



DCG
PROFESSIONAL
LEARNING CENTERS

Discover the Difference

2015 Catalog of Courses

publication date: January 1, 2015

DCG, Incorporated is approved to operate by the Private Business and Vocational Schools Division of the Illinois Board of Higher Education located at 1 N. Old State Capitol Plaza, Suite 333, Springfield, IL 62701.

DCG, Incorporated is not accredited by a
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DCG Technology Learning Center Training Objectives and Purpose

DCG and its highly motivated professional staff are trained to:

Expand the basic computer application knowledge of each student.

Expect each practice session assigned to be completed.

Increase the productivity of our client's employees.

Enhance present skills to advance to the next level.

Ensure technology is used effectively.

Encourage practice outside the classroom to maintain skills.

Create satisfied, achievement oriented employees.

Our purpose is to provide the opportunity for students to become proficient in today's software applications in order to:

- Gain personal satisfaction

- Improve skills

- Increase promotional opportunities

- Prepare students for additional professional endeavors

- Challenge their thinking and increase their capabilities

- Stay flexible in today's ever changing world

- Increase capacity to adopt new technologies and innovations

DCG Successful Training Methodology

The DCG Technology Learning Center methodology is a three pronged advance in instructional design and interpretation:

- D**irected task and practical hands-on interactive sessions
- C**ompetency driven with skill building exercises
- G**oal oriented to execute business processes

We at DCG believe all workshops should be participative with problem solving applications. Our computer workshops have activities at the end of each chapter to further solidify the content and give practical hands-on experience. At the beginning of each class, it is determined how the participants are planning to use the product and what they need to gain from the day of training.

Throughout the class day case studies (real world examples) will be implemented to address those needs. This enables the participant to be productive when back in the office and work with assurance of their ability.

A variety of avenues are pursued to ensure the learning process is complete: Lecture, Questions and Answer, Hands-on repetition and practical exercises.

Our Career Skills/Employee Development courses are handled in much the same way using everyday targeted applications that can immediately be put to use, interactive role playing, and case studies.

One overriding principle that we have found that can't be emphasized enough is:

Laugh and Learn

DCG realizes the importance of humor in defusing tense situations, putting people at ease, and thereby aiding the learning process. We pride ourselves in supplying a learning atmosphere that is comfortable, yet professional.

Discover The Difference!

DCG Technology Learning Center Training Philosophy

DCG's philosophy is to use a variety of means to effectively train participants increasing their knowledge and productivity while acknowledging each persons' learning style is different.

These means include but are not limited to:

- lecture
- discussion
- hands-on practice
- case studies
- practical exercises
- Socratic question and answer
- real world examples

Whether the training is hands-on computer training or seminar, DCG believes in an interactive approach. Each participant is encouraged to participate in the learning process through active discussion, providing work examples, and through questions.

Each one of DCG's knowledgeable instructors provide leadership and support and DCG encourages constructive feedback throughout each session.

DCG's preferred maximum number of students for any computer class is 12 : 1. This encourages:

- Interactive class participation
- Individual attentiveness by the instructor
- Opportunity to have questions answered during class

Administrative and Instructor's Qualifications

To maintain the highest standards, DCG, at the minimum, expects the following requirements to be met:

- A. Administrators such as Chief Managing Employee and Assistant Managing Employee (if any).
 - 1 Either graduation from a state approved, four-year degree granting school with satisfactory completion of at least 24 semester hours in administration/management in professional education; OR
 - 2 A combination of not less than 3 years of training and on-the-job experience in one or more of the subject areas in which the school provides instruction and at least one year of administrative/managerial experience.
- B. Instructors at DCG
 - 1 Graduation from a state-approved, four-year degree-granting school with satisfactory completion of no fewer than 24 semester hours in the academic or vocational/skill subject area in which the applicant is assigned to teach; OR
 - 2 A combination of no fewer than 4,000 clock hours of successful training and on-the-job experience in the academic or vocational/skill subject area to which the faculty member is to be assigned; OR
 - 3 Completion of no fewer than 6,000 clock hours of successful on-the-job experience in the academic or vocational/skill subject area in which the applicant will be assigned to teach.

NOTE: All of DCG's instructors have been in the computer training field anywhere from 5 to 20 years and are all experienced, knowledgeable professionals. Many have held positions such as training director or training manager at other corporations or training centers.

DCG instructors are evaluated by each student at the end of each class session. Instructors are expected to improve their skills by continuous self-study, off-site training seminars, or in-house training.

DCG Guidelines for Instructors

1. Each Instructor is to follow the DCG Policies, Methodology, Purpose, and Philosophy.
2. Instructors are expected to be thoroughly prepared for each class session (day).
3. No Instructor is to teach for longer than an 8 hour day or one class per day. This might also be in the form of two half-day sessions.
4. Instructors assigned number of students will generally not exceed 12 per day for hands-on computer training with the exception of classes exceeding 12 shall have a substitute or alternate teacher assigned as a helper in the class.
5. Seminar style courses shall not exceed 25 students.
6. The total number of different subject preparations an instructor may be assigned to teach on any day in any week is two based on a two half-day session assignment (such as Word: Intro in the morning and Excel: Intro in the afternoon) OR one based on a one session a day assignment. Typically only one subject is taught for a full day. All of the DCG instructors have taught the subjects for many years and are familiar with the content.
7. All instructors are to present themselves in a professional manner and treat each student respectfully with attention given to any special needs.

DCG Policies - Administrative

Academic Calendar

The academic calendar is from January 1 through December 31 each year and classes are held Monday through Friday each week, unless otherwise noted. The DCG facility will be closed on the following days throughout the year: January 1; Memorial Day; Independence Day (or the nearest business day to the July 4th holiday); Labor Day; Thanksgiving Day and the day following; Christmas Day and either the day before or day after, depending on the date on which it falls. Please see the School Closing policy for any other reasons DCG might be closed.

Admission Requirements

All qualified applicants 18 years and older will be admitted regardless of race, creed, color, gender, religion or ethnic origin. The applicant must be a high school graduate or have successfully completed the G.E.D. and have a basic proficiency in the English language. Each applicant must be of good moral character, in good general health, and be free of any communicable disease.

Application & Fees

Application - A completed registration form must be received at DCG either in written form or through the on-line registration on the DCG web site. Corporate clients may be registered by their supervisor or training coordinator. Other students will need to fill out the enrollment form and either mail or fax the documentation to DCG.

Fees - Corporate clients will be invoiced after each class or series of classes, or they may pay by credit card the day of class, if that is preferred. Other clients must pay the first day of class either by check or credit card. If any payment is over 30 days delinquent, DCG calls the business or individual to remind them of their responsibility. If still delinquent after 45 days, DCG sends another invoice followed by a phone call.

Class Size

DCG maintains a policy of limiting class size to 12 for hands-on computer classes and to 25 for seminar style classes. If class size exceeds the above, co-teachers or teaching assistants may be added to reduce student-to-teacher ratios.

Costs

Each class is priced on a per day or per class basis, based on the number of days for the class. The majority of the Microsoft Office classes are one or two days in length. Textbooks and any other materials needed are included within the total costs.

Withdrawal/Refund

This policy is based upon the student giving written notice of cancellation to the Chief Employee and is listed on the enrollment form. Please see the Refund Policy in its entirety below.

Student's Right to Cancel

The student has the right to cancel this contract until midnight of the fifth business day after the student has signed this contract and been admitted to the school. Notice of cancellation shall be in writing to:

DCG, Incorporated
1551 Bond Street, St 109
Naperville, IL 60563
630.717.8400

If the student does not give notice in writing and has an unexplained absence of 15 school days, it constitutes constructive notice of cancellation to the school.

Please note: DCG reserves the right to change the schedule due to circumstances beyond our control. However, in the event your class is rescheduled, you will be notified in advance and the above DCG cancellation policy will not be applicable.

DCG Cancellation policy for short courses of one to five days: If you cancel your reservation less than ten (10) business days prior to the class date, one half of the class price will be due and payable. If you cancel less than five (5) business days prior to the class date or do not attend class, the full amount will be due and payable.

Refund Policy - Rules and Regulations

1. Schools shall, when a student gives written notice of cancellation, provide a refund in the amount of at least the following:

a. When notice of cancellation is given before midnight of the fifth business day after the date of enrollment, but prior to the first day of class, all application/registration fees, tuition, and any other charges shall be refunded the student.

b. When notice of cancellation is given after midnight of the fifth business day following acceptance, but prior to the close of business on the student's first day of class attendance, the school may retain no more than the application/registration fee, which may not exceed \$150 or 50% of the cost of tuition, whichever is less.

c. When notice of cancellation is given after the student's completion of the first day of class attendance, but prior to the student's completion of 5% of the course of instruction the school may retain the application/registration fee, an amount not to exceed 10% of the tuition and other instructional charges or \$300, whichever is less, and, the cost of any books or materials which have been provided by the school.

d. When a student has completed in excess of 5% of the course of instruction, the school may retain the application/registration fee, but shall refund a part of the tuition and other instructional charges in accordance with the following:

i) All schools regulated under this Section may retain an amount computed pro rate by days in class plus 10% of tuition and other instructional charges up to completion of 60% of the course of instruction. When the student has completed in excess of 60% of the course of instruction, the school may retain the application/registration fee and the entire tuition and other charges.

The refund policy for short courses up to 20 clock hours shall refund pro rate up to 60% completion of the course.

1 A student who on personal initiative and without solicitation, enrolls, starts, and completes a course of instruction before midnight of the 5th day after the enrollment agreement is signed, is not subject to the cancellation provisions of this section.

2 Applicants not accepted by the school shall receive a refund of all tuition and fees paid within 30 calendar days after the determination of non-acceptance is made.

3 Application/registration fees shall be chargeable at initial enrollment and shall not exceed \$150 or 50% of the cost of tuition, whichever is less.

4 Deposits or down payments shall become part of the tuition.

5 The school shall mail a written acknowledgment of a student's cancellation or written withdrawal to the student within 15 calendar days of the postmark date of notification. Such written acknowledgment is not necessary if a refund has been mailed to the student within 15 calendar days.

6 If the school cancels or discontinues a

course, the student shall have all tuition, fees, and other charges refunded.

7 All student refunds shall be made by the school within 30 calendar days from the date of receipt of the student's cancellation.

8 A student may give notice of cancellation to the school in writing. The unexplained absence of a student from a school for more than 15 school days shall constitute constructive notice of cancellation to the school. For purposes of cancellation the date shall be the last day of attendance.

9 A school may make refunds, which exceed those prescribed in this section. If the school has a refund policy that returns more money to a student than those policies prescribed in this Section, that refund policy must be filed with the IBHE.

10 A school shall refund all monies paid to it in any of the following circumstances:

a. The school did not provide the prospective student with a copy of the student's valid enrollment agreement and a current catalog or bulletin.

b. The school cancels or discontinues the course of instruction in which the student enrolled.

c. The school fails to conduct classes on days or times scheduled, detrimentally affecting the student.

11 A school must refund any book and materials fees when: (a) the book and materials are returned to the school unmarked; and (b) the student has provided the school with a notice of cancellation.

Complaints

Any student or employee of an approved school who believes he/she has been aggrieved by a violation shall have the right to file a written complaint.

If a student has a complaint, every effort will be made to resolve the complaint at the point of origin. If unsuccessful in resolving the issue, the following steps will be taken:

1 The student complaint will be brought to the Chief Managing Employee of DCG and the Training and Development Project Manager who will work with the student to provide a suitable resolution.

2 In the event a resolution is not provided within fourteen business days from the date the complaint was brought to the Chief Managing Employee and the Training and Development

Project Manager, the complaint against the school may be registered with the Illinois Board of Higher Education by sending a letter to either of the following addresses:

Illinois Board of Higher Education,
1 N. Old State Capitol Plaza, Suite 333,
Springfield, IL 62701 or at www.ibhe.org

Retention and Release of Permanent Record (Transcripts)

Policy date: November 1, 2002

Purpose: To define the policy/procedure for student record retention and the process for requesting release of a permanent record. This policy is subject to periodic review and update by DCG administration, and has been adopted to assure the following institutional standards are met:

- Complies with certification criteria
- Optimizes the use of space
- Minimizes the cost of record retention
- Preserves records of significance

DCG has created the following policy and procedures to address the retention requirements for student records. DCG will, in an electronic format, retain cumulative student records for a period of at least seven years from the date a course was participated in.

The DCG permanent record consists of the following information relative to the student's participation in a particular course:

- Student Name
- Course Number
- Course Name
- Course Date
- Course Instructor
- Course Hours
- Course Completion information
- Number of CEUs earned for the course

Requesting a Release of Permanent Record

Your transcript is the official, permanent record of all the courses you have attended. Transcripts can be ordered by fax or by postal mail. We do not accept orders for transcripts by email or telephone. Download the Transcript Request form print, and fill out, and fax or mail.

Policy

DCG, Incorporated issues continuing professional education records directly to students and to third parties as requested in writing by students. A permanent record is issued directly to a student with proper written authorization. When requesting a transcript, please provide us with the following:

- 1 Your name (including any maiden or married names you may have used while attending continuing education courses).
- 2 A phone number, address or email address where you can be reached in case there is a problem processing your request
- 3 Detailed instructions about where you want your permanent record sent (include complete address and name of contact person, if applicable)
- 4 Your handwritten signature (If the request does not include a handwritten signature, the request will be returned unfilled.)
- 5 Transcript fee (If the request does not include the proper fee, the request will be returned unfilled.)

Transcript request fax number:

(630) 717-8430

Mailing address:

DCG, Incorporated

1551 Bond Street, Suite 109

Naperville, IL 60563

Permanent Record fees

- The fee for reproducing a permanent record is \$5.00 and should accompany the permanent record request.

Priority service

- Permanent records sent the same day the request is received using one of the priority mailing services listed below - \$5.00
- Express Mail: A prepaid, express mail envelope from the United States Postal Service must be provided
- FedEx: To have your permanent record sent by way of FedEx please indicate this option on your request. Shipping rates may be paid by credit card or applied to a FedEx account. Please include a credit card number and expiration date OR, a FedEx account number on the request. For current shipping rates, please contact FedEx. US Deliveries: 1-800-Go-FedEx International Deliveries: 1-800-247-4747
- Fax Service: \$10.00 charge. We will fax an unofficial transcript and follow up with a mailed, official transcript to the same location. Note: Transcripts can only be faxed to areas within the United States.

Payment

- Transcript fees can be paid using Visa, MasterCard, Discover, check, cash or money order.
- When paying by credit card, include your credit card number, expiration date, your name as it appears on the card, and your signature; please note: all credit card transactions may be subject to a handling charge.
- All faxed requests must be paid by credit card.
- Checks and money orders should be made payable to DCG, Incorporated.

Things you should know...

- No permanent record will be released except upon written authorization of the student
- Permanent records will not be released, and your request will be returned, if you have an outstanding financial obligation to DCG, Incorporated
- Processing time is usually 14-21 business days after the receipt of a completed request
- All unsigned requests will be returned
- If you have further questions about permanent records please call (630) 717-8400.

DCG Teaching Guides and Lesson Plans

Teaching Guides

The DCG manuals serve as teaching guides and are produced by Element K, one of the leading producers of technology manuals in the industry today. The instructional materials are Microsoft approved as noted below:

Official Microsoft Learning Products™ from Element K - "As a Microsoft Content and Service Provider, Element K is authorized to sell Official Microsoft Learning Products including Microsoft Official Courses™ and Microsoft Official Workshops™. We also offer a variety of products that will add value to your classroom, attract new students, retain your best instructors and generate incremental revenue for your organization."

Lesson Plans

Within each instructor's manual is the lesson plan with time line for completing each chapter. In addition to the time line, helpful notes are available within the documentation to assist the instructor in developing the class.

Performance and Competency Standards

Throughout each instructional day, students are given practice units to test the knowledge gained and comprehension of materials. After each chapter, mini tests are provided on the subject matter to reinforce the skills gained during the day. Students are encouraged to practice, go through the materials after class to further their retention. If for some reason, the student is unable to grasp the material, DCG recommends they repeat the class and at no charge to the student.

Policy for Calculating and Awarding Course Certificates/Continuing Education Units

Original Policy date: November 1, 2002

Updated: April, 2014

Purpose: To define the policy of calculating and awarding CEUs, describing the roles, responsibilities, and procedures used to calculate Continuing Education Units (CEUs).

Common Terms

Continuing Education Unit (CEU) - a nationally-recognized, uniform unit of measure used to quantify continuing education and training activities. The CEU is defined as ten contact hours of participation in organized continuing education. CEUs cannot be awarded retroactively. The program, activity or course must be evaluated and approved by the provider's internal review process and deemed appropriate for CEUs prior to conducting that event in order for valid CEUs to be awarded.

Contact Hour - for the purposes of calculating CEUs, one contact hour is considered one clock hour of interaction between a learner and instructor or learning source.

CEU Activities - The following types of activities are to be included when calculating CEUs:

- classroom or meeting session time (excluding breaks) led by an instructor or facilitator
- planned program of learning whereby the learner's progress is monitored and the learner receives feedback
- projects and assignments that are an integral part of a course or program
- learner assessment and program evaluation activities

CEU Calculation - To arrive at the number of contact hours, total the number of contact minutes and divide by 60. To arrive at the number of CEUs, divide the total contact hours by 10. Any portion of an hour of 50 minutes or more should be counted as a whole hour. Any portion of an hour between 30 and 49 minutes should be counted as one half of an hour. Any part of an hour less than 30 minutes should not be counted in the CEU calculation. A CEU may be expressed in tenths of a CEU (example: 12 contact hours equate to 1.2 CEUs).

Criteria for Awarding Course Certificates and Continuing Education Units

The provider of the CEUs must have an identifiable training unit or group with assigned responsibility for administering continuing education and/or training activities courses, or programs.

The provider of the CEUs, through its continuing education and training unit, ensures that certification criteria are followed and consistently reviewed and updated.

The provider has a system in place to identify learners who meet requirements for satisfactory course completion. The provider maintains a complete, permanent (at least seven years) record of each learner's participation, and can provide a copy of that record upon written request from the student within six weeks or less.

The learning environment and support services appropriate to the continuing education or training goals and learning outcomes is provided.

Each activity, course, or program is planned in response to identified needs of a target audience.

The provider has clear and concise written statements of intended learning outcomes (behavioral and performance objectives) based on identified needs for each continuing education and training activity, course, or program.

Qualified personnel are involved in planning and conducting each activity, course, or program.

Content and instructional methods are appropriate for the identified learning outcomes of each activity, course, or program.

Procedures established during activity, course or program planning are used to assess achievement of learning outcomes.

All participants in DCG courses must perform the following in order to receive CEUs for class participation:

- a. Participate in at least 95% of the allotted course time by actively engaging with the instructor and other participants, and asking questions
- b. Complete all classroom exercises including practice units
- c. Complete any outside course assignments
- d. Complete an end of course evaluation form

Procedure

- 1 The Training and Development Project Manager (TDPM) determines average contact hours for each new or revised course.
- 2 The TDPM calculates number of CEUs to be awarded based on contact hours identified.
- 3 The TDPM includes number of CEUs to be awarded to participants on all learning outcomes.
- 4 The TDPM provides an updated list of course names, contact hours, and CEUs to DCG staff for inclusion in student database to ensure accuracy on course completion certificates and transcripts.

DCG Instructional Equipment

Room A	Room B
1. One Projection Device – Epson EX5200	1. One Projection Device - Epson EX5200
2. 6 - 8 Laptops - Compaq Presario CQ-61	2. 10 HP Pavillion Slimline Desktops
3. 1 Instructor laptop - as above	3. 1 Instructor Desktop - as above
4. Required software	4. Required software
Room C	Room D
1. One Projection Device – Epson PowerLite 76C	1. One Projection Device - Epson EX5200
2. 10 HP Pavilion a1010y, P-5	2. 12 Laptops - Compaq Presario CQ-61
3. 1 Instructor Desktop - as above	3. 1 instructor Laptop - as above
4. Required software	4. Required software

DCG Plans for School Closing/Change of Status

In the event of weather-related or emergency closings, DCG provides email and voice phone call alerts to students regarding those closings. Classes which have been cancelled due to weather-related or emergency closings will be rescheduled as soon as practicable. Additionally explanation will be provided to any officials necessary regarding the course's cancellation and subsequent rescheduling.

In the event that DCG Technology Learning Center closes permanently or undergoes a change of status, DCG will make every effort to see that current students will complete their courses timely.

If for some unforeseen reason, DCG cannot complete their instruction, DCG will enroll the student in a like course, or refund the entirety of the students' prepaid deposit, if any.

In addition, DCG will notify the IBHE with name, address, and telephone number and the name of the course of instruction for each student who has not completed his or her course of instruction. A copy of the written notice mailed to all enrolled students explaining the procedures they are to follow to secure refunds or to continue their education shall be furnished to the IBHE.

Refund checks will be issued in the full amount for which students are entitled and the procedures for disbursement of refunds shall be supplied to the IBHE and a date set no later than thirty (30) days from the last day of instruction for disbursement of funds.

Immediately upon closing, transfer of permanent student records will be made to the IBHE. Arrangements for transferring students to a public or another approved private school shall be filed with the IBHE prior to any student transfer. The IBHE will verify students transferring will receive the same kind of program and instructional services as those for which they contracted.

If it is determined by the IBHE that the school has not fulfilled its contractual obligations, or a student has reasonable objections to transfer resulting from the closing, the school shall refund all tuition, fees, and other charges.

Student Conduct and Discipline

There are certain standards of conduct that are expected from each student attending any DCG classroom training. Expected conduct is outlined below.

- 1) DCG expects each student to dress and act in a professional manner.
- 2) The student is expected to be attentive during class sessions and complete all assignments in a timely manner.
- 3) It is expected the student will clean up after themselves in the break room area or around their workstations.
- 4) If there is any damage to computers or furniture, the student will be expected to pay for that damage if it is in direct relationship to their behavior.
- 5) Each student needs to be aware of another students' space and not infringe upon their workstation or seating area.
- 6) Each student needs to arrive on time for class and stay for the entire session.
- 7) Any students' language or attire should not contain offensive terms.

Should a student exhibit extreme poor taste in manner or dress, or exhibit destructive behavior to people or property the following disciplinary steps will be taken.

- 1) An instructor or authorized DCG employee may quietly discuss the matter with the student.
- 2) If the first step has not influenced good behavior, then the next step is a counseling session with the Chief Managing Employee or other school principal who along with the instructor, shall advise the student of the impropriety of their action.
- 3) If counseling fails to alleviate the problem, DCG reserves the right to dismiss the student from attendance and refund the unfinished portion of training on a prorated basis.

A student may appeal any disciplinary decisions to the school administrator within 10 calendar days of notice of disciplinary action. Such appeals will be submitted in writing to the school administrator or designee.

Nondiscrimination Statement

The commitment of DCG, Incorporated to the most fundamental principles of academic freedom, equality of opportunity, and human dignity requires that decisions involving student and employees be based on merit and be free from discrimination in all forms.

DCG, Incorporated will not engage in discrimination or harassment against any person because of race, color, religion, national origin, ancestry, age, marital status, disability, sexual orientation including gender identity, unfavorable discharge from the military or status as a protected veteran and will comply with all federal and state nondiscrimination, equal opportunity and affirmative action laws, orders and regulations. This nondiscrimination policy applied to admissions, employment, and access to DCG programs.

DCG, Incorporated complaint and grievance procedures provide employees and students with the means for the resolution of complaints that allege a violation of this statement. Members of the public should direct their inquiries or complaints to the appropriate office.

Equal Opportunity Assurance Statement

It is the policy of DCG to comply with Section 188 of the Workforce Investment Act of 1998 (WIA), which prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex, or against beneficiaries on the basis of either citizenship/status as a lawfully admitted immigrant authorized to work in the United States.

DCG complies with Title VI of the civil Rights Act of 1964, as amended which prohibits discrimination on the bases of race, color and national origin;

DCG complies with the American with Disabilities Act of 1990 and Section 504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination against qualified individuals with disabilities;

DCG complies with Section 188 of the WIA which also provides that persons with disabilities must be provided with reasonable accommodations and modifications for their disabilities. The section also requires that individuals with disabilities be given services alongside (not segregated from) people without disabilities, unless the program or activity providing services performs an individualized assessment of a particular individual with a disability and concludes that the individual needs special, segregated services.

The DCG funded program or activity is an “equal opportunity employer/program” and “auxiliary aids and services are available upon request to individuals with disabilities”.

Policy and Procedures for Addressing Harassment and Discrimination at DCG, Incorporated

This policy covers discrimination or harassment based on race, color, religion, national origin, ancestry, age, marital status, disability, sexual orientation including gender identity, unfavorable discharge from the military or status as a protected veteran and will comply with all federal and state nondiscrimination, equal opportunity and affirmative action laws, orders and regulations.

The following procedures may be invoked by employees or program participants of DCG, Incorporated who believe they have been discriminated against or harassed on the grounds above. Complaints of discrimination or harassment allegedly committed by a program participant are not subject to resolution under these procedures and instead should be referred to the Chief Managing Employee for resolution under the student disciplinary system.

DCG is committed to providing prompt and effective resolution of incidents of discrimination or harassment. DCG encourages informal resolutions of discrimination complaints as close to the source as possible. If disciplinary action is warranted, discipline will be imposed in accordance with applicable university statutes and relevant university rules and regulations. Reprisals against any person for participating in this process will not be tolerated.

Sexual harassment is a form of discrimination. It is defined by law and includes requests for sexual favors, sexual advances or other sexual conduct when (a) submission is either explicitly or implicitly a condition affecting academic or employment decisions; or (b) the behavior is sufficiently severe or pervasive as to create an intimidating, hostile or repugnant environment; or (c) the behavior persists despite objection by the person to whom the conduct is directed. DCG considers such behavior, whether physical or verbal, to be a breach of its standards of conduct. It will seek to prevent such incidents and will investigate and take corrective actions for violations of this policy.

Policy Regarding Sexual Harassment in Employment

STATEMENT OF COMPANY POLICY

The courts have determined that sexual harassment is a form of discrimination under Title VII of the US Civil Rights Act of 1964, as amended in 1991.

DCG is committed to providing a workplace that is free from all forms of discrimination, including sexual harassment. Any employee's behavior that fits the definition of sexual harassment is a form of misconduct which may result in disciplinary action up to and including dismissal. Sexual harassment could also subject this company and, in some cases, an individual to substantial civil penalties.

DCG's policy on sexual harassment is part of its overall affirmative action efforts pursuant to state and federal laws prohibiting discrimination based on age, race, color, religion, national origin, citizenship status, unfavorable discharge from the military, marital status, disability, and gender. Specifically, sexual harassment is prohibited by the Civil Rights Act of 1964, as amended in 1991, and the Illinois Human Rights Act.

Each employee of DCG bears the responsibility to refrain from sexual harassment in the workplace. No employee -male or female- should be subjected to unsolicited or unwelcome sexual overtures or conduct in the workplace. Furthermore, it is the responsibility of all supervisors to make sure that the work environment is free from sexual harassment. All forms of discrimination and conduct which can be considered harassing, coercive or disruptive, or which create a hostile or offensive environment must be eliminated. Instances of sexual harassment must be investigated in a prompt and effective manner.

All employees of DCG, particularly those in a supervisory or management capacity, are expected to become familiar with the contents of this Policy and to abide by the requirements it establishes.

It is the responsibility of each individual employee and program participant to refrain from sexual harassment, and it is the right of each individual employee and program participant to work in an environment free from sexual harassment.

DEFINITION OF SEXUAL HARASSMENT

According to the Illinois Human Rights Act, sexual harassment is defined as:

Any unwelcome sexual advances or requests for sexual favors or any conduct of a sexual nature when;

(1) submission to such conduct is made, either explicitly or implicitly, a term or condition of an individual's employment.

(2) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual, or

(3) such conduct has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

One example of sexual harassment is where a qualified individual is denied employment opportunities and benefits that are, instead, awarded to an individual who submits (voluntarily or under coercion) to sexual advances or sexual favors. Another example is where an individual must submit to unwelcome sexual conduct in order to receive an employment opportunity.

Other conduct commonly considered to be sexual harassment includes:

- Verbal: sexual innuendos, suggestive comments, insults, humor and jokes about sex, anatomy or gender-specific traits, sexual propositions, threats, repeated requests for dates, or statements about other employees, even outside their presence, of a sexual nature.
- Non-verbal: Suggestive or insulting sounds (whistling), leering, obscene gestures, sexually suggestive bodily gestures, "catcalls", "smacking", or "kissing" noises
- Visual: posters, signs, pin-ups or slogans of a sexual nature.
- Physical: Touching, unwelcome hugging or kissing, pinching, brushing the body, coerced sexual intercourse, or actual assault.

Sexual harassment most frequently involves a man harassing a woman. However, it can also involve a woman harassing a man or harassment between members of the same gender.

The most severe and overt forms of sexual harassment are easier to determine. On the other end of the spectrum, some sexual harassment is more subtle and depends to some extent on individual perception and interpretation. The trend in the courts is to assess sexual harassment by a standard of what would offend a "reasonable woman" or "reasonable man", depending on the gender of the alleged victim.

An example of the most subtle form of sexual harassment is the use of endearments. The use of terms such as "honey", "darling", and "sweetheart" is objectionable to many women who believe that these terms undermine their authority and their ability to deal with men on an equal and professional level.

Another example is the use of a compliment that could potentially be interpreted as sexual in nature. Below are three statements that might be made about the appearance of a woman in the workplace:

"That's an attractive dress you have on."

"That's an attractive dress. It really looks good on you."

"That's an attractive dress. You really fill it out well."

The first statement appears to be simply a compliment. The last is the most likely to be perceived as sexual harassment depending on the perceptions and values of the person to whom it is directed. To avoid the possibility of offending an employee, it is best to follow a course of conduct above reproach, or to err on the side of caution.

RESPONSIBILITY OF INDIVIDUAL EMPLOYEES OR PROGRA PARTICIPANTS

Each individual employee or program participant has the responsibility to refrain from sexual harassment in the workplace.

An individual employee or program participant who sexually harasses a fellow worker or program participant is, of course, liable for his or her individual conduct.

The harassing employee or program participant will be subject to disciplinary action up to and including discharge or dismissal from the program in accordance with program policy.

DCG has designated the HR Department to coordinate the company's sexual harassment policy compliance. Connie Sutton can be reached at 1551 Bond Street, Suite 109, Naperville, IL 60563 if in writing, or at 630.717.8400 if via telephone.

RESPONSIBILITY OF SUPERVISORY EMPLOYEES

Each supervisor is responsible for maintaining the workplace and program environment free from sexual harassment. This is accomplished by promoting a professional environment and by dealing with sexual harassment as with all other forms of employee and program participant misconduct.

The courts have found that organizations as well as supervisors can be held liable for damages related to sexual harassment by a manager, supervisor, employee, or third party (an individual who is not an employee or program participant but does business with an organization, such as a customer, contractor, student, client, or speaker).

Liability is either based on an organization's responsibility to maintain a certain level of order and discipline, or on the coordinator or director acting as an agent of the organization or program. As such, the coordinator/director must act quickly and responsibly not only to minimize their own liability but also that of the agency or program.

Specifically, a coordinator or director must address an observed incident of sexual harassment or a complaint, with seriousness, take prompt action to investigate it, report it, and end it, implement appropriate disciplinary action, and observe strict confidentiality. This also applies to cases where an employee or program participant tells the supervisor about behavior considered sexual harassment but does not want to make a formal complaint.

In addition, the director must ensure that no retaliation will result against an employee or program participant making a sexual harassment complaint.

PROCEDURES FOR FILING A COMPLAINT OF SEXUAL HARASSMENT

A. INTERNAL

An employee or program participant who either observes or believes herself/himself to be the object of sexual harassment should deal with the incident(s) as directly and firmly as possible by clearly communicating her/his position to the supervisor or program coordinator and to the offending employee. It is not necessary for the sexual harassment to be directed at the person making the complaint.

Each incident of sexual harassment should be documented or recorded. A note should be made of the date, time, place, what was said or done, and by whom. The documentation may be strengthened by written records such as letters, notes, memos, and telephone messages.

No one making a complaint of sexual harassment will be retaliated against even if a complaint made in good faith is not substantiated. In addition, any witness to an incident of sexual harassment is also protected from retaliation.

The process for making a complaint about sexual harassment falls into several stages.

1. **DIRECT COMMUNICATION.** If there is sexually harassing behavior in the workplace, the harassed employee or program participant should directly and clearly express her/his objection that the conduct is unwelcome and request that the offending behavior stop. The initial message may be verbal. If subsequent messages are needed, they should be put in writing in a note or a memo.

2. **FORMAL WRITTEN COMPLAINT.** An employee or program participant may also report incidents of sexual harassment directly to the HR Department. The HR Department will counsel the reporting employee or program participant and be available to assist with filing a formal complaint. The HR Department will fully investigate the complaint, and will advise the complainant and the alleged harasser of the results of the investigation.

B. EXTERNAL

DCG hopes that any incident of sexual harassment can be resolved through the internal process outlined above. All employees, however, have the right to contact the Illinois Department of Human Rights (IDHR) or the Equal Employment Opportunity Commission (EEOC) about filing a formal complaint. An IDHR complaint must be filed within 180 days of the incident of sexual harassment. A complaint with EEOC must be filed within 300 days of the incident.

The Illinois Department of Human Rights may be contacted as follows:

CHICAGO	(312) 814-6200
CHICAGO TDD	(312) 263-1579
SPRINGFIELD	(217) 785-5100
SPRINGFIELD TDD	(217) 785-5125
MARION	(618) 993-7463

The United States Equal Employment Opportunity Commission can be contacted as follows:

CHICAGO (312)-353-2713
800-669-3362
TDD 800-800-3302

An employee or program participant who is suddenly transferred to a lower paying job or passed over for promotion, after filing a complaint with IDHR or EEOC, may file a retaliation charge, also due within 180 (IDHR) or 300 (EEOC) days of the alleged retaliation.

An employee or program participant who has been physically harassed or threatened while on the job or while participating in the program may also have grounds for criminal charges of assault and battery.

FALSE AND FRIVOLOUS COMPLAINTS

False and frivolous charges refer to cases where the accuser is using a sexual harassment complaint to accomplish some end other than stopping sexual harassment. It does not refer to charges made in good faith which cannot be proven. Given the seriousness of the consequences for the accused, a false and frivolous charge is a severe offense that can itself result in disciplinary action.

Disability Discrimination

Disability discrimination can occur whenever a qualified individual with a disability is denied the same equal opportunities as other DCG students and staff because of their disability status.

Under applicable disability laws, an individual with a disability is a person who:

1. has a physical or mental impairment that substantially limits one or more major life activities;
2. has a record of such impairment; or
3. is regarded as having such impairment.

Temporary, non-chronic impairments that do not last for a long time and that have little or no long-term impact usually are not disabilities. The determination of whether the impairment is a disability is made on a case-by-case basis.

What is a "major life activity" under the law? To be considered a person with a disability, the impairment must substantially limit one or more major life activities. Examples of major life activities include walking, speaking, breathing, performing manual tasks, seeing, hearing, learning and caring for oneself.

What does qualified mean? To be protected, a person must not only be an individual with a disability, but must be qualified.

Students

For students, a qualified individual with a disability is a person who, with or without reasonable modifications to rules, policies or practices; the removal of architectural, communication or transportation barriers; or the provision of auxiliary aids or services, meets the essential eligibility requirements for the receipt of services or participation in programs or activities provided by DCG.

Employees

For employees, a qualified individual with a disability is a person who satisfies the requisite skill, experience, education and other job-related requirements of the employment position and who, with or without a reasonable accommodation, can perform the essential functions of the position.

What is a reasonable accommodation?

Students

A reasonable accommodation is a reasonable modification in policies, practices, or procedures, when the modifications are necessary to avoid discrimination on the basis of disability, unless the modifications would fundamentally alter the nature of a DCG service, program or activity. Examples of reasonable accommodations may include, but are not limited to:

- note-taking services
- text conversion to alternative accessible formats
- audio and video tapes
- qualified interpreter services
- adjusting time limits on tests
- making facilities and/or programs readily accessible to and useable by individuals with disabilities

Employees

A reasonable accommodation is a modification or adjustment to a job, employment practice, or the work environment that makes it possible for a qualified individual with a disability to enjoy an equal employment opportunity. DCG will provide a reasonable accommodation to the known disability of a qualified applicant or employee with a disability unless the accommodation would impose an undue hardship. Examples of reasonable accommodations may include, but are not limited to:

- job restructuring
- modified work schedules
- obtaining or modifying equipment or devices
- modifying examinations, training materials or policies
- providing qualified readers and interpreters
- reassignment to a vacant position
- making facilities readily accessible to and usable by individuals with disabilities

When and how does DCG provide reasonable accommodations?

DCG is obligated to make a reasonable accommodation only to the known disability of an otherwise qualified employee or student. In general, it is the responsibility of the employee or student to make her/his disability status and subsequent need for an accommodation known to the appropriate DCG official. Students may request accommodations by informing the Chief Managing Employee. Once on notice of the need for accommodations, it is the responsibility of the DCG official and the individual with a disability to engage in dialogue to identify possible accommodations and assess the reasonableness and effectiveness of each potential accommodation. Determinations regarding accommodations on campus will be made on a case-by-case basis.

Determining a reasonable accommodation is very fact-specific. In general, the accommodation must be tailored to address the nature of the disability and the needs of the individual within the context of the requirements of the job or the program of study. If there are two or more possible accommodations, and one costs more or is more burdensome than the other, DCG will give primary consideration to the preference of the individual with a disability; however, DCG may choose the less expensive or burdensome accommodation as long as it is effective.

Examples of discrimination based on disability may include, but are not limited to:

- denying raises, benefits, promotions, leadership opportunities or performance evaluations on the basis of a person's disability or perceived disability status.
- preventing any person from using University facilities or services because of that person's disability or perceived disability status.
- denying a person access to an educational program based on that
- person's disability or perceived disability status.
- instigating or allowing an environment that is unwelcoming or hostile
- based on a disability or perceived disability status.
- failing to provide a reasonable accommodation.

**Computer and Information Sciences and Support Services
Program Courses**

DCG CompTIA™ Courses

A+ Certification™: Essentials

Learning Outcomes:

\$3,990

80 hours

- Given the scenario in the Lesson Lab, successfully demonstrate installation and configuring procedures for computer components.
- Accurately troubleshoot computer component problems, showing knowledge of best practices as demonstrated during class.
- Using the information in the Lesson Lab, Install and configure Operating Systems without error.
- Effectively demonstrate mastery of troubleshooting laptops and portable devices, printers and scanners, as indicated in the Lab activity.

This intensive 10 day hands-on lab will teach you the fundamentals of installing, configuring, upgrading, troubleshooting, and repairing PC hardware components & systems.

To become A+ certified, you must pass two exams: 220-801, & 220-802. The DCG classes and course materials are designed to prepare you for both exams. Learn from a proficient instructor with experience in hardware and peripherals and operating systems as well. Upon successful completion of this course, students will be able to: Explore foundational information about computers. Describe tools of the trade. Maintain safe and healthy work habits while servicing computers. Identify the characteristics of a PC's internal system components. Learn the features of various bus architectures. Install or remove devices on standard ports. Identify the internal expansion capabilities of a PC. Install fixed disk storage systems. Learn the technical characteristics of common removable media disk drives. Troubleshoot input and output peripheral devices. Install, configure, and work with various portable computing devices. Describe the basic components of a network. Perform preventative maintenance procedures.

Prerequisite knowledge is not necessary. This is a “learn as you go” course for those starting on the path of an IT professional career or as a refresher for those in the IT profession.

Linux+™ Certification

Learning Outcomes:

\$1,995

40 hours

- Archive files with tar, cpio, and other commands.
- Work in the X Window environment with GNOME.
- Add and update packages through package management utilities.
- Configure and manage services.
- Configure network services.
- Prepare for Linux system installation and install a custom Linux installation

This 5 day course covers basic installation, operating, and troubleshooting services for the Linux operating system and hardware on workstations and servers.

Upon successful completion of this course you will be able to: Define and identify origins, benefits, drawbacks, and uses of the Linux operating system. Log in and enter commands. Properly shut down and restart your Linux workstation and use LILO to start your Linux workstation. Create and configure users and groups. Manage the filesystem and manage rights to files and directories. Use Linux text editors and redirection to create and modify files. Archive files with tar, cpio, and other commands.

Work in the X Window environment with GNOME. Manage print services. Add and update packages through package management utilities. Configure the Linux environment. Multitask commands and manage multitasking. Configure and manage services. Configure network services. Work with hardware. Troubleshoot Linux systems. Prepare for Linux system installation. Install a custom Linux installation.

Prerequisites: Basic computer skills; A+ Certification: Core Hardware; and 6 months of experience with Linux is recommended.

Network+™ Certification

Learning Outcomes:

\$1,995

40 hours

- Understand the purpose of networking protocols and networking in general and how data is transmitted over a network.
- Define the fundamental concepts of the TCP/IP protocol suite: addresses and subnets, accessing the TCP/IP network and remote access.
- Use the concepts presented to implement network security and fault tolerance.
- Monitor and manage a network.
- Develop a systematic approach for troubleshooting network problems.

This hands-on, highly informative, five-day workshop will include the following learning objectives: The purpose of networking protocols and networking in general and how data is transmitted over a network. The OSI model: Relationship to networking components, the Physical layer, Data Link layer, Network layer, Transport layer, and Session layer. Learn the fundamental concepts of the TCP/IP protocol suite: addresses and sub-nets, Accessing the TCP/IP network and remote access. Learn ways to implement network security and fault tolerance. Monitoring and managing a network. Discover a systematic approach for troubleshooting network problems. Learn how to gather the types of information needed prior to installing or updating the network operating system.

Prerequisites: A+ Certification: PC Hardware and Operating System Technologies or equivalent knowledge.

Project+™ Certification

Learning Outcomes:

\$1,295

24 hours

- Perform discovery and analysis to determine the true nature of the problem or opportunity, ascertain its relevance and feasibility, and identify associated risks.
- Establish the high-level timetable and budget for the project.
- Develop the Project Life Cycle and Project Concept Definition Statement.
- Create the project planning documents, including Scope Statement, Project Charter, and Statement of Work.
- Conduct the management planning activities that result in the development of the project plan used to control the execution process of the project.
- Identify variances and outline corrective action, negotiate changes, and identify the proper course of action to avoid scope creep.

With your IT experience, you want to successfully manage and deploy an IT project. In this course, you will acquire the necessary skills to plan and implement IT projects that will impact your organization in a positive manner.

Upon successful completion of this course, students will be able to: Perform discovery and analysis to determine the true nature of the problem or opportunity, ascertain its relevance and feasibility, and identify associated risks. Establish a high-level timetable and budget for the project. Develop the Project Life Cycle and Project Concept Definition Statement. Create the Work Breakdown Structure. Manage stakeholders. Create project planning documents, including Scope Statement, Project Charter, and Statement of Work. Create the documents that lay the foundation for the project. Conduct the management planning activities that result in the development of the project plan used to control the execution process of the project. Determine the ideal team composition, recruit, negotiate for, and assign team members. Define a strategy for monitoring the project iteratively, calculate schedule and budget variances, manage the critical path, team, and vendor relationships, and monitor quality metrics. Identify variances and outline corrective action, negotiate changes, and identify the proper course of action to avoid scope creep. Close the project by delivering the final product, conduct a debriefing, create the project closure report and manage administrative closure.

Prerequisites: Basic PC skills and experience with MS Office and knowledge of MS: Project.

Security+™ Certification

Learning Outcomes:

\$1,995

40 hours

- Identify social engineering attacks, classify software attacks and identify hardware attacks
- Harden system components against attack.
- Enroll certificates for entities, secure network traffic using certificates.
- Renew and revoke certificates and backup and restore certificates and private keys.
- Enforce corporate security policy compliance, legal and physical security compliance and educate users.
- Scan for vulnerabilities, monitor for intruders, setup a Honeypot and respond to security incidents.

This 5 day course addresses job responsibilities including securing network services, network devices and network traffic. Build your knowledge about computer hardware, operating systems and networks to implement basic security services on any type of computer network.

Upon successful completion of this course, students will be able to: Identify social engineering attacks, classify software attacks and identify hardware attacks. Harden base operating systems, directory services, DHCP servers, network file and print servers, internetwork connection devices, DNS and BIND servers, Web servers, FTP servers, Network News Transport Protocol (NNTP) servers, Email servers, and conferencing and messaging servers. Secure network traffic using IP security, wireless traffic, client internet access and remote access channel. Install, harden, backup and restore a Certificate Authority. Enroll certificates for entities, secure network traffic using certificates. Renew and revoke certificates and backup and restore certificates and private keys. Enforce corporate security policy compliance, legal and physical security compliance and educate users. Scan for vulnerabilities, monitor for intruders, setup a Honeypot and respond to security incidents.

Prerequisites: A+ and Network+ certifications or equivalent knowledge and 6-9 months in networking experience including experience configuring and managing TCP/IP.

Server+ Certification

Learning Outcomes:

\$1,995

40 hours

- Describe different types of servers, and identify hardware and software components used in servers.
- Install servers into a network environment and configure those servers for optimal performance.
- Configure RAID.
- Install Network operating systems and other software.
- Identify and explain disaster-recovery concepts and techniques and create a disaster recovery plan.

This 5 day course covers the information needed to help you pass your CompTIA exam.

During this course you will learn the following: Describe different types of servers, and identify hardware and software components used in servers. Install servers into a network environment. Configure servers for optimal performance. Check and Upgrade BIOS and Firmware Levels. Configure RAID. Install Network operating systems and other software. Configure external peripheral devices. Install system monitoring agents and service tools. Document the server. Maintain servers by backing up server data; baselining servers and monitoring server performance; set SNMP thresholds; keep the server clean; verify hardware and establish remote notification. Upgrade server hardware and software. Discuss environmental issues that pertain to server operation. Troubleshoot problems with server hardware and software. Identify and explain disaster-recovery concepts and techniques. Create a disaster recovery plan.

Prerequisites: A+ Certification: Core Hardware and Operating Systems and Network+ Certification is recommended or have equivalent knowledge.

CompTIA STRATA

Learning Outcomes:

\$1,295

24 hours

- Successfully identify basic computer components when asked by the Instructor.
- Correctly set up a basic PC workstation.
- Plan and perform a software installation with 100% accuracy.
- Adequately identify green IT techniques used during the Lesson Lab.

Upon completing this course, students will have the skills to set up basic computer systems, install peripherals and software; learn about computer networks; identify internet protocols and email protocols; identify tasks associated with upgrading software and hardware; perform maintenance of computer components using preventative maintenance techniques; maintain and troubleshoot a basic PC workstation; identify and implement green IT techniques and much more.

Prerequisites: Basic end-user experience with personal computers and personal computer software is highly desirable.

Upon successfully completing any of the CompTIA™ courses, the next step is to take and pass the corresponding test at a licensed testing facility.

DCG MultiMedia, Design & Publishing Courses

Adobe Illustrator: Level 1

Learning Outcomes:

\$795 for both levels 8 hours

- Utilizing the information provided by the Instructor, successfully create a document using simple shapes and graphics.
- As indicated in the Lesson Lab, correctly create an advertisement with at least 90% accuracy.
- Working with the instructions in the Activity Lab, draw paths with the Pen Tool to the Instructor's satisfaction.
- Successfully import a graphic and apply styles as indicated in the manual.

In this one day session or a two part class you will learn to create illustrations, logos, advertisements, or other graphic documents.

Upon successful completion of this course, students will be able to: Create a logo using simple shapes, work with the Pencil Tool, format an object's Fill and Stroke, manipulate shapes and group objects. Create logos using custom paths. Work with the Pen Tool, apply spot colors, apply graphic styles. Apply gradients to type and apply an envelope to type. Import a graphic, align and distribute objects and wrap text. Place and position body type, format type with Styles, fix spelling errors, insert typographic characters.

Prerequisites: Windows: Introduction or equivalent knowledge and some graphics design knowledge would prove helpful.

Adobe Illustrator: Level 2

Learning Outcomes:

\$795 for both levels 8 hours

- Successfully create a Vector version of a Raster Graphic as directed in the Learning Lab.
- Utilizing the instructions in the manual, correctly apply special effects.
- Enhance your complex illustrations by applying symbols, layers, and global colors as directed by the instructor with information provided in the Lesson Lab.
- Using information in the Activity Lab, successfully export Web graphics.

This second day will help you to delve more deeply in to the complexity of Illustrator, creating robust illustrations that go beyond those you could create using only the basic tools.

Upon successful completion of this course, students will be able to: Draw with advanced object drawing tools and dynamically change their settings. Work with the Pathfinder Commands, create symbols, create compound paths, organize objects with layers, offset paths, custom pattern brushes, modify global colors and apply effects. Open Layered Photoshop Documents, manually trace raster images and auto-trace raster images. Learn to simplify paths, create clipping masks and 3D effects, create blends and share graphic styles. Convert colors to Web-safe colors, create slices and export Web graphics. Discover when to use color management and how to set up color management. Learn the nuances of outputting documents.

Prerequisites: Windows: Introduction and Illustrator: Level 1.

FreeHand: Level 1

Learning Outcomes:

\$795 for both levels 8 hours

- Navigate in the FreeHand environment.
- Use the Pencil tool and Pen tool to create paths.
- Create and modify basic shapes.
- Apply fill and stroke attributes to objects and paths.
- Specify and apply Web-safe colors, process colors, custom spot colors, and gradients.
- Use layers to manage complex illustrations.
- Add and format text, and create striking text effects.

Macromedia FreeHand is an extremely powerful and sophisticated graphics program, capable of creating complex and attractive illustrations and text effects. In this one day course you will learn many of the basic skills that will allow you to take advantage of FreeHand's powerful tools.

Lesson objectives help students become comfortable with the course, and also provide a means to evaluate learning. Upon successful completion of this course, students will be able to: Navigate in the FreeHand environment. Use the Pencil tool and Pen tool to create paths. Create and modify basic shapes. Apply powerful path editing techniques. Apply fill and stroke attributes to objects and paths. Specify and apply Web-safe colors, process colors, custom spot colors, and gradients. Use layers to manage complex illustrations. Add and format text, and create striking text effects.

Prerequisites: A basic understanding of your computer's operating system.

FreeHand: Level 2

Learning Outcomes:

\$795 for both levels 8 hours

- Use advanced drawing techniques to create complex shapes and to quickly generate many copies of objects in an illustration.
- Expand single paths into shapes.
- Create ruler guides and convert paths into guides.
- Combine paths to intertwine objects and simulate transparency.
- Use transformation tools to scale, rotate, mirror, and skew objects.
- Distort, warp, and apply perspective to objects.
- Blend objects and colors for subtle or striking effects.

In this course, you will use Macromedia FreeHand to create dynamic graphics using advanced drawing and editing tools, path editing techniques, and masks. You will also take advantage of some of the latest features that FreeHand offers such as contour gradients and multi-page document master page support.

Upon successful completion of this course the student will learn to: use advanced drawing techniques to create complex shapes and to quickly generate many copies of objects in an illustration. Expand single paths into shapes. Create ruler guides and convert paths into guides. Combine paths to intertwine objects and simulate transparency. Use transformation tools to scale, rotate, mirror, and skew objects. Distort, warp, and apply perspective to objects. Blend objects and colors for subtle or striking effects. Use composite paths to cut holes in images and simplify paths. Create clipping paths to apply cropping effects, simulate transparency, and create special effects. Create and apply master pages in a multi-page document.

Prerequisites: A basic understanding of your computer's operating system and FreeHand: Level 1.

InDesign: Level 1

Learning Outcomes:

\$795 for both levels 8 hours

- Successfully transform and edit objects within your document as directed by the Instructor.
- Correctly place and manipulate graphics; control text wrap around graphics; and create and manage layers as indicated in the Activity Lab.
- Using the information provided by the instructor, create and format a table to the instructors' satisfaction.
- Given a set of instructions, create Acrobat PDF files for the Web and for print demonstrating proficiency.

During this one day session of a robust and easy-to-use design and layout program, students will design and create one page, multiple page documents, ads, and flyers containing text and graphics.

Upon successful completion of this course the student will learn to: Use InDesign's palettes, tools, and navigation features to examine and alter documents. Create and modify text and graphic frames. Use master pages and guides to design a document's layout and to add automatic page numbering. Import text; thread text throughout a document; reflow text threads; and change the number of columns. Define colors and apply them to fills and strokes of frames. Apply character and paragraph formatting; and create styles to streamline formatting; and set text inset spacing. Place and manipulate graphics; control text wrap around graphics; and create and manage layers. Apply transparency effects to native objects and placed images and graphics; and work with transparency Flattener settings. Create sophisticated tables. Prepare documents for handoff to commercial printers. Create Acrobat PDF files for the Web and for print.

Prerequisites: Students should be fairly comfortable working in the Windows environment and working with various applications in general.

InDesign: Level 2

Learning Outcomes:

\$795 for both levels 8 hours

- Successfully base master pages on others as shown, and apply master pages to multiple pages.
- Create compound paths, utilizing the directions in the manual and to the Instructor's satisfaction.
- Correctly create a table of contents and an index as directed in the Lesson Lab.
- Insert Text Variables correctly as indicated in the Activity Lab.

This second in the series expands on your InDesign skill set with additional techniques to manipulate text, pictures, and pages.

Upon successful completion of this course, students will be able to: Base master pages on others, and apply master pages to multiple pages. Decide whether to retain formatting, base styles on one another; and import and redefine styles. Position graphics so they flow within text; control composition, hyphenation, and justification; track and kern types; and scale text frames. Drag items between document windows; import files from various formats; and store and retrieve items in libraries. Edit paths; create compound paths; edit clipping paths; and convert text to outlines. Create a

table of contents; create an index; and create a book consisting of multiple documents. Save print presets; and work with printing color separation. Import XML tags and apply them to document content; and import XML into a document's layout placeholders or clank document.

Prerequisites: InDesign: Level 1

After Effects: Creating 2D Compositions

Learning Outcomes:

\$425

8 hours

- Create sophisticated video clips using Adobe After Effects.
- Identify the tools available to manage the sequence and duration of footage items and to nest compositions.
- Choose the best media files and the most appropriate tools to create a high quality video clip.

This workshop will:

Teach you how to create more sophisticated video clips than you have before, either for broadcast or for the Web. In this course, you'll use Adobe After Effects to create high quality 2-dimensional motion graphics by combining multiple media files and effects. You will create 2D compositions with sequenced media clips, layers with animation, transparency, and effects, and will render the output for either broadcast or Internet distribution.

Prerequisites: Before taking this course, students should be familiar with the basic functions of their computer's operating system such as creating folders, launching programs, and working with windows. Students should also have basic Windows application skills, such as copying and pasting objects, formatting text, saving files, etc. Students typically have experience using a video editing application such as Adobe Premiere or Apple Final Cut Pro, as well as at least basic experience in graphics applications such as Adobe Photoshop and Illustrator.

Visio Professional: Level 1

Learning Outcomes:

\$375

8 hours

- Identify the various types of drawings you can create using Visio and navigate in a Visio document with 95% accuracy.
- Drag shapes from Visio stencils and resize, rotate, align, and transform them using the parameters discussed in the Activity Lab.
- Increase your productivity with smart features, such as numbering shapes automatically, duplicating shapes quickly, and grouping and aligning.
- Successfully create a flowchart or a cross-functional flowchart according to the directions from the Lesson Lab.
- Create an organization chart manually or generate one from a text file according to the Instructors directions.

During this one-day class, you will create a directional map, a block diagram, a basic and a cross-functional flow chart, an organization chart, and an office layout.

Identify the various types of drawings you can create using Visio. Drag shapes from Visio stencils and resize, rotate, align, and transform them. Increase your productivity with smart features such as numbering shapes automatically and duplicating shapes quickly. Learn Scrolling and Zooming,

Anchor and Auto hide. Create a directional map, view drawing properties, rotate and copy shapes, connect roads, and add text to shapes. Quickly locate any master shape within the stencil library. Create an organization chart manually or generate one from a text file. Create a flowchart or a cross-functional flowchart. Apply title, borders, backgrounds, and color schemes to enhance Visio documents. Create an office floor plan to scale.

Prerequisites: Windows: Introduction and some experience with how to launch an application, create and save files and copy files to CDs and other media.

Visio Professional: Level 2

Learning Outcomes:

\$395

8 hours

- Successfully create a custom stencil according to the directions in the Activity Lab.
- As the instructor demonstrates, efficiently generate a working Pivot Diagram.
- Utilizing the Visio drawing, successfully link it to other applications.
- Correctly create an organization chart using external data as instructed by the facilitator.

During this one-day class, you will work with many advanced features, including using the drawing tools, creating and working with custom stencils and templates, and sharing your Visio drawings with other applications.

Learn to draw basic shapes and enhance those shapes. Create a custom stencil and customize a stencil master. Define a new style, then create a template. Create an Office layout. Work with layers. Generate a Pivot Diagram. Create an Organization Chart from External Data. Import Project Plan Data into Visio. Link Visio to a database. Import Excel Data. Link a Visio Drawing to other applications. Convert a Visio Drawing to a Web Page. Print a Visio drawing.

Prerequisites: Visio Professional: Level 1 and a basic knowledge of Microsoft Office.

Photoshop: Basic Skills - Two Day Class

Learning Outcomes:

\$795

16 hours

- Select appropriate resolutions for different image and output types, and successfully resize and crop image areas using the instructions from the Lesson Lab.
- Correctly create and manipulate multiple layers to composite images easily; apply blending and shading effects to create realistic composites as directed in the manual.
- As directed by the Instructor, correctly use Photoshop's painting tools to create artwork or to retouch photographs.
- Utilizing the directions from the Activity Lab, efficiently apply layer effects and filters to create special effects including lighting effects and textures.

During this two day class, the student will learn to use several tools for selecting parts of images, and will move, duplicate, and resize images, learn to use layers, and to apply layer effects and filters to create special effects, including lighting and texture effects and much more.

Identify the differences between raster and vector graphics and the Photoshop environment elements. Select appropriate resolutions for different image and output types; and resize and crop image areas.

Select image areas using the Lasso, Marquee, and Magic Wand tools; and use alpha channels to save and load selections. Create and manipulate multiple layers to composite images easily. Apply blending and shading effects to create realistic composites. Identify the image mode characteristics, channels and bit depth; identify attributes that distinguish grayscale mode from bitmap mode; and identify attributes that distinguish each color mode. Select color using the Color palette, Color Picker, and Eyedropper tool; use Photoshop's painting tools to create artwork or to retouch photographs; and use the clone Stamp tool to duplicate parts of an image. Add and format text within an image; apply layer effects and filters to create special effects including lighting effects and textures; and merge layers. Modify the brightness, contrast, color balance, hue, and saturation of images. Save images in file formats for use with other applications and the Web and much more.

Prerequisites: Windows: Introduction. No previous graphic experience necessary.

Photoshop: Advanced - Two Day Class

Learning Outcomes:

\$795

16 hours

- Successfully use the various tools to mask and clip layers to edit an image utilizing the instructions in the Activity Lab.
- Correctly create and edit vector paths to use the paths to create masks. Directions will be provided by the Instructor.
- Given certain parameters, efficiently use the tools as directed to enhance an image.
- As directed in the Lesson Lab, create special effects by warping an image.

After completion of this two day training the student will be able to: Draw images by using raster tools such as brushes, stamps, erasers, and gradients. Create visuals by using vector tools such as the pen, shape, and type tools. Create special effects and streamline workflow by using advanced layer tools such as masks, filters, layer styles, smart objects, and layer comps. Streamline your workflow with actions and batch processing. Create videos and animate graphics within your videos.

Prerequisite: Photoshop: Introduction

Premiere Pro: Basic Video Editing

Learning Outcomes:

\$395

8 hours

- Correctly assemble a sequence of media clips as directed by the Instructor.
- Efficiently prepare and edit a sequence adding clips, utilizing the directions in the Lesson Lab.
- Given the parameters provided by the Instructor, successfully export a movie file.
- As shown in the Activity Lab, apply the audio effects to the Instructor's satisfaction.

This workshop will:

Teach you how to edit video clips and create digital movies, edit video more quickly, integrate video with other Adobe products, and work in a digital format that can be repurposed for multiple uses. Some experience using graphic design and illustration programs, such as page layout, photo editing, or illustration programs, may be necessary.

Prerequisites: Students enrolling in this course should understand the basic concepts involved in working with a personal computer (PC). Students should also be familiar with the components that make up the PC, including input, output, and storage devices and be familiar with Windows.

Publisher: Introduction

Learning Outcomes:

\$375

8 hours

- Successfully create, modify, save, and print a document using a publication design according to the directions in the Activity Lab.
- Given directions from the manual, correctly format text by adding tabs, indents, special characters, and automated formatting.
- Utilizing instructions in the Lesson Lab Insert and modify graphic elements on a page with 100% accuracy.
- Correctly add and modify rows, columns, text, and formatting in a table to display data on a page under the Instructors supervision.

This one-day class will introduce you to an easy to use, flexible program for creating newsletters, brochures, business cards, postcards, flyers, and other items for print, email, and the Web. Upon successful completion of this course, students will be able to: Create, modify, save, and print a one-page document using a publication design. Modify a publication's layout and structure. Format text by adding tabs, indents, special characters, and automated formatting. Insert and modify graphic elements on a page. Add and modify rows, columns, text, and formatting in a table to display data on a page. Format pictures and picture frames; WordArt and Design Gallery Objects. Identify the options for distributing a publication.

Prerequisites: Must have Windows and Word knowledge and some graphics design ability would be helpful but not necessary.

Print Design Principles

Learning Outcomes:

\$395

8 hours

- Examine "hard to decide" design issues from both a theoretical and practical approach as directed in the Lesson Lab.
- Define the differences between Raster & Vector images to the Instructor's satisfaction.
- Successfully demonstrate your knowledge of the different File Formats as studied in the Activity Lab.
- Correctly describe process colors.

During this course, students will learn how to prepare their project correctly using color, images, resolution, and vector art. You will examine how to be consistent within your project, creating a readable and exciting presentation. Decide on type of paper to use, if you will use graphics and look at different printing processes. Study Raster and Vector Images and their techniques. Work with images for proper formatting and maintaining integrity. Learn best methods in manipulating images. Learn why you would trap colors and take a quiz. Discover the importance of proofreading.

Prerequisites: None

QuarkXPress: Level I

Learning Outcomes:

\$795 for both levels 8 hours

- With information from the Lesson Lab, correctly place graphics, align items to guides, add display type, and create bleeds.
- Under the Instructors supervision, correctly create the structure for a multiple-page document to prepare it for adding content.
- Successfully work with flow text, adjusting vertical spacing and aligning type horizontally using the instructions from the manual.

- Finalize the document by checking picture and font usage, create print styles and collect for output as directed by the Instructor and to the Instructor's satisfaction that all information provided has been applied correctly.

This one day course will help you create high-quality single-and multiple-page documents for professional publication.

Upon successful completion of this course, students will be able to: Create a single-page document containing text and graphics. Place graphics, align items to guides, add display type, create bleeds. Create the structure for a multiple-page document to prepare it for adding content. Create additional pages, define colors and apply, create and apply master pages. Work with flow text, adjust vertical spacing, align type horizontally, create paragraph rules, format type with Style Sheets, and modify the Style Sheets. Create a table manually and from text. Display graphics in table cells. Resize rows and columns and modify table structure. Apply Runaround, check spelling and format item frames. Apply continuation page numbering. Finalize the document by checking picture and font usage, print a proof, create print styles and collect for output.

Prerequisites: Windows and Word Processing skills.

QuarkXPress: Level II

Learning Outcomes:

\$795 for both levels 8 hours

- Using directions from the manual, successfully create graphic effects so that Bezier boxes and images appear as you want them to.
- Correctly create type effects so that body text and display type enhance the design of a layout with the provided instructions.
- Successfully, create a Type Mask and flow type on a path utilizing the directions in the Activity Lab and under the Instructor's supervision.
- Given the tools in the Lesson Lab, determine when to use color management and apply so colors match as accurately as possible.

This second level will build on your existing skills to learn some of the more advanced features of QuarkXPress, as well as new techniques that will allow you to improve your workflow.

Upon successful completion of this course, students will be able to: Create graphic effects so that Bezier boxes and images appear as you want them to. Reshape a picture box. Work with Silhouette Pictures. Create type effects so that body text and display type enhance the design of a layout. Reverse type with a Style Sheet. Create a Type Mask. Flow type on a path. Create a type shadow. Organize design elements in libraries. Manipulate items within groups. Choose appropriate typefaces and leading so that the densities of text blocks appear as you want. Determine when to use color management and apply so that colors match as accurately as possible. Change type formatting automatically. Create a List and a Book.

Prerequisites: Windows and QuarkXPress: Level I

DCG Office Automation Courses Accounting Packages

QuickBooks Pro: Level 1

Learning Outcomes:**\$795 for both levels 8 hours**

- Create a company in QuickBooks, including setting up the chart of accounts and entering account opening balances utilizing information in the workbook.
- Create customer, employee, and vendor lists as instructed with 90% accuracy.
- Correctly set up Inventory and work with the Invoicing format as shown in the Lab.
- Enter statements and create billing statements as shown by the Instructor to his satisfaction.

If you want to learn the intricacies of QuickBooks with an instructor available to guide you through the process of setting up your company, working with the chart of accounts and entering account opening balances, this is the class for you. Enter your Customer, Employee, and Vendor lists; learn to set up Inventory; work with the Invoicing format; enter statements and create billing statements; Make deposits and print statements; write checks, reconcile accounts; handle expenses, enter bills, paying bills. If you want to use the online banking you will learn the process to follow during this class.

Prerequisites: A basic understanding of the computer is helpful.

QuickBooks Pro: Level II**Learning Outcomes:****\$795 for both levels 8 hours**

- Create and modify a custom template utilizing instructions in the workbook.
- Learn to create Graphs and use QuickZoom with graphs as instructed by the Facilitator.
- Set up tax rates using tax tables with 100% accuracy.
- Set up employee payroll information, write checks, print paycheck stubs and track tax liabilities using the labs within your booklet.
- Accurately create job estimates and an invoice from an estimate as led by the Instructor.
- Accurately create job estimates and an invoice from an estimate as led by the Instructor.

This session will acquaint the QuickBooks user with the way to enhance reports; exporting reports to Microsoft Excel; Creating and modifying a custom template; Working with other accounts such as asset, liability, and equity accounts. Learn to create QuickInsight Graphs and use QuickZoom with graphs. Set up tax rates and agencies, pay and track reports to the agencies. Set up employee payroll information, write checks, print paycheck stubs and track your tax liabilities. Create job estimates and an invoice from an estimate. Track time and display project reports for time tracking and display other project reports. Synchronize with Outlook or ACT!

Prerequisites: QuickBooks Pro: Level I

DCG Office Automation Courses**Access: Introduction****Learning Outcomes:****\$225****8 hours**

- Define database concepts with 90% accuracy.
- Successfully create and edit tables using data in the Lesson Lab.
- Analyze the data to be stored and apply that analysis to create an effective table design as directed by the instructor.
- Design and customize forms to apply to specific applications using the material in the exercises.
- Choose an appropriate data validation method and implement it to the instructors' satisfaction.

Students will design and create databases, tables, queries, forms, and reports. This one day course contributes toward the Microsoft Proficiency Guidelines for Access.

After successful completion of this class the student will Learn Microsoft's database management system, starting with a primer of database theory. Explore Access's objects such as tables, forms, reports, and queries. Learn how to create a table, and how to modify tables already made. Learn to find and edit specific pieces of information from your tables. Next, learn what to consider when making tables - we'll explore data validation principles, learn queries, how to develop, use, and print them. Explore form creation. Customize how your forms will look and function. Next, we create custom reports to detail your data. Create a query and a form using a Wizard. Report modification is covered to format your data the way you want it. Create an AutoReport and a Report using a Wizard.

Prerequisite: Windows knowledge and some database knowledge helpful.

Access: Intermediate

Learning Outcomes:

\$225

8 hours

- Successfully analyze table design problems and normalize tables using directions from the Instructor.
- Efficiently design select queries as directed in the Lesson Lab.
- Choose the appropriate features and apply them to customize forms with 100% accuracy.
- Using the information from the exercises, correctly import and export data.

Students will learn how to design and create a new Access database, how to customize database components, and how to share Access data with other applications. This course is also one of a series for those pursuing Microsoft Office Specialist certification in Access.

Upon successful completion of this one day course, students will be able to: Follow the steps required to properly design a simple database. Create a new database with related tables. Control data entry by modifying the design of a table to streamline data entry and maintain data integrity. Find and retrieve desired data by using filters and joins between tables and within a single table. Create flexible queries to display specified records; allow for user-determined query criteria; and add, update, and delete data with queries. Enhance the appearance, data entry, and data access capabilities of your forms. Customize reports to better organize the displayed information and produce specific print layouts such as mailing labels. Use Access data in other applications, such as Word and Excel.

Prerequisites: Windows knowledge and Access: Introduction

Access: Forms & Reports

Learning Outcomes:

\$325

8 hours

- Analyze a task and determine which form options should be used to create the best report for the task.
- Compare and contrast bound and unbounded controls and differentiate between the situations in which each should be applied.
- Evaluate a report and determine the best method for grouping data.

During this Instructor designed combined one-day course, the student will learn in-depth information on how to develop and customize Access forms and reports.

Upon successful completion of this course, students should be comfortable with the below objectives: This specialized class has been created by an Instructor to further enhance the students' knowledge about creating Forms by modifying the design. Great for those needing to gather information on-line. Use your form to locate and organize information, work with filters. Use the Form Wizard and work with multiple-table forms. Work with Controls, changing the format, adding calculations and Option Boxes. Add unbound Controls with a picture and date. Create check boxes with border and add a picture set to Zoom. Use Report Wizard and create multi-sub reports for customer orders. Learn to work with reports created by built in parameter queries. Create sub-reports and page breaks for Grouping. Dress up your reports with columns and pie charts.

Prerequisites: Windows knowledge and Access Introduction and Intermediate.

Access: Advanced

Learning Outcomes:

\$275

8 hours

- Correctly define the advanced form features from information provided in an exercise.
- Successfully construct an action query to update data values and add or delete records based on information provided.
- The learning will effectively demonstrate how to make forms more functional by using macros as designated in the Lesson Lab.
- Compare and contrast the different types of queries and successfully construct each using the criteria set forth in the exercise.

This one-day class will provide the student with advanced capabilities of Access to work with improperly structured data, perform summary operations on data, create macros to automate tasks and enhance forms and reports. This is one of the courses you need when pursuing the MOS Certification for Access.

Upon successful completion of this class students will be able to: Restructure existing data into correctly designed tables and compact the database. Use a variety of techniques to summarize data. Summarize with a Crosstab Query, look at Pivot Query Results. Create and revise basic Access macros. Create macros that require data entry in certain fields and automate data entry in others. Display a Message Box with a Macro. Display a calendar on a Form. Organize information with Tab Pages. Use advanced features to enhance forms and to enhance reports and distribute a report to non-Access users. Include a chart in a Report. Create a Report Snapshot. Link Tables to external data sources. Back up, compact, and repair a database. Analyze the performance of the database.

Prerequisites: Windows: Introduction and Access: Introduction & Intermediate.

Access: Level 4

Learning Outcomes:

\$325

8 hours

- Successfully import and export XML using Access database provided.
- Correctly create and modify a database switchboard as directed in the Exercises.
- With 100 % accuracy, implement security and set a password.
- Apply Access tools to create a standard module to facilitate the entry and manipulation of business data.

Extend your knowledge of Access into introductory-level administrator skill sets in this one-day session. This is one of a series that addresses the Microsoft's Office Specialist Certification.

Upon successful completion of this course, students will be able to: Create and modify a database switchboard, and set and modify startup options. Develop a data access page and include in it a PivotTable and PivotChart. Distribute a database and add security features to it. Integrate Access more fully into your business operations. Create and modify a Database Switchboard and Set Startup Options. Create a Standard Module; create and insert a procedure; develop procedure code; call a procedure from a form and run the procedure. Convert an Access Database to an MDE File.

Prerequisites: First three levels of Access.

Access: Introduction to Application Development

Learning Outcomes:

\$795

16 hours

- Using information provided in class exercises, accurately create a procedure.
- Based on information contained in class exercises and discussion, create and execute a macro.
- Taking classroom discussion and practical application, adequately describe debugging tools and their functions.

During this two - day course students will learn how to develop an application and tie the objects together into a cohesive system by using macros and the code window.

Upon successful completion of this course students will learn to work with modules, use the immediate Window to call procedures. You will gain an understanding of objects and collections, properties, methods, and events. Use the Object Browser, understand the forms collection and form object. Understand the DoCmd Object and the Order of Events. Learn about declaring variables, arrays, constants and understand Expressions and Statements. Use Intrinsic Functions, Intrinsic Constants and the message boxes and input boxes. Work with Boolean Expressions, the If...then...end, if structure and other structures. Work with the ADODB Recordset Object, specify a Recordset Cursor Location and lock records. Use the debugging tools. Understand error events and the err object. Write an Error-Handling Routing and work with Inline Error Handling.

Prerequisites: All levels of Access.

FileMaker Pro: Introduction

Learning Outcomes:

\$250

8 hours

- Access data in an existing database.
- Locate records and groups of records that meet specific criteria.
- Create a new database that includes multiple records and multiple layouts.
- Create a new database that includes multiple records and multiple layouts.
- Add graphic and text elements to layouts.
- Create several layouts that can be output to display data for various needs.

Students will learn how to design databases that make data entry more efficient and accurate. Students will also create a relational database system that allows databases to share information.

Upon successful completion of this course, students will be able to: Use repeating fields to allow multiple entries in one field. Create checkboxes, radio buttons, and pop-up menus from named value lists. Use Auto-Enter options to speed data entry. Relate information in multiple databases together to provide a dynamic link between database files. Create one-to-one, one-to-many, and many-to-many relationships. List records from one database in a related database. Summarize data by several criteria in one database and across databases.

Prerequisite: Windows: Introduction.

FileMaker Pro: Advanced

Learning Outcomes:

\$275

8 hours

- Link databases with one-to many and many-to-one relationships.
- Relate databases containing a theoretical many-to-many data relationship.
- Create scripts to automate repetitive tasks.
- Create buttons that execute scripts, switch layouts, or perform commands.
- Set up databases for sharing over a network.
- Define users, groups, and access privileges for those databases.
- Publish a FileMaker Pro database on the Web.

Students will learn the advanced skills necessary to create integrated systems of databases that link seamlessly together.

Upon successful completion of this course, students will be able to: Create an effective system of one-to-many and many-to-many relationships. Work with advanced layout tools and techniques. Create field validation to ensure accurate and complete entry. Apply expert tricks to automate and troubleshoot FileMaker Pro Databases. Create scripts to automate tasks. Create buttons that perform scripts, switch layouts, and trigger commands.

Prerequisite: FileMaker Pro: Introduction

DCG Office Automation Courses Generic

IC3: Computing Fundamentals, Office Applications & The Internet

Learning Outcomes:

\$1,995

40 hours

- Explore networks and how they interact with desktops.
- Discover the inner workings of a desktop, ROM, RAM, Cache memory, how to insert memory & video cards.
- Work with printers such as Ink Jet, Laser Printers.
- Learn basic troubleshooting techniques.
- Work with Windows, use the Help system, learn to connect & interact with a Network, run application programs, understand files, folders, the My Computer Feature.
- Use Windows Explorer, manage disks, formatting floppy disks, fragment the disk, work with the Control Panel and customize the Desktop display.
- Customize the mouse and keyboard, manage application programs and install and uninstall a new program.

In this five day course, students will learn about the different kinds of computers and how they are used. Learning outcomes: During this three day course you will learn about the variety of computers and how they are used such as Notebooks, Tablets, PDA, & Workstations. Explore networks and how

they interact with desktops. Discover the inner workings of a desktop, ROM, RAM, Cache memory, how to insert memory & video cards. Work with printers such as Ink Jet, Laser Printers. Learn basic troubleshooting techniques. You will work with Windows, use the Help system, learn to connect & interact with a Network, run application programs, understand files, folders, the My Computer Feature. Use Windows Explorer, manage disks, formatting floppy disks, fragment the disk, work with the Control Panel and customize the Desktop display. Customize the mouse and keyboard, manage application programs and install and uninstall a new program. Learn the basics of Excel, PowerPoint and Word, email, networking, and the internet.

Prerequisite: None. This is an entry level series.

Internet Explorer: Introduction

Learning Outcomes:

\$225

8 hours

- Effectively show your ability to utilize the help system.
- Accurately demonstrate downloading and unzipping files from a Web site.
- Correctly communicate with others through messaging..

This one-day class presents an overview to familiarize the user with some of the basic functions of the Internet.

Internet Explorer, a Windows based browser will let you connect to the Internet and explore the features of the World Wide Web. You will find Web sites that contain useful information, and use Favorites to maintain links to particularly useful sites. You will learn to use Internet Explorer's Help system to get information about how to browse more efficiently and effectively. Communicate with others on the Internet by Instant Messages. You will download and unzip files from the Internet and browse and use files from a Web site.

Prerequisites: Windows training or equivalent knowledge.

ONE NOTE

Learning Outcomes:

\$325

8 hours

- Successfully create a Notebook utilizing the Instructions in the Learning Lab.
- Add Tags in the appropriate place with 100% accuracy.
- Correctly create template-based notes as demonstrated by the Instructor

This one day session will teach the information worker how to use OneNote to organize, locate and share information. You will learn how to collect and organize notes, insert files, capture screens, and enhance your notes for all types of projects.

You will use OneNote to create and enhance a variety of notebooks, learn to collaborate effectively on group projects and manipulate OneNote options to customize your environment to meet varying needs and enhance productivity. Additionally, you will enhance notes to suit your purpose, collaborate with others, organize research ideas, integrate them with other Office applications, and access information with a shared notebook.

DCG Office Automation Courses Spreadsheets

Excel: Introduction

Learning Outcomes:**\$225****8 hours**

- Successfully create a basic worksheet based on the concepts learned.
- Use the three-dimensional aspect of the Excel workbook environment by creating formulas that refer to cells on multiple worksheets as directed in the exercises.
- Correctly evaluate the layout of a spreadsheet and select the appropriate tool to change the format as needed as designated in the Lesson Lab.
- Describe the multiple methods for manipulating multiple worksheets in a workbook with 90% accuracy.

In this one-day class students will create, edit, format and print basic worksheets and charts in Excel. This course prepares the student for certification as a Microsoft Office Specialist in Excel. Upon successful completion of this course students will be able to: Create a basic worksheet by entering text, values, and formulas. Create formulas using Excel's built-in functions. Move and copy data by using shortcut menu, drag-and-drop editing, and toolbar buttons. Change the appearance of worksheet data by using a variety of formatting techniques. Use the three-dimensional aspect of the Excel workbook environment by creating formulas that refer to cells on multiple worksheets. Use a variety of techniques to manipulate multiple worksheets in a workbook. Format worksheet Tabs. Set a print title. Create a Header and Footer. Set page margins. Print a range. Hide and unhide worksheets. Freeze and unfreeze rows and columns.

Prerequisites: Windows knowledge.

Excel: Intermediate**Learning Outcomes:****\$225****8 hours**

- Given the information provided in the Lesson Lab, successfully create an inventory list from an online template.
- Utilizing a set of instructions provided, accurately create and format a bar chart.
- Using a set of criteria, use functions such as Date & Time, Lookup & Reference, and Statistical to correctly calculate quarterly grades and cumulative totals.
- Utilizing a specific scenario, effectively use PivotTable to create a report.

This course is designed for persons preparing for certification as an Microsoft Office Specialist in Excel. Create templates, sort and filter data, import and export data, analyze data, and work with Excel on the Web. Upon successful completion of this course, students will be able to: Work with Graphic objects. Use Excel and user-defined templates to create templates and workbooks. You will use a variety of techniques to sort and filter data. Reuse and share data by importing and exporting from external sources. Publish a worksheet to the Web. Use Calculations such as Date and Time Functions, Financial Functions, Statistical Functions, Lookup and Reference Functions and Logical Functions. Use Web features and comments to collaborate with others.

Prerequisites: Windows knowledge and Excel: Introduction

Excel: "Shortcuts"**Learning Outcomes:****\$275****8 hours**

- Navigate among worksheets.
- Create toolbars to customize worksheets and job functions.
- Create toolbars to customize worksheets and job functions.
- Describe the most efficient ways to enter text.

- Describe the “shortcut” techniques available with the AutoFill function, how to customize AutoFill and work with ranges.
- Develop calculations and formulae.

This highly intensive one-day class will provide the student with real life examples and will be a fast paced session. Learn how to make your job quicker and easier by taking "Shortcuts". Upon successful completion of this course, the student will learn the quickest way to navigate among worksheets. Create your own tool-bars to help customize your worksheets and job functions. Learn shortcut menus, the most efficient ways to enter text and many, many formatting tips. Spend time working with numeric formats, creating codes, working with Styles. Learn the "shortcut" techniques available with the AutoFill function, how to customize AutoFill and work with ranges. Develop your calculation and formula skills. All throughout the day, keyboard shortcuts will be examined to help you quickly access each function. This class is full of task specific topics to help you better manage your workflow. Feel free to ask questions or bring up problem areas you have encountered in working with Excel.

Prerequisites: Windows knowledge and Excel: Introduction or equivalent knowledge.

Excel: Advanced

Learning Outcomes:

\$275

8 hours

- Apply conditional formatting, add data validation criteria, customize menus and toolbars, create, edit, and run macros with accuracy.
- As directed in the Lesson Lab, correctly create a workspace, consolidate data, and view the consolidated data and link cells.
- Protect your worksheet and workbook and add and remove file passwords, share workbooks, set revision tracking, merge workbooks, and track changes.
- Apply the techniques presented to accurately trace cell precedents and dependents, locate errors in formulas, locate invalid data and Formulas, group and outline data.
- Successfully create a Trendline, Scenarios, perform What-If Analysis as directed by the instructor.

During this one-day class, students will learn how to automate some common tasks, apply advanced analysis techniques to more complex data sets, collaborate on worksheets with others, and share Excel data with other applications. Upon successful completion of this course, students will be able to: Apply conditional formatting, add data validation criteria, customize menus and toolbars, create, edit, and run macros. The student will also view data using the outline. Create a workspace, consolidate data, view the consolidated data and link cells. Protect your worksheet and workbook and add and remove file passwords, share workbooks, set revision tracking, merge workbooks, and track changes. Trace cell precedents and dependents, locate errors in formulas, locate invalid data and formulas, group and outline data. Create a Trendline, Scenarios, perform What-If Analysis, Develop a PivotTable Report and PivotChart Report and Perform Statistical Analysis with the Analysis ToolPak.

Prerequisite: Excel Introduction and Intermediate.

Excel: Power User

Learning Outcomes:

\$325

8 hours

- Describe the basics of a Visual Basic Module.

- Learn about relative and absolute recorded macros, and assign these macros to various objects.
- Create custom functions.
- Write procedures that test conditions and then run only certain statements based on the results: If, Then, For..Next, Do..Loop, If..Then..Else, For Each..Next statements.
- Describe how to execute one or more lines of code repetitively, using loop structures.
- Create macros that interact with the user.
- Analyze code and locate the source of errors.
- Organize macros for easy access

In this one-day class students will receive an overview of creating and editing macros, and gain an understanding of VBA code.

Upon successful completion of this course you will: Understand the basics of a Visual Basic Module. Learn about relative and absolute recorded macros, and assign these macros to various objects. Create custom functions. Write procedures that test conditions and then run only certain statements based on the results: If, Then, For..Next, Do..Loop, If..Then..Else, For Each..Next statements. Understand how to execute one or more lines of code repetitively, using loop structures. Create macros that interact with the user. Analyze how your code operates and locate the source of errors. Organize your macros for easy access.

Prerequisite: Excel Introduction, Intermediate and Advanced or equivalent knowledge

Excel: VBA Programming

Learning Outcomes:

\$825

16 hours

- Work with objects and assign an object to a variable.
- Identify and control Range objects.
- Place controls on worksheets that run VBA procedures.
- Create code that executes in a specific worksheet when you press Enter.
- Place controls on custom dialog boxes that run VBA procedures and link controls on a dialog sheet to a worksheet.

This two-day class will enable students to learn about various programming techniques and tips to create their own VBA code.

Upon successful completion of this course, students will learn the following lesson objectives: You will examine historical background about VBA, and the basic syntax and structure of VBA code. Create a Macro with the Macro Recorder. Edit and debug a Macro. Place controls on worksheets that run VBA procedures. Create code that executes in a specific worksheet when you press enter. Insert, copy, delete and rename worksheets. Create user-defined functions. Automate SUM Functions. Import a text file into a worksheet by using VBA.

Prerequisites: All three levels of Excel.

Excel: Pivot Tables

\$325

8 hours

Learning Outcomes:

- Describe the Anatomy of a Pivot Table including limitations, with Instructors approval.
- Demonstrate proficiency in using Pivot Tables to answer questions by category and by month and use a chart to view the summary graphically.

- Successfully use a PivotTable to sort and group data using the information in the Lesson Lab.
- Use PivotTables to summarize the results of two different kinds of business surveys.

Upon completion of this course, students should be comfortable with the below objectives:

Create a PivotTable based on transactional data and make the summary easier to read by grouping data and applying formatting. Use Pivot Tables to answer questions about sales by category and region by month and use a chart to view the summary graphically. Students will also be able to use a PivotTable to summarize the performance of sales representatives or different departments. Analyze the buying patterns of customers by using PivotTables and a variety of summary functions. Use PivotTables to summarize the results of two different kinds of business surveys. Apply styles, look at error values, showing and hiding items, advanced sorting, grouping fields, creating calculated fields, view subtotals & running totals, work with cell references and named ranges, set table options and much more.

Excel: Statistical Analysis (Level 4)

Learning Outcomes:

\$375

8 hours

- Exhibit skill in manipulating data using lookup functions as indicated in the classroom.
- Successfully work with the data analysis tools in Microsoft Excel 2010 as directed in the Lesson Lab.
- Identify the Beta Value of a Security to the 100% satisfaction of the instructor.
- Correctly validate Data using information functions.

Forecast GDP using statistical functions. Evaluate sales data and stock data using statistical functions. Mine data using the lookup and reference functions. Analyze Sales data using descriptive statistics. Analyze time series data using exponential smoothing. Analyze data using regression. Analyze sector data using correlation and covariance matrices. Optimize a stock portfolio using solver. Develop an investment schedule using financial functions. Make investment decisions using financial functions. Analyze sales data, calculate stock returns and aggregate GDP data using math functions. Manipulate data using text functions. Validate data using information functions. Create advanced templates and charts. Manage data in workbooks.

Prerequisites: The first three levels of Excel 2010 or equivalent knowledge

Excel: PowerPivot

Learning Outcomes:

\$395

8 hours

- Create linked tables with 100% accuracy.
- Successfully sort and filter PowerPivot data using the information in the Lesson Lab.
- On your own, correctly create a pivot table and present the PivotTable data visually to the satisfaction of the instructor.
- Use the Data Analysis Expression (DAX) tool, demonstrating proficiency in extracting data from tables using DAX functions.

Explore the PowerPivot application. Import Data from Various Data Sources. Refresh data from a data source and create linked tables. Organize and format tables. Create calculated columns. Sort and filter PowerPivot data. Create and manage table relationships. Create a PivotTable and PivotChart. Filter data using slicers. Present PivotTable data visually. Manipulate PowerPivot data using DAX functions. Extract data from tables using functions. Work with time dependent data. Protect reports and save reports in different file formats.

Prerequisites: Good working knowledge of Excel or previous training in Excel.

Excel: Formulae/Functions

Learning Outcomes:

\$325

8 hours

- Create formulas and perform calculations involving date and time.
- Use database functions and filters to extract information needed from a worksheet.
- Analyze data using Excel's Statistical functions.
- Use Goal Seek to work a function "backward".
- Define the types of errors, and effectively trap and trace errors.

This workshop is designed for the more sophisticated user of Excel. You will learn to create formulas and perform calculations involving date and time. Use database functions and filters to extract information needed from a worksheet. Do some data analysis using Excel's Statistical functions. Use Goal Seek to work a function "backwards". Activities covered include: Tracking elapsed time. Common Math and Statistical functions. Generating random numbers: RAND. The IF function. Using multiple lookup tables. Creating drop-down lists with Data Validation. Financial functions with common arguments. Using the concatenation operator and much more. MATCH and INDEX, looking up values in a two-dimensional table, using array formulas, matching values in ranges, tagging duplicate entries, extracting unique/common values, working with SUM and AVERAGE with multiple conditions. Look at DSUM, DAVERAGE, DMIN, DMAX, DCOUNT, DCOUNTA, DGET and SUBTOTAL. Work on Standard deviation: STDEV,STDEVP and MEDIAN, PERCENTILE, PERCENTRANK, RANK. Also math functions like: DEGREES/RADIANS, PI, SQRT, ROUND, ROUNDUP, ROUNDDOWN, INT, MOD, TRUNC. Top off the day with Types of errors, trapping errors, and tracing errors.

Prerequisites: Windows: Introduction and Excel: Introduction or equivalent knowledge.

Excel: Spreadsheet Design: Concepts/Formulas/Formatting \$275 8 hours

Learning Outcomes:

- Define spreadsheet design components.
- Incorporate common formulas into spreadsheets given certain criteria.
- Work efficiently with large amounts of text and ranges of data by selecting and manipulating ranges.
- Change the appearance of your worksheet data by using a variety of formatting techniques.

During this three and a half hour workshop, the student will develop a more in-depth idea of how to design the spreadsheet and work with the common formulas and incorporate new formulas and values.

Upon successful completion of this course, students should be comfortable with the below objectives: During this fast paced class, the student will begin by learning design components, progress to incorporating some of the common formulas, then other formulas and values will be experimented with. Learn how to work efficiently with large amounts of text and ranges of data by selecting and manipulating ranges. Change the appearance of your worksheet data by using a variety of formatting techniques.

Prerequisite: A basic knowledge of Excel.

DCG Office Automation Courses Presentations

PowerPoint: Introduction

Learning Outcomes:

\$225

8 hours

- Correctly identify on-screen features, and navigate through a presentation as directed by the facilitator.
- Create and edit bullet slides successfully as indicated in the Lesson activity.
- Work with PowerPoint's graphical objects and edit with 90% accuracy.
- Change the overall appearance of a presentation by using design templates, clip art, WordArt to the instructors' satisfaction.

Students will learn the basic skills necessary to begin effectively creating presentations in Microsoft PowerPoint. This course is intended for students who wish to pursue their Microsoft Office Specialist certification in PowerPoint.

Upon successful completion of this course, students should be comfortable with the below objectives: Start the PowerPoint program, identify on-screen features, and navigate through a presentation. Create and edit bullet slides. Use PowerPoint's drawing tools to create a slide. Incorporate Clip Art and WordArt objects in a slide. Create and edit graphs. Change the overall appearance of a presentation by using design templates and the Slide Master. Use the AutoContent Wizard. Run a slide show, become familiar with slide show options, and add notes to a slide. Preview and save a PowerPoint presentation as a Web page and package a presentation for CD.

Prerequisite: Windows knowledge and some Word knowledge helpful.

PowerPoint: Advanced

Learning Outcomes:

\$275

8 hours

- Successfully enhance a presentation by using custom clip art, animation, and movies as directed by the Instructor.
- Correctly utilize embedded and imported objects using Microsoft applications according to the instructions in the Lesson Lab.
- As the activity directs, efficiently create a slide master and custom themes.
- Correctly publish a presentation as a web page using the Instructors directions.

In this one-day class, students will learn advanced features of PowerPoint such as customizing the color scheme, working with organization charts, sound and movies and adding animation and Hyperlinks.

Upon successful completion of this course, students should be comfortable with the below objectives: Enhance a presentation by using custom clip art, animation, and movies. Work with embedded and imported objects by using Microsoft applications. Modify the slide Master and Save a Design Template. Build interactive presentations by creating hyperlinks and action buttons and create custom slide shows. Send a Presentation for Review, merge revision copies and apply reviewer changes.

Prerequisite: PowerPoint: Introduction or equivalent knowledge.

PowerPoint: Presentation Design - Full Day

Learning Outcomes:

\$275

8 hours

- Create and manipulate drawing objects.
- Recolor clip art images.
- Insert Excel charts and a Word table in your presentation.
- Use and create custom templates.
- Apply various animation styles and sounds.

This informative workshop will teach the student useful methods and techniques to create eye-catching, attention-grabbing presentations.

Upon successful completion of this course, students should be comfortable with the below objectives: This highly interactive class is designed to quickly bring the student up to speed with various different masters. Create and manipulate drawing objects. Recolor clip art images. Insert Excel charts and a Word table in your presentation. Throughout the day, other tips and tricks that the student will find useful and timesaving will be shared. Discover ways of enhancing a presentation. Learn to use and create custom templates. Apply various animation styles and sounds. Learn about Slide and Title.

Prerequisite: Some PowerPoint, Word and Excel knowledge helpful.

PowerPoint: Presentation Tips & Tricks - Full Day

Learning Outcomes:

\$275

8 hours

- Create a summary slide and a custom show using slide and title masters.
- Insert slide from another presentation.
- Set timing and transitions.
- Create headers, footers, use AutoCorrect and the style checker.
- Select and apply the most appropriate printing option.

This highly-informative, fast-paced workshop will teach students a myriad of tips and tricks to work more efficiently, effectively, and productively.

Upon successful completion of this course, students should be comfortable with the below objectives: This useful and informative class will provide students with many ways to "work smarter, not harder" using common PowerPoint features. Students will find this class to be chock-full of invaluable timesaving techniques. Plenty of practice time and Question and Answer time is implemented within this workshop. Let us help you learn the most productive ways to use PowerPoint. If you need a good review with lots of additional tips, this class is delivered with you in mind.

Prerequisite: PowerPoint: Introduction.

PowerPoint: Using Multimedia in Your Presentations - Full Day

Learning Outcomes:

\$275

8 hours

- Use a digital camera and adding photos to your presentation.
- Insert a digital photo as a slide's background.
- Create a watermark from a photo and use the watermark as a slide background.
- Select an AutoShape and fill it with a picture.
- Install and create a Custom Soundtrack to accompany a presentation.

- Insert videos into a presentation.
- Transform one image into another by creating a “morphing” effect.

In this fast moving workshop, students will learn to apply multimedia techniques to a PowerPoint presentation, creating a show that has multi-sensory appeal.

This lab will provide the students with more advanced techniques involving Multimedia. Upon successful completion of this course, students should be comfortable with the below objectives: This will include using a digital camera and adding photos to your presentation. Students will insert a digital photo as a slide's background. They also will create a watermark from a photo and use the watermark as a slide background. Students will select an AutoShape and fill it with a picture. Install and create a Custom Soundtrack to accompany a presentation. Students will also insert videos into a presentation. Learn how to transform one image into another by creating a "morphing" effect. There will also be many tips and tricks shared by the instructor throughout the class.

Prerequisite: PowerPoint: Introduction.

DCG Office Automation Courses Windows

Windows: Introduction

Learning Outcomes:

\$225

8 hours

- Successfully demonstrate knowledge of Windows 7 components as required by the instructor.
- Utilizing WordPad create and format a document as described in the Lesson Lab.
- Show proficiency in customizing the Windows 7 desktop as demonstrated in the chapter exercise.

During this one day course, students will gain the skills needed to create a document, find, create, and move files, create shortcuts, work with Messenger, create a work environment suited to your needs, work with media, clean up your system, and find information on the Internet.

Upon completion of this course, students will be able to: Complete a document using WordPad. Organize the contents of your hard drive using Windows Explorer. Create a Microsoft Passport Account. Communicate instantly with others by using Windows Messenger to send and receive instant messages. Use the Control Panel and Accessibility programs to change mouse properties, volume properties, display properties, switch users, and work with Accessibility Programs. You will perform a variety of media tasks by using the Help and Support Center Media Player. Clean up your system by using My Computer and the Recycle Bin. Find information by browsing. Use Favorites to return to your most frequented sites.

Prerequisites: None

DCG Office Automation Courses Word Processing

Word: Introduction

Learning Outcomes:

\$225

8 hours

- Correctly use a variety of editing techniques as demonstrated in the Lesson Lab.

- Change the appearance of a document by applying various character and paragraph formats and effects with accuracy as observed by the Instructor.
- Successfully create columns and add a table as utilizing instructions from the Lesson Lab.
- Using the chapter exercise data, apply and remove formatting that affects entire pages, previews, and the printing of a document with 90% proficiency.

After this course, students will be able to create, edit, format, add tables to, and create basic business documents using Word. This course is also one of a series for those pursuing Microsoft Office Specialist certification in Word.

Upon successful completion of this course, students should be comfortable with the below objectives: Create and save a simple document; use some automatic text features for entering text; access online help; and use a variety of editing techniques. Change the appearance of a document by applying various character and paragraph formats and effects. Manipulate the layout of text by creating columns and adding a table. Use Word's templates and wizards, proofing tools, and special characters to efficiently do your work. Add graphic elements to a document. Apply and remove formatting that affects entire pages, previews, and the printing of a document.

Prerequisites: Windows knowledge.

Word: Intermediate

Learning Outcomes:

\$225

8 hours

- Correctly create and modify custom templates, apply existing styles, and create a custom style as directed by the instructor.
- Efficiently enhance a table by merging table cells, sorting and calculating table data, and creating charts based on various table data provided in the chapter exercise.
- Successfully Insert, manipulate, and format graphic images using directions from the Lesson Lab.
- Provided instructions, create a newsletter using columns, sections, and graphics demonstrating proficiency.
- Provided instructions, create a newsletter using columns, sections, and graphics demonstrating proficiency.

In this one-day class, students will increase the complexity of their documents by adding components such as customized lists, tables, charts, and graphics. You will also create personalized Word efficiency tools. This course is also one of a series for those pursuing Microsoft Office Specialist certification in Word.

Upon successful completion of this course, students should be comfortable with the below objectives: Students will create and modify custom templates. Run, create and modify a Macro. Customize Toolbars and Buttons. Enhance a table by merging table cells, sorting and calculating table data, and creating charts based on various table data. Insert, manipulate, and format graphic images. Insert Section Breaks, Columns and link Text Boxes. Create a newsletter using columns, sections, and graphics. Modify an existing Style, Create a List Style and a Table Style. Use the Mail Merge Wizard to mail merge form letters, complete with mailing labels.

Prerequisites: Word: Introduction.

Word: Advanced

Learning Outcomes:

\$275

8 hours

- Successfully manage long documents by adding an index, bookmarks, cross-references, headers and footers, and by adjusting margins.
- Create a master document and compile a table of contents using the directions in the manual to the Instructors satisfaction.
- Create a master document and compile a table of contents using the directions in the manual to the Instructors satisfaction.
- Utilizing information from the Lesson Lab, apply security using passwords, document restrictions and hiding text with 100% proficiency.

Students will gain the skills needed to create, manage, revise, and distribute long documents, forms, and Web pages. This is one of the courses needed for Microsoft Office Specialist Program.

Upon successful completion of this course, students should be comfortable with the below objectives: Learn to use Word efficiently with other programs. Manage long documents by adding an index, bookmarks, cross-references, and odd and even headers and footers, and by adjusting margins for document binding. Add Captions to Figures. Create a Master Document and compile a Table of Contents. Learn to make long documents easier to use. Secure documents and document information in a variety of manners. Create Document Versions and track changes to a Document. Edit an HTML Page in Word, insert Scrolling Text and place a Movie Clip in a Web Page.

Prerequisites: Word: Introduction and Intermediate.

Tips, Tricks, and Techniques using Word for Windows

Learning Outcomes:

\$275

8 hours

- Use Word's Help System.
- Describe the EXTRA sections.
- Define the selection techniques.
- Define the editing techniques.
- Implement character, paragraph and document formatting.

This class is designed by an instructor who specializes in MS: Word and will include so many features you never knew existed in one product. This one day class will demonstrate a wide variety of techniques that will increase your production and improve your everyday performance.

Upon successful completion of this course, students should be comfortable with the below objectives: This class is packed with information using Word to enable your work day to proceed in a timely fashion. Learning these tips and shortcuts will enhance your ability to perform your tasks and create better looking documents. Learn to use Word's Help System when you need more information about a particular subject. Navigating in a document; Working with Bookmarks; Selection Techniques: Using Shift, Mouse, Extend Selection, other methods; Editing Techniques: Deleting Text, Insert vs Typeover, Replace, Undo/Redo; Using AutoCorrect; Working with Multiple Documents; Character Formatting: Shortcut Keys, Changing Case, Copying Character Formatting; Paragraph Formatting: Shortcut Keys, Tabs, Indents, Bullets and Numbering, Borders and Shading, Copying Paragraph Formatting; Document Formatting: Page Layout, Paragraph, Section, and Page Breaks.

Prerequisites: Word: Introduction and Intermediate recommended.

DCG Programming Courses

DCG Reporting Database Courses

Crystal Reports: Basic Skills

Learning Outcomes:

\$845 for both days 16 hours

- Design an attractive report.
- Create a report based on database information.
- Modify the selection criteria and sort order of the data included in the report.
- Describe Crystal's formula language.
- Choose the appropriate distribution method for any report.

This two-day class will teach students the basics of report creation including sorting, grouping, linking, basic formula creation, working with report expert, and how to distribute reports to other users.

Upon successful completion of this class, you will be able to: Plan the needs for your report including data as well as appearance. Become familiar with components of the Crystal Reports application windows. Create reports based directly on database information, use a report expert or create a copy of an existing report. Add, modify, and remove report objects such as data fields, text objects, file information, graphics or decorative lines and boxes. Format the appearance of your report using font, color, border and number choices. Change the selection criteria and sort order of your data. Create subtotals, grand totals, and summaries for your report data. Create, edit and delete formulas. Understand Crystal's formula language. Understand linking concepts, then create and modify your own links. Identify and control Crystal's report sections. Distribute your reports to those who need the information through a variety of methods.

Prerequisites: Windows knowledge and some familiarity with databases would be helpful.

Crystal Reports: Advanced

Learning Outcomes:

\$895 for both days 16 hours

- Create a cross-tab and filter by group.
- Format a subreport and link to the primary report.
- Implement SQL calls into reports to customize data retrieval.
- Tune report retrievals to promote server-side processing.

This two-day class will take the user to the advanced level learning how to create more sophisticated reports like subreports and cross-tabs; how to increase the speed and efficiency of your reports by using SQL queries and dictionaries.

Upon successful completion of this class you will be able to: In addition to a brief review of Crystal Reports fundamentals, the user will learn about creating multiple statement formulas, using variables and evaluation time functions, creating running totals. Look at types of formatting; inserting, splitting, moving, and deleting sections; underlining following sections; shading every other record; creating different header/footers and different form letters. Create parameter fields and use them in a record selection formula. Work with multiple rows, columns, and summarized fields. Format cross-tabs and

use formulas and parameter fields in cross-tabs. Learn about subreports and how to link, unlink, and edit. Learn about SQL Query and how to write and edit queries. Use Excel files to create, modify, and update a report.

Prerequisites: Windows: Introduction and Crystal Reports: Basic Skills.

SQL: Fundamentals of Querying

Learning Outcomes:

\$795 both days 8 hours

- Connect to the SQL Server database and execute a simple query utilizing data presented in the lesson lab with accuracy.
- Using various functions based on the data types correctly perform calculations on data as directed by the Instructor.
- Successfully organize the data obtained from a query before it is displayed on the screen using the information provided in the manual.
- Correctly retrieve data by combining information from multiple tables as shown in the Activity Lab.

During this one-day course, students will learn what SQL is and how it can help them query a database to answer business questions.

Upon successful completion of this class you will be able to: Define what a relational database is and identify some uses for the SQL language. Recognize proper syntax for an SQL statement. Use aggregate functions, column aliases, and mathematical expressions in a query statement. Use the WHERE clause to select specific rows of information from a database. Search for specific character strings or numeric data in a database. Write queries that return both aggregate and non-aggregate information simultaneously. Write queries that select information from two tables simultaneously. Generate a query and its report using Access.

Prerequisites: Windows: Introduction or equivalent knowledge.

SQL: Advanced

Learning Outcomes:

\$795 both days 8 hours

- Accurately perform a query with sub queries utilizing information in the Lesson Lab.
- Using the information provided by the Instructor, perform multiple-level sub queries with 95% accuracy.
- Using the information provided by the Instructor, perform multiple-level subqueries with 95% accuracy.
- Correctly create a view and manipulate data in views as directed by the Instructor using the data provided.

Upon successful completion of this class you will be able to: Learn how to perform advanced queries and add, update, and delete data, tables, views, and indexes.

The following lesson objectives will help students become comfortable with this course: Use advanced techniques for querying a database. Query with sub queries. Add data to a database. Change and delete data from a database. Create, alter, and delete tables, and create, use, and delete views. Create and delete indexes. Manage how data is altered through the use of transactions. Create and drop databases.

Prerequisites: SQL: Fundamentals of Querying or equivalent knowledge.

DCG Design/eLearning Courses

Camtasia

Learning Outcomes:

\$395

8 hours

- Demonstrate capability of moving around within Camtasia to the Instructors satisfaction.
- Successfully record a project as indicated in the Lesson Lab.
- Show capability of inserting images and callouts with 100% accuracy.
- Correctly create visual effects as demonstrated in the Activity Lab.

Upon successful completion of this course, students will be able to: Carry out all steps of the demonstration in sequence and jump from one application to another without interrupting the recording process. You will be able to stop recording with a [hotkey](#) combination at any time, at which point the software renders the input that has been captured, and applies user-defined settings, such as when and how to display the [cursor](#). After the presentation has been captured, the presenter is able to revise it by cutting and/or pasting different parts, as needed. In addition, the presenter is also able to overlay their voice, as well as sound effects or music onto the presentation. Camtasia allows audio recording while screen-capturing is in progress, so the presenter can narrate the demonstration as it is carried out. Most presenters, however, prefer to wait until they have finished the screen-capture, and then record the narration from a script as the application is playing back the recorded capture. Camtasia also allows the generated video stream to be exported to common video formats which can be read by most computers, even if the Camtasia software is not installed, such as [MPEG-2](#) or [MPEG-4](#). Moreover, distribution of exported videos can be done using the Camtasia Player, which supports a variety of video formats and does not require user installation.

Prerequisites: Must be familiar with the basic operation of the Windows operating system, Internet Explorer and with basic computer terminologies.

Adobe Captivate

Learning Outcomes:

\$895

6 hours

- Demonstrate familiarity with the Captivate user interface to the Instructors satisfaction.
- Successfully record a project as indicated in the Lesson Lab.
- Show capability of inserting images and animation with 100% accuracy.
- Correctly create a questions pool using the information in the Activity.

Upon successful completion of this course, students will be able to: Record and modify a software demonstration and simulation, update a project, add an interactive quiz, publish and organize a project. Insert Images, Animation, additional slides and objects. Record and modify Audio. Insert question slides, create a question pool and evaluate user performance. Prepare your projects for publishing. Create and Publish Aggregator projects.

Prerequisites: Must be familiar with the basic operation of the Windows operating system, Internet Explorer and with basic computer terminologies.

DCG Web Design & Development Courses

ASP.NET Using C#

Learning Outcomes:

\$2,295

40 hours

- Learn the benefits of ASP.NET and HTTP
- Become familiar with the Web Forms Architecture and Page Life Cycle

- Experience Debugging, Diagnostics and Error Handling
- Work with ADO.NET and LINQ
- Why Cache? Learn the ins and outs of Caching in ASP.NET

This five-day course provides a comprehensive and practical hands-on introduction to developing Web applications using ASP.NET 4.0 and C#. It includes an introduction to ASP.NET MVC, a new Web programming framework that incorporates use of the Model-View-Controller (MVC) pattern. It also includes coverage of using ASP.NET AJAX to build rich client applications. The fundamentals of Web applications are reviewed, and a testbed is established for ASP.NET and Internet Information Services. The architecture of ASP.NET is outlined, including the role of compilations, the Page class and codebehind. Web Forms are introduced, including server controls, view state, life cycle, and the event model. Request/response HTTP programming using ASP.NET is covered as are ASP.NET Web applications, caching in ASP.NET, and the fundamentals of configuration and security. Data access is covered in some detail in two chapters, including an introduction to ADO.NET, Language Integrated Query (LINQ), and the powerful data access controls provided by ASP.Net 4.0. The final section of the course introduces rich client-side development with ASP.NET AJAX and use of the ASP.NET MVC framework.

Adobe Acrobat Professional: Introduction

Learning Outcomes:

\$375

8 hours

- Correctly define a PDF file as identified in the course material.
- Successfully list the options for printing PDF files during the Activity Lab.
- Assemble several PDF files into a single file using the information in the Lesson Lab.
- As directed, design complex documents with headers, footers, and navigation objects using Adobe Acrobat to the instructor's satisfaction.

During this one day session, students will learn to create, edit, and manage their libraries electronic PDF Files and customize the PDF files for your needs and the needs of your audience.

Upon successful completion of this course, students will be able to: Understand what a PDF file is; quickly identify components of the Acrobat interface and know how to create PDF Documents using the Print Command. Add comments and markups to a PDF Document. Understand the process for creating PDF files. Know how to navigate PDF files. Create links to named destinations. Understand how to search text with a single PDF file or a group of PDF files. Understand how to convert spreadsheets and Word documents into Acrobat PDF files. Learn how to add navigation elements to a PDF file. Combine PDF documents into a single PDF file. Make minor changes to a completed PDF file. Be able to add and manage annotations. Know the options for printing PDF files.

Prerequisites: Windows: Introduction and basic Word Processing Skills.

Adobe Acrobat Professional: Advanced

Learning Outcomes:

\$395

8 hours

- Successfully embed multimedia as described in the Lesson Lab.
- Correctly define the major tools for navigating PDF documents as determined by the instructor.
- Prepare a final PDF document from a draft document with comments from numerous reviewers as directed in the Lesson Lab and with 95% accuracy.
- Correctly create an interactive PDF form as indicated by the instructor and to his satisfaction.

Upon completing this course, students will be able to: Create PDF documents using Autodesk AutoCAD. Enhance your documents with multimedia. Create a PDF Form; add Form fields, create calculations, create buttons, track forms, compile returned forms and organize compiled data. Examine the commercial printing process, create PDF files for prepress, apply color management settings, modify Adobe PDF settings for pre-press and preview printed effects. Preflight documents, create PDF/X, PDF/A, and PDF/E compliant files, create a composite and create color separations. Index documents, batch process PDF documents and repurpose PDF document content.

Authorware: Level 1

Learning Outcomes:

\$795 for both days 8 hours

- Define the Authorware tools and describe their use.
- Select the appropriate tool for the task.
- Design a presentation with audio and video clips using Authorware.

This full day workshop introduces students to the tools used in the creation of multimedia-rich learning presentations.

Upon successful completion of this course, students will be able to: Work intelligently and efficiently in the Authorware environment. Use Authorware's drawing tools to create and display text and graphics. Erase and move content, transition between screens, and pause the flowline. Construct hot spot, button, and text entry interactions. Incorporate audio and digital movies into your pieces. Build and customize a navigation system using Authorware frameworks. Distribute your pieces on CD-ROM and over the internet.

Prerequisites: Must be familiar with the basic operation of the Windows operating system and possess fundamental knowledge of multimedia development.

Authorware: Level 2

Learning Outcomes:

\$795 for both days 8 hours

- Describe the advanced interactions and their implementations.
- Analyze scoring interactions.
- Create navigation.
- Examine the advanced media controls.

This one day, second in a series, will explore the use of external content, navigation, advanced interactions, scoring and recording interactions, and advanced media controls.

Upon successful completion of this course, students will be able to: Manage content used in an Authorware piece using libraries, models, and the External Media Browser. Create navigation using hypertext styles and interactions. Setup advanced interactions including target area interactions, multiple text entries, and hot object interactions. Score interactions by judging and setting scoring weights, calculating scores, and displaying results. Record scores by writing to an external file or by connecting to a database. Create buttons to stop and start media, and sequence images and audio.

Prerequisites: Must be familiar with the basic operation of the Windows operating system and possess fundamental knowledge of multimedia development and have completed Authorware: Intro.

Cascading Style Sheets

Learning Outcomes:

\$795

16 hours

- Apply color, modify text and fonts, and create linked style sheets.
- Enhance an existing design by implementing cascading style sheets.
- Design a web site with cascading style sheets.
- Create fluid and fixed multi-column layouts.
- Customize lists and create generated content.

This two-day course is an important component of successful Web design. It is integrated into HTML. To create valid HTML pages you should use CSS to control your colors, typography, and layout schemes.

Upon successful completion of this course, students will be able to: Learn how to apply color, comment your code, modify font and text styles and create a linked style sheet. Create class, ID, and contextual styles. Create style sheets that cascade according to established guidelines and create inline styles. Target styles to elements with specific attributes, import style sheets. Control margins and padding, element dimensions, and content overflow. Create borders and floating elements. Control layout with absolute positioning. Create a fluid, multi-column layout, control the display of layered elements and apply fixed positioning. Create a fixed, multi-column layout and control layout with relative positioning. Customize cursors, link styles and forms. Display and manipulate background images. Customize lists and create generated content. Create accessible style sheets, apply user-defined system fonts and colors and create a print style sheet.

Prerequisites: HTML 4.x: Web Authoring, Level 1 & 2.

Dreamweaver: Introduction

Learning Outcomes:

\$795 for both days 8 hours

- Successfully create and build a website utilizing the instructions in the Activity Lab.
- Correctly create an effective user-navigation interface according to directions.
- Demonstrate proficiency in selecting Coding tools to replace code.
- Efficiently create and validate a Form using the information in the Lesson Lab.

During this one-day session, students will have a chance to work with the Macromedia web development application, create a basic Web page, design a site from scratch and much more.

Upon completing this course, students will be able to: Explain basic concepts about the Internet and the World Wide Web, and how to publish a site. Learn to navigate in the Dreamweaver work environment. Create a basic Web page by typing text and importing graphics. Design a site from scratch, beginning with developing a site map, through final upload of the site to a Web server. Import text into Dreamweaver pages using several methods. Perform character and paragraph formatting on text, and define and apply HTML styles to speed up repetitive formatting. Add links within a site, create anchors, and specify external links. Create and format tables to assist in page design. Use images as links and create image maps. Build a frame-based site to assist the viewer in navigation.

Prerequisites: Basic knowledge of Window's computer operating system, create and save files and copy from CDs and other media.

Dreamweaver: Advanced

Learning Outcomes:

\$795 for both days 8 hours

- Successfully create and build a website utilizing the instructions in the Activity Lab.
- Correctly create an effective user-navigation interface according to directions.
- Demonstrate proficiency in selecting Coding tools to replace code.
- Efficiently create and validate a Form using the information in the Lesson Lab.

This one-day session expands on the knowledge gained in the Introductory Dreamweaver course. Learn about advanced features including libraries and behaviors.

Upon successful completion of this course, students will be able to: Create dynamic user-interface elements, including simple rollovers and complicated navigation bars. Work with libraries to manage repeating site elements. Define keyword, description, and other Meta tags in order to make your site visible to automatic search engine spiders. Create CSS styles to streamline text formatting within a page and create extension style sheets to allow formatting information to be used throughout a site. Create layers using a number of techniques, and manage the size, position, stacking order, and visibility of layers. Combine layers with behaviors to provide additional visual feedback for a viewer navigating a site. Work with the History palette to simplify repetitive tasks both within a single document and with other documents in a site. Target page content to specific browsers and versions. Learn about several different features included within Dreamweaver to assist in working with code.

Prerequisites: Dreamweaver: Introduction

Expression Web: Level 1

Learning Outcomes:

\$395

8 hours

- Correctly create a dynamic Web template using the instructions in the Lesson Lab.
- Successfully add hyperlinks and bookmark links under the direction of the facilitator.
- Utilizing a set of instructions, Insert a table, set table and cell properties, and split tables with at least 90% accuracy.
- Create and attach an external style sheet in the Activity Lab with instructor's supervision.
- Successfully prepare your web site for publishing and publish your web according to the directions in the Lesson Lab.

The following lesson objectives will help the students become comfortable with Microsoft Expressions: Gain an overview of Website development, explore and customize the Expression interface. Define a Website, design layouts using layout tables, learn standard layout components, create a dynamic Web template. Create and add text to a Home Page, import pages to a Website, format text, work with tables and images. Take a look at CSS, create, attach, and modify an external style sheet. Create an internal style sheet. Create hyperlinks, bookmark links, and format text hyperlinks. Create a hotspot. Add an interactive button, open a page in a new browser window, create a rollover, and add an audio file. Check for accessibility and compatibility. Generate CSS reports, check the site summary report and publish your Website.

Prerequisites: Windows knowledge. It may be very helpful to have completed HTML 4.01: Web Authoring and Cascading Style Sheets or have equivalent knowledge.

Expression Web: Level 2

Learning Outcomes:

\$395

8 hours

- Correctly modify a CSS layout and create the Master Page according to lab directions.
- Show 100 % competency in setting layer styles as directed by the instructor.
- Utilizing a set of instructions, accurately create a form with validation parameters.

After completion of this course, the following lesson objectives will help the students become comfortable with Microsoft Expression Web: Create the layout of a website. Create and manage layers. Design forms to submit and retrieve data from a database. Use frames to link and display several pages of web content within a single browser window. Work with XML to create and display data from an XML database. Use Expression Web to collaborate on website development and design in a workgroup environment.

Prerequisites: Windows knowledge. Microsoft® Expression® Web 2007: Level 1 course from Element K or have equivalent knowledge. Also database knowledge, XML and ASP.NET knowledge would be helpful, but not required.

Flash: Level 1

Learning Outcomes:

\$795 for both days 16 hours

- Use Flash drawing and painting tools proficiently according to the Learning Lab directions.
- Successfully build layers and use them to create special effects utilizing instructions in the lesson lab.
- Correctly create an animation based on the instructor's guidelines.
- Demonstrate an understanding of how to create a Mask Layer with 90% completion.

This two-day first level will introduce the user to the basics of creating objects and animating in Macromedia's Flash.

Upon successful completion of this course the student will be able to: View a Flash movie and modify the appearance of the Stage. Draw, paint, and create custom colors, gradients, and line styles. Manipulate objects, describe shape interaction, and import artwork. Add text and manipulate its behavior and appearance. Build layers and use them to create various effects. Create frame-by-frame, shape-tweened, and motion-tweened animation. Publish a Flash movie.

Prerequisites: A good understanding of a computer and it's basic operating system.

Flash: Level 2

Learning Outcomes:

\$795 for both days 16 hours

- Use the design patterns correctly according to the Learning Lab directions.
- Show 95% proficiency in using movie clips with buttons as illustrated in the Lesson Lab.
- Successfully add interactivity using ActionScript Elements as directed by the Instructor.
- Demonstrate an understanding of how to publish a movie with 100% completion.

After completion of this course, students will be able to: Plan a programming project. Apply elements of ActionScript. Get help with ActionScript Code. Do testing and debugging. Extend a movie clip behavior. Respond to events. Parse XML and use Arrays. Add components and set properties. Populate components with content. Respond to item selection in a component. Change the appearance of components. Load image, video and audio content. Improve navigation for accessibility. Make content readable by a screen reader. Prepare to publish from Flash. Edit the HTML host page. Add SWF metadata and publish to various formats.

Flash: Level 3

Learning Outcomes:

\$495

8 hours

- Manipulate symbols correctly according to the Learning Lab directions.
- Successfully create a visual class using directions from the Lesson Lab.
- Proficiently make the Stage a class as directed by the Instructor.
- Demonstrate an understanding of how to animate objects using the physics model.

After completion of this one-day course, students will be able to: Import assets for an animation and edit the animation. Build a navigation structure; encode video objects and add videos to a movie. Look at Object-Oriented Programming; use ActionScript for Animations; load data from an external source and create custom classes. Create a preloader and publish a flash application. Perform testing and debugging a Flash application.

Prerequisites: Flash: Level 1 and Level 2.

InfoPath: Forms

Learning Outcomes:

\$395

8 hours

- Successfully complete and save a form; export form data to Excel and the Web; edit posted data.
- Successfully complete and save a form; export form data to Excel and the Web; edit posted data.
- Correctly format a form and insert pictures and customize tables given instructions from the facilitator.
- Using information from the Lesson Lab, create custom views; set the default view; modify a view and create a print view to the instructors satisfaction.
- Protect InfoPath forms by applying security and set security zones.
- Successfully develop a form from a database, use InfoPath forms to add records to a database and query the database according to the Lesson Lab instructions.

Upon successful completion of this course, students will be able to:

Complete and save a form; export form data to Excel and the Web; edit posted data and share forms through Outlook. You will draft and test a form; publish a form template; troubleshoot publishing problems; create forms from templates and delete forms or templates. Learn to format a form; insert pictures; customize tables; create optional or repeating sections, customize controls and merge forms. Create custom views; set the default view; modify a view and create a print view. Protect InfoPath forms by applying security and set security zones. Develop form from a database, use InfoPath forms to add records to a database and query the database. Repair InfoPath installation, check the computer for minimum requirements, install and uninstall InfoPath.

Prerequisites: Advanced Microsoft Office experience concentrating in forms development and experience working in a tagged environment (such as HTML or FrameMaker with SGML).

HTML: Web Authoring, Level 1

Learning Outcomes:

\$795 for both days 8 hours

- Understand how HTML is used.
- Use a text editor to set up both global and content structures of an HTML document.
- Create links to locations within a site and out to other sites on the Internet.

- Efficiently format web page content by using both non-deprecated HTML tags and Cascading Style Sheets.
- Incorporate graphics into web pages as embedded images, links, and backgrounds.
- Generate unordered, ordered, and nested lists in HTML documents.
- Build and format tables for presenting data.

This one-day course will prepare the student to use good HTML coding practices to create Web pages that will continue to work in the ever-changing world of Web development.

Upon successful completion of this course, students will be able to: Know and understand HTML: how it is used and how it came to be. Use a text editor to set up both global and content structures of an HTML document. Create links to locations within a site and out to other sites on the Internet. Efficiently format Web page content by using both non-deprecated HTML tags and Cascading Style Sheets. Incorporate graphics into Web pages as embedded images, links, and backgrounds. Generate unordered, ordered, and nested lists in HTML documents. Build and format tables for presenting data.

Prerequisites: Familiarity with Personal Computers, Windows and Internet Explorer or Netscape.

HTML: Web Authoring, Level 2

Learning Outcomes:

\$795 for both days 8 hours

- Create well-formed code that conforms to the XHTML standard.
- Modify tables and create nested tables.
- Control the sizing, spacing, and alignment of images, and understand how image maps work.
- Create Web forms with a variety of different controls.
- Modify form attributes to make forms more usable and navigable.
- Apply the meta tag and understand how JavaScript is embedded into HTML documents.
- Create framed pages.
- Use style sheets (CSS) to design Web documents.

This second in a series (one day) course will prepare the student for creating well-formed code that complies with the XHTML standard.

Upon successful completion of this course, students will be able to: Create well-formed code that conforms to the XHTML standard. Modify tables and create nested tables. Control the sizing, spacing, and alignment of images, and understand how image maps work. Create Web forms with a variety of different controls. Modify form attributes to make forms more usable and navigable. Apply the meta tag and understand how JavaScript is embedded into HTML documents. Create framed pages. Use style sheets (CSS) to design Web documents.

Prerequisites: HTML: Web Authoring, Level 1.

Introduction to HTML5

Learning Outcomes:

\$895 for this two day class 16 hours

- Successfully demonstrate the new features of HTML5 during the Activity Lab.
- As shown during the Lesson Lab, correctly apply a section and article tag.
- Using the parameters set by the Instructor show proficiency in the Canvas.

Upon successful completion of this course, students will be able to: Start building HTML5 pages, understand the major benefits of HTML5 and the difference between HTML5 & HTML 4. You will become familiar with HTML5's new elements and attributes, work with audio and video, support Media types and dealing with non-supporting browsers. Work with HTML5's new canvas element to create code-based drawings, use color and transparency, circles and arcs, drawing lines and rectangles, quadratic and bezier curves and text. Use the cool HTML5 elements and understand the current state of browser support for HTML5 and how to make HTML5 degrade gracefully.

Web Design with HTML5 and CSS

Learning Outcomes:

\$895 for this two day class 16 hours

- Understand how HTML5 is used to the satisfaction of the Instructor.
- Successfully create a basic Web page as directed in the Learning Lab.
- Create a table with 100% accuracy as indicated in the Activity Lab.
- Efficiently format web page content by using Cascading Style Sheets.
- Using the Instructor's direction successful add Audio and Video to your Web page.

Level 1: Create and format a basic web page. Work with Lists. Create headers and footers; categorize and enhance text. Modify the page background and apply background properties to images. Create a table; modify a table structure and format a table using CSS. Create links and format links using CSS. Create image and Email links. Level 2: Create Web page layouts by grouping content. Create box layouts and multi-column layouts. Apply advanced CSS selectors; create an external CSS and apply browser-specific CSS code. Test a Markup and test CSS. Create CSS-based menus. Incorporate images in CSS-based menus and create image maps. Define Metacontent. Embed Media using plug-ins. Add Audio and Video. Create a form with basic form elements and add advanced form elements. Then submit the forms.

Java Script: Enhancing Web Pages

Learning Outcomes:

\$395

8 hours

- Successfully identify errors in JavaScript code given the parameters in the Lesson Lab.
- With 100 percent accuracy, navigate Web pages with the Select Object.
- Under the instructor's guidance, create interactivity with images provided.
- Given the directions in the Activity Lab, correctly create frames and change content within the frames.

After this class, students will be able to: View JavaScript effects, examine the JavaScript code and identify errors. Display messages in the browser window. Manage events and create functions and variables. Assign object references. Examine control structures and code formatting techniques. Navigate Web pages with the Select Object. Swap images and create image rollovers. Automate dynamic image swapping. Manage browser differences. Change styles dynamically and position dynamic elements. Create frames and change contents of a frame. Load pages into new windows. Validate data with functions. Calculate numeric values. Script onSubmit and onReset events.

Prerequisites: Introduction to Programming, HTML Programming Level 1 & 2 and Web Development with Cascading Style Sheets is recommended.

MS: SharePoint Foundation:

Learning Outcomes:**\$750****16 hours**

- Use the default Windows SharePoint Services team Web site to create a basic project Web site to the instructor's satisfaction.
- Use the default Windows SharePoint Services team Web site to create a basic project Web site to the instructor's satisfaction.
- Correctly Create Web discussions and add surveys using the information in the Lesson Lab.
- Correctly Create Web discussions and add surveys using the information in the Lesson Lab.

This two-day course will demonstrate how to create a virtual team Web site enabling information sharing between project team or department members.

Upon successful completion of this course, students will be able to: Define Windows SharePoint Services. Use the default Windows SharePoint Services team Web site to create a basic project Web site. Create announcements, events, and links. Create site users and import users from Outlook. Create custom site groups and control access permissions. Create a contact, task and issues list. Apply permissions to lists, set content approval and approve or reject list items. Create a document library, adding, uploading and modifying documents. Create a form and picture library. Create discussion boards, adding and deleting messages. Create, modify and respond to surveys, then export survey results. Add, modify and remove Web parts or move Web parts on the Home Page. Modify the Quick Launch Bar.

Prerequisites: Windows and Internet browser experience and strong MS Office skills.

SharePoint Foundation: Advanced**Learning Outcomes:****\$795****16 hours**

- Successfully brand a site collection
- Manage security options as indicated within the Activity Lab.
- Correctly administer site security according to the Instructors directions.

During this class students will:

Learn the SharePoint site hierarchy, create a custom look and feel for a site collection, create a custom site layout. Perform calculations on list data and customize list settings. Perform advance operations on a library, create a library template and describe information rights management. Create a form library and customize a form template using InfoPath. Create and apply a content type. Add a default workflow and create a custom workflow. Index content and enable search options. Synchronize a SharePoint site on the local computer and perform offline operations on a SharePoint site. Create and administer a site collection. Manage permissions. Set Web part security and anti-virus options. Set site collection quotas and locks and monitor site usage. Recover lost information. Perform and restore a granular backup and a farm backup.

Prerequisites: Windows and Internet browser experience and SharePoint Foundation: Introduction.

MS: SharePoint Foundation: End User**Learning Outcomes:****One Day for End User \$395 8 hours**

- Understand the Windows SharePoint Foundation 10 Environment.
- Create a contact, a task, an issues list and set content approval.
- Add documents to a library; upload and modify documents.

- Add and delete discussion messages; remove discussion boards; and create and delete Web discussions.

This one-day course is designed for the end user who needs a good overview of SharePoint and how to input data and modify information on the Web page.

Upon successful completion of this course, students will be able to: Understand the Windows SharePoint Services Environment. Change site title and description; create announcements, events, links; Create a contact; create a task; create an issues list; set content approval; approve or reject list items; create custom lists; add documents to a library, upload and modify documents; fill out forms; add pictures; delete a library; add and delete discussion messages; remove discussion boards; create and delete Web discussions.

Prerequisites: Internet browser experience plus good knowledge of MS: Office products.

SharePoint Designer: Level I & II

Learning Outcomes:

\$895

16 hours

- Working with the Instructor, exhibit accomplishment in customizing the Designer Interface.
- Using directions in the Learning Lab, add basic functionality to Web Pages with Hyperlinks, Bookmark Links, and create a Hotspot.
- Create an ASP.NET form and validate inputs with 100% accuracy.
- Successfully work with SharePoint site templates as directed by the instructor

Upon successful completion of this two day course, students will be able to: Add content to a web page, create a new subsite, use Cascading Style Sheets to format a SharePoint site, add and format text, work with tables and images, add Hyperlinks, create a Hotspot, add Bookmark links, add an interactive Button add Lists and Libraries, work with Web Parts, add a link Bar and enhance the Navigation Structure. Learn how to create an ASP.NET form, modify form control properties, validate inputs and customize an interactive Button. Implement Data Sources and display data in data views, import data into a data view, update the data view presentation and work with the data view commands. Open an existing subsite and create a new web page from an existing template. Move data view web parts to different web part zones, reference and consume a web service, save a customized site as a SharePoint site template. Display XML data with XSLT. Generate usability Reports, back up, restore, and migrate a SharePoint site.

Prerequisites: Microsoft Windows SharePoint Services 3.0 or equivalent knowledge.

Visual Studio.NET: Introduction

Learning Outcomes:

\$395

8 hours

- Perform the steps necessary to create a simple Windows Forms project.
- Perform the steps necessary to interact with a database in a Windows Forms project.
- Perform the steps necessary to create a Web Forms project.
- Perform the steps necessary to create a Web Services project.

This one-day of training will provide the basics of the Visual Studio.NET environment and is the first step to creating .NET applications. Learn to use the various wizards and other neat features.

Upon successful completion of this course, students will be able to:

Create a simple Windows Forms project.

Perform the steps necessary to interact with a database in a Windows Forms project.

Create a Web Forms project adding Form Controls, Code-Behind and edit existing XML pages using the XML Editor.

Create a Web Services project - delete, exclude, or remove Solution, Project, or Folder items.

Prerequisites: NET Framework: Introduction or knowledge of the .NET platform is recommended.

Website Design I & II

Learning Outcomes:

\$695

16 hours

- Examine "hard to decide" design issues from both a theoretical and practical approach.
- Define the difference between good web-site design concepts and concepts that might be counter productive.
- Critique a site's usability and apply techniques that enhance usability.
- Learn Navigational tricks to encourage return visits.
- Discover how the web user reacts to various color schemes.

This two-day series will demonstrate how to design a dynamic web site that will also be intuitive for the end user. Elements of Illustrator, PhotoShop, and Flash will be examined.

Upon successful completion of this course, students will be able to: Learn how to develop high-impact and dynamic web sites. Look at the steps necessary for planning a web site. Examine "hard to decide" design issues from both a theoretical and practical approach. Learn the difference between good web-site design concepts and concepts that might be counterproductive. Examine existing web pages for examples of "What to do" and "What not to do" ... Critique a site's usability and apply techniques that enhance usability. Learn Navigational tricks to encourage return visits. Discover how the web user reacts to various color schemes.

Prerequisites: For the Web Design beginner or Webmaster needing more graphic design basics.

Web Development with Cascading Style Sheets

Learning Outcomes:

\$795

16 hours

- Describe the types of style sheets, discuss the advantages and risks of designing style sheets, and apply correct style sheet syntax.
- Apply CLASS and ID selectors to customize styles, use the DIV and SPAN elements to construct styles, and create an external style sheet and link documents to it.
- Discuss the rules of the cascade, and create cascading styles.
- Style text with typographical properties, including aligning and indenting text, controlling spacing of lines and characters modifying other text characteristics; declare specific and generic fonts; size fonts with various methods; and create variations of font styles.

This two-day course is designed for students who want to learn how to use CSS to develop and design Web sites. Upon successful completion of this course, students will be able to:

Learn about style sheets of various types, understand the advantages and risks of designing style sheets, and apply correct style sheet syntax. Apply CLASS and ID selectors to customize styles, use the DIV and SPAN elements to construct styles, and create an external style sheet and link

documents to it. Understand the rules of the cascade, and create cascading styles. Style text with typographical properties, including aligning and indenting text, controlling spacing of lines and characters modifying other text characteristics; declare specific and generic fonts; size fonts with various methods; and create variations of font styles. Apply text and background colors with a variety of methods and other background techniques like controlling background tiling and position. Control the margins, borders, and padding of page elements, and create floating element list styles.

Prerequisites: HTML: Web Authoring, Level 1 and 2 (optional).

XML: An Introduction

Learning Outcomes:

\$395

8 hours

- Create XML documents.
- Display XML documents using CSS.
- Compare HTML and XML.
- Create an XML Markup Language: processing instructions, character data, and comments.
- Create a Document Type Definition.
- Use XSLT to order your output.

This one-day look at XML will prepare the student for working in documents using XML and XSLT.

Upon successful completion of this course, students will be able to: Take a look at the history and development of XML and why it is the best of all worlds. Learn the limitations of SGML. Look at the elements, attributes, and entities in creating XML documents. Create an XML Markup Language: processing instructions, character data, and comments. Create a Document Type Definition. Look at XML Schema Data Types and specifications, elements, and attributes. Work with Style Sheets and Cascading Style Sheets. Use XSLT to order your output. Introduction to XML Namespaces and linking using HTML Namespaces. Work with XLink and Xpointer.

Prerequisites: Introduction to Programming, HTML 4.01 Level 1 & 2, and Web Development with Cascading Style Sheets.

DCG Contact Management Courses

ACT! Introduction

Learning Outcomes:

\$300

8 hours

- Using the lists provided, create a contact database with efficiency and accurately.
- Successfully perform a lookup of contact information based on certain criteria in the Lesson Lab.
- Demonstrate expertise in using the different Calendar views and scheduling activities created in the Activity Lab.
- Create a contact sort routine correctly, given the information in the manual.

This one day class will give you a good overview of the extensiveness of Act! as a contact management database. Learn the interface and features.

During this class the student will open an existing database and become familiar with the ACT! environment. Learn to create and edit a database. Locate contact records by using the Lookup feature and the Contact List window. Organize and manage contact records by creating groups. Schedule and

manage activities, notes, and records by using the Activities tab and SideACT!. Create, edit, and format a document by using the ACT! Word processor. Schedule and manage activities by using the calendar windows and the Task List windows. Work with the new feature-Sales Opportunities.

Prerequisites: Windows: Introduction or equivalent knowledge.

ACT! Advanced

Learning Outcomes:

\$300

8 hours

- Perform complex retrievals by creating, naming and using queries as indicated in the Lesson lab.
- Analyze the data to be stored and customize ACT! databases as appropriate demonstrating accuracy.
- Successfully perform an export of information based on certain criteria as presented in the Activity Lab.
- Customize and print a report as designed by the Instructor.

During this one-day session, students will have a chance to learn how to modify templates and reports, customize a database, automate procedures and perform complex lookups.

Upon completing this course, students will be able to: Perform complex lookups by creating, naming and using queries and Advanced queries. Automate procedures by recording and running macros, and by accessing macros through the toolbar. Exchange data by importing data into an ACT! Database, exporting data out of an ACT! Database, and synchronizing data between ACT! Databases. Customize a database by modifying field names and attributes, layouts, menus, and keyboard shortcuts. Work with templates by creating, editing, merging and applying templates. Work with report templates by creating and editing them. Manage a database by securing it, backing it up, and by purging, compressing, and reindexing it. Learn to connect to World Wide Web sites by using Internet Links.

Prerequisites: Windows: Introduction and ACT! Introduction.

GoldMine: Introduction

Learning Outcomes:

\$295

8 hours

- Describe the components of the GoldMine environment.
- Create and edit a database and enter new contacts into the database.
- Locate contact records by using the Lookup feature and the Contact List window.
- Organize and manage contact records by creating groups.
- Schedule and manage activities, notes, and records by using the various tabs available.

This one-day class will acquaint the new user with various features of GoldMine and how to use it most beneficially.

During this class the student will open an existing database and become familiar with the GoldMine environment. Learn to create and edit a database. Enter new contacts into the database. Locate contact records by using the Lookup feature and the Contact List window. Organize and manage contact records by creating groups. Schedule and manage activities, notes, and records by using the various tabs available. Create, edit, and format a document by using the GoldMine Word processor.

Prerequisites: Windows: Introduction or equivalent knowledge.

DCG Email/Communications Courses

Outlook: Introduction

Learning Outcomes:

\$225

8 hours

- Successfully send a mail message, change message formatting, attach a file to a message, check the spelling and grammar, and send a message to a single user and to multiple users utilizing the information in the Lesson Lab.
- Schedule an individual, a recurring appointment, and an event using the set of criteria provided in the exercise.
- Accurately edit, delete, and restore an appointment as demonstrated by the instructor during class.
- Given a set of instructions, correctly schedule a meeting, reserve meeting resources, reply to a meeting request, propose a new meeting time, update a meeting, track meeting responses and attendee status, and cancel a meeting.

This one-day class will help students become comfortable with the interface, mail messages and contact management within Outlook. Suitable for persons preparing for the MOS certification in Outlook. Upon successful completion of this class, students will be able to: Send a mail message, change message formatting, attach a file to a message, check spelling and grammar, and send a message to a single user and to multiple users. Open an unread message and reply to it, open and save a message attachment, print a message, forward a message, mark a message as unread, and delete a message. Schedule an individual and a recurring appointment and an event. Edit, delete, and restore an appointment. Print the calendar in two different views. Schedule a meeting and reserve meeting resources, reply to a meeting request, propose a new meeting time, update a meeting, track meeting responses and attendee status, and cancel a meeting. Add and edit a contact, sort and find contacts.

Prerequisites: Windows: Introduction or equivalent knowledge of the Windows environment.

Outlook: Advanced

Learning Outcomes:

\$275

8 hours

- Successfully customize the calendar by setting various calendar options as described in the Lesson Lab.
- Utilizing a set of instructions, accurately set rules, such as notify others that you will be out of the office.
- Specify folder permissions and delegate access to folders as directed in the exercise, without error.
- Correctly customize the Toolbar and Menu and create a folder Home Page as demonstrated within the Lesson Lab.

Students will be able to customize the Outlook environment, calendar and mail messages. Learn how to track, share, assign, and quickly locate various Outlook items. Prepares the student for the Microsoft Office User Specialist certification.

Upon successful completion of this course, students will be able to: Track work activities using the Outlook Journal. Customize the calendar by setting various calendar options. Modify message settings and delivery options. Notify others that you will be out of the office. Insert a Hyperlink. Specify folder permissions or access another user's folder and delegate access to folders. Customize the Toolbar and Menu, create a folder Home Page. Sort and find messages using multiple criteria. Manage junk Email.

Prerequisites: Windows: Introduction and Outlook: Introduction.

Project Management Professional Program Courses

DCG Project Management Courses

Project Management for Non-Project Managers

Learning Outcomes:

\$295

4 hours

- Accurately identify the difference between daily tasks and project work.
- Correctly identify the phases of a project's life cycle.
- Demonstrate proficiency in completing a Statement of Work.
- Successfully identify your project's tasks and resources.
- Order tasks using the Work Breakdown Structure

During this workshop each participant will receive the following information: This session will examine some of the key skills a project manager needs. Four major phases of a project will be examined. Creating a vision statement, what it is and how to create one. Discuss the six key parts (SMART + CR) of a project goal. Learn to create a statement of work. Use a project planning worksheet to fine-tune each step of the project. Identify and list tasks and resources. Learn how the Work Breakdown Structure can assist in defining the process behind each step. Estimate time and scheduling considerations. Discuss creating an action plan to mitigate and minimize the risks encountered. During the Executing phase you will discover how helpful status meetings and issues management can be. Discuss a universal change control process that can be used for any project. Learn things that should take place during the close-out phase of a project. Fill out an action plan to ensure there is a knowledge transfer and commitment to utilize topics discussed in future project management responsibilities. Prerequisites: None

Project Management: Fundamentals

Learning Outcomes:

\$295

8 hours

- Accurately list the phases of the Project Management Life Cycle and the project manager's role in each phase, based on in-class information provided.
- Given project information, successfully create a statement of work for a project encompassing defining of the project and its scope.
- Working with a partner, and given guidelines from a program lab, effectively list techniques for controlling deviation from budgets and schedules shown in the lab.

This one-day seminar will focus on the conceptual underpinnings that students must know in order to use any project management software application effectively. This session will provide the theory and core methodology you will need to manage projects or participate on project teams.

During this workshop each participant will: Discuss the phases of the Project Management Life Cycle and a project manager's role in each phase. List and discuss basic project success criteria and common reasons for project failure. Discuss techniques for setting up a strong project team. List and discuss elements of a Risk Management Plan. Learn the techniques for planning and sequencing project activities, including the Work Breakdown Structure and the Network Logic Diagram. Identify the Critical Path for completing a project on schedule. Look at the cost elements that should be included in a project budget. Discuss techniques for controlling for deviation from budgets and schedules. Discuss key elements of project management communications and reporting tools. Learn key activities of project close-out.

Project Management Concepts and Principles

Learning Outcomes:

\$1,795

24 hours

- Using classroom discussion, accurately list basic steps of project development and what activities fall under each step.
- Based on a project scenario provided, effectively create all component plans of project plan.
- Given a project plan, successfully analyze the project plan given and evaluate the ability to control project risk.
- For the defined project, demonstrate proficiency in project planning by preparing a plan to avoid scope creep.

This three-day shortened and intensive session offers the student a standards-based approach to successful project management across application areas and industries and focuses on the generally accepted practices of project management recognized by PMI, Inc. A copy of the PMI "A Guide to Project Management Body of Knowledge" will also be provided.

Learn the basic functions in initiating a project; define the scope of the project; develop a Work Breakdown Structure (WBS); create an activity list and project network diagram; Identify the Critical Path; develop a Project Schedule; determine resource requirements; estimate project costs; establish a cost baseline; create a quality management plan; document roles, responsibilities, and reporting relationships, assign project staff, create a communications management plan; create a risk management plan; perform qualitative and quantitative risk analysis; prepare a statement of work and procurement document; execute the project plan; implement quality assurance; develop the project team; distribute project information; solicit proposals, quotes, or bids; select a seller; administer a contract; manage changes to performance baselines; review deliverables and work results; control project scope changes, the project schedule, costs, quality and performance; monitor and control project risk; obtain formal acceptance and close out a contract. If time allows - experience a practice test with the help of a PMP who has already taken the test.

Prerequisites: Project Management Fundamentals; MS Project: Level One & Two and a good knowledge of Word preferred.

Project Management Professional Certification Preparation

Learning Outcomes:

\$2,695

40 hours

- Using information provided in class, successfully list the basic steps of project development and what project activities fall under each step.
- After classroom discussion, accurately describe the nine project management knowledge areas and how each applies to project management responsibilities.
- Analyze project and evaluate progress and monitor and control project risk.
- Working together with the Instructor, begin preparing supporting documentation for PMP application

This five day interactive session offers the student a standards-based approach to successful project management across application areas and industries and focuses on the generally accepted practices of project management recognized by PMI, Inc. As you proceed through this course, you will examine each of the nine project management knowledge areas and their component processes as described in the PMI "A Guide to Project Management Body of Knowledge".

Learn the basic functions in initiating a project; define the scope of the project; develop a Work Breakdown Structure (WBS); create an activity list and project network diagram; Identify the Critical Path; develop a Project Schedule; determine resource requirements; estimate project costs; establish a cost baseline; create a quality management plan; document roles, responsibilities, and reporting relationships, assign project staff, create a communications management plan; create a risk management plan; perform qualitative and quantitative risk analysis; prepare a statement of work and procurement document; execute the project plan; implement quality assurance; develop the project team; distribute project information; solicit proposals, quotes, or bids; select a seller; administer a contract; manage changes to performance baselines; review deliverables and work results; control project scope changes, the project schedule, costs, quality and performance; monitor and control project risk; obtain formal acceptance and close out a contract. Experience a practice test with the help of a PMP who has already taken the test.

Prerequisites: Project Management Fundamentals; MS Project: Level One & Two and a good knowledge of Word.

Team Building for the Project Manager

Learning Outcomes:

\$1095

16 hours

- Given classroom discussions successfully define the project management process areas and discuss how those areas are impacted by team behavior.
- Using your team as a guide, create an action plan for effective team building by identifying team gaps.
- Based on information provided in exercises, compare and contrast motivational techniques for the teams defined in the exercises.
- Create a communication flow analysis and provide a plan to ensure proper communication throughout your team.

This high-energy program is led by a certified PMP and designed to improve any project managers abilities to create and maintain an effective project team.

During this two-day class, participants will explore both the processes and human behavior aspects of team development and maintenance. Throughout the training the participants will be exposed to many of the theories and techniques which are a part of the PMBOK as well as possible questions for the PMP examination. This course will tie the relationship of teams together with the related project management knowledge areas. Teaming and Teambuilding are essential elements to any successful project. Discover how the key process areas affect your team in addition to how your team affects the key process areas.

Prerequisites: None necessary.

Team Building - Surviving the Storm!

Learning Outcomes:

\$595

8 hours

- Accurately define the term storming after having participated in classroom discussion.
- Define three situations that are part of the storming process and formulate a plan for bringing your team through each should it occur.

- Using role plays evaluate possible resolutions for conflicts and select the best resolution based on the processes and human behavior aspects learned in the session.

This one-day program is led by a certified PMP and is designed as a trouble-shooting session for the Project Manager and his team.

Participants in this class will learn how to: Control the storm. Take advantage of the storm. Lead the team to success by guiding them through the storm and bringing them into the next stage of norming. Storming is the most difficult and least understood phase of team development. It can also be the most uncomfortable. Explore both the processes and human behavior aspects of team development and maintenance. Throughout the training, the participants will be exposed to many of the theories and techniques of developing individuals and teams. Bring your team together to learn about the storming phase and ensure a productive, positive outcome.

Prerequisites: None necessary.

Project Management for the HR Professional

Learning Outcomes:

\$1,295

16 hours

- After participating in classroom discussion, accurately list the phases of the Project Management Life Cycle and the project manager's role in each phase.
- Given a set of circumstances, effectively demonstrate techniques for planning and sequencing project activities.
- Using a current project of your own, successfully analyze financial issues and prepare a project budget.
- Using scenarios provided in class, demonstrate techniques for controlling deviation from budgets and schedules.

Two days of time well spent learning the "how to" of creating projects and taskforces to address urgent large-scale programs and improvement plans. In addition, HR participation is increasingly requested for non-HR project teams. Learn to lead or excel on a Project Team using roles and methods common to successful Project Management

Taught by a certified Project Management Professional (PMP) you will learn the basic functions in initiating a project, principles and concepts involved; understand the Project Life Cycle and roles of all selected to be involved in each phase of the project. Define the scope of the project; develop a Project Schedule; determine resource requirements and tools needed; estimate project costs; create a quality management plan; document roles, responsibilities, and reporting relationships, assign project staff, create a plan to adequately communicate to everyone involved in the project and those needing a summary of completed actions. Learn best methods for executing the project plan and generating the final recommendation(s).

Prerequisites: Project Management Fundamentals would be helpful.

DCG Microsoft Project Computer Courses

Microsoft Project: Level 1

Learning Outcomes:

\$795 for both days 8 hours

- Correctly create a project plan file and enter task information as directed by the instructor.
- Create a work breakdown structure by organizing tasks and setting task using information in the Lesson Lab and showing adequate proficiency.
- Utilizing the data in the Exercise assignment, use the Project Calendar to assign and track tasks with no more than 10% error rate.
- Successfully assign Project resources and finalize the project plan file as demonstrated in the Activity Lab.

This first course in a two part series will cover the critical skills necessary to create and modify a project plan file that contains tasks, resources, and resource assignments.

Upon successful completion of this course, students will be able to:

Create a project plan file and enter task information.

Create a work breakdown structure by organizing tasks and setting task relationships.

Organize tasks in a work breakdown structure containing task relationships.

Use the Project Calendar to assign and track tasks.

Assign Project resources and finalize the project plan file.

Set deadlines and resolve resource conflicts.

Prerequisites: Highly recommend Windows Operating System class, or comparable knowledge. An understanding of project management concepts. The following would also be helpful: familiarity with MS: Word, MS: Excel and Project Management Fundamentals.

Microsoft Project: Level II

Learning Outcomes:

\$795 for both days 8 hours

- Learn to manage a project
- Exchange project plan data with other applications
- Update a project plan
- Create custom reports
- Re-use existing project plan information
- Collaborate on a project plan with others.

This second day in a series will build upon the knowledge gained in the previous class and will give you the opportunity to work with a project plan once it has entered the project implementation phase. Upon successful completion of this course students will be able to: Manage a project Exchange project plan data with other applications Update a project plan Create custom reports Re-use existing project plan information.

Prerequisites: An understanding of project management concepts and Microsoft Project: Level 1.

DCG Six Sigma & Lean Courses

Six Sigma Orientation

Learning Outcomes:

\$695

8 hours

- Based on classroom discussions, effectively analyze your business needs and determine if Six Sigma applies to them.
- Using information provided define Process Management Teams and Quality Improvement Teams; Compare and contrast.
- Using your own work situation as a guide, prepare an action plan to effectively organize your organization for quality improvement.

During this one-day course, you will learn Six Sigma concepts and how to apply those concepts to Quality Improvement initiatives. Anyone working on a team seeking to improve production, processes, and systems will gain from this overview.

During this course you will gain the fundamental knowledge to determine if Six Sigma is the right methodology for your business needs. Learn a short history of the development of Six Sigma and key Six Sigma Terminology. Look at the Quality policy, leadership involvement, concepts that apply to customer and supplier, principles of quality improvement and measuring for success. As the concepts of Six Sigma are unfolded you will learn about Process Management Teams, Quality Improvement Teams, Functional Managers, the Quality Council and how all this relates to the individual employee. Discuss the Process Improvement Models by looking at the Ford 8D program, the Six Steps to Six Sigma, the AT&T 8 Step Methodology, Motorola's 5 Step DMAIC Model and Shewhart Quality Cycle. Discuss some of the statistical tools, diagrams and charts used to measure, understand and drive quality, and then apply those tools and techniques to your quality improvement activities.

Prerequisites: None.

Six Sigma Green Belt Certification

Learning Outcomes:

\$1,995

24 hours

- Enterprise Deployment of Six Sigma
- Managing through Processes
- Project Management for Six Sigma
- Six Sigma Methodology – Define
- Six Sigma Methodology – Measure
- Six Sigma Methodology – Analyze
- Six Sigma Methodology – Improve
- Six Sigma Methodology – Control
- Lean Enterprise and Six Sigma

A three-session interactive Boot Camp that provides you with the knowledge needed to perform adequately as a member of a Six Sigma Green Belt team. You will study and be tested on nine major areas of knowledge adapted from the American Society for Quality's Certified Six Sigma Black Belt Body of Knowledge.

Requirements for Six Sigma Green Belt Certification

All three requirements must be fulfilled to earn the certification:

- 1 Perfect attendance to this class
- 2 A passing grade in a standard test based on course materials and lectures
- 3 Approval of one project affidavit signed by the project champion, as demonstration of experience

Standard Test

Will cover all nine major areas of knowledge, testing for level of comprehension needed for the Green Belt role. The test is multiple options.

Project Affidavit Format

- 1 Candidate name and contact information
- 2 Six Sigma project name
- 3 Project start and completion dates
- 4 Description of project purpose and relevance to business objectives
- 5 Candidate's participation and performance during project execution
- 6 Benefits achieved as a result of the six sigma project
- 7 Project champion signature, date and contact information

Prerequisites: Being selected for a Six Sigma Green Belt team, or having worked in quality management and/or process improvement projects.

Lean Manufacturing/Enterprise Overview

Learning Outcomes:

\$795

8 hours

- After participating in classroom discussion, be prepared to successfully list basic Lean Manufacturing terminology.
- Using your own company as an example, successfully examine the goals of Lean manufacturing and compare them to your current business goals.

This one day introductory level course will acquaint the attendee with the origin, goals, and desired outcomes of Lean Manufacturing from the Toyota viewpoint. Along the way, we will learn terms used within Lean and what their relationships are to gains in productivity.

After successful completion of this workshop, the student will have a better understanding of the importance of Lean and how it relates to managing workflow, inventory, and costs. We will look at the development of Lean, the Seven Wastes, Inventory flow, 5S, Value Stream Mapping, Takt Time, Kanban, Kaizen and other terms used. In addition, a brief history of the "The Toyota Way" will be covered. Utilizing an employee training manual, this course can also be used to acquaint employee's with the concepts of Lean Manufacturing and the reasons for adopting Lean within their workplace.

Prerequisites: This is an entry level course for anyone wanting to know the basics of Lean Manufacturing, the terminology and principles involved and how they can apply to your operation.

Lean Enterprise: Building the Culture & Corporate Philosophy

Learning Outcomes:

\$795

8 hours

- Discovering Corporate Philosophy
- Becoming a Catalyst for Change
- Examining The Learning Organization
- The Importance of asking questions like “why”
- Partners & Suppliers
- Making Decisions by Consensus
- Determine The Lean Mindset
- Developing your Team

This one day session will include a brainstorming time to define your corporate philosophy, make sure it melds with Lean and develop principles on how to build your people strategy and customer goals around your philosophy. This important session will bring all the start up team together to develop a Philosophy either building on what you already have in place or using the role model of Toyota. Start with the culture today, learn from its' roots, then draft your plans for where you want to be - the future state vision. Develop learning goals both for your team and companywide. Make a pact to support the system and get others on board. Determine the importance of asking "why" as you probe deeper for a better understanding or what is currently in place, how the work flows, and how you would like it to be. Set targets of percentages of waste to eliminate, money to be saved, and/or process to be eliminated. Discuss the steps needed to build consensus and develop the Lean Mindset within the company by being role models.

Prerequisites: Completing the Lean Enterprise Overview one day course would be very helpful.

Lean Enterprise: Kaizen Events & Value Stream Mapping

Learning Outcomes:

\$795

8 hours

- The Agenda
- Change Management
- Mapping the Value Stream
- Why have on-going Kaizen Events?

This one day course describes the importance of Value Stream Mapping and extracting the input of all involved. After successful completion of this workshop, the student will see the value of buy-in from everyone in order to improve work flow across the board. You will learn how to develop a map to analyze the complete activity cycle, collect baseline data and develop an employee information database utilizing their ideas of what works well and what doesn't. Map processes, categorize tasks and track the flow of material. Look for the root cause of any waste. During your brainstorming meetings (Kaizen Events) learn to ask pointed questions to develop smoother processes, decrease lead time, minimize waste, and extract cost savings.

Prerequisites: Familiarity with Lean Manufacturing, its' principles and importance. Those desiring to make a difference within their company.

Lean Enterprise: The Improving Workflow and the 7 wastes

Learning Outcomes:

\$795

8 hours

- Study the 7 Wastes Identified by Toyota
 - Overproduction
 - Wasted Time
 - Transportation
 - Processing Procedures
 - Excess Inventory
 - Unnecessary Movement
 - Defects
- Develop a Philosophy for Waste Reduction
- Value Stream Mapping Improvements
- The Continuous Improvement Cycle
- Creating Stability from Instability
- The Connected Process Flow

This session will develop participants understanding in the success of improving the process for identifying waste, understanding the root cause, and putting in place strategies to eliminate waste. After successful completion of this workshop the participant will better understand how to find waste within each process upstream and downstream using The Toyota Way of identifying waste. You will then develop an internal procedure or philosophy for eliminating waste. Discuss your Current State Value Stream Map and identify improvements. Apply the Continuous Improvement Cycle to all processes one at a time. Produce consistent results eliminating variations thereby creating stability from instability. Learn the standing in the circle method for diagnosing variations. Learn the continuous flow process and how to sustain it. Look at the Toyota waste reduction model to have a visual impact for reducing waste.

Prerequisites: Previous courses such as Lean Enterprise/Manufacturing Overview and Lean Enterprise Developing the Baseline & Value Stream Mapping are recommended.

Lean Enterprise: Plant or Office Design and Workflow Study

Learning Outcomes:

\$2,995

32 hours

- Applying Value Stream Mapping
- Work Analysis
- Workflow at the Macro level
- Maintenance Activities
- Process flow
- Workflow at the Micro level
- Problem Solving Techniques
- The Lean Mindset

During these four days the participant will put into practice what has been learned from previous classes as well as classroom time within this course. The practical application is actual on-site study of the plant or office design and workflow.

After successful completion of this workshop each participant will understand cellular concepts, designing around monuments, improving the workflow at a macro level. After your Value Stream Mapping has been performed, then a work analysis is developed, workflow is determined at the macro level, maintenance activities are noted, and process flow is considered. After these studies are

performed, then you can effectively design the work stations at the micro level. The Seven wastes and 5S concepts will be considered during all the previous steps. The goal for this study is workplace organization and simplification, process improvement and problem-solving and Continuous Improvement. Developing the Lean Mindset across the organization is a primary solution to managing waste.

Prerequisites: This course should be preceded by Lean Enterprise Overview; Lean Enterprise: Building the Culture and the Corporate Philosophy; Lean Enterprise: Developing the Baseline & Value Stream Mapping and Lean Enterprise: The Improving Workflow & 7 Wastes.

Business, Management, Marketing, and Related Support Services Program Courses

DCG Career Skills Half Day Sessions

Call Time Out When you Want: Be Your Own Coach

Learning Outcomes:

\$195

4 hours

- The Value of Mentoring
- Attributes of Good Mentors
- Being Your Own Mentor/Coach
- Questions to Ask
- Listening To Yourself
- Guiding Your own Development
- Turning Advice into Action
- Keeping Yourself on Track

This half-day workshop provides participants with the tools of good mentoring habits, how to be a mentor/coach to yourself, and evaluation techniques to determine the best path to follow. The best answers to the questions and challenges in our lives are usually already within us. The problem is we don't know how (or don't think) to draw those answers out. This workshop will show you how self-mentoring is a process of asking ourselves specific questions, organizing the feedback, then learning how to evaluate that information. You will learn to become your own coach, cheerleader, supporter, challenger, and sounding board. You will discover different self-mentoring techniques such as writing exercises, visualization, role-playing, brainstorming, and elimination lists. Use these techniques on a regular basis to help with goal setting, decision making, or for keeping yourself on track.

Prerequisites: None

Conducting Effective Meetings

Learning Outcomes:

\$195

4 hours

- Analyze the possible methods for conducting a meeting and select the best for any situation.
- Evaluate issues and reluctance on the part of meeting participants and formulate a plan to increase productive participation.
- Demonstrate good listening skills including active listening, creative response, and brainstorming.

This half day workshop will help you identify the benefits, types and misconceptions about meetings. Interactive exercises are included.

During this session, you will learn how to plan, participate and close a meeting. Identify the benefits, types and misconceptions about meetings. Identify the types of meeting leaders and the characteristics of an effective meeting leader. Discover the process to follow when making decisions in a meeting, and explain how to identify and minimize groupthink in meetings. Identify the main causes of conflict and the ways to resolve conflict in meetings. Recognize the characteristics of a positive and negative climate and the steps to build a positive climate when communicating. Learn the ways to communicate clearly in a meeting, and the ways to enhance relationships with participants. Define the common barriers to listening effectively. Learn how to ask effective questions and the four types of questions that are helpful during a meeting. Identify the different ways nonverbal messages

can be sent, interpret nonverbal communication and look at steps to improve nonverbal communication.

Prerequisites: None.

Do You Hear What I Hear?

Learning Outcomes:

\$195

4 hours

- Using in-class exercises, accurately define four of the basic elements of communication.
- Observing three role plays analyze the ineffective communication and propose at least one effective communication behavior for each.
- Based on class discussion successfully define six barriers to good listening.
- Given a set of circumstances, effectively describe how you would modify the communication and why.

This great half-day session will provide you with tools to help you become a more effective listener making meetings and one-on-one sessions more productive.

Specifics covered during this workshop:

What did you say? Barriers to listening. Asking good questions. Understanding others. Benefits of "I" messages.

Prerequisites: None

Do You Understand What I'm Saying?

Learning Outcomes:

\$195

4 hours

- Using in-class exercises, accurately define four of the basic elements of communication.
- Observing three role plays analyze the ineffective communication and propose at least one effective communication behavior for each.
- Using classroom discussion, successfully describe the communication process.

This half-day session will involve learning different personality styles and the best ways to communicate with each. Delivered in a humorous fashion, encouraging feedback.

Specifics covered during this workshop are: Understanding others. Speaking without talking.

Identifying communication behaviors. Principles of respect. Prerequisites: None

Give a Presentation: Who Me?

Learning Outcomes:

\$195

4 hours

- After classroom discussion accurately list presentation styles, when they are appropriate and for what audience.
- Given a topic, successfully create a three minute presentation and present it to the class.
- Using a list of criteria, effectively determine what information is necessary for the presentation and organize the information in order of importance.
- During participant presentations evaluate presentations by others and articulate their strong and weak points. Expect to have the same done for your presentation.

This half-day motivational session will provide short vignettes and tips in an active, participatory manner. Yes, you can speak in front of an audience and do a great job! Questions are encouraged in this give and take session.

Determine ways to seize the audiences' attention and keep them riveted, wanting to come back for more. Use humor to warm up the audience and hold peoples' interest. Learn techniques for handling the problem child. Discover how to build your own confidence and displace the anxiety that troubles us all. Learn superb opening techniques. Prerequisites: None

Is Eight Enough?

Learning Outcomes:

\$195

4 hours

- Based on classroom discussion, successfully list your top ten tasks and outline the time it takes to complete each (including start up and wind down).
- Using in-class exercises define at least three ways in which technology can be used to effectively hone time management skills.

This half-day session will help you prioritize your time, tasks, and talents. Discuss best methods of time management coordinated to your personal style.

Participants will learn to use a matrix to analyze and organize their own lives to create balance and gain greater satisfaction. Discuss how various technologies can be utilized to provide time savings. Discover the best ways to plan your life, including work schedule, family time, and personal goals.

Prerequisites: None

Is Change Constant?

Learning Outcomes:

\$195

4 hours

- Provided instruction from the course facilitator, successfully participate in a self-assessment relative to change.
- Based on in-class discussion, successfully identify the attitudes and behaviors that underlie critical change management skills
- Utilizing role play exercises effectively use at least one change management behavior to enlist the assistance of your role play partner.

This half day session will help you determine how you respond to change and why and how to change any negative behavior.

Learn how humor can play a huge role in handling change and the stress it puts on your life. Take a look at the changes going on in your life, your response and attitude. Then learn helpful hints to apply to help you handle the mutations of life. Designed by an engaging instructor and provided in an interactive session.

Prerequisites: None

Mother Told Me I'd Need This Someday (Statistics)

Learning Outcomes:

\$195

4 hours

- Using the exercises provided, accurately restate common statistical terminology.
- Based on classroom discussion prepare and execute a successful hypothesis test you will be able to use in your workplace.

- Given a certain criteria evaluate the criteria and successfully use statistical inference where applicable.

This review is designed to encourage the use and elementary understanding of statistical data. This half-day session will assist the participant in the elementary understanding and use of numerical data. Topics covered will include common terminology, how statistics can be used in our jobs, estimation, probability, probability distributions, random variables, statistical inference, and tests of hypotheses. ***A calculator is needed.

Prerequisites: None

Networking Your Way to Success

Learning Outcomes:

\$195

4 hours

- Given classroom discussion, effectively define what networking is and name six ways in which it can supplement your career.
- During a role play, successfully demonstrate good listening skills by providing accurate answers to a set of questions regarding the role play.
- Using a set of criteria, successfully network with others in the class to elicit the appropriate answers to the criteria.

Learn the techniques for getting things done quickly and easily by using your mind and available resources. Tap into the ideas, information, knowledge, and expertise of others, particularly within your own organization. This course teaches techniques to improve our effectiveness by increasing and optimizing the value of each of our encounters. Network with others within the workshop for practical experience and demonstration of your newly learned methods. Prerequisites: None

Now, Who Am I? They Stole My Identity

Learning Outcomes:

\$195

4 hours

- Using a set of provided circumstances, accurately list the appropriate steps to take to reduce your risk for identity theft.
- After participating in classroom discussions, successfully create a record of all the information you will need to report identity theft and store it in a secure location.
- Using information provided in classroom discussion, prepare an action plan for reporting identity theft, including the various entities to which you should report the theft.
- With a partner, review your identity protection and rights under the law, and effectively provide at least two rights you possess relative to identity theft remedies.

This half-day course will alert you to the dangers at home and in the workplace and explain precautions to take before and steps to take after the crime of Identity theft.

This workshop will make you more aware of how to protect your personal information. Learn steps to take to avoid becoming a victim of Identity Theft. Be more aware of the temptations on the home front, during travel, and at the office. Learn tips for protecting your information. Discover what to do if it happens to you: who do you report the theft to, what follow up procedures you must take, do I need legal help, and much other useful information.

Prerequisites: None

Sexual Harassment Awareness for Employees

Learning Outcomes:

\$195

4 hours

- Using information provided in the classroom demonstrate competency and list the pertinent sexual harassment laws which should be followed in the workplace.
- Based on provided role plays analyze situations presented and effectively apply the knowledge and skills gathered to select the appropriate behavior.
- Compare and contrast the role of the supervisor and the role of the employee in the enforcement of laws related to sexual harassment.
- Given various sets of circumstances, assess situations provided and successfully propose ways to resolve them that safeguards the rights and the dignity of all the individuals involved.

This session will prepare all employees to gain an understanding of what the Law says the definition of Sexual Harassment entails. You will learn the difference between intent versus perception. Look at forms of unwelcome behavior and illegal verbal or physical conduct. Be aware of off-duty conduct. Learn specific court decisions and how they might affect you and your company. Review and understand your companies written policies and practices. Assess the work environment such as the physical layout, discuss observed conduct of others and how to show and practice sensitivity toward others. Identify your specific role within the workplace and know what is expected of you. Consider words and actions toward others acknowledging areas for needed change. Discuss dating in the workplace. Encourage an attitude of mutual respect. Take all complaints seriously. Maintain awareness by reviewing any update materials, participating in continuing education, and reviewing your own attitude and behavior.

Prerequisites: None

Tap the Creativity Within You!

Learning Outcomes:

\$195

4 hours

- After classroom discussions accurately list six methods to consider when confronted with any problem or situation.
- When provided with a problem scenario, create three possible resolutions to the problem by looking at the big picture and examining the problem creatively.
- Using an example from your workplace, effectively describe a creative resolution to the problem and an action plan to execute the resolution.

Exciting interactive session to help you discover ways to build your problem solving skills, enhance your overall image, and project confidence when unusual situations occur.

Learn how to take an overview of any situation and determine the best avenue to follow for all involved. Learn a variety of methods to consider when confronted with any problem or situation. Discover how others can inadvertently provide words that can trigger other ideas. Utilize brainstorming sessions. Always maintain an attitude of looking for new ideas, discovering new ways of doing things. Avoid being stuck in the same old rut.

Prerequisites: None

Tired of Living in a Pressure Cooker?

Learning Outcomes:

\$195

4 hours

- List the stressors which affect you and be able to recognize those stressors when they occur and predict your reaction, based on classroom discussion.
- Given your analysis of your stressors, list ways to effectively deal with stress, assess each method and determine which will work for you.

- Using information provided in class successfully prepare an action plan for minimizing the stress your life containing at least two behaviors you can commit to modifying.

In today's pressure cooker world, we need to learn new ways to let off steam before meltdown. This half-day session will help identify methods to help you cope and manage stress.

Learn what stress can do to your body and how it can control your life. Learn how to identify stressors (who, what, when) that causes anger, resentment, etc. Take a test that shows you how vulnerable you are to stress and in what areas. Look at ways to control your stress through diet, exercise, rest, clothing, relaxation, social activities. Then learn what not to do as you regain control of your life and how to have fun with your stress.

Prerequisites: None

Minute Taking in a Minute

Learning Outcomes:

\$195

4 hours

- From classroom discussion, accurately list ways to minimize errors in your minutes.
- Using your own work example, review and refine your minutes.
- Using a classroom exercise, accurately edit and correct a set of minutes for clarity and conciseness.

This half-day, high-impact program will help you increase your efficiency as a minute-taker. Understand your role as the minute taker. Determine what is important to capture and what is not. Create effective, clear, and complete written records of meetings where you are appointed as scribe.

Class targeted to: Any employee, manager, or team leader needing to document the results and actions from a meeting.

Prerequisites: None

DCG Career Skills Full Day Sessions

Building the Best Resume/Successful Interviewing Skills

Learning Outcomes:

\$295

8 hours

- Using classroom discussion as a guide, successfully choose which type of resume is best for your job search and provide three reasons for the choice.
- After classroom discussion and exercises, effectively design a *rough draft* of a resume, share it with at least three other class members and incorporate their input into a refined version.
- After classroom discussion and exercises, effectively design a *rough draft* of a resume, share it with at least three other class members and incorporate their input into a refined version.
- Observe three practice interviews and evaluate the effectiveness of the interviewee. Be prepared to defend your evaluation.

Specifics covered during this workshop include: Targeting your resume; highlighting your skills, accomplishments and goals; establishing a work history; type of paper, font and background to use; power phrases; decide which resume format is best for you. Interviewing skills will range from what to wear, personal presence, body language, questions to ask, practical tips, different styles of interviewing, the phone interview, and follow up after the initial meeting. Different practice questions will be asked to simulate a live interview. Learn keys to success at job fairs and how to prepare for that all important meeting.

Prerequisites: None

Business Writing Skills

Learning Outcomes:

\$295

8 hours

- Using a classroom exercise, demonstrate the skills needed to gather thoughts into carefully-worded sentences and paragraphs by successfully completing three writing assignments.
- Using classroom discussion, accurately identify twelve key words and phrases that give "punch" to letters and memos.
- Given a writing sample, make corrections to demonstrate the accurate use of possessives, quotation marks, and punctuation.
- Given a set of criteria, successfully evaluate the tone of 5 writing samples and rewrite the samples to be up-beat and to-the-point.

This one day Workshop is geared to the business professional needing to create more powerful letters and memos, working with sentence structure and grammar.

During this hands-on workshop, each individual will learn the skills needed to gather their thoughts into carefully worded sentences and paragraphs. Create eye-catching looks to memos, start with a "grabber" of an opener in your letter. Learn the most effective, concise manner to structure business letters. Learn key words and phrases to use to give that added "punch" to your letters and memos. You will learn to organize and think out ideas and the importance of reviewing content. You will look at high-impact placement of commas, colons and semicolons. Choose accurate possessives and use quotation marks correctly. Learn to be upbeat and to-the-point so that you can get action FAST. Convey your thoughts clearly and compose documents people will want to read.

Prerequisites: Windows: Introduction and Word: Introduction.

Business Writing: Effective Sentences & Paragraphs

Learning Outcomes:

\$295

8 hours

- With instructors directions, demonstrate the purpose of your written document in the Lesson Lab.
- Correctly demonstrate the proper sentence structure given a set of criteria.
- Given a writing sample, change certain words to reflect a more vibrant, positive tone.
- Given a set of criteria, successfully format your document from the reader's viewpoint.

This workshop is for the individual wishing to increase clarity, readability, and structure of their documents.

During this hands-on workshop, participants will learn to compose their thoughts and develop a document designed to attract attention. Learn to avoid run-on sentences and too many words used as "fillers". Use positive and specific words, develop your content, and end with a plan of action. Set up your sentences for highest effectiveness using various parts of speech. Learn formatting techniques to increase readability and know when to use the correct writing vehicle (memo, letter, Email). Gain insight into your writing style and where changes might need to be made. Make your opening paragraph an attention getter. There will be plenty of practice sessions with valuable feedback from the instructor.

Prerequisites: Windows: Introduction and Word: Introduction.

Business Writing: Grammar

Learning Outcomes:

\$295

8 hours

- Using a classroom exercise, correct a document using proper grammar and punctuation.
- During the lesson lab, examine run-on sentences and make corrections.
- Given a writing sample, correctly use the proper verb tense.
- As instructed by the facilitator, write a persuasive paragraph to see the reader on your idea.

During this one day course, you will learn to increase the effectiveness of your writing, avoiding potential pitfalls such as run-on sentences. Participants will work through the following concepts:

This productive workshop will provide the user with much needed one-on-one work to perfect your writing style. Learn some basic ground rules for developing proper writing techniques. Learn how to control run-on sentences. Take a look at fragmented sentences and how to make your sentence structure more readable. Don't abuse your noun by using the wrong verb tense. Study verb tenses and proper usage. Learn to write persuasively. Take a look at your personal writing style and determine an action plan for improvement.

Prerequisites: Windows: Introduction and Word: Introduction.

Business Writing: Mechanics

Learning Outcomes:

\$295

8 hours

- Using a classroom exercise, demonstrate your proper use of punctuation within a document provided.
- During the lesson lab, successfully show your knowledge of when or when not to use hyphens and dashes.
- Correctly use numbers in writing as directed by the instructor.
- Given a document with errors, proficiently show understanding of capitalization.

This one-day course is designed to provide work with punctuation, capitalization, and verb tenses. This interactive workshop will provide the user with valuable tools to perfect their writing. Take a quick look at certain do's and don'ts for proper business writing. Learn when and how to use punctuation marks. Use hyphens and other marks for emphasis. What about numbers? When should they be spelled out or when can they be used as a figure. Use powerful verbs to get your point across. Learn best practices for professional looking documents. Grab your reader's attention with succinct wording and carefully sculpted sentences. Learn to write correctly, not quickly.

Prerequisites: Windows: Introduction and Word: Introduction.

Business Writing: Editing

Learning Outcomes:

\$295

8 hours

- Using a classroom exercise, examine why spell check won't correct everything.
- During the lesson lab, learn the best and smartest way to proof your document.
- Given a writing sample, make corrections to demonstrate the accurate use of what you learned about ordering your ideas cohesively.
- Given a set of criteria, successfully proofread a document catching 90% of errors.

During this one day course, the participant will learn more advanced document correction techniques. Take a look at basic writing techniques everyone needs to know in the business world today. Learn common spelling errors and tricks to remember the right spelling. Take a long look at your sentence

construction and figure out pitfalls to avoid when writing memos or letters. Scan your entire document to make sure your ideas are in order and will make sense to the reader. Learn how to apply good proofreading skills making sure each sentence and paragraph portrays what you want to convey. Edit for spelling and grammar errors. Use the proofreader's checklist, avoid interruptions, and prepare your document to be an effective, dramatic tool to represent you, your department, and company.

Prerequisites: Windows: Introduction and Word: Introduction.

Creative Problem Solving

Learning Outcomes:

\$295

8 hours

- Based on classroom discussion accurately list six methods to consider when confronted with any problem or situation.
- Using a given set of criteria, successfully create three possible resolutions to the problem by looking at the big picture and examining the problem creatively.
- Given a set of examples, effectively analyze resolutions to problems provided and select the resolution best suited to the situation and the people involved.

Picture the start of your day-the baby is crying, your spouse is angry, your boss just called and needs you to come an hour early to help prepare for a big surprise company meeting and you haven't even had your cup of coffee yet. How will you manage?

During this highly charged workshop, problem solving skills will be enhanced by learning the best coping methods, how to take an overview of any situation and determine the best avenue to follow for all involved. Take action with poise and power. Create an aura of confidence because you have decided to take control of the problem. Conflict resolution is much easier when communication is handled in a manner that includes all involved and their ideas. Learn the various methods to consider when confronted with any problem or situation.

Anyone needing to develop the skills to cope in this fast-changing, problem-filled world. Discussion, exercises, and plenty of laughter (a good stress reliever).

Please Note: We encourage class participation and prefer small class sizes for better communication effectiveness in developing problem solving skills.

Prerequisites: None

Conflict Management

Learning Outcomes:

\$295

8 hours

- Using various role plays, effectively compare and contrast conflict styles and reactions.
- Using the processes and human behavior aspects learned in this session evaluate possible resolutions for conflicts and successfully select the best resolution provided in a set of exercises.
- Based on classroom discussion, accurately define ways in which people react to conflict.

During this one-day seminar you will learn how to gain control, confidence, and composure in the most stressful circumstances.

If you feel your relationships are suffering, there is a lack of cooperation and team spirit, or too much tension in the office, this class is for you. Learn how to defuse anger; release anxiety; and control

emotions. Discuss when and how to offer criticism in differing circumstances. Learn life-changing answers to the conflict, strife, and opposing points of view that are a part of the workplace and part of everyday life. Change the way you react and master your emotions. Practice the best way to handle sarcasm and criticism that comes your way. Learn what "triggers" anger in your life and how to change your response.

Prerequisites: None

Constructing a Successful Career

Learning Outcomes:

\$295

8 hours

- Using a SWOT analysis evaluate your strengths and weaknesses, interests and skills and use them to design an effective action plan to gain career fulfillment.
- Using the tools developed in this session successfully create a list of contacts to support your career development.
- Using the information provided by your SWOT analysis, successfully perform a skills gap analysis and update the action plan already created to close the gap between your current status and your goals.

This one-day workshop provides participants with the practical skills and techniques to guide the development of their careers.

Specifics covered during this workshop:

Participants will prepare a plan of action based on their skills, experience, goals and any additional preparation they determine necessary in order to advance within their chosen field. Time will be spent in setting goals, defining what it takes to get to where you want to be. Tools needed may include additional skills training, going back to College, self-study, choosing a mentor or additional materials. Learn how to keep a written or electronic record of all courses taken and progress made toward your goals.

Prerequisites: None

Dealing with Difficult Situations

Learning Outcomes:

\$295

8 hours

- Using exercise information provided, accurately determine the type of behavior being exhibited and what contributed to that behavior.
- Given the processes and human behavior aspects learned in this session successfully evaluate resolutions for conflicts and select the best resolution in the provided exercises.
- During role plays effectively employ concepts discussed in class to resolve potential conflict.

This one-day course will teach the attendees how to treat people in a way that reduces the "difficulty factor". Through adapting relating styles to various personality types, a comfort level is developed, which reduces tension. When tension goes down, positive outcomes can be created through a more productive & constructive work environment. The bottom line? You get results from people by communicating with them in their own style and by managing your responses to them.

Subtopics addressed are: How is your own self-concept/confidence? Study the S.E.L.F. Personality profile. Understanding the four personality groups. Understanding and identifying your preferred relating style. Learn the "TURN ONS" and the "TURN-OFFS" of each relating style. Learn what will work effectively with each and learn how to bring out the best in each. Learn effective strategies on how to address each type - they are:

The Bull
The Fox
The Time Bomb
The Know-it-All

The Stone Wall
The Ultra-Agreeable
The Procrastinator
The Whiner

How to deal with potentially difficult situations before they get out of hand. Constructive tools for handling conflict. Keys to making disagreeable behavior agreeable. The value and power of non-verbal communication in dealing with difficult people. Understanding that our responses to that difficult person are important to consider.

Prerequisites: None

Effective Telephone Skills

Learning Outcomes:

\$295

8 hours

- During class participate in actual phone calls where you are asked to effectively handle various types of callers and be willing to receive feedback.
- Create your own, personalized verbiage to handle callers, based on classroom discussion ideas.
- Using role plays effectively evaluate encounters with angry callers and apply techniques learned to resolve the situation.

This one day Workshop is designed to train telephone users in the art of telephone and interoffice communications.

Each employee is a salesperson for his or her company. How you treat each person reflects the culture of your business. During this workshop we will emphasize the desirable personal skills that are needed in any office, such as attitude, posture, sound, words, and expressions. Making a caller or visitor feel at ease is an integral part of any successful encounter. When trust is gained, information can then be shared in a free manner. Learn when to transfer calls, and when to take messages. Use the best techniques to save everyone time. Discover how to interact with rude or angry callers, time wasters and those who simply want proprietary information. Learn to present a professional, polished image to your customers and business associates. Prerequisites: None

Exceptional Customer Service

Learning Outcomes:

\$295

8 hours

- Through classroom discussion successfully identify and describe the five factors of service quality every customer has, and be prepared to provide an example of each.
- During role plays effectively identify appropriate communication strategies to keep an issue from escalating.
- After classroom discussion, effectively define ways in which you can gain a thorough understanding of a customer's issue.

This one-day Workshop is designed to motivate each person within an organization to think of the customer and the benefits that will ensue from satisfied customers.

This course is designed to emphasize to all organizational employees that they are involved in customer service. The success of any company depends upon how customers view each person they come in contact with. Develop long-term, profitable relationships with your customers. Learn specific ways to reduce turnover in your frontline service providers. Study the 7 essential needs your customer has. Learn

to listen to emotions as well as facts and learn how to respond. Discuss the importance of body language and tone of voice. Learn why customers leave and how to get them to stay longer. Build instant customer rapport; handle difficult or upset customers; stay motivated and project a genuine caring attitude. Class targeted to: All service staff, salespeople, or anyone who comes into contact with customers.

Prerequisites: None

Growing into Another Position

Learning Outcomes

\$295 8 hours

- After participating in classroom discussion, create a career path action plan to identify and encourage development.
- Using a self-assessment, determine what career aptitudes/skills need improvement.
- By participating in classroom discussion, accurately identify certain terms and their relationship to career development.

This one day class will help you develop your strengths and determine skills needing development. During this session, attendees will identify learning and development goals; learn to take ownership of his/her career development; assess their skill level in the competencies related to the required skill level for their career; identify their professional career goals and development needs based on the identified skill gap; learn to communicate those goals (both career and development) clearly and succinctly; create realistic IDPs targeting specific career opportunities; periodically assess their progress toward reaching their goals.

Prerequisites: None.

How to Paddle Without an Oar

Learning Outcomes:

\$295

8 hours

- Using information provided in the classroom, effectively diagram the steps necessary in gathering information about any assignment.
- Utilizing various role play exercises, successfully utilize the influence skills you have learned to sway another participant's position on a subject.
- Using a SWOT analysis, create a list of strengths and weaknesses you see in your ability to influence others and successfully create an action plan to focus on areas for improvement.

This one day workshop provides practical tips for getting things done without authority. Learn basic skills to develop and utilize.

Specifics covered during this workshop: Determine the elements of responsibility vs authority. Learn consensus building tips. Look at steps in gathering information about any assignment that has been carefully placed on your plate (desk). Decide the best method in your organization to get something done. Learn the best ways to communicate your ideas and concerns and develop good listening skills. Learn how to foster an honest, sharing atmosphere. Develop skills to work within your organizations policies and politics.

Prerequisites: None

Interpersonal Communication Skills

Learning Outcomes:

\$295

8 hours

- After participation in class discussion, accurately define four of the basic elements of communication.
- Upon observing three role plays, analyze ineffective communication and propose at least one effective communication behavior modification for each.
- Using in-class exercises, correctly define six barriers to good listening.
- Through the use of role plays successfully determine how differences in communication styles can lead to communication issues.

This one day Workshop is designed to improve your ability to build lasting, working relationships with your coworkers, friends, and family.

During this workshop you will discover the proper way to meet people, introduce yourself, fit in with any group and make a good first impression. Learn about personality "types" and the proper way to approach different individuals in varying circumstances. Gain confidence in communicating with co-workers by using effective techniques. Show respect for others by carefully listening to what they have to say. Learn to deflect criticism and turn it into a positive. Discover clues to body language and learn how to read those "secret signals" in others. Go over certain etiquette do's and don'ts in a variety of situations. Look at the best ways of handling office gossip/rumors. Project an image of self-confidence and professionalism in all your business relationships.

Prerequisites: None

Managing Multiple Projects

Learning Outcomes:

\$295

8 hours

- Working with a partner, correctly identify things you do during the day that waste time.
- After participating in classroom discussion, prepare an action plan for prioritizing your time and functioning more productively.
- Using your everyday workload, create an accurate inventory of tasks to be completed and categorize to facilitate efficient handling of work.

This one-day seminar will help the student prioritize crucial projects, manage conflicting demands, and reduce pressure.

If you feel pressured, stressed out with too much paper work, too many things to do, this workshop is for you. Learn how to prioritize your time and projects; when and how to say NO! to additional assignments when you're already bogged down; ways to zip through paperwork and avoid or curtail unproductive meetings. During this one day life-changing session, you will master a simple formula that guarantees good results in any situation. Make sound decisions under pressure. Develop a daily routine that will smooth out your activities and help you function more productively. Create a personal action plan for your type of energy and work style. Much more practical "how-to" information.

Prerequisites: None

Math Refresher

Learning Outcomes:

\$295

8 hours

- Using information discussed in class, successfully define the order of operations and how it is applied to mathematical calculations.
- Using the problems presented in class, accurately differentiate between mean and median and choose the one that is appropriate.
- Given a set of math symbols, correctly provide the use for each and provide in what order it would be used in a common formula.

During this program you will be presented an extensive review of the following math concepts. Questions will be answered throughout the day on additional desired topics, if time allows. This one-day review is designed to refresh your math skills and does not go into Algebra, statistics or higher math areas. The following topics will be covered:

Order of Operations and its rules; Decimals - place value, comparing, adding, subtracting, multiplying and dividing fractions. Fractions - Equivalent fractions, reducing fractions, improper fractions, writing fractions as decimals and decimals as fractions, adding/subtracting and multiplying/dividing fractions. Percents - Writing percents as decimals and decimals as percents, writing percents as fractions, finding percent of a number, determining percentages & figuring sales tax, discounts, interest, principal and down payment. Mean/Median - learn the difference and how to determine mean or median. Graphs - work with graphs to visually present data. Practice - plenty of practice time after each topic.

Prerequisites: None

Public Speaking

Learning Outcomes:

\$295

8 hours

- Based on classroom discussion, effectively list various presentation styles discussed, and explain under what circumstances they are appropriate and for what audience.
- Working with a partner, review various role plays and successfully list behaviors or habits to avoid, why they should be avoided, and propose alternate behaviors.
- Using certain presentation information, work together with a partner to prepare an outstanding presentation opening to seize attention.
- Participate in and evaluate presentations by others and effectively analyze their strong and weak points. Practice your presentation to emphasize strengths.

During this session, the speaker will develop their innate talent and learn new techniques to hold the attention of their audience. Learn Power Presentation Tips.

Take a look at your own personality to see what presentation style suits you best. Capitalize on the pluses, minimize the negatives. Learn habits or irritating behaviors that should be avoided. Discover phrases or speech patterns to be used or shunned. Take a look at how to use body language effectively. Determine ways to seize the audiences' attention and keep them riveted, wanting to come back for more. Use humor to warm up the audience and hold peoples' interest. The picture says it all or does it? Learn presentation techniques by creating eye-catching visuals. Prerequisites: None.

Recognizing Potential Risk for Employees

Learning Outcomes:

\$295

8 hours

- Using information provided by the instructor, successfully define potential causes of workplace violence.
- Given a set of circumstances, correctly identify the proper procedures to follow.
- Working together, efficiently develop an escalation plan for reporting incidents and determining who is the proper authority to report the incident.
- After participating in classroom discussions, successfully develop tactics to handle the potential risks.

This one-day workshop is designed to increase awareness of warning signs for potential disruptive behavior and provide participants with appropriate strategies to minimize risk and work through issues. Performance-Based Objectives: Every employee is responsible for observing and reporting any workplace situation which may contribute to the occurrence of violence. During this one day session each participant will learn how to: Recognize a variety of warning signs. Identify and deal with potentially violent or difficult situations. Report any potential risks. Minimize the impact of workplace violence and develop coping strategies. Identify and take appropriate safety and security precautions.

Prerequisites: None

Stress Reduction Solutions

Learning Outcomes:

\$295

8 hours

- Accurately define the stages of stress discussed in class.
- Define your stressors and classify them as positive or negative.
- Based on information provided in class and your needs, prepare an action plan to effectively minimize sources of stress in your life.

Do you feel a constant pressure to achieve, or criticize yourself when things go wrong? Are you spending too much time worrying and are you having a hard time prioritizing your time? Be a stress buster: Learn to identify and control stress builders, then develop ways to maximize your production and energy level. Learn what stress can do to your body and how it can control your life. Take a look at the stages of the stress response, what stressors are good for you and what stressors are bad. What are the results from chronic exposure to stress and what coping mechanisms can you employ. Discover how stress affects your heart & circulation, digestive system, muscle & bone, and the nervous system, including the brain and your behavior. Take a look at how drugs and medications may only be masking the symptoms, not helping you cope. Learn how to identify stressors (who, what, when) that causes anger, resentment, etc. Take a test that shows you how vulnerable you are to stress and in what areas. Look at ways to control your stress through diet, exercise, rest, clothing, relaxation, social activities. Then learn what not to do as you regain control of your life and how to have fun with your stress.

Prerequisites: None

Writing Effective Meeting Minutes

Learning Outcomes:

\$295

8 hours

- From classroom discussion, accurately list ways to minimize errors in your minutes.
- Using your own work example, review and refine your minutes.
- Using a classroom exercise, accurately edit and correct a set of minutes for clarity and conciseness.
- Using classroom discussion and an in-class exercise, practice various minute taking techniques and shortcuts.

This one day program will help you determine what should be included in minutes and what should not be included. Understand why minutes are necessary and why accuracy is a must. Learn how to prepare for the minute taking process and remove the stress minute taking can create. Determine what skills you need to be an effective minute taker and create an action plan to increase those skills. Participate in exercises to recognize and remove extraneous verbiage and produce clear, concise, and complete minutes.

Prerequisites: None

DCG Professional Skills

Advantages in Diversity

Learning Outcomes:

\$395

8 hours

- Correctly identify cultural differences.
- Identify reasons these differences are important.
- Exhibit the insights gained from this workshop.

During this workshop, each participant will have a chance to discover the advantages and disadvantages of how our attitude can affect the workplace culture. Discussion groups will be formed to explore problem areas and resolution finding. Pre-formed opinions can be changed as people discover the advantages involved in a multi-cultural environment. Learn to work with people from different backgrounds and enhance everyone's effectiveness. Fresh insights, practical advice, and an up-front approach will be emphasized during this session. As a result, your workplace will develop a cooperative attitude and exciting approach to changes.

Prerequisites: None required.

Assertiveness Skills for Managers & Supervisors

Learning Outcomes:

\$395

8 hours

- Effectively deal with conflicts as represented in your work life.
- Successfully interject skills that develop your leadership abilities.
- Develop a plan to teach employees the benefits of company policies.

This one-day workshop will look at communicating and people skills each Manager needs to develop their leadership capabilities.

Discover the style extremes of passive and aggressive and when each may be effective. Learn the skills that will gain the respect from co-workers and will enhance your role as manager and leader. Work with attitudes that are common to winning managers. Discover ways to "get results" from your staff.

Communicate more clearly and effectively: get attention for your ideas and projects. Gain the leadership

skills you need to guide your workgroup and get the quality you expect. Learn to handle conflicts: how and why they arise, how to divert them, and how to resolve the situation. Teach employees respect for company policies and rules, and why they are in place.

Prerequisites: None required.

Behavioral Interviewing for Hiring Success!

Learning Outcomes:

\$395 8 hours

- Using in-class discussions and examples, successfully create ten behavioral-based interview questions
- After reviewing exercise information, name the three rating systems and accurately describe the situations in which each are best used.
- Through classroom discussion, accurately define by position and skill the ideal Interview Team.
- Given a set of exercise criteria, effectively conduct a behavioral-based interview role play.

After successful completion of this course, the participant will be knowledgeable in the following areas: Common Interview Biases and Common Interview Pitfalls; Understanding the Job requirements (pre-determined skills needed); Selecting the Interview Team; Reviewing the candidate's Paperwork; Developing Interview Questions: The interviewer identifies job-related experiences, behaviors, knowledge, skills and abilities that the company has decided are desirable in a particular position; Opening the Interview; Establishing Rapport; Review examples of behavioral-based interview questions; Taking Notes: examples of rating systems; Closing the Interview in a positive manner; Reviewing Notes & Meeting with all Interviewers; The Hiring Decision based on the candidates experience and behaviors; Making the Hiring Decision: final determination based on your internal rating system; Action Plan - putting it all together! Prerequisites: None.

Bridging The Gap: Leading Across Generations

Learning Outcomes:

\$195 4 hours

- Develop your plan to work with others from a variety of age levels.
- Successfully demonstrate your understanding of others way of thinking.
- Discuss how you as a manager can work with multi-generations.

This workshop will give you an idea of the values, motivation and thinking of several generations of workers and how to efficiently and effectively work together while valuing each other's contributions. This half-day session will inform the participants about common beliefs and misconceptions across four generations. Learn how others think and how their principles are determined. Look at ways to guide through the gap, understand others, and work together for the better good of the team or department, while learning from one another. See why there are clashes within generations, and come to terms with differing ideas. Learn how managers can pull people together. Look at common errors in working with one another. Relish the chance to experience another viewpoint and accept the challenge of cross-generational staffs. Prerequisites: None required.

Budgeting Issues

Learning Outcomes:

\$395 8 hours

- Using information provided in class, successfully define the budgeting process as it applies to your current business situation.
- Taking information about your own budgetary needs, effectively participate in a review of the strategic planning must perform in order to provide a more accurate budget.
- Given the various types of budgets discussed in class, select the type of budget structure which would best suit your work environment.

This one day class will help with understanding the business reasons for the budgeting process and elements of a successful budget.

Learning outcomes: After this session, you should be able to construct a budget for your team, department or group. You will learn the different types of budgets, their purposes and limitations. You will discuss how strategic planning and budgeting are linked, understand the planning cycle and why you need to develop a budget plan. Learn the budget preparation process and how to budget expenses more accurately. Discuss steps to gain approval, the review process and pitfalls to avoid during the budgeting process. Learn to analyze variances and adopt budget revisions.

Prerequisites: Some Accounting experience helpful.

Building Ethical Values

Learning Outcomes:

\$395 8 hours

- Using your own company as a guide, successfully name the key roles and responsibilities of each party in ethics management.
- Given a hypothetical situation, accurately identify ethics gaps, analyze performance problems that result, and determine what corrective measures should be taken.
- Utilizing classroom discussion and exercises create an action plan with no less than five steps for applying ethical standards in your own workgroup.
- Given a set of circumstances, role play at least one situation in which an ethical dilemma is demonstrated and effectively assess how best to address the situation. Be able to defend your answer.

This one-day Workshop provides participants with general ethical standards in the business world and the development of organizational integrity. Participants will identify ways to increase ethical behavior, recognize and resolve issues, and learn how to enhance productivity of employees while increasing on-the-job satisfaction. Specifics covered during this workshop include: A definition of Ethics, truths & myths; key roles and responsibilities in Ethics Management; identify ethics gaps and related performance problems; discover how ethics programs cultivate teamwork and productivity; develop awareness and sensitivity to ethical issues; look at scenarios and discuss options; learn to develop an action plan for incorporating ethical standards within your team and organization; learn to handle ethical dilemmas and develop procedures to resolve those dilemmas; address the use of how each individual spends their time on the job and uses company resources, such as email, internet, etc.

Prerequisites: None required.

Building Success with Four Blocks

Learning Outcomes:

\$395

8 hours

- Using the information provided by the instructor, successfully participate in a DiSC analysis.
- Through observation of the DiSC profile, accurately define the four dimensions of DiSC.
- Through various role plays, effectively evaluate the DiSC dimensions used in each role play and identify how they affect communication styles and leadership qualities.
- Using the information provided in the DiSC tool, analyze the DiSC dimensions of team members and prepare an action plan of no less than five steps to improve team relationships based on that information.

This interactive full day workshop deals with the importance of being understood and understanding what is communicated whether in writing or orally.

Participate in a DiSC analysis and understand how behavioral issues impact the four DiSC dimensions: dominance, influence, steadiness, and compliance. Learn how to increase your teams' understanding of one another's talents, communication styles and leadership qualities. Utilize this session to discover how effective your team can be when their challenges and gifts are realized.

Prerequisites: None

Building Office Professionalism

Learning Outcomes:

\$395

8 hours

- After participation in classroom discussion, successfully define a minimum of five professional characteristics and their impact on others.
- Using role plays, effectively utilize communication skills to create a positive communication outcome.
- Given a list of tasks, correctly set the priorities for each task.

This one-day workshop provides skills, strategies and techniques to provide the tools for employees to be more professional on the job. The focus is on creating positive results in the office by emphasizing the attributes of courtesy, flexibility, good work habits, and effective communication behaviors. Specifics covered during this workshop:

What are professional Characteristics? What is a ripple? Signs of non-professionalism. Learning positive attitudes. Each person will do a communication self-evaluation. Learn how to stay focused; action not reaction; keeping control. Identify your job responsibilities. Learn techniques to reduce resistance and work through problems. Learn good listening habits. Evaluating and planning.

Prerequisites: A healthy desire to learn and grow.

Coaching Your Employees

Learning Outcomes:

\$395

8 hours

- Using information relative to one of your direct reports, successfully define measurable goals for the direct report for the next six months.
- Using the measurable goals created in prior activities create an achievable action plan for coaching that direct report.
- Using various role plays, accurately describe and demonstrate the three basic approaches to coaching and when to use each
- Using a role play exercise work with a partner to successfully complete a coaching exercise.
- Using a set of criteria, accurately describe good or bad coaching attributes used in the criteria and identify areas of improvement.

This full day workshop gives you the tools to understand what coaching is and factors involved in being an effective coach and leader.

The most effective way to supervise employees is to provide them knowledge and context, the right environment, and the tools/resources, or re-direction they need to perform well in the workplace. Coaching is not standing on the sidelines and shouting directions. It's about helping people to learn and grow by listening, questioning, challenging, and guiding. In this manner you will increase their individual performance, develop new leaders and create a positive work environment. In this course, you will practice these powerful techniques and understand how to apply them on an ongoing basis, developing the full potential of your team.

Prerequisites: None required.

Doing More With Less: Adapting to the Changing Workplace

Learning Outcomes:

\$395

8 hours

- Examine the psychological processes related to the change process.
- Create a powerful working vision for change for both yourself and your company.
- Choose the techniques that will be most effective for helping your co-workers react positively to change.
- Define at least three ways in which technology can be used to help hone time management skills.
- Critique the time management skills of others in order to be a more effective time management coach

This one-day workshop will inform the participant and instill the desire to find creative ways to manage money, time, and resources. Participants will examine the impact change has made on themselves, their workplace and organization. They will then look at how they normally respond to change and other exciting, innovative ways to reach solutions. Short sessions will be used to share experiences and the results. Then discussion can be held on possible solutions incorporating the mantra of being able to do more with less. There are 5 steps to examine your work processes keeping in mind the interaction between your job, your co-workers, and your organization. Learn how to take the necessary steps to streamline, employ new methods, innovate. Learn ways to prioritize your time and manage interruptions and time wasters.

Prerequisites: None required.

Employee Relations and Employment Law

Learning Outcomes:

\$395

8 hours

- Using classroom discussion, successfully list the pertinent laws discussed and their applicability.
- Given specific situations, analyze the situations and apply the knowledge and skills gathered to select an effective counseling approach.
- Through classroom discussion and exercises accurately define the difference between the role of the supervisor and the role of the employee in the enforcement of laws related to sexual harassment and disability issues.
- Using role plays successfully assess situations and propose ways to resolve them that safeguards the rights and the dignity of all the individuals involved.

This problem solving session will cover FMLA, ADA, EEO and Sexual Harassment laws and application steps to navigate through complex employee relation situations.

Managers will benefit from this seminar geared to give you a greater understanding of the laws and simple application steps to navigate through complex employee relations' situations. Participants will be given the chance to complete a pre- and post-test to assess knowledge and demonstrate learning. Each participant will gain a clear understanding of the legal definitions of each law, how to apply those definitions to certain situations and the Do's and Don'ts applicable to each law. Practice the best course of action to take as a manager in a given situation. Included will be five practice situations for each of the laws. These practice suggestions are for managers to work through to a solution after attending the seminar, knowing the steps to take to determine how to respond before a situation gets out of hand. Learn to identify performance issues and address them constructively. Put a performance improvement plan in place that will provide managers with the tools to address issues immediately and directly providing a solid trail of documentation and progressive discipline to defend most any legal charge. Learn to conduct constructive coaching sessions to review progress.

Prerequisites: None required.

Following the Rules for Effective Meetings

Learning Outcomes:

\$395

8 hours

- Develop a grasp for why Rules are needed.
- Given the groups dynamics, identify the best methods for conducting the meeting.
- Demonstrate your understanding of Robert's Rules during a mock meeting.

This interactive full day workshop deals with the intricacies of Robert's Rules of Parliamentary Procedure. This workshop will: Develop skills necessary to conduct a meeting according to the rules, as well as participate in meetings in a professional manner. Identify the purpose and benefits of following the rules. Identify the best method to utilize when conducting meetings. Increase an individual's successful participation in organizational meetings. Participants will conduct a mock meeting according to the rules during the session.

Prerequisites: None required.

Handling the Challenge of Change

Learning Outcomes:

\$395

8 hours

- From classroom discussion, accurately list six ways to turn resisters into active players.
- Using your own work group as a basis, define the various stakeholders' role in change and successfully create a plan for each. to increase their role in change
- Based on in-class discussion, successfully identify the attitudes and behaviors that underlie critical change management skills
- Utilizing role play exercises effectively use at least one change management behavior to enlist the assistance of your role play partner.

During this program you will learn why people fear change and how to overcome that fear and embrace the future.

This one day high-energy, high-impact program will help you move past any resistance or fear that can accompany changes or transitions within a corporation. You will go beyond the situations that change brings (new people, new policies, new location) and explore the psychological processes people go through to come to terms with any new situation. You will learn to adopt a fluid proactive style of change management that enables you and your co-workers to react positively to any transition. Learn techniques that promote positive change; six ways to turn resisters into active players; tips on creating a powerful working vision both for yourself and your company.

Prerequisites: None required.

It's All in the Numbers

Learning Outcomes:

\$395

8 hours

- Using in-class discussions successfully define basic accounting terms.
- Given a set of financial data correctly interpret corresponding financial documents.
- Given certain financial information, accurately create a Balance Sheet and Income Statement for a given period of time.

During this session, participants will learn basic accounting terms, how to read financial documents such as trail balance, income statement, cash flow and stockholders' equity. Learn how to build, review, interpret numbers and approve budgets for your team or department. Look at forecasts, variances and building action plans to reach your goals. Learn important terminology and analysis tools. Learn to look for the important numbers and spot variances.

Prerequisites: None

Leadership Skills for Managers & Supervisors

Learning Outcomes:

\$395

8 hours

- After classroom discussion, accurately define the style extremes of passive and aggressive and name at least one situation in which each may be effective.
- As a group, prepare a role play to illustrate one of the work attitudes common to winning managers.
- Using methodologies discussed in class, list six common office conflicts, why they arise, how to avoid them and how to resolve the situation if it does arise.
- After participating in class, prepare an accurate evaluation of your current effectiveness as a manager and leader and prepare an action plan of at least five steps to implement the skills learned and get better results from your staff.

This one-day workshop will look at communicating and people skills each Manager needs to develop their leadership capabilities. This workshop has been developed with the new manager/supervisor in mind but will also provide a refresher for those who have been in management a number of years. Discover the style extremes of passive and aggressive and when each may be effective. Learn the skills that will gain the respect from co-workers and will enhance your role as manager and leader. Work with attitudes that are common to winning managers. Discover ways to "get results" from your staff. Communicate more clearly and effectively, get attention for your ideas and projects. Gain the leadership skills you need to guide your workgroup and get the quality you expect. Learn to handle conflict: how and why they arise, how to divert them, and how to resolve the situation. Teach employees respect for company policies and rules, and why they are in place.

Prerequisites: A willingness to change and affect the world around you.

Leadership Clinic - Two Days

Learning Outcomes:

\$795

16 hours

- After participating in classroom discussion and a DiSC behavioral profile, accurately define the four dimensions of DiSC, and provide at least three characteristics of each.
- Demonstrate proficiency in evaluating the differences between the DiSC dimensions and how they affect communication styles and leadership qualities.
- Working with a partner, successfully demonstrate how to give constructive feedback.
- Observing three role plays successfully define the main sources of conflict in each and provide at least three methods for managing each.
- Using your own team as a guideline, define your current team roles, workloads and effectiveness measurement techniques.

During this informative, productive, participatory workshop your key leaders or potential leaders will learn the following concepts:

Send your High Potential Leaders away for a mini retreat to network, brainstorm, refresh and renew. This two-day session will help to refine communications skills at all levels within the organization. Learn new ways to handle issues and problems as they arise. Take a look at the DISC personality profile and how to work with differing personalities within your range of management. Develop your team skills through interactive exercises, role-play, and games. Learn exciting motivational techniques to not only keep your battery charged, but to reach those individuals who need to be inspired. Learn to convince, influence and motivate others. Look at ideas to help with workflow and processes and increase production for your team. Find where your stress points area and develop ways to counter those stressors. Share with others your techniques to improve performance of your staff and increase job satisfaction.

Prerequisites: None required.

Leadership Clinic - Three Days

Learning Outcomes:

\$995

24 hours

- After participating in classroom discussion and a DiSC behavioral profile, accurately define the four dimensions of DiSC, and provide at least three characteristics of each.
- Demonstrate proficiency in evaluating the differences between the DiSC dimensions and how they affect communication styles and leadership qualities.
- Observing three role plays successfully define the main sources of conflict in each and provide at least three methods for managing each.
- Using your own team as a guideline, define your current team roles, workloads and effectiveness measurement techniques.
- Reviewing the roles and responsibilities of your team, create a plan to review all processes and procedures currently used by the team using the Lean Management techniques discussed in class.

This three day intensive Clinic will involve a lot of hands-on activity to develop team building skills PLUS loads of information designed to enable you to become a successful manager of people, processes, and productivity.

This three-day session will help to refine communications skills at all levels within the organization. Learn new ways to handle issues and problems as they arise. Take a look at the DISC personality profile and how to work with differing personalities within your range of management. Develop your team skills through interactive exercises, role-play, and games. Learn exciting motivational techniques to not only keep your battery charged, but to reach those individuals who need to be inspired. Learn to convince, influence and motivate others. Look at ideas to help with workflow and processes and increase production for your team. Find where your stress points area and develop ways to counter those stressors. Share with others your techniques to improve performance of your staff and increase job satisfaction. Learn best practices in Interviewing. Set measurable goals as a team, then set individual goals. Track performance and learn a step-by-step appraisal process. Look at new innovative techniques to encourage, inspire, and become a change agent within your organization.

Prerequisites: None required.

Leading Through Change

Learning Outcomes:

\$395

8 hours

- When given a role play to observe, accurately provide six ways to turn resisters into active participants.
- Using information provided in class effectively create an action plan for change for both yourself and your team.
- Observe three role plays and acceptably provide a minimum of four approaches to minimize resistance to change.
- After participating in classroom discussion, successfully discuss techniques to increase your effectiveness in helping your co-workers react positively to change.

This one-day interactive session is designed for the Manager/Supervisor whose team, department, or company (and probably all three) is facing many changes. Move beyond the acceptance of whatever comes your way to the "Take-Charge of Changes" kind of leader.

Learn to embrace change and develop a philosophy to help others cope with change. Diffuse those who are resistant by involving them in the decision making process. Develop skills to implement change and make sure your team is on board. Learn how to stay in control as things around you are swirling-learn to

adjust, adapt and conquer. Become a Coach or Mentor to develop sound business relationships. Develop the buy-in of others by sharing ideas, clarifying expectations, and preparing for likely outcomes. See Change as a Challenge that when Conquered leads to Success for you, your team, and your company. These classes are highly participatory and interactive.

Prerequisites: None required.

Learning...It's Everybody's Business

Learning Outcomes:

\$395

8 hours

- After classroom discussion, adequately develop SMART goals for yourself and your direct reports.
- Prior to the beginning of class, participate in an assessment of how your team understands company policies, procedures, and business goals.
- During class perform a gap analysis between employee status and business goals and create and action plan for bridging identified gaps.

This interactive full day session will include identifying your company's business goals and develop specific, measurable goals for each individual to coordinate to the company goals.

Specifics covered during this workshop include: Making sure each employee has a good grasp of all company policies, procedures, and goals. Discover how this knowledge can translate into a more interactive and productive work environment. Managers will learn the implementation of specific steps to link organizational training, development and learning to business goals. Each participant will go through the process of identifying business goals, performance measurements, and various resources that are most suitable for training, development and learning. Develop a goal that is S.M.A.R.T. (Specific, Measurable, Agreed Upon, Relevant, and Time Oriented.)

Prerequisites: None required.

Negotiation Skills for Managers/Teams

Learning Outcomes:

\$395

8 hours

- Working with a partner on different negotiation scenarios, establish effective ground rules to guide the negotiating process.
- Using classroom discussion, clearly define expected outcomes from the negotiating process and provide at least two examples of how you can use these outcomes to provide for success in negotiation.
- Participating in various role plays, effectively demonstrate good listening skills including active listening, creative response, and brainstorming to ensure your negotiation results in the appropriate outcome.
- After reviewing certain scenarios accurately compare and contrast conflict styles and reactions.

Upon successful completion of this one day course, you will learn: Best methods of preparing, know yourself, know the other party and their position and build their trust. Understand the difference between Confidence and Power. Establish ground rules before beginning discussions. Determine your expected and acceptable outcomes-what is your BATNA? Establish ethics for yourself or team and stick with them. Be a good listener and make your responses understood and agreeable. Respect the other persons' position. Seek alternative solutions, gather creative ideas, brainstorm ways to best resolve issues. Understand conflict styles and reactions. Use conflict to your advantage. Learn to be a consensus

builder. Determine final decisions and processes to accomplish the agreed upon goals.

Prerequisites: None

Performance and Development Management

Learning Outcomes:

\$395

8 hours

- After participating in classroom discussion, successfully outline the steps in an effective performance and development plan.
- Working with a partner, construct an effective plan to manage the performance and development of your team on a daily basis.
- Using a classroom exercise, create a clear map of the talent within the team and utilize that map to make key decisions.

Find out techniques for setting measurable performance goals and criteria and learn suggested coaching techniques to reach those goals.

Performance and Development Management is an 8/365 solution. That's right, it is a daily process. When set in motion, this process results in targeted tracking of high performance and productive management of employee development. Your management team will be able to create a clear map of talent that will assist with key decisions about special project assignments, succession planning, cross training, competency development, and retention. Participants will be given a step-by-step process that will ensure effective management of performance and development of your employees each day, not just once a year. Prerequisites: None.

Project Management for the Non-Project Manager

Learning Outcomes:

\$250

4 hours

- Accurately identify the difference between daily tasks and project work.
- Correctly identify the phases of a project's life cycle.
- Demonstrate proficiency in completing a Statement of Work.
- Successfully identify your project's tasks and resources.
- Order tasks using the Work Breakdown Structure

This session will examine some of the key skills a project manager needs. Four major phases of a project will be examined. Creating a vision statement, what it is and how to create one. Discuss the six key parts (SMART + CR) of a project goal. Learn to create a statement of work. Use a project planning worksheet to fine-tune each step of the project. Identify and list tasks and resources. Learn how the Work Breakdown Structure can assist in defining the process behind each step. Estimate time and scheduling considerations. Discuss creating an action plan to mitigate and minimize the risks encountered. During the Executing phase you will discover how helpful status meetings and issues management can be. Discuss a universal change control process that can be used for any project. Learn things that should take place during the close-out phase of a project. Fill out an action plan to ensure there is a knowledge transfer and commitment to utilize topics discussed in future project management responsibilities.

Prerequisites: None

Ready! Set! Go! Tips for The New Manager

Learning Outcomes:

\$395

8 hours

- Discuss the importance of organizing priorities.
- Demonstrate an understanding of how to manage problems.
- Develop goals and principles for your new responsibilities.

Learn proven techniques to help you take charge of your job and new position. Ideal training for newer managers and supervisors and a good refresher for the veteran. Make your move into management smoother and more successful. Learn the skills necessary to manage/organize your people, your time, and multiple projects. Discover the necessary tips for supervising your peer group. Learn the best ways to recover from your own errors. Learn what your manager wants and expects from you and your employees. When tough people problems arise, you'll know how to handle it by reacting with confidence. The skills you gain in this workshop will provide you with self-assurance and confidence as you "take charge" in your new job and achieve results.

Prerequisites: None Required.

Recognizing Potential Risk for Management

Learning Outcomes:

\$395

8 hours

- Using information provided by the instructor, successfully define potential causes of workplace violence.
- Given a set of circumstances, correctly identify the proper procedures to follow.
- Reviewing various role plays, adequately differentiate between adequate follow-up and harassment.
- After participating in classroom discussions, successfully create an action plan for response to and reporting of any threats, inconsistent behaviors, or violence.

Learn proven techniques to help you take charge of your job and new position. Ideal training for newer managers and supervisors and a good refresher for the veteran. Make your move into management smoother and more successful. Learn the skills necessary to manage/organize your people, your time, and multiple projects. Discover the necessary tips for supervising your peer group. Learn the best ways to recover from your own errors. Learn what your manager wants and expects from you and your employees. When tough people problems arise, you'll know how to handle it by reacting with confidence. The skills you gain in this workshop will provide you with self-assurance and confidence as you "take charge" in your new job and achieve results.

This one-day workshop is for every supervisor, manager, or team leader who is responsible for observing and reporting any workplace situation which may contribute to the occurrence of violence. Performance-Based Objectives: Learn to recognize a variety of warning signs. Develop, communicate, and enforce policies and procedures. Identify and address potentially harmful or difficult situations. Report and respond to job performance concerns as they arise. Involve employees in identification and resolution of potentially violent situations. Consider employee impact of workplace violence and develop intervention strategies. Communicate organizational change. Take appropriate safety and security precautions. Determine when and if professional assistance is required.

Prerequisites: None Required.

Sexual Harassment Awareness for Supervisors

Learning Outcomes:

\$195

4 hours

- Using information provided by the instructor show topic proficiency by listing the major civil rights laws related to sexual harassment.
- Given a set of circumstances interpret situations based on the law and effectively determine which contain illegal behavior.
- Working with a partner, combine all the information shared in class with common work situations and formulate a sexual harassment policy suited for your business situation.

This half day session will acquaint all supervisors with the laws governing Sexual Harassment. Instances of unwelcome behavior, illegal verbal and physical conduct will be discussed along with intent versus perception. The work environment will be assessed and standards discussed. Learn to lead by example by encouraging mutual respect, using common courtesy, and maintaining an open door policy. Discuss policies for dating in the workplace. Create a sexual harassment policy by taking into account Human Resources' role, the need for management support, the involvement of employees with emphasis on prevention. Publicize the policy and provide adequate staff to ensure compliance. Make sure all supervisory personnel support the process, encourage victims to come forward and investigate all complaints seriously, taking action as determined by the companies policy.

Prerequisites: None required.

Strategic Decision Making

Learning Outcomes:

\$395

8 hours

- Successfully define the fundamentals of decision making based on information provided in the class.
- Given a set of situations, analyze the options and select the best for the situation.
- Assess complex decisions and apply the fundamentals learned to formulate scenarios and make considered decisions.
- When faced with the need to make group decisions, utilize the group decision process including overcoming objections and moving past barriers.

During this session, you will learn how to define decision making, fundamentals of decision making and steps in researching to learn the best approaches. Learn to generate options, then select the best option(s) for your team, business unit, or company within present parameters. Determine what results your decision will have on all concerned and learn from the experience of others. For complex decisions linked to other business considerations, discuss possible scenarios or outcomes that might occur. When needing to look at group decisions, learn the process and how to overcome objections or barriers to the decision making process. In conclusion, you will look at negotiation skills involved in decision making and decision making pitfalls for negotiators.

Prerequisites: None

Strategic Planning

Learning Outcomes:

\$395

8 hours

- Utilizing the SWOT analysis, accurately define your organization's strengths, weakness, opportunities and threats.
- Based on the information you listed in the SWOT analysis, successfully perform a gap analysis to identify various gaps in your organization.
- Using the information provided in the two previous exercises, prepare an action plan to define the tools and methodologies you could employ to close the gap between your current organizational status and your organizational goals.

During this session, all departmental or team participants will set the plans in motion for what they want their group to become, steps to achieve the plan, goals and strategies to reach their objectives. Values will be determined; a mission for the vision will be formulated to develop the strategic direction the group needs to take. The organization's strengths, weaknesses, opportunities and threats will be analyzed and an action plan devised indicating targets to achieve. Contingency planning, managing and anticipating risks and corrective action will all be part of the groups' focus. In the Implementation stage, the specific approach used to achieve goals and objectives should be stated.

Prerequisite: None

Succession Planning - Preparing to Move Up

Learning Outcomes:

\$395

8 hours

- Using your current team staffing requirements, successfully prepare a list of key positions in your team.
- Taking the list of key team positions created in class; create a list of competencies for each key position.
- Reviewing the key positions and competencies, effectively produce a document identifying the current skills gaps in each position/competency.
- Drawing on the information provided from the key positions, competencies, and skills gaps documents you have prepared in class, adequately prepare a minimum of one IDP for a member of your team.

This workshop provides valuable insight into what it takes to prepare yourself and your team for your eventual promotion. Topics of discussion will include: This one day session will assist participants in identifying key personnel and key competencies to be developed in order to leave their position better than they found it. Participants will look at each employee on their team, identify competency gaps and work on creating IDPs for each employee addressing performance development. Work on developing long range plans for coaching and mentoring programs and how to establish and track those programs.

Prerequisites: None.

Supervising Skills

Learning Outcomes:

\$395

8 hours

- Define your six biggest challenges as a supervisor.
- Being provided with certain circumstances, accurately evaluate those situations and differentiate between clear and confusing instructions and remediate the problems.
- Evaluate the common traps encountered by new supervisors, propose ways to avoid those traps, propose ways to correct the problems if you can't avoid the traps, and be prepared to defend your answers.

- Based on information provided in class, successfully define your communication skill deficits and prepare a plan for addressing those deficits.

This one-day seminar will help the new supervisor motivate and manage projects and people with confidence.

This seminar is perfect for the individual challenged by many projects, not enough time, and too few people. Learn how to get the most production from your staff while managing stress factors. Tips on how to be a good coach such as listening skills or organizing work procedures will be included. Enhance your communication skills for top-notch effectiveness. Learn how to feel comfortable supervising friends and former peers. Get others to believe in the company. Become more organized and productive, reducing your stress. Learn to discipline and still obtain positive results. Learn 4 effective methods to give clear-cut instructions. Identify common traps encountered by new supervisors and how to steer clear of those traps.

Prerequisites: None required.

Team Building Techniques

Learning Outcomes:

\$395

8 hours

- After being provided with a definition and example of constructive feedback, successfully demonstrate how to give constructive feedback.
- After being provided with a definition and example of constructive feedback, successfully demonstrate how to give constructive feedback.
- After being provided with a definition and example of constructive feedback, successfully demonstrate how to give constructive feedback.
- Using your team as an example, create an effective motivational action plan for your team.

This one day Workshop will provide creative ways for groups to work together developing each participant's strengths.

This participatory, full day session will develop your abilities to work with others in a more effective and productive manner. Strategize about ways to manage any conflicting viewpoints/differences among team members. Learn to use motivational techniques to inspire others. Discover what TEAM actually means. Look at how honesty and trust become building blocks in any team. Define team roles, workloads, and measurement techniques. Learn to run meetings in a facilitating manner, yet keep everyone on track to manage their time more productively. Develop your skills in changing conflict into creativity.

Prerequisites: A willingness to learn and expand your capabilities.

Team Building Techniques

Learning Outcomes:

\$395

8 hours

- After being provided with a definition and example of constructive feedback, successfully demonstrate how to give constructive feedback.
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This participatory, full day session will develop your abilities to work with others in a more effective and productive manner. Strategize about ways to manage any conflicting viewpoints/differences among team members. Learn to use motivational techniques to inspire others. Discover what TEAM actually means. Look at how honesty and trust become building blocks in any team. Define team roles, workloads, and measurement techniques. Learn to run meetings in a facilitating manner, yet keep everyone on track to manage their time more productively. Develop your skills in changing conflict into creativity.

Prerequisites: A willingness to learn and expand your capabilities.

The First-Time Manager

Learning Outcomes:

\$395

8 hours

- Given classroom discussion accurately define the skills most important for a new manager and perform a gap analysis to determine which skill(s) you need to develop.
- List the difficult communication problems you are most likely to face, analyze the problems and develop three possible scenarios for handling each.
- List the skills that are most valuable for supervising your former peer group.
- From the methods discussed for motivating your team, choose those you feel are most suited to you and your team and develop a plan for implementing them.

Learn proven techniques to help you take charge of your job and new position. Ideal training for newer managers and supervisors and a good refresher for the veteran. Make your move into management smoother and more successful. Learn the skills necessary to manage/organize your people, your time, and multiple projects. Discover the necessary tips for supervising your peer group. Learn the best ways to recover from your own errors. Learn what your manager wants and expects from you and your employees. When tough people problems arise, you'll know how to handle it by reacting with confidence. The skills you gain in this workshop will provide you with self-assurance and confidence as you "take charge" in your new job and achieve results.

Prerequisites: None required.

Time Management Techniques

Learning Objectives:

\$395

8 hours

- List the time management techniques discussed in class, organizing them into descending order based on how well you think they will work for you.
- Define the ten tasks you think are most important for you to organize.
- Based on your current tasks apply the time management matrix to those tasks and produce a prioritized list.

This one-day workshop is geared to the business professional that wants to apply time management techniques to prioritize, organize and execute tasks.

During this hands-on workshop, participants will critique other's time management skills using case studies. Participants will be asked to identify tasks they might encounter over the course of a week and learn to use a matrix to analyze and organize their own lives to create balance and gain greater satisfaction. We will demonstrate how technology can be used to help hone these skills.

Prerequisites: None required.

Weathering The Storm!

Learning Outcomes:

\$395

8 hours

- Define the three stages of burnout and the warning signals for each stage based on information provided in class.
- Using situations provided develop solutions to minimize burnout.
- Evaluate the stressors in your life and select the best method to manage those stressors and create an action plan to minimize the stressors or modify behavior.

This one-day workshop identifies symptoms of brownout and burnout and helps the participant develop an action plan to rekindle the flame.

Learn the three stages of burnout and the warning signals for each stage. Use a tool to assess your risk for burnout. Discover the difference between brownout and burnout. Develop solutions to combat burnout (based on your individual needs) and rekindle the flame. Look at the stressors in your life - work, family, social, self. Learn best methods to manage stress and your reaction to those stressors. Manage the totality of your universe: physical, mental, emotional, social, and spiritual.

Prerequisites: None required.

WIIFM? Non-Monetary Recognition and Motivation

Learning Outcomes:

\$195

4 hours

- Given the information provided in class list ways to motivate individuals and what type of individual is best motivated by each.
- Evaluate the information provided and apply it to your specific situation and create an effective reward program.
- Using the reward program information you create in class, successfully prepare an action plan to communicate the reward program and to address resistance.

This workshop provides valuable insight into what motivates personnel and what will adequately and promptly provide the recognition they deserve.

This half-day session will bring many roles into play looking at the individual, their place in the company, how they as an individual are motivated, and how to motivate teams. Learn practices to avoid that can cause complaining. Look at different honors and awards programs and how to communicate and administer the program. Learn to tie rewards into the departmental goals. Discuss new, innovative ways to acknowledge extraordinary contributions. Think about the virtual office and how they are to stay connected, receive recognition and keep motivated. Take a look at monetary rewards: pros and cons.

Prerequisites: None Required.

Who Am I and How Can I Adapt?

Learning Outcomes:

\$395

8 hours

- In order to understand more how behavioral difference impact relationships, effectively participate in a DiSC personal profile analysis.
- Define the four dimensions of DiSC after participating in classroom discussion.
- Discuss how the DiSC dimensions impact behavioral differences.
- After reviewing various role plays successfully evaluate the differences between the DiSC dimensions and how they affect communication styles and leadership qualities.

- Using your current work situation analyze the DiSC dimensions of team members and prepare an action plan of no less than five steps to improve team relationships based on that information.

This interactive full day workshop deals with the importance of being understood and understanding what is communicated whether in writing or orally.

Participate in a DiSC analysis and understand how behavioral issues impact the four DiSC dimensions: dominance, influence, steadiness, and compliance. Learn how your dominant style influences the way you act, react, and interact. Participation in this session will enable you to adapt to and communicate with the various behavioral styles around you to create a more effective work environment.

Prerequisites: None Required

WOW! Customer Service -Two Day Workshop

Learning Outcomes:

\$595

16 hours

- Utilizing information discussed in class, accurately define three ways to build rapport with customers and demonstrate each..
- During role play situations, successfully identify when communication between the customer and the customer service representative begins to break down and offer suggestions for communication modifications.
- Give examples of customer service situations successfully provide examples of questioning techniques which could be used to glean information from a customer.
- Using classroom discussion, successfully describe the eight C's of the customer service superstar.

This highly successful interactive workshop will train your key individuals on the following concepts. Included will be group practice sessions all in a non-threatening, laughter filled environment.

This course will provide needed skill sets such as: Building rapport with customers. Responding efficiently to customer's concerns. Providing the highest level of customer service. Eight C's of the customer service superstar. Learning different personality types and how to work with each. Assessing and improving your phone voice and telephone etiquette. The power of asking the right questions. How to handle a sensitive issue with sensitivity. Using vocabulary in a positive manner - terms to avoid, terms to use. Bridging the language barrier. Improving complaint handling skills. Managing the difficult or angry caller. Steps to take to manage your time better. Utilizing technology to manage your mess. Learn to identify stress makers and then learn to manage your stress to develop a low-stress work style.

Prerequisites: None required.

Writing Relevant Requirements

Learning Outcomes

\$795

16 hours

- Establishing objectives for requirements.
- Discovering the steps in the requirements process and defining the scope.
- Using scenarios to find functional and nonfunctional requirements.
- Determining which requirements are feasible.
- Prioritizing and checking the specifications to ensure requirements are complete.

During this hands-on workshop, each individual will learn the skills needed to gather information to write complete, consistent requirements structures. Create IT requirement guidelines that meet the needs, goals and objectives of stakeholders. Ensure everyone involved in the process is working from the same

set of specifications. Run scenarios to include each requirement needed. Determine which requirements are necessary and which are redundant. Establish prewritten (template) requirements that can be used continuously. Review the process to guarantee it is complete, consistent and correct. Determine what other problems might occur and how to deal with them. Establish if the final documentation is verifiable.

Prerequisites: None

DCG Professional Skills Sales Training

Sales: An Attitude that Attracts Profit

Learning Outcomes:

\$350

8 hours

- Discuss why attitude is so important.
- Demonstrate your understanding of the Profit Equation.
- Develop your planning tool for working with clients.

This one-day workshop provides a small group environment conducive to the facilitation of growth, personal relationships, and the encouragement to take risks.

This full day session starts from within the sales person examining subjects such as attitude, positive self-image and the attraction factor. Other topics include looking at the key ingredients for sales success; learn why customers buy, how to handle objections appropriately, and important customer relationship tips. Investigate the Profit Equation $P5+F = \text{Profit}$; identify important questions to ask to receive client attention, buy-in, and commitment. Review a planning tool assisting the focus of prospective clients in developing the mutually profitable partnership. Approximately half of the session will be spent on theory, method and process and the remainder on developing and practicing methods and techniques including experiential group facilitation.

Prerequisites: None required.

Sales: Tips That Produce Results

Learning Outcomes:

\$350

8 hours

- Given a set of sales circumstances accurately identify at least four creative problem solving techniques.
- After viewing several role plays, effectively assess the resistance of potential customers and select a creative method for addressing that resistance.
- After classroom discussion, demonstrate understanding of the term "customer-centric" by creating a list of customer-centric things you can provide in all your sales opportunities.

This one-day workshop offers a variety of tips and presentation techniques to enhance your customer relationships.

This full day session is geared to stimulate, produce ideas, brainstorm and gather more information to help you succeed in sales. Learn tips from a sales professional to help you improve YOUR sales and enhance commissions. Discover ways to market yourself and your product to create a brand "image". Discuss how to use letters, email and other marketing avenues to your advantage. Learn how to find leads, network and "think" sales all the time. Think outside the box to present more creative ideas to solve the customers' problems. Become a customer centric sales individual by going beyond expectations. Learn to set goals, keep records and monitor your activities for better time management.

Prerequisites: None required.

Selling Fundamentals

Learning Outcomes:

\$795

16 hours

- Using information provided by the instructor, discuss the sales cycle and how it applies in specific businesses.
- Given a set of circumstances, demonstrate an effective sales presentation.
- Reviewing various role plays, adequately differentiate between adequate follow-up and harassment.
- After participating in classroom discussions, successfully create an action plan for developing a relationship with a client.

This two-day workshop is designed to motivate any person within an organization to think of the customer and the benefits that can be provided to the customer throughout the sales process. It provides an overview of the basics of selling with an emphasis on the different stages of the sales cycle and provides guidelines and best practices to utilize during each stage of the sales cycle.

Performance-Based Objectives:

Select a sales approach to match the sales situation and the needs of the buyer. Prepare for each sales encounter and sell using the sales cycle so that increased sales are achieved. Find and qualify a sales prospect. Discover the clients' needs and present the benefits you can offer to address those needs. Make a sales presentation and learn methods for closing the sale. Understand the importance of follow up and a variety of techniques to use. Learn many do's and don'ts from a veteran sales individual. Learn how to develop a client relationship that will be long lasting and beneficial to you both.

Prerequisites: None required.

DCG Training Tracks

Workforce (Job) Readiness Track

\$6,095

160 hours

Building Office Professionalism	Creative Problem Solving
Effective Communications	Improving Typing Skills
All Five Levels of Business Writing	Language Arts
Time Management	
Basic Computer Skills Introduction in Windows, Word, Excel, PowerPoint, and Outlook.	

Administrative Professional with MOS Training Track

\$7,715

200 hours

Business Writing	Conflict Management	QuickBooks: two levels
Effective Telephone Skills	Publisher	Building Office Professionalism
Adobe Acrobat: Intro	Outlook: two levels	How to Paddle Without an Oar
Word: three levels	Excel: three levels	Constructing a Successful Career
PowerPoint: two levels	Public Speaking	Interpersonal Communications
Time Management	Stress Reduction	Creative Problem Solving

Business Skills Plus MOS Training Track

\$7,090

184 hours

Word: three levels	Excel: three levels	PowerPoint: two levels
Outlook: two levels	Access: two levels	Building Office Professionalism
QuickBooks: two levels	Business Writing	Adobe Acrobat: Introduction
Time Management	Conflict Management	Interpersonal Communication Skills
Dealing with Difficult Situations		SharePoint

Six Sigma Training Track

\$2,690

32 hours

Fundamentals of Six Sigma	Green Belt Certification
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Lean Manufacturing/Enterprise Training Track

\$6,175

64 hours

Lean Overview	Lean: Building Corporate Culture and Philosophy
Lean: Kaizen Events and Value Stream Mapping	Lean: The Improving Workflow and the 7 Wastes
Lean: Plant or Office Design and Workflow Study	

Leadership Training Track

\$5,625

104 hours

Building Office Professionalism	Behavioral Interviewing	Coaching/Mentoring
Building Success with Four Blocks	It's All in the Numbers	Employee Relations/Employment Law
The First Time Manager	Strategic Planning	Performance/Development Mngmnt
Team Building Techniques	Negotiation Skills	Business Writing: two levels

Team Effectiveness Training Track

\$3,960

96 hours

Coaching/Mentoring	Strategic Planning	Negotiation Skills
Team Building Techniques	Public Speaking	Dealing with Difficult Situations
Creative Problem Solving	Doing More with Less	Conducting Effective Meetings
Project Fundamentals	Time Management	Interpersonal Communications

Customer Service plus MOS Training Track

\$7,015

120 hours

Exceptional Customer Service
Effective Telephone Skills
Word: three levels
PowerPoint: two levels
Time Management

Creative Problem Solving
Stress Reduction Solutions
Excel: three levels
Business Writing: Basics
Conflict Management

Interpersonal Communications
Managing Multiple Projects
Outlook: one level
Business Writing: Grammar
Building Success with Four Blocks

Sales Training Track

\$5,065

140 hours

Tips That Produce Results
Business Writing Basics
Business Writing Sentences
Business Writing Editing
Act! two levels

PowerPoint: two levels
Word: two levels
Negotiation Skills
Public Speaking
Time Management

Sales Fundamentals Clinic
An Attitude That Attracts Profit
Conducting Effective Meetings
Interpersonal Communications

Microsoft Certification plus CAPM Training Track

\$6,745

136 hours

Project Fundamentals
Word: three levels
Excel: three levels
PowerPoint: two levels

Project Management Concepts & Principles
MS: Project: two levels
Budgeting
Test

Time Management
Interpersonal Communications

Human Resources Professional Training Track

\$6,720

120 hours

Employee Relations/Employment Law
Learning-It's Everybody's Business & Setting SMART goals
What's in it for me? Motivation
Project Management for the HR Professional
Coaching and Mentoring
Building Success with Four Blocks
Business Writing Editing

Budgeting Issues
Negotiation Skills

It's All in the Numbers/Accounting
Performance/Development Mngmt
Conducting Effective Meetings
Behavioral Interviewing
Building Ethical Values
Recognizing Potential Risks

Project Management Training Track

\$8,870

164 hours

Project Management Fundamentals
Microsoft Project: two levels
Team Building for the Project Manager
Interpersonal Communications
SharePoint
Conducting Effective Meetings

Project Management Professional Certification (PMBOK)
Team Building: Surviving the Storm
Coaching and Mentoring
Time Management
Budgeting Issues
Creative Problem Solving
Conflict Management
Test

Help Desk Support Training Track

\$5,890

128 hours

A+ Essentials
Interpersonal Communications
Business Writing: Grammar
Time Management

Business Writing: Basics
Stress Management
Negotiation Skills
Team Building Techniques

Creative Problem Solving
Dealing with Difficult Situations
Exceptional Customer Service
Project Fundamentals

Help Desk Technician Training Track

\$6,745

144 hours

Business Writing: Grammar

MCDST or equivalent

Interpersonal Communications

Creative Problem Solving
 Exceptional Customer Service
 Time Management Techniques
 Project Fundamentals

Negotiation Skills
 Stress Management
 Excel: Shortcuts
 Word: Tips

Dealing with Difficult Situations
 Team Building Techniques
 PowerPoint: Tips

CompTIA Certification Training Track

\$11,270

224 hours

A+ Certification: two levels
 Security+ Certification

Network+ Certification
 Server+ Certification

Project+ Certification
 CompTIA Strata

Web Design plus MOSTraining Track

\$7,415

160 hours

Web Site Design
 HTML5: Introduction
 Photoshop
 Adobe Acrobat

Access, three levels
 XML: Introduction
 Flash
 Dreamweaver

Excel: three levels
 PowerPoint: one level
 Cascading Style Sheets

Web Design Training Track

\$7,250

136 hours

Web Site Design
 Dreamweaver
 Web Design with HTML5 & CSS
 Expression Web: two levels

HTML5: Introduction
 Illustrator
 Flash
 JavaScript: Introduction

XML: Introduction
 Cascading Style Sheets
 Photoshop

Web Programming Training Track

\$11,405

248 hours

Web Site Design
 XML: Introduction
 Object-Oriented Programming Using C#
 ASP.NET Using C#

Intro to Programming
 .NET Overview
 SharePoint

HTML5: Introduction
 .NET Framework Using C#
 Adobe Acrobat
 Test

.NET Programming Training Track

\$13,520

184 hours

Intro to Programming
 Object-Oriented Programming in C#
 ASP.NET Using C#
 Windows Presentation Foundation Using C#

.NET Overview
 ASP.NET AJAX Using C#

.NET Framework Using C#
 Windows Forms Using C#

Please note: These tracks may be taken in their entirety or classes substituted as required by the participant. It is our goal to fill in any gaps and some students may not require all of the courses or may prefer to substitute others that they need for those they feel they have already mastered.