:00 PM  WDCC

Fuel Gas Code Update Course
Fee: $75
This class is a one-hour course that presents essential information regarding significant changes to the 2012 International Fuel Gas Code (IFCG).
Sep 24  S  8:00 AM – 9:00 AM  WDCC
Nov 19  S  8:00 AM – 9:00 PM  WDCC
Jan 21  S  8:00 AM – 9:00 AM  WDCC

Plumbing Code Update Course
Fee: $225
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 24  S  9:15 AM – 12:15 PM  WDCC
Nov 19  S  9:15 AM – 12:15 PM  WDCC
Jan 21  S  9:15 AM – 12:15 PM  WDCC

Mechanical Code Update Course
Fee: $225
This class is a three-hour course that presents essential information regarding significant changes to the 2012 International Mechanical Code (IMC).
Sep 24  S  1:15 PM – 4:15 PM  WDCC
Nov 19  S  1:15 PM – 4:15 PM  WDCC
Jan 21  S  1:15 PM – 4:15 PM  WDCC

Forklift Operator Training
Fee: $125
This certification training course applies to anyone who will operate a sit-down Powered Industrial Truck (commonly known as forklifts). This course will cover 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.
Oct 1  S  9:00 AM – 1:00 PM  WDCC
Nov 12  S  8:30 AM – 12:30 PM  WDCC
Dec 1  R  4:00 PM – 8:00 PM  WDCC
Jan 18  W  4:00 PM – 8:00 PM  WDCC

OSHA 10-Hour Training Certification for General Industry
Fee: $249
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 healthy work environment.
Oct 10 & 11  MT  12:00 PM – 5:00 PM  WDCC
Dec 7 & 8  WR  12:00 PM – 5:00 PM  WDCC
Jan 26 & 27  RF  12:00 PM – 5:00 PM  WDCC
Want to learn more about becoming a teacher? Visit our website at EducateVA.com today for more information. Webinars held monthly.

EducateVA – Alternative Teacher Licensure*
If you are a professional with a bachelor’s degree and at least five years of full-time work experience, you may qualify for a Career Switcher’s provisional teacher’s license. This affordable and accessible fast-track program, approved by the Virginia Department of Education, provides you with the academic rigor 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 in just 18 weeks.

*This class is included in the WCG Program. See Page 18 for more information.
Registration information: 804-523-2292

Career Focus – Becoming a Teacher Through Alternative Teacher Licensure
Fee: FREE
This webinar provides information on the EducateVA Career Switcher Alternative Teacher Licensure program. Individuals with a minimum of a bachelor’s degree and five years of full-time work experience, who are interested in learning more about the Career Switcher program offered through the Virginia Community College System, are encouraged to participate in an interactive webinar before applying. Emphasis is placed on understanding the program components and prerequisites, as well as workforce projections for the field of education.
Sep 21 W 12:00PM – 1:00PM
Oct 19 W 12:00PM – 1:00PM
Nov 16 W 12:00PM – 1:00PM
Dec 14 W 12:00PM – 1:00PM
Jan 18 W 12:00PM – 1:00PM

First Aid, CPR, and the Use of AEDs for Educators
Fee: $25
Teachers in the Commonwealth seeking initial licensure or renewal are required to be trained in emergency first aid, cardiopulmonary resuscitation (CPR), and the use of automated external defibrillators (AED). This online course provides training in first aid for medical emergencies, injuries, and the use of CPR and AEDs. This course is not for certification but addresses the medical issues that teachers are most likely to face in the classroom. Teachers taking this course will learn the steps necessary to act when a medical emergency arises. Participants are encouraged to register for a hands-on CPR/AED/First Aid course in addition to completing this online training.
**TRAINING FOR K12 TEACHERS**

**CCWA Workforce Solutions Instructor-Led Online Courses**

These convenient and interactive courses run for one month (with a 10-day grace period at the end). Courses are project-oriented and include lessons, quizzes, hands-on assignments, discussion areas, supplementary links, and more. Call 804-523-2292 for information on training to meet your individual or school division needs.

**Social Media and Online Tools for K-12 Teachers**

**Fee: $145 (Avg. Time Online: 16)**

Everyone talks about ways the Internet lets them stay in touch and see what others are doing. Since many of your students are already there, have you been curious if any of these tools might keep them engaged? Do you ever wonder if there might be some time-effective ways to communicate with their parents? GoogleDocs, Adobe ConnectNow, iGoogle, Flicker, animoto, earth album, Teacher Tube, blogs, virtual labs and yes, even Facebook and Twitter can help you add dimension and interest to your class.

**Online Teaching and Learning**

**Fee: $145 (Avg. Time Online: 16)**

You will find out why and how your students learn online in this course for K-12 teachers. Find out about all the wonderful eTools being used, from drag-and-drop games to virtual labs. Then find out how you can begin to use the web in your own teaching.

**CONFERENCES / EVENTS**

**VITA Project Management Summit: Spotlight on Leadership**

**Fee: $85**

The summit will provide IT project managers a cost effective educational and networking opportunity. The educational component will include case studies, industry best practice and relevant project management topics. The summit is designed for Commonwealth and local government IT Project Managers and contractors assigned to IT projects in the Commonwealth of Virginia. Cost includes all conference materials, breakfast, and boxed lunch.

Oct 12 W 8:00 AM – 4:30 PM
Location: The Cultural Arts Center at Glen Allen, 2880 Mountain Road, Glen Allen, VA 23060

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**Some Careers > Others**

Teaching can be challenging, exhausting – and 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.

Because we are approved by the Virginia Department of Education, our program allows you to become a licensed teacher throughout the Commonwealth. And because we offer a combination of online and weekend classes, you can even earn your license in 18 weeks while keeping your current job.

To learn more about this convenient and affordable alternative route to teacher licensure, call 804-523-5671 today.

EducateVA

A Career Switcher Program of Virginia’s Community Colleges

offered by Community College Workforce Alliance. 804-523-5671
Join us for a one-day forum with panel discussion designed to provide a better understanding of the creative capabilities of UAV/Drone Filming. Includes demonstrations with small, medium and full-sized “heavy lifter” aircraft. Camera options will be addressed along with regulations, restrictions, fees, and more.

**Drone Cinematography 101: Elevating Your Film Production**

**September 17, 2016 — 9:00 am to 4:00 pm**

**CCWA Workforce Development & Conference Center**
(on the campus of Reynolds Community College)
1651 E. Parham Road, Richmond

Cost: $149 per person
($99 for Students, Veterans and Virginia Production Alliance Members — please contact us at 804-523-2292 for the discount code.)

**Who: Filmmakers and Videographers**
Professionals and amateurs, no experience necessary. May also be of interest to still photographers, communications specialists, EMS workers, real estate agents, agriculturists, and others considering Unmanned Aerial Video / Drone cinematography.

**PRIZE DRAWING!**
DJI, market leader in easy-to-fly drones and aerial photography systems, has generously provided a brand new Phantom 3 Standard Drone ($500 value) to be given away by random drawing to one of our forum participants.

More information and registration: ccwatraining.org/film
TRUCK DRIVER TRAINING

Truck Driver Training*
Fee: $4,500
This comprehensive program will provide the skills and opportunities needed to be successful in a truck driving career. Our nationwide job placement assistance program is a FREE lifetime benefit to our students and graduates.
Location: John Tyler Community College’s Chester Campus
Recruiters and placement staff are available to assist you today! Schedule an appointment with a career counselor by calling 804-523-2292.

*This class is included in the WCG Program. See Page 18 for more information.
Registration information: 804-523-2292

SPECIALIZED TRAINING

Motor Vehicle Dealer-Operator
Fee: $375
The Commonwealth of Virginia requires that any dealer-operator of an independent car dealership successfully complete this two-day program prior to taking the dealer-operator licensing examination. Any dealer-operator prior to December 31, 2005 will not be required to complete this program. Participants should bring a standard calculator to class.
Note: Registration is $325.00 until September 6, 2016; after September 6, the cost of the course increases to $375.00.
Sep 20 & 21 TW 8:30 AM – 5:00 PM WDCC

SAVE THE DATE(S)

SPRING ADMINISTRATIVE PROFESSIONALS’ CONFERENCE
One-Day Retreat
APRIL 21 OR APRIL 28
Lewis Ginter Botanical Garden
Look for updates at ccwatraining.org/adminpro

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 day centers, family day homes, certified preschools, Head Start programs, unregulated providers, and the Virginia Career Readiness Certificate. All courses for the Early Childhood and School-Age Endorsements are available online.

For more information visit: ccwatraining.org/childcare
September 28:
Webinar 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

October 26:
Webinar WordPress
Although WordPress began as a blogging system, it has rapidly become a very popular and full content management system. Whether you are planning to use WordPress for blogging or for building a full website, you’ll discover enough basics to allow you to get started. This is a hands-on course taught in a lab environment. You will work directly with a WordPress installation to configure, add content, work with themes and more.
W 10:00 AM – 11:00 AM Online

November 30:
Webinar 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

December 14:
Webinar Balancing It All: A Lesson in Managing Stress
One of the most powerful elements affecting your life, health, and productivity is stress. However, it is one of the least addressed issues in the workplace. Just because you do not feel stressed does not mean that you aren’t. Tune in to this webinar to pick up critical tools to identify, measure, and manage the stress in your life.
W 10:00 AM – 11:00 AM Online

January 18:
Webinar Critical Thinking
Feeling overwhelmed? What if you could learn a process for thinking to make better decision and create better solutions? In this webinar, you’ll discover how to sharpen your thinking processes, ask the right questions, challenge assumptions, and see others’ viewpoints with clarity.
W 10:00 AM – 11:00 AM Online
INSTRUCTOR-LED
ONLINE COURSES

CCWA Workforce Solutions

Instructor-facilitated online courses are informative, fun, convenient, and highly interactive. Courses run for one month. Courses are project-oriented and include lessons, quizzes, hands-on assignments, discussion areas, supplementary links, and more. You can complete any course entirely from your home or office, any time of the day or night.

Office Operations
Discover strategies for focusing on specific office outcomes and operating a high-functioning office. Office operations refer to the administration and management of office business practices to support the highest level of efficiency and productivity within an organization. Learn how to design, implement, evaluate, and maintain the process of work within your office. Come away understanding how to supervise or manage a team of administrators, allocating roles, recruiting and training, and issuing assignments and projects.

SEP 6 – 30

Introduction to Project Management
In today's business environment, there is a need for good project management. Project management provides visibility of project health to the business and the customer. Through continuous monitoring, early detection of variations to plan, schedule, and budget can be communicated to stakeholder for quick resolution, including project cancelation. Project management is one of the fastest paths to promotion by increasing your network through greater exposure. You will have the skills, tools and templates to confidently develop and maintain a project. An overview of salaries, certification costs, education and experience requirements are provided. We hope you will choose Project Management as a career.

SEP 6 – 30

Powerful Presentations & Effective Speaking Techniques
Nearly every job or business has an element of speaking, presentations, or sales. This course will allow you to master all three and accelerate your success in every aspect of your career. Learn everything from voice and speech basics like proper breathing, diction and enunciation, all the way to specific presentation templates and techniques that will allow you to deliver your presentations with ease and confidence. From the boardroom, to the class-room, to speaking for thousands of people, there are several critical factors that every speaker must master. You will learn how to effectively deliver a presentation to one person across the table, in front of a small group in a boardroom, from on-stage for a large audience, and host tele-seminars or webinars online.

SEP 6 - 30

Accounting and Finance for Non-Financial Managers
Every successful person in the workplace utilizes financial information to aid effective decision making. Accounting and Finance for Non-Financial Managers explains the financial concepts and accounting processes used in most businesses and will provide practical techniques that will increase your effectiveness and career. Get a foundation to understand the seven steps in the accounting cycle and use financial information in decision making. Come away with the knowledge to analyze resource allocation and evaluate financial performance.

SEP 6 - 30

OUR ONLINE PARTNERS

LERN UGotClass: Dozens of professional online certificates and courses led by real instructors with multimedia incorporated. Discussion forum or chat room is available for extended learning and feedback.

Cyber Security for Managers

Cyber security issues are all around us and reach nearly every part of our business and work, from online banking and education to Facebook and Wi-Fi. Finally, you can get up to date on Cyber Security basics and fundamentals. Designed for non-technical managers, directors and others in the work place, you will find out about threats and vulnerabilities, safeguards, common attacks, viruses, malware and spyware, disaster recover planning, Intrusion Detection/Prevention, basic security architecture, introductory forensics, and cyber terrorism. At the end of this course, you will have the knowledge needed to practice safer computing and safeguard your business and work information.

OCT 3 – 28

Project Management Processes

Acquire a well-rounded knowledge of the five Project Management Processes relating to the Project Management Body of Knowledge (PMBOK) Guide. This basic information will assist you in learning the beginnings of Project Management, whether you are interested in project management, in a project management field, or in any line of work. Come away with a solid foundation of the five processes to learn and use when any type of project occurs in your employment arena.

OCT 3 – 28

Lean Six Sigma

In today’s world, Lean is a part of the business environment. Lean Six Sigma attacks inefficiencies, non-value added wastes caused by defects, non-value-added flow of information or materials, non-productive time, data storage, stacks of inventory, overproduction and extra processing. With Lean Six Sigma techniques you will have the skills to lead successfully in both service and manufacturing industries. No pre-requisites required!

NOV 7 - DEC 2

New 21st Century Strategies for Productivity and Time Management

Time is even more valuable in this century than in the last. How effectively you manage your time and productivity can affect your business and personal life in so many ways. You’ll get tips and techniques you won’t get anywhere else for managing time and increasing productivity. Whether you are managing your own time or others’ time, come away with proven tips to put into practice on Monday morning.

NOV 7 - DEC 2

Project Management Knowledge Areas

In today’s business environment, there is a need for good project management. Project management provides visibility of project health to the business and the customer. Through continuous monitoring, early detection of variations to plan, schedule, and budget can be communicated to stakeholders for quick resolution, including project cancelation. The Project Management Professional community does this through the five (5) Project Management Processes supported by the ten (10) Project Management Knowledge Areas. This course introduces the student to the ten (10) Project management Knowledge Areas and their support role and relationships to the five (5) Project Management Processes.

NOV 7 - DEC 2

Managing Generations in the Workplace

Get an understanding of managing workers in different generations in the workplace. Discover what motivates each generation at work, what incentives they respond to, and what messages they value. Generations X and Y are significantly different than the Boomer generation. Each generation has different expectations and styles of work in the workplace. Come explore the characteristics of the different generations in the workplace. Discover the current motivations of Boomers, Gen Xers and Gen Yers and what messages they value. Then identify practical, how-to tips and techniques for managing Boomers, Gen Xers, and Gen Yers in the workplace.

NOV 7 - DEC 2

Embracing Sustainability in the Workplace

It’s a smart business practice and the right thing to do. Find out how to implement sustainability solutions for your workplace. Gain practical information for yourself and your employees to begin on Monday morning. Brand your organization in the world of environmental stewardship. Your instructors will detail and deliver practical approaches and applications toward implementing sustainability with guidance in planning procedures. Take back practical tips on operating your indoor environments to consider air, water, lighting, fitness, nutrition, mind and comfort. For anyone pursuing a career in a company or in government where there is an effort to build awareness and to gain a deeper understanding of the importance of environmental stewardship and overall social responsibility.

NOV 7 - DEC 2
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.

Photo Release: CCWA participants grant permission to staff/instructors to use photographs/video taken on the date(s) and at the location(s) for use in publications or on the web and to use such photographs/video in electronic versions of the same. With registration, participants waive any right to inspect or approve the finished photographs/video or printed or electronic matter that may be used in conjunction with them, and any right to royalties or other compensation arising from or related to the use of the photograph. Participants may address any specific questions by submitting those questions in writing prior to the course date and agree that failure to do so will be interpreted as a free and knowledgeable acceptance of the terms of this release.
REGISTRATION

Have you ever attended or been employed by a Virginia Community College?

☐ No  ☐ Yes  VCCS ID __________

Name:

LAST
FIRST
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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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 Community College & John Tyler Community College campuses

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