

## INTRODUCTION TO SUPERVISION

This is an introductory course, an overview of basic supervisory tasks, performance skills, common problems encountered, and effective solution strategies. Students without a home computer have access to El Centro's computer lab (A435).

**BMGT1010.54150 Instructor, Cumby, J.**

Internet 06/19-08/07 eCampus  
30 hours Inet \$125

## LEADERSHIP SKILLS FOR SUPERVISORS/MANAGERS

This is an introductory course for supervisors/managers. This course is designed to introduce leadership and motivational theories and leadership styles. Explore concepts and skills of leadership in the work setting, includes evaluation of leadership performance.

Internet and email address required. Students without a home computer have access to El Centro's computer lab (A435).

**BMGT1020.54150 Instructor, Cumby, J.**

Internet 06/19-08/07 eCampus  
30 hours Inet \$125

## DEVELOPING LEADERSHIP IN THE WORKPLACE

This is an intermediate course designed to explore concepts of leadership and its relationship to management. Prepares the student with leadership and communication skills needed to motivate and identify. Internet and email address required. Students without a home computer have access to El Centro's computer lab (A435).

**BMGT2009.54150 Instructor, Cumby, J.**

Internet 06/19-08/28 eCampus  
48 hours Inet \$150

## COMMUNICATIONS IN MANAGEMENT

This is an introductory course. Basic theory and process of communication skills necessary for the management of an organization's workforce will be presented. You will be able to explain the communication process; identify and remedy major communication barriers; describe how communication contributes to effective management. Internet and email address required. Students without a home computer have access to El Centro's computer lab (A435).

**BMGT1005.54150 Instructor, Cumby, J.**

Internet 06/19-08/28 eCampus  
48 hours Inet \$150

# Business Classes designed to explore the *Skills and Abilities* necessary to become an effective leader in the Workplace



## WE MEAN BUSINESS!

Learn essential Customer Service Skills at your company site. Call 214.860.5935 or email [corporatesolutions@dccd.edu](mailto:corporatesolutions@dccd.edu)

# Business and Technology

## ENTREPRENEURIAL CLASSES

*Starting a business is not easy. Thirty percent of new businesses fail within 2 years. The following courses are designed to assist you in the development of your independent, entrepreneurial and/or home based business. Courses may be taken individually or as a series.*

*For more information, contact Timieka Walker at 214 860-5801.*

### DEVELOPING YOUR BUSINESS PLAN

Learn how to develop a business plan to start-up a small business or an expansion. Learn to develop a plan that can be used for implementation or submitted to a financial institution. Learn the importance of the plan, its components and format. Materials Needed: Additional books/materials may be required and may require an additional fee.

**BUSG1025.58210 Instructor, Jackson, D.**

TR	06/09-06/25	6:00p-9:00p
18 hours	BJP1230	\$125

### EFFECTIVE ADVERTISING AND MARKETING

Learn how to conduct a market survey, analyze your competition to give your company and products the competitive advantage. Materials Needed: Calculator. Additional books/materials may be required and may require an additional fee.

**BMGT1016.58210 Instructor, Thompson A.**

Self Paced	06/3- 06/29	ecampus
16 hours	Internet	\$100

### STRATEGIES THAT WILL TURN YOUR BUSINESS AROUND

Discover common reasons businesses are unsuccessful and explore strategies that turn businesses around. Survey the industry, supply factors and personnel that are contributors to the problem. Learn to identify available resources that will render a solution and turn business around. Materials Needed: Additional books/materials may be required and may require an additional fee..

**BUSG1008.58210 Instructor, Freemon, W.**

S	06/20-07/18	9:00a-1:00p
16 hours	BJP1210	\$99

### COMMUNICATION IN BUSINESS

This course will introduce dynamic 2 minute elevator speech concepts and how to make first impressions count positively. This course will also focus on communication that gets results, both oral and written. This course will cover, press releases, resumes, effective communication, team building, effective speech and presentation skills, writing winning proposals, nonverbal communication and how words can impact the bottom line. Materials Needed: Additional books/materials may be required and may require an additional fee.

**BMGT1022.58210 Instructor, Freemon, I.**

Self Paced	6/20-08/01	ecampus
15 hours	internet	\$100

## The "BIZNESS" – Sports and Entertainment Agent

The "BIZNESS" will be a fun interactive learning experience that will provide an in-depth look into the role of a professional agent in the business of Sports and Entertainment. The class will focus on presenting an understanding of what it takes to be a successful professional Agent in the fast-pace and cut-throat business of Professional Sports and Entertainment, along with operating your business. Expertise will be offered by professional agents that will share their wealth of knowledge and experience in the industry. No Required Text.

Register for BUSG1008.58210  
TR 06/02 - 07/09 - BJP Campus Room TBA  
6:30p - 7:30 p  
16 hours \$99  
Instructor, R. West, II

For More Information Contact, Timieka Walker at 214 860-5801



## Enhance Office Skills

Navigate through computer software and hardware

Develop proficient keyboarding skills

Produce professional documents for the office

### BASIC COMPUTERS I

Introductory. Overview of personal computer systems. Includes introduction to computer hardware, software, and the everyday use of computers. Textbook optional, flash drive required. Class will not meet 07/04

#### ITSC1010. 54260 Instructor, Cumby, J.

S	06/06-08/08	9:00a-12:00p
27 hours	BJP2803	\$150

#### ITSC1010. 54261 Instructor, Guerra, E.

TR	07/07-08/20	5:00p-7:00p
27 hours	BJP2700	\$150

### BASIC COMPUTERS II

Basic Computers I or instructor consent. Introduction to operating systems file creation/deletion, data entry and manipulation, managing files and folders, customizing file and folder management, securing computer, exchanging mail. Diskette or flash drive required

#### ITSC1006. 54260 Instructor, Cumby, J.

S	08/15-09/05	9:00a-1:00p
16 hours	BJP2803	\$100

### BASIC KEYBOARDING

This is an introductory course. Students will learn proper typing technique, basic typing position, and posture, practice key stroking, spacing, return and other typing skills.

#### POFT1010. 54260 Instructor, Guerra, E.

TR	07/07-08/20	05:00p-7:00p
28 hrs	BJP2738	\$85

### Speed and Accuracy

Learn skill development in keyboarding techniques with emphasis on the development of speed and accuracy.

#### POFT1027.54260 Instructor, Guerra, E.

TR	07/07-08/20	05:00p-7:00p
32 hrs	BJP2802	\$100

### MICROSOFT OFFICE 2007

#### (INTRODUCTION)

An introduction of the MS Office 2007 programs, including Word, PowerPoint, Access, and Excel. Overview of computer office applications including current terminology and technology.

Course Materials: Textbook, 3.5" high-density diskette or flash drive.

#### ITSW.1021.54260 - Instructor Wilson, S.

MW	06/15-08/05	05:00p-7:30p
40 hrs	BJP1550	\$125

#### ITSW.1021.54261 - Instructor Wilson, S.

TR	06/16-08/06	05:00p-7:30p
40 hrs	BJP1550	\$125

### SPREADSHEETS (EXCEL 2007)

This is a concurrent course; spreadsheet software for business applications. Schedule an additional 2 hours a week for lab work. Prerequisite: Introduction to a computer application course or equivalent., mathematical functions and printing

#### POFI1049.54501 Instructor, Kerr, O.

MTWRF	06/05-07/02	09:00a-11:10a
48 hrs + lab	A423	\$123

#### POFI.104954502 Instructor, TBA

MTWRF	06/05-07/02	05:30p-7:40p
48 hrs + lab	B235	\$123

### MICROSOFT WORD 2007

An introduction to the new ribbon, contextual tabs, galleries, new file menu, editing functions, formatting and special text options

#### POFI2001.54501 Instructor, Kerr, O.

MTWRF	06/05-07/02	09:00a-11:10a
48 hrs +lab	A423	\$123

#### POFI2001.54502 Instructor TBA

MTWRF	06/05-07/02	05:30p-7:40p
48 hrs +lab	B235	\$123

### FAST TRACK TRAINING

Microsoft Word is one of the most used software program in today's workplace.

#### WORD I (MICROSOFT WORD 2007)

An introduction to the new ribbon, contextual tabs, galleries, new file menu, editing functions, formatting and special text options.

Learn how to create appealing documents for the office or classroom assignments.

#### ITSC1006. 54261 Instructor, TBA

S	06/20 - 06/27	9:00a-1:00p
8 hours	BJP1550	\$99

#### WORD II (MICROSOFT WORD 2007)

An intermediate course includes search and replace functions, headers and footers, mail merge, file functions and insert and edit graphics.

#### ITSC1006. 54262 Instructor, TBA

S	07/11-07/18	9:00a-1:00p
9 hours	BJP1550	\$99

# Business and Technology

## Supervisor/Manager Certification

This series of courses are designed to provide new and current supervisors with the necessary skills that they need at work in a leadership role. This series provides the fundamental skills of managing and communication, dealing with change and conflict, customer service, developing and coaching performance and much more. Students who successfully complete at least eight courses in the series will receive an institutional certificate. For class information call Ellisa Lane-Johnson (214) 860-5720 or Timieka Walker (214) 860-5801 to request additional information.

	Hours
Supervisor's Survival Kit – An Introduction to Supervision	16
Vocabulary Basics for Business	12
Effective Business Netiquette	9
Ethics at Work	36
Motivation – An ATM Card for Success	48
Evaluating Performance Improvement Intervention	12
Making Diversity Work	16
Effective Business Presentations	12
Customer Service Counts	12
Customer Relations Management	48
<b>TOTAL HOURS</b>	<b>221</b>

### EFFECTIVE BUSINESS PRESENTATIONS

This course offers strategies and tools to plan, develop and deliver dynamic business presentations. Students will learn audience analysis, message development, delivery techniques, strategic PowerPoint use, anxiety management and much more. Additional books/materials may be required and may require an additional fee.

#### COMG 2030.54201 Instructor, Taylor-Hare L.

TR 06/09-07/02 05:30p-7:00p  
12 hours BJP 1210 \$100

#### COMG 2030.54202 Instructor Taylor-Har, L.

TR 07/07-07/30 5:30p-7:00p  
12 hours BJP 1210 \$100

### VOCABULARY BASICS FOR BUSINESS

This course is designed for students who wish to improve their English vocabulary. Students will learn strategies for building vocabulary, word analysis, examine how words are related, practice using words that are often confused or misused, use of specific business terms as well as demonstrate effective use of voice, body language and eye contact when speaking. Additional books/materials may be required and may require an additional fee.

#### POFT1002.54201 Instructor, Taylor-Hare L.

TR 06/09-07/02 7:00p-8:30p  
12 hours BJP2200 \$100

#### POFT 1002.54202 Instructor, Taylor-Hare L.

TR 07/07-07/30 7:00p-8:30p  
12 hours BJP2200 \$100

### EFFECTIVE BUSINESS NETIQUETTE

This course is designed to help the student conquer the challenges of communicating in the new millennium. Topics include advantages and disadvantages of email, internet etiquette, strategies for writing emails, as well as building the awareness of e-mail use and the need to communicate effectively and responsibly. Additional books/materials may be required and may require an additional fee.

#### POFT 1004.54200 Instructor, Hassell, D.

Self-paced 06/08-06/26 ecampus  
40 hours Internet \$100

#### POFT1004.54210 Instructor, Smith, G.

Self-paced 07/06-07/24 ecampus  
40 hours Internet \$100

#### POFT1004.54300 Instructor, Smith, G.

MW 08/03-08/26 5:30p-7:30p  
40 hours W129 \$100

## ETHICS AT WORK

This course is designed for individuals who are, or may expect to be, in the business world. Topics include: ethical reasoning and decision making, concepts of corporate social responsibility and social ethical threats emerging from rapid technological change.

### BMGT1041. 54200 Instructor, Smith, G.

Self-paced 06/08-07/13 e-campus  
48 hours Internet \$150

### BMGT1041. 54210 Instructor, Hassell, D.

Self-paced 07/14-08/18 e-campus  
48 hours Internet \$150

### BMGT1041. 54300 Instructor, TBA

MW 06/08-07/29 6:00p-9:00p  
48 hours W129 \$150

## MOTIVATING EMPLOYEES FOR SUCCESS

Motivation-who needs it?

Motivation is what gives meaning to life. It is what helps you get up in the morning and gives you a good feeling that you've done a great job. Participants in this course will identify, understand and activate their motivators, develop and understanding of self and personal actions, learn to appreciate the actions of others and maximize how they can contribute to their personal success.

### PSYT1013.54200 Instructor, Hassell, D.

Self-paced 06/08-07/13 Ecampus  
48 hours Internet \$150

### PSYT1013.54210 Instructor, Hassell, D.

Self-paced 07/14-08/18 Ecampus  
48 hours Internet \$150

## CUSTOMER SERVICE COUNTS

This course provides individuals with the skills and strategies to increase the quality of your customer's experience. Students will learn to build customer loyalty, and ensure that Customer Service becomes a differentiator that leads to increased business. Covered customer concepts include customer types, customer needs, and standards & strategies for effective communication, along effective problem resolution.

### BUSG 1005. 54201 Instructor, Smith, G.

MW 06/08-07/01 5:30p-7:00p  
12 hours BJP2026 \$100

### BUSG 1005. 54202 Instructor Smith, G.

MW 07/06-07/29 5:30p-7:00p  
12 hours BJP2500 \$100

### BUSG 1005. 58300 Instructor, TBA

TR 07/07-07/30 5:30p-7:00p  
12 hours W129 \$100

## EVALUATING PERFORMANCE IMPROVEMENT INTERVENTION

Coaching and Mentoring Skills will help you get started on the right foot to establishing clear and realistic expectations, along with diagnosing performance gaps, standard-setting skills, and providing training, guidance on professional development, advocacy, and emotional support.. This class will focus on creating assessments and using them to recognize and improve performance of your employees. You will learn how to have powerful conversations with employees that encourage them in their development and their jobcation, along effective problem resolution.

### HRPO1007.54201 Instructor Clark, S.

MW 06/08-07/01 7:00p-8:30p  
12 hours BJP1210 \$100

### HRPO1007.54202 Instructor, Clark, S.

MW 07/06-07/29 7:00p-8:30p  
12 hours BJP2500 \$100

## MAKING DIVERSITY WORK

Rapid globalization and constant change has caused greater diversity in the work place. This course increases students' knowledge and skills in managing multicultural communication, and helps identify and appreciate the significant differences between multicultural persons/groups. Provides ways to adapt to demographic changes and cite behaviors that create an environment of inclusion. Making Diversity Work offers structured solutions which incorporates behavioral assessments in the areas of diversity, and values.

### POFT1032.54201 Instructor, McClure, C

MW 06/08-07/01 5:30p-7:30p  
16 hours BJP2020 \$100

### POFT1032.54202 Instructor, McClure, C.

MW 07/06-07/29 5:30p-7:30p  
16 hours BJP2601 \$100

### POFT1032.58300 Instructor, TBA

TR 06/09-07/02 5:30p-7:30p  
16 hours W208 \$100

## SUPERVISOR'S SURVIVAL KIT AN INTRODUCTION TO SUPERVISION

Become the vital link between management strategy and effective team performance. This course lays special emphasis on Practices and Techniques for managing operational activities and people at a Supervisor's Level. This course greatly improves productivity and the success of your business. It promotes clear yet simple ways to communicate goals and objectives to your staff. Students will learn to understand their role as a SUPERVISOR, and how to relate to basic supervisory tasks, performance skills and deal with common day to day problems.

### BMGT1010. 54201 Instructor, McClure, C.

MW 06/08-07/01 7:30p-9:30p  
16 hours BJP1215 \$100

### BMGT1010. 54202 Instructor, McClure, C.

MW 07/06-07/29 7:30p-9:30p  
16 hours BJP2580 \$100

### BMGT1010. 58230 Instructor, TBA

TR 06/09-07/02 7:30p-9:30p  
16 hours W210 \$100

## CUSTOMER RELATIONS MANAGEMENT

Customer relationship management (CRM) involves customer acquisition, retention, and growth over the long term. This course gives the participants an understanding of customer behavior and decision-making. It introduces CRM concepts and addresses customer service activities at all touch points: in-person, telephone, online, and postal mail, along with how to diffuse conflicts.

### MRKG1001.54200 Instructor, Taylor-Hare, L.

Self-paced 06/08-07/13 Ecampus  
48 hours Internet \$150

### MRKG1001 54210 Instructor, Taylor-Hare, L.

Self-paced 07/14-08/18 Ecampus  
48 hours Internet \$150

## **ADOBE ACROBAT - Professional Version**

Learn to capture formatting information from a variety of desktop publishing applications and have them appear on the recipient's monitor (or printer) as they were intended to be viewed.

### **MANAGE A RANGE OF ESSENTIAL BUSINESS ACTIVITIES**

Deliver professional documents and presentations

Assemble documents from multiple sources

Create, distribute and track intelligent forms

Collaborate securely on projects with customers, partners and employees

Register for ITSC1022.54202

Date: Tuesday and Thursday - June, 2,4,9,11,16,18,22,25

Time: 5:30p- 6:30p

Instructor: J. Williams

Classes held at the Bill J. Priest Institute - Room 2003

Contact Joe Williams at 214-860-2145 for more information

## **ADOBE INDESIGN CS<sup>3</sup> FOR THE PC**



### ***Learn to Design Professional***

- ***Brochures***
- ***Catalogs***
- ***Posters***

InDesign is a popular page-layout program. This powerful design and production tool offers precision, control and seamless integration with other Adobe professional graphics applications. Using InDesign, students can produce professional-quality, full-color output to a wide range of output devices and formats. Students will be introduced to the document window, the pasteboard, the toolbox and the floating palettes. Students will learn how to create master pages; set columns and guides; work with frames; create and apply colors, tints, and gradients; import and link graphics; work with transparency; import and edit text; work with typography; create tables; manage monitor color; and ensure consistent color. Text required.

Limited Enrollment      Only 4 Saturday Classes

9:00a-1:00p

16 Contact Hours - Cost \$160

Register for GRPH2033.54101

June 6,13,20,27

Room B235

Contact Joe Williams at 214 860-2145 for more information