



GRANT-FUNDED WORKPLACE TRAINING Course Catalog



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COMPUTER LITERACY:

Cloud Computing Technology (8 hours)

This course will introduce participants to the advantages and disadvantages of cloud technology, focusing on its business impact. The course also covers an exploration of current cloud services, distinctions between cloud categories, adoption measures, and the identification of associated risks.

Cyber Security Awareness (20 hours)

This course is designed to equip participants the tools to identify and mitigate cybersecurity risks, ensuring a resilient and secure online presence. Reviews topics such as online threats, best practices for secure browsing, and safeguarding personal information.

Google Suite: Docs, Drive, Keep, Sheets, Slides, and Workspace (8 hours each)

This course is designed for participants to unlock the full potential of Google's productivity tools. From creating collaborative documents and presentations in Google Docs and Slides to learning the art of efficient note-taking and task management with Google Keep. Also exploring the collaborative features of Google Workspace, enhancing team productivity and communication.

MS Office: Access, Teams, 365 (8 hours)

This course is designed for participants to learn how to design and manage databases efficiently using Microsoft Access, gaining skills in creating forms, queries, and reports. Dive into the collaborative features of Microsoft Teams, from effective communication in channels to utilizing additional tools like Chat and meeting management. Explore all of the capabilities in a cloud-based environment, allowing seamless access and modification of shared documents with MS Office 365.

PC Databases (8 hours)

This course will introduce the various database products in use within the business environment today. Students will learn how to create a database, understand standard databases functions, events, forms, input masks, and more.

PC Data Storage via the Cloud (8 hours)

This course provides an overview of Microsoft® Office 365™ or other business products within a cloud-based setting, facilitating access and modification of shared documents. The Office Web Apps enable users to perform basic tasks, such as opening, editing, printing, and saving documents without requiring an installation of the full desktop version of Microsoft® Office 2013 or Office 2016 on a local computer.

PC Excel Levels 1-3 (8 hours per level)

This course will introduce participants to the basics of Excel covering spreadsheet creation, formulas, functions, and basic formatting. Each level reinforces foundational elements and introduces more advanced activities such as charts, linking worksheets, and incorporating visuals and using pivot tables.

PC Outlook (8 hours)

This course will introduce participants to the proper use of e-mail as a job-related tool, including sending clear messages, receiving, replying and deleting messages, disposing of junk mail, and sending and opening file attachments.

PC PowerPoint Levels 1-2 (8 hours per level)

This course will introduce participants to the fundamentals of PowerPoint, teaching them the use of pictures, Word art, tables, diagrams, slide features, and effective presentation techniques. Ensuring participants become proficient in creating impactful presentations.

PC Windows (8 hours)

This course is for non-computer users seeking to gain a basic understanding of the PC components and operations in the Microsoft Windows environment including proper start-up and shut-down of Windows operating system, running application programs, managing and organizing files and folders, and printing.

PC MS Word Levels 1-2 (8 hours per level)

This course will introduce participants to the fundamental operations of Microsoft Word such as creating and editing documents in the beginning level. It will then introduce additional operations of Microsoft Word such as mail merging, inserting tables and graphs, and using macros.

QuickBooks (8 hours)

This course reviews the features of adding vendors, customers, and employees, guiding you through each step with detailed lessons. Participants will explore lists, forms, registers, and the chart of accounts as well as learn how to generate customer, acquiring practical skills in creating receipts, managing payments, and issuing credit memos.

ENHANCED COMMUNICATION SKILLS:

Business Writing (12 hours)

This course will introduce participants to craft proposals and reports and learn to present information in formal, informal and proposal style. In addition to web writing and mastering techniques to draw readers in, crafting compelling headlines with multimedia elements.

Customer Service Training (12 hours)

This course will demonstrate how to identify customer base. Participants will learn to navigate stress, conduct reflective practices, and focus on critical elements such as procedures, culture, problem-solving, measurement, and reinforcement. By the end of the training, individuals will be equipped to demonstrate confidence and skill as problem solvers, ensuring the delivery of excellent customer service.

Public Speaking (12 hours)

This course is designed to introduce participants to strengths as a presenter and developing a professional presence. In addition to establishing rapport with the audience, reducing nervousness, building self-confidence, body language, and exploring the significance of audience profiles.

LANGUAGES:

English as a Second Language Levels 1-6 (40 hours each)

This course will introduce participants to associate sounds with symbols to forming complete sentences in English. Each level will progressively refine their writing style, grammar, and understanding of verb systems and word order. By ESL Level 6, participants will have advanced to proficient communication, expressing complex ideas in English.

Spanish for Managers and the Workplace Levels 1-2 (40 hours each)

This course is tailored for participants to enhance communication with Spanish-speaking staff. Throughout the training participants will gain foundational skills to effectively interact written and verbally in Spanish to provide effective communication in the workplace.

American Sign Language Levels 1-2 (40 hours each)

This course is designed to introduce participants to build a strong foundation for communication using sign language. Participants will progress from basic gestures and expressions in to more complex conversations. Through hands-on activities and immersive exercises, learners will gain proficiency in expressing and understanding ASL, fostering effective communication within the deaf and hard-of-hearing community.

PROFESSIONAL DEVELOPMENT:

Critical Thinking and Problem Solving

Critical Thinking (8 hours)

This course is design for participants will gain a skill set, including active listening and questioning, and learn to create clear explanations while addressing assumptions. In addition, participants will identify their thinking styles, and explore left- and right-brain thinking. Including decision-making, the seven-phase critical thinking model, and fosters a critical thinking mindset through engaging activities.

Problem Solving (8 hours)

This course teaches the participant employees effective skills necessary for customer focused problem solving and how to effectively handle stress. The skills include proper inquiry by formulating and asking the proper questions, identifying and clarifying the goal, evaluating potential actions, and selecting the best action decision in a calm and objective manner.

Inclusivity and Efficiency

Diversity Equity and Inclusion (8 hours)

This course is designed for participants to develop strategies for enhancing DEI policies and procedures in the workplace. By exploring individual differences, foster inclusivity, and leverage diversity for growth. Engage in sessions challenging preconceived notions and addressing real-world examples of inequity. Topics include neurodiversity, privilege, and community impact.

Navigating Cultures (4 hours)

This course introduces participants to effective techniques for navigating cultural differences, fostering team collaboration, and promoting multiculturalism within the organization. Understanding the impact of culture on the workplace, addressing stereotypes, and developing cross-cultural attitudes. With a focus on effective communication across culture and building a multicultural organization.

Social Media (8 hours)

This course introduces participants to integrate social media marketing seamlessly into their overall marketing strategy. Developing comprehensive social media marketing plan, assembling the right team, and implementing effective measurement strategies. Participants will master skills to build internal communities, handle challenging social media situations, and stay ahead of trends.

Time Management (8 hours)

This course is designed to teach participants how to establish clear work priorities to successfully and efficiently manage and achieve multiple work objectives and goals. Learning to identify and eliminate common time-wasting habits. Through practical exercises and real-world scenarios, they will acquire the skills to create structured schedules, set realistic deadlines, and optimize productivity.

Leadership and Interpersonal Skills

Business Etiquette and Professionalism (4 hours)

This course will assist students to understand the importance of workforce protocols, appearance, body language, and essential leadership qualities, the program aims to foster intentional professional development and self-awareness. The course then transitions to personal presentation, allowing you to navigate real-life business scenarios and enhance your decision-making abilities.

Coaching and Mentoring (8 hours)

This course is design to teach participants the understanding when to deploy coaching techniques and when to utilize other tools like mentoring to enhance team development and elevate individual performance. Participants will learn to recognize strengths, give constructive feedback, and identify as well as address employee challenges.

Conflict Resolution (8 hours)

This course will help students understand what conflict in the workplace is, identify the stages of conflict, understand conflict resolution styles and how to use them, and more. Participants will be provided with practical tools and techniques to effectively mediate conflicts. Through case studies and interactive exercises, participants will develop the skills necessary to navigate and resolve conflicts in real-world professional settings.

CRM-Customer Relation Management (8 hours)

This course is designed for participants to enhance their understanding of CRM, exploring key components, benefits, and readiness considerations for successful implementation. In addition to gaining insights to customer relationships and analyzing CRM plans to evaluating program success.

Introduction to Project Management (16 hours)

This course introduces participants to create vision statements, set project goals, and utilize tools like target charts for effective project planning. In addition to reviewing and understanding the project life cycle, and developing crucial skills for project managers.

Supervisory Skills (8 hours)

This course will assist students to understand the various supervision styles most common to businesses, develop flexibility in how these styles are implemented, and determine ways they can meet employee needs while remaining focused on the goals of the business.

Team Building (16 hours each)

This course teaches the participant the skills to transition into increasingly more responsible levels of management, including: the competencies of leadership required for new managers and those hoping to transition from line or staff positions into supervisory positions, building trust within the organization, overcoming workplace issues, and goal achievement.

Team Leadership (8 hours)

This course will prepare front line workers to assume leadership roles in various departments across the organization. They will learn how their roles will change, about management's expectations for new leaders, how to better understand their responsibilities in this new role, the importance of clear and direct communication, strategies for dealing with and diffusing conflict, how to give feedback and offer constructive criticism, how to deal with difficult employees, and more.
