Professional Development Programs

February - June 2016

Your Source for...

- Leadership Development
- Supervisory Academy
- Computer Technology
- Business Writing
- Online learning
- and more!

Register at www.cabrillo-extension.org
Register by February 29th and get an early bird discounted fee!

Featured this Spring:

CLASSES & WORKSHOPS

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Personal Effectiveness Series

Supervisory Academy

Hands-On Computers Skills

Registration is easy!
Register online at www.cabrillo-extension.org or phone, fax or mail your registration.

For information call 831-479-6331

Enroll Early!
Popular classes fill up quickly and low enrollment classes may be cancelled.
Dear Professional,

Happy Spring!

At this time of year, when the world is reawakening from its winter rain and snows, I have a spring of creative energy. I think often about how to multiply that spark of creativity beyond our corner of the world at Cabrillo College. That’s why our entire Professional Development catalog this semester is dedicated to employee engagement! We know that our employees are the backbone of many business and institutional successes so it is fitting that we would empower others to continue to learn and to move forward.

What is Employee Engagement? According to Forbes Magazine, employee engagement is much, much more than employee satisfaction. Employee engagement is, “the emotional commitment the employee has to the organization and its goals.”

Imagine—when given a choice, an engaged employee spends his/her time actively learning, problem solving and making improvements at work. There is a sense of excitement to this—a sense of dedication, and lifelong success.

How do we create that kind of engagement? It is everyone’s responsibility. As leaders, we have to create a dynamic and learning-oriented culture. Employers have to demonstrate that engagement matters to us, whenever and wherever it is feasible.

If you have a leadership position, you have an opportunity to be a coach and mentor, and, when possible, to give ample (and well-placed) praise and encouragement. As employers we can empower people to do what they need to do, learn what they need to learn, and perform at their best. Hopefully, this provides an atmosphere of safety and security as all employees and employers move to their best selves.

Individuals need to take responsibility for their own degree of engagement. Do you know your work style? Do you know your personality and your motivators? Do you align your work tasks to the best of your ability with your natural strengths? Do you have a personal development plan? Do you manage stress and drive your career growth? It’s a lot to manage, but Cabrillo is here to help and to give flexible options for next steps.

In the pages that follow you will find lots of resources to help you build an environment of high engagement, from our 2-day Leadership Challenge(R) program, to our ever-popular Supervisory Academy. Come and join us for some dynamic professional development opportunities that will inspire you to be your best!

Sincerely,

Dr. Laurel Jones
President and Superintendent
Writing Your Best Business Plan
This seminar will help you identify the most appropriate business planning format for starting or expanding a business, marketing basics, and a strategic plan to put your business on the road to success. Learn how to establish realistic goals and objectives, determine startup costs, as well as various methods of financing your startup.

Drafting a Business Plan is the first step to obtaining free of charge counseling from the SBDC.

Sat., Feb. 6 OR April 2
9 am -12 noon
Room: 1604

Tue., March 1 OR May 3
2 – 5 pm
Santa Cruz Civic Auditorium
307 Church Street, Santa Cruz

Fee: $35

Keith Holtaway has been a Santa Cruz resident and entrepreneur for the past 35 years. He has been a small business consultant specializing in business planning for start-ups, turn around strategies for struggling businesses, and obtaining financing for business growth. Keith has worked with over 700 business owners from Carmel to Santa Rosa.

Solving the Social Media Puzzle: Helping You Put the Pieces Together
The advent of mobile devices and the infiltration of social media into everyday life has significantly changed how people expect to engage with businesses online, both on websites and on social media.

Get the big picture of how your customers are engaging online. Learn what customers expect from websites today, how to make informed decisions on which social media sites are best for your business and how to integrate them into your marketing strategies. Attend this seminar and learn how to put all the pieces of the online puzzle together to grow your business.

Sat., Feb. 27 OR Sat., April 30
9:30 am -12 noon
Room: 1604

Fee: $35

OR

Tue., March 29
2 – 4:30 pm
Santa Cruz Civic Auditorium
307 Church Street, Santa Cruz

Fee: $35

Dianthe Skurko specializes in communication strategies and execution, including messaging and content creation, project management, partner and strategic alliance relationship management, and team building for cultural and behavior change.
Recordkeeping for Small Business
Every small business owner needs to understand the numbers! This class will teach the basics of good recordkeeping. We will cover: the bookkeeping cycle, accrual vs. cash vs. tax accounting, the chart of accounts, journals and general ledger, double entry and single entry bookkeeping.
This class will provide an introduction to helping you maintain your accounting records either manually or using computerized systems.
Sat., March 19 OR Sat., May 21
9:30 am – 12:30 pm
Room: 314
Fee: $35
Cathy Van Loon, MA, is an Intuit Certified QuickBooks Pro Advisor and has been teaching accounting courses at Cabrillo College for over 30 years.

Buying or Selling a Small Business - Valuation, Purchase and Exit Strategies
Whether you are a potential seller or hopeful buyer, this class will give you insight into the transfer process as well as the ins and outs of selling and buying. Buyers will benefit from seeing into the seller’s perspective, and sellers will gain valuable insight into the buyer’s considerations. This course will review how small businesses are valued and the processes of buying or selling a business. We will discuss how different types of small business transfers are structured, including family transfers, sales to partners, employees and third parties.
Information and resources for financing a business purchase will also be provided.
Sat., April 2
10 am – 1 pm
Room: 1605
Register before Feb. 29: $45
Register after Feb. 29: $54
John Sramek has been a small business owner and a business broker and has represented both buyers and sellers in small business transactions.

QuickBooks Basics
Information systems professionals, personal consulting services, massage therapists, personal trainers, and sports trainers need QuickBooks, too! Take your home-based industry from hobby to business. Learn and apply basic accounting concepts, business structure, and sound record-keeping procedures to your consulting/service business. Prepare Invoices, track your receivables, and predict timely collection. Accept credit/debit card payments. Gain familiarity with basic financial statements and how they help you grow your business. Know you are financially successful and document those all-important tax deductions.
The class is taught in a computer lab to ensure student hands-on experience with the software. Purchase of QuickBooks Pro is not required, but purchasing “QuickBooks Pro for Dummies” is recommended for those who do not own the software.
Students must bring a USB Memory Disk of at least 1 GB of memory to class. Mac users are welcome to bring their own laptops with QuickBooks already installed.
2 Sat., March 26 & April 2
9 am - 1 pm
Room: 507
Register by Feb. 29: $98
Register after Feb. 29: $109
Carol Jensen specializes in financial aspects of start-up businesses and she is a Registered Tax Preparer (CTEC). Carol has taught QuickBooks and Real Estate at Cabrillo for many years.

Starting Your Own Nonprofit
If you are thinking of starting a nonprofit business this class will demystify and explain the nonprofit start-up process for you. After learning the advantages and restrictions of running a nonprofit you will be able to decide if a nonprofit start-up is the best choice for you. You’ll learn about the privileges and restrictions nonprofits face, how to deal with government agencies, alternatives to a nonprofit and an understanding of the application and approval process.
Instructions on the new streamlined IRS exemption process will be included.
Sat., March 12
10 am – 1 pm
Room: 432
Register by Feb. 29: $62
Register after Feb. 29: $74
Class fee includes workbook
Josh Wagner runs the Santa Cruz consulting firm PlanRight, which provides a user-friendly approach to nonprofit start-up. PlanRight serves hundreds of client organizations around the country.
Leadership MasterMinds Group

You are a leader, and you are a collaborator. You know the value of interfacing with other professionals, and yet finding the time can be a real challenge. While you support the professional development efforts of your direct reports, you often don’t have enough time to dedicate to your own professional development path.

Cabrillo College’s Leadership MasterMind group will provide the structure you need to make real and tangible advances in your leadership. A small group of highly motivated leaders will come together in monthly-facilitated sessions to:

- Discover more about your strengths, tendencies and passions, and carve a leadership path
- Set and achieve goals for your leadership development
- Be mentored and become a mentor to others
- Learn more by reflecting on all you do

We will convene with other like-minded leaders and gain access to our book group meetings, receive weekly email coaching, and a one-on-one coaching session with program facilitator, Claire Laughlin. Gain new perspective on the challenges you face at work.

When you join Cabrillo’s Leadership MasterMind group, you will form lifelong connections that will provide support as you grow, face challenges and make improvements to your leadership style and skills.

6 Meeting Dates: April 11, May 9, June 6, July 11, Aug. 8 & Sept. 12
3:30 - 6:00 pm
Location: Sesnon House
Fee: $395
Claire Laughlin – see bio

Become a Meeting Ninja!

Many of us attend more meetings than we’d like. Meetings are the forum we use for making decisions, getting “buy-in” and solving problems. Yet most of our meetings leave us feeling uninspired and disengaged. What if it could be different? What if your meetings were on task and on target? Powerful and productive? Engaging and interesting? It can be done, and you’re the one to do it!

Join us for this dynamic 2-day workshop!

Learn to design a great agenda, use high-engagement group processes, and facilitate even the most challenging discussions! You will:

- Examine the critical elements of a powerful agenda.
- Implement the 3Ps of meeting design
- Use 8 different meeting processes that will engage participants and get results
- Practice leading a group through a series of process steps
- Practice establishing and reinforcing powerful group agreements
- Learn to handle difficult meeting behaviors with ease

2 Fri., March 11 & 18
9 am – 4 pm
Room: 1522
Register by Feb. 29: $350
Register after Feb. 29: $395
Claire Laughlin – see bio

In addition to getting two, high-energy days of powerful content, attendees will receive a 30-minute coaching session with the instructor to discuss your unique meeting challenges.
Understanding Your Work Style & Strengths
The ultimate key to success at work is understanding yourself! Learning more about your personal style and strengths can help tremendously.

Once we understand our strengths and style, we can align our work more closely and create the right “fit.” These choices will create a higher degree of success, satisfaction and engagement in our work.

Register for both workshops for just $120!

Understanding Your Work Style - Using DISC
What is DISC? A DISC Profile provides a comprehensive overview of the way that people think, act, and interact. It is the most widely used profiling tool of its kind, and is supported by decades of validation and reliability studies.

The DISC assessment measures four primary behavioral traits: Dominance (D), Influence (I), Steadiness (S) and Conscientiousness (C)

You will complete the DISC Classic Profile in class and then take a deep dive into your preferences and work style. Most importantly, you will apply what you learn to aspects of your work building a deeper understanding of your team members, and making it easier to work with some of your “difficult to understand” colleagues.

Fri., April 22
8:30 am – 12 pm
Room: 1522
Register by Feb. 29: $62
Register after Feb. 29: $70
$35 material fee for the in-class DISC assessment

Claire Laughlin – see bio

Understanding Your Strengths
Why do you feel limitless when working on certain projects, and completely drained when working on others? Why do you opt in with a certain kind of work assignment or situation, and opt out of others? Chances are, it’s because of your strengths.

Donald O’Clifton was an educational psychologist who was interested in what makes people successful. In partnership with the Gallup organization, Dr. Clifton studied the best of the best, and came up with the StrengthsFinder system to measure personal talent.

In this half day class, we will “unpack” your top five strengths, looking at the implications of each, and delving deeply into your positive experiences. We will use our profiles to create an intentional road map for the coming year.

Prior to class, you will receive instructions on how to purchase and take your online StrengthsFinder assessment for just $15. You will print your top five strengths and bring them with you to class.

Fri., May 20
8:30 am – 12 pm
Room: 1522
Register by Feb. 29: $62
Register after Feb. 29: $70

Claire Laughlin – see bio

Claire Laughlin, MA, is a dynamic and engaging trainer and consultant who uses experiential and innovative methods to help teams and organizations achieve results. With every client, she seeks to build individual leadership potential, teach positive communication habits, and enhance trust among and between team members.

As an independent consultant and trainer with 20 years of diverse experience, Claire brings a background in management, a relentless dedication to transformation, and a passion for improving relationships to all of her work.

In her free time, Claire enjoys spending time with her family, running through the redwoods or doing yoga.
Health Coaching

If you are a medical assistant, a health educator, or a lifestyle coach, you are a critical member of our healthcare system, and an integral part of the patient experience. You are also partially responsible for increasing the impact of each and every patient visit. This may mean that you need to help the patient prioritize their health care issues before seeing their provider, or work with the patient to help them understand their options or treatment plan. Your ability to meaningfully coach a patient will be key to your success. This unique skill set is referred to as “Health Coaching.”

If you’d like to learn this critical skill, and make yourself much more valuable to the patients you serve and to your employer, join us for this dynamic 3-day training.

Program Details:
This training is offered one day a month for 3-consecutive months. It is designed to allow participants time to return to work and practice their skills in between sessions.
3 Sat., April 16, May 21 and June 18
9 am - 4 pm
Room: HW 2214
Register by Feb. 29: $545
Register after Feb. 29: $595
plus a $50 materials fee at registration

Laurie Colombani received her Certification as a Health Coach from UCSF and is currently a full-time Medical Assisting Instructor and Clinical Coordinator at Cabrillo College.

Life in the Balance – Mindfulness Meditation in the Workplace

This course introduces participants to a variety of mindfulness practices of great value in the workplace. A groundswell of brain research over the past 10 years affirms the benefits of mindfulness practice in workplace, medical and personal settings. Numerous local tech companies like Google, Apple, Facebook and LinkedIn have seen the value in their organizations and established formal mindfulness programs. Benefits of these practices are improved concentration and attention, improved working relationships, the ability to handle stress more effectively, and an increased baseline happiness.

Over the course of the 7-week class students have sufficient time to practice between classes, then bring that personal experience into each class. We will have time to discuss experiences, share and ask questions.
7 Sat., April 2 – May 21 (no class May 7)
10 - 11:30 am (All dates except below)
10 am – 4 pm (May 14 only)
Room: 608
Register by Feb. 29: $245
Register after Feb. 29: $270

Bill Culman, MBA, has been practicing various forms of meditation for over 40 years. He has completed Mindfulness Based Stress Reduction practicum teacher training as well as Koru Mindfulness teacher certification training.

FREE INTRODUCTORY SESSION, Saturday Feb. 27th, 10 – 11 am
At this free, introductory presentation, we will discuss the what, why and how of mindfulness meditation and its relationship to the workplace. In addition, we will review some of the scientific research and hear from Anderson Cooper about his experience learning mindfulness.
To RSVP please register online or call 831-479-6331.
PROFESSIONAL DEVELOPMENT

Successful TED Techniques - Put the “TED Talks” Energy in Your Presentations or Teaching

Does your job require you to speak to groups? Are you looking for ways to energize and focus your presentations? Are you an instructor trying to engage your students? If you answered yes to any of these questions, this is the class for you!

In Carmine Gallo’s book “Talk Like TED”, he reveals the qualities that all successful TED talks have in common. Through interviews with the most popular TED presenters, as well as top researchers in the fields of neuroscience, psychology, and communication, Carmine has identified nine public-speaking secrets of the world’s top minds. In this interactive funshop, we will watch clips from selected TED talks and discuss how to apply these nine public-speaking secrets to become better teachers, group leaders and presenters.

Participants will leave with a variety of useful, brain-based presentation strategies that can be applied immediately.

Join us for this day-long event, which includes a catered “working-lunch.”

Sat., April 9
9 am - 3 pm
Room: 804
Register by Feb. 29: $89
Register after Feb. 29: $95 plus $20 materials fee paid at registration

Dr. Joe McCullough is the Physics Program Chair at Cabrillo College where he has been teaching for the last 14 years. He is also a certified trainer and best-selling author of Accelerated Learning Techniques for Students.

Building a Conscious Company Culture

One of the most powerful differentiators of effective organizations is their ability to create and maintain a positive organizational culture. When employees love their jobs, organizations prosper and profits increase. Come to this dynamic 2 hour seminar to:

• Learn about the “bottom line” impact of culture in your workplace
• Discuss how to create a culture from the ground up
• Explore the Conscious Culture (TM) model and apply it to your workplace

Tue., April 12
7:30 -10 am (Continental breakfast will be served.)
Sesnon House
Register by Feb. 29: $32
Register after Feb. 29: $38

Russ Elliot has been bringing his expertise in human resources and coaching to organizations across the country for more than 30 years. His work has extended from the manufacturing plant floor to technology and financial companies including Toyota, NUMMI, Texas Instruments, Easton-Bell Sports and Bridge Bank.

The New Face of Performance Management

The key to organizational success is to focus efforts on truly engaging with employees around issues related to performance outcomes. The new face of performance management calls us to look forward and spend our time setting dynamic goals and coaching our employees. This is a new approach to the basic performance management principles of planning, developing, monitoring, and “rating.”

Come to this dynamic seminar to examine the paradigm behind new approaches to performance management, and to discuss how to improve your performance management system in ways that will inspire higher engagement and create greater organizational success.

Tue., June 21
7:30 -10 am (Continental breakfast will be served.)
Sesnon House
Register by Feb. 29: $32
Register after Feb. 29: $38

Vicki Miranda is a certified Senior Professional in Human Resources (SPHR) with over 25 years of leadership experience. She provides skilled insight into leadership issues based on her experience with organizational teams, employee/labor relations, leadership development and conflict resolution.
Outclass the Competition: Interpersonal Skills for Business and Social Situations

A dynamic, hands-on, two-part course with a focus on the ultimate business tool - business and etiquette intelligence!

Success in the workplace relies on relationships. In today’s competitive business environment, it’s essential that executives understand how to present a polished and professional appearance.

In this unique course, participants will learn to apply critical networking skills in a business setting. This will be followed by a dining etiquette course while enjoying a four-course meal prepared by Cabrillo’s own Culinary Arts students.

Acquire the knowledge of a world-class executive! You will…

• Learn to make a good first impression and:
  - introduce yourself and others with ease and grace
• Build rapport for successful business relationships – from administration to management
• Learn host and guest etiquette
• Become familiar with the courses in a meal and how to eat them
• Review the Do’s and Don’ts of table manners

Wed., April 27
4 – 8 pm
Sesnon House
Register by Feb. 29: $110
Register after Feb. 29: $125
plus $35 material fee at registration

Elizabeth Clifton-Doolin is a graduate of the Protocol School of Washington, the only nationally accredited educational institution providing training in business etiquette, image training and cross-cultural awareness.

Effective Communication

In any aspect of your life, communication is key. Proper communication ensures everyone is on the same page and things flow a little easier. This is why you want to make sure you are getting your message across as clearly as possible. Even the aspect of how you communicate with your colleagues’ needs careful consideration. For instance, are you using the right medium to communicate? Should you send an email, call, or stop by their office? Are you communicating too much information or not enough?

By mastering five simple communication strategies you can ensure that you are a key communicator in your office.

Fri., March 18  OR  Fri., May 20
9 am - 12 noon  1:30 – 4:30 pm
Room: 1604  Room: 1522
Register by Feb. 29: $52
Register after Feb. 29: $58

Dianthe Skurko – see bio

Customer Service Academy

Become a Customer Service PRO!

The secret is out! Competition is fierce. One of your primary competitive advantages as a business is providing exceptional customer service. Are you ready?

Are you a PRO?

✔ Who is your customer and what does he or she want?
✔ How can you build empathy for your most difficult customers?
✔ How can you improve the customer experience in your workplace?
✔ How can you turn a challenging customer into a customer for life?

Join us for this dynamic and engaging 4-part Customer Service Series. In this series, you will gain the skills and practice you need to become a customer service PRO! A certificate of completion will be awarded to those who complete all 4 modules.

For more information see page 19
Social Media for Content Creators

This seminar offers comprehensive training on how to leverage the power of social media and storytelling to develop audiences, build trust relationships and drive engagement. Upon completion of this workshop, you will have developed an expanded strategic social media road map for creating engaging content across multiple platforms, have experience developing content that resonates with your audience, and be knowledgeable on the latest social media tools and technologies. You’ll learn to:

- Identify the key components of social media content strategy with a focus on audience, content, organizational goals, and metrics;
- Build brand awareness in your social media messaging with stories;
- Develop content that is authentic, interactive and meaningful;
- Design innovative social media campaigns that inspire action.

Fri., April 22
1:30 – 4:30 pm
Room: 515 (computer lab)
Register by Feb. 29: $52
Register after Feb. 29: $58
Dianthe Skurko – see bio

How to Become a Loan Signing Agent

Already a Notary? NOW WHAT? Learn how you can easily turn being a Notary into a “flexible” part time or full-time career! A Loan Document Signing Agent is a Notary with expertise in signing and notarizing of loan documents within the real estate community. Because you are a Notary, you are halfway there! You can earn $50 to $300 per signing. Great News! Why? It takes about an hour or less to complete a signing. Learn how you can use your Notary skills to maximize your income. You will learn: the duties/limitations of the Loan Signing Agent, industry terms, step-by-step procedures for completing a loan signing, job expectations, what notary skills are needed and how to market yourself to secure clientele.

It is recommended that you bring a highlighter pen and a sack lunch.

Sat., May 7
9 am – 4 pm
Room: 454
Register by Feb. 29: $95
Register after Feb. 29: $110
plus $60 for materials fee & certification payable at class
Carrie Christensen is the Director of Notary Public Seminars, Inc., a leading notary public course provider for more than 15 years. She teaches the course at colleges, universities and vocational schools throughout California.

Finding a Job Using Social Media

While many of us use social media on a daily basis to chat with friends and share photographs, it can also be an extremely powerful tool in the pursuit of job opportunities. If you’re looking for a way to avoid the competition of crowded job websites and connect directly with employers to land interviews, then you should look to social media to make your next career move. Learn how to properly use sites such as Twitter, Facebook and LinkedIn to find job opportunities that stretch far beyond the reach of traditional job search methods.

Tue., May 3
6 – 9 pm
Room: 515 (computer lab)
Register by Feb. 29: $52
Register after Feb. 29: $58
Dianthe Skurko – see bio

Business Writing Essentials

In today’s world, we communicate constantly: e-mail, text, Facebook, tweets— the list goes on. But in this busy world, the quality of our communication makes a difference. For better or worse, people make judgments about our competence and credibility based on our written and oral communication. Come to this class to:

- Learn techniques to quickly organize your thoughts and translate them into writing;
- Learn and practice essential skills for effective e-mail communication;
- Review common e-mail mistakes and ways to ensure that you don’t make them;
- Learn common grammatical and word choice errors and receive a cheat sheet to improve your writing.

Fri., March 18 OR Fri., May 20
1:30 – 4:30 pm OR 9 am – 12 noon
Room: 1604
Register by Feb. 29: $52
Register after Feb. 29: $58
Dianthe Skurko specializes in communication strategies and execution, including messaging and content creation, project management, partner and strategic alliance relationship management, and team building for cultural and behavior change.
Become a Notary Public

Establishing yourself as a Notary Public, earn additional income and provide a service to your community. It’s not just a clerk’s job anymore. Successful notaries provide a valuable service to their company, friends and private clients. Ambitious Notaries gain the skills it takes to become a Loan Signing Agent making $200 to $400 per signing.

Our 6-hour state approved seminar gives you the knowledge to pass the exam and practice as an effective Notary. You’ll receive 2 practice tests and you’ll take the official Notary exam directly following the seminar.

Must be 18 years of age. Serious conviction may disqualify applicant.

Register for the exam from 4 – 4:30 pm. Exam is from 4:45 – 6 pm. For the exam, bring a $40 check payable to Secretary of State, current driver’s license or state-issued ID (you must be a legal resident of California), a 2 x 2 passport color photo, and a few #2 pencils. LiveScan fingerprints required after you pass the exam.

There will be a short break for lunch. It is suggested that you bring your lunch, as there is no Saturday food service on campus.

Please arrive early. Due to State Regulation, no one will be admitted after the class begins. You must also be on time when returning after the break. No refunds for late arrivals.

Sat., April 16
8 am – 6 pm
Room: 454
Register by Feb. 29: $95
Register after Feb. 29: $110
plus $30 text payable at class

Carrie Christensen is the Director of Notary Public Seminars, Inc., a leading notary public course provider for more than 15 years. She teaches the course at colleges, universities and vocational schools throughout California.

Renew Your Notary Commission

Need to renew your notary commission? A three-hour refresher course is required. You must also be live scanned and pass the official Notary exam again. We’ll feature the new state laws passed this year and give you a brush-up on general law to make sure you haven’t fallen into any bad habits.

Your commission must be current to be eligible for a renewing seminar.

Must be 18 years of age. Serious conviction may disqualify applicant.

Register for the exam from 4 – 4:30 pm. Exam is from 4:45 – 6 pm. For the exam, bring a $40 check payable to Secretary of State, current driver’s license or state-issued ID (you must be a legal resident of California), a 2 x 2 passport color photo, and a few #2 pencils. LiveScan fingerprints required after you pass the exam.

There will be a short break for lunch. It is suggested that you bring your lunch, as there is no Saturday food service on campus.

Please arrive early. Due to State Regulation, no one will be admitted after the class begins. You must also be on time when returning after the break. No refunds for late arrivals.

Sat., April 16
12:45 – 6 pm
Room: 454
Register by Feb. 29: $50
Register after Feb. 29: $58
plus $30 text payable at class

Carrie Christensen – See bio

The Basics of Selling on eBay

Learn the right way to sell on eBay with a class designed to enhance your sales success. Create and enhance listings with photo editing and attractive descriptions, open and use PayPal and set pricing to maximize profits.

Sat., April 30
2 – 5 pm
Room: 507
Register by Feb. 29: $24
Register after Feb. 29: $28

Carol Jensen specializes in financial aspects of start-up businesses and she is a Registered Tax Preparer (CTEC). Carol has taught QuickBooks and Real Estate at Cabrillo for many years.
Landlording Made Easy

If you are a landlord, or are thinking about becoming one, this class will provide you with the basics of managing real estate. Learn how to legally advertise, screen applicants, develop procedures and build excellent tenant relationships. We will cover the ins and outs of a proper lease, the necessary addendum, and what you can and can't put into a lease. Know the documentation needed to protect you, the property and the tenant. We'll go over basic Fair Housing laws and legal requirements with tips and tricks to lead to an easier land lording experience.

Bring your lunch if you want to participate in one-on-one Q & A time.

Sat., April 30
9 am – 3:30 pm
Room: 432
Register by Feb. 29: $90
Register after Feb. 29: $98
plus $5 material fee payable to instructor in class.

Kathleen Richards – see bio

Landlording Made Easy II

In this all-new class we will review and answer questions about what you put into practice from Landlording Made Easy. We will cover legal updates, what is new to the industry, how to improve your profit, and discuss strategies for all those “What if” scenarios. We will allow plenty of time to answer all of your “Real Life” questions. Come prepared to share your experiences and learn best practices from the expert.

Bring your lunch if you want to participate in one-on-one Q & A time.

Sat., May 28
9 am – 3:30 pm
Room: 432
Register by Feb. 29: $90
Register after Feb. 29: $98
plus $5 material fee payable to instructor in class.

Kathleen Richards is the Owner/Broker of a local award winning property management company and is a Certified Business Coach. She published Property Management A-Z in 2015 and is the host of the radio show “House Calls” on KSCO - AM 1080.

How to Become a Mystery Shopper

Would you like to get paid to go shopping, eat out, play golf, plus more? Would you like to participate in programs that bring about improvements for both the company and the consumer? Learn how mystery shopping works, how to avoid the scams, what types of reports are used, the do's and don'ts of getting hired and how you can get into the “shopper’s network.” You will leave the class fully prepared to begin your exciting new journey. Plus you will have the added advantage of learning from a hands-on shopper who can give you first-hand information and referrals.

Fri., June 3
1:30 – 4:30 pm
Room: 432
Register by Feb. 29: $42
Register after Feb. 29: $48
$20 materials fee payable to instructor in class for a comprehensive book.

Elaine Moran has been a mystery shopper for over 20 years. She currently gives classes and workshops at over 20 colleges and authored the book “How to Become a Mystery Shopper, Your Complete Guide to Secret Shopping”.

Starting Your Own Nonprofit

If you are thinking of starting a nonprofit business this class will demystify and explain the nonprofit start-up process for you. After learning the advantages and restrictions of running a nonprofit you will be able to decide if a nonprofit start-up is the best choice for you. You’ll learn about the privileges and restrictions nonprofits face, how to deal with government agencies, alternatives to a nonprofit and an understanding of the application and approval process.

Instructions on the new streamlined IRS exemption process will be included.

Sat., March 12
10 am – 1 pm
Room: 432
Register by Feb. 29: $62
Register after Feb. 29: $74
Class fee includes workbook

Josh Wagner runs the Santa Cruz consulting firm PlanRight, which provides a user-friendly approach to nonprofit start-up. PlanRight serves hundreds of client organizations around the country.

To register call 479-6331 or visit us online at www.cabrillo-extension.org
Recordkeeping for Small Business
Every small business owner needs to understand the numbers! This class will teach the basics of good recordkeeping. We will cover: the bookkeeping cycle, accrual vs. cash vs. tax accounting, the chart of accounts, journals and general ledger, and double entry and single entry bookkeeping.
This class will provide an introduction to helping you maintain your accounting records either manually or using computerized systems.
Sat., March 19 OR Sat., May 21
9:30 am – 12:30 pm
Room: 314
Fee: $35
Cathy Van Loon, MA, is an Intuit Certified QuickBooks Pro Advisor and has been teaching accounting courses at Cabrillo College for over 30 years.

Fund Accounting for Nonprofit Organizations
This course introduces the basic concepts of recording and reporting financial information for nongovernmental non-profit organizations. Theatre companies, arts organizations, social service organizations, historical societies, and public benefit organization (501(c) 3) bookkeepers will all benefit from this workshop. Management reporting, tax reporting, grant reporting, and board reporting are covered.
This is a particularly important class for nonprofit board treasurers who have been tasked with “keeping the books.”
Sat., March 19
9 am – 1 pm
Room: 432
Register by Feb. 29: $65
Register after Feb. 29: $76
Carol Jensen – See bio

QuickBooks Pro for the Small Business Owner
QuickBooks Pro is one of the most widely used accounting programs for small businesses. This class will lead you through the set-up and use of the software for basic accounting functions including writing and printing checks, tracking income and expenses, generating financial statements, accounts payable and receivable, invoicing and more.
The class is taught in a computer lab so that students may gain hands-on experience with the software. Purchase of QuickBooks Pro is not required, but purchasing “QuickBooks Pro for Dummies” is recommended for those who do not own the software.
Students without bookkeeping experience are recommended to take Recordkeeping class.
Students must bring a USB Memory stick of at least 1 GB of memory to class. Mac and PC users are welcome to bring their own laptops with QuickBooks already installed.
4 Sat., March 26 – April 16
9 am - 1 pm
Room: 507
Register by Feb. 29: $195
Register after Feb. 29: $214
Carol Jensen – see bio below

Advanced QuickBooks
This advanced class is designed for those who are experienced with QuickBooks and who are looking for insight on how to deal with the more difficult issues that advanced users often face. Some of the topics covered are: inventory, accounting issues and solutions, tracking and managing sales tax, working with and resolving payroll issues, effective use of remote access, job costing, time tracking and much more.
The class is a hands-on course. Students must have previous experience with QuickBooks Pro software.
Sat., April 30
9 am - 1 pm
Room: 507
Register by Feb. 29: $65
Register after Feb. 29: $76
Carol Jensen specializes in financial aspects of start-up businesses and she is a Registered Tax Preparer (CTEC). Carol has taught QuickBooks and Real Estate at Cabrillo for many years.
Inventors! Get Ready for Shark Tank!

Whether you’re applying for a spot on Shark Tank® or looking to sell your inventions, you need to know how to protect your invention and find potential buyers.

This program shows you how to protect your ideas with patents, trademarks, and copyrights, find potential buyers, and offer them for sale safely. It delivers the most accurate and relevant information available for inventors to cash in on their expertise.

Sat., April 16
9 am - 12 noon
Room: 429
Register by Feb. 29: $45
Register after Feb. 29: $54
plus $30 materials fee payable in class for the manual
Nancy Miller – see bio

Increase Your Income With A Home Based Business!

The Internet has enabled people to run a business with low startup costs and high profitability. This class presents more than 120 businesses that can be completely run from your home computer.

In this class, we’ll cover:
• How to apply for local, state and federal licenses
• Easy methods for bookkeeping and taxes
• Profit-boosting Web site
• FREE resources that can get you started

Mon., April 18
6:30 - 9:30 pm
Room: 429
Register by Feb. 29: $45
Register after Feb. 29: $54
plus $30 materials fee payable in class for the manual
Nancy Miller grew up with a successful home-based entrepreneurial family so her approach to business is practical, bottom-line and real world. She has been a successful home-based business entrepreneur for 20 years. Her business endeavors have included organizational consulting, professional speaking and training.

Get into E-Commerce for Free!

Want to get into e-commerce but don’t know where to begin?

This seminar explains the important considerations that must be understood in order to be successful online.

This class will show you:
• The different types of e-commerce business
• Where to get a free list of drop shipping suppliers
• The most profitable areas of e-commerce
• How to create your basic site for FREE
• Add a shopping cart
• Link and list with search engines

Sat., April 16
9 am - 12 noon
Room: 435
Register by Feb. 29: $45
Register after Feb. 29: $54
plus $30 materials fee payable in class for the manual
Mike Rounds - see bio

How To Create A Website in 24 Hours for Free!

Come join us for this all-new class designed for the beginner or laypersons.

You can create your site in minutes for FREE including text, graphics, YouTube video links, a shopping cart and the ability to customize it any way you want it.

You’ll learn how to:
• Get your domain name
• Choose a web host and sign up for an account
• Design your web pages, collect credit card information and make money
• Be listed with major search engines and get your site noticed

Mon., April 18
6:30 - 9:30 pm
Room: 435
Register by Feb. 29: $45
Register after Feb. 29: $54
plus $30 materials fee payable in class for the manual
Mike Rounds has been called by Turner Communications “one of the country’s most knowledgeable individuals on the topic of effectively creating web sites for business.” He has written over a dozen books and his ability to explain Internet technology simply guarantees that you will understand exactly what you need for success.
If you are looking for another career or supplementary income, our Certificate Program in Medical Insurance Billing can make you a valued professional in the fast-growing health care field.

Participation in the Certificate Program is not required. Courses may be taken individually as long as you meet the prerequisites.

Certificate Program

- Introduction to Medical Insurance Billing
- Advanced Medical Insurance Billing, Part II
- CPT, ICD9, ICD10 & HCPCS Coding
- Workers' Compensation & Personal Injury
- Computerized Medical Insurance Billing (A Home Study Course)

Course materials and texts are NOT included in the registration fee. Material fees are payable to instructor at the 1st meeting of each course. Please see each course description for the appropriate fees.

Students will receive a Certificate of Attendance from the instructor at the end of each course. Those who complete the Certificate Program will also receive a Certificate of Completion issued by the college.

TAKE THE ENTIRE MEDICAL BILLING CERTIFICATE PROGRAM FOR JUST $375

See individual materials fees payable directly to instructor in class.

Kris Patterson is the owner of a successful Medical Billing and Consulting firm and has taught Medical Insurance Billing classes for over twenty years.

Introduction to Medical Insurance Billing

One of the physicians' most valued employees is the one who does the insurance billing. Learn medical billing techniques and how to follow up and collect on billed claims. In this course you will learn:

- How to bill Medicare, Medicaid (MediCal in California), TRICARE and CHAMPVA
- Updated information on the new Medicare contractor, Noridian Healthcare Solutions
- Learn how to keep current on changes on rules and regulation of government plans
- How to read an Explanation of Benefits (EOB)

Sat. & Sun., May 14 & 15
9 am - 3 pm
Room: 1605
Fee: $125
plus $59 material fee payable to instructor in class

Medical Insurance Billing, Part II

For those students who have completed the intro course or those who are already Billers & want to further their knowledge in medical billing. You will learn:

- The difference between PPO's, HMO's, IPA's and other managed care issues
- The ins and outs of contracting with managed care plans
- HCPCS Level II coding – when to use these codes
- Analyze and solve difficult billing problems, denial management
- HIPAA – Health Insurance Portability & Accountability Act
- Open discussions on various issues of concern

Prerequisite: Experience as a medical biller or taken Intro to Medical Insurance Billing
Mon. & Tue., May 16 & 17
6:30 - 9 pm
Room: 1302
Fee: $85
plus $39 material fee payable to instructor in class

CPT, ICD9, ICD10 & HCPCS Coding

In this course the student will learn the difference between CPT, ICD9, ICD10 and HCPCS codes and when to use them for billing claims:

- Indicating the appropriate diagnosis codes
- Code the primary reason for the visit each time patient is seen
- Appropriate procedure codes for the insurance companies
- Learn billing for supplies, material, injections & dental claims

Sat. & Sun., May 21 & 22
9 am - 3 pm (Saturday) and 9 am – 1 pm (Sunday)
Room: 1605
Fee: $95
plus $39 material fee payable to instructor in class
Workers’ Compensation & Personal Injury
Learn how to bill California Workers’ Compensation and Personal Injury cases. Some of the areas this workshop will cover are:
• Overview California’s Workers’ Compensation
• Workers’ Compensation Appeals Board Liens
• Learn tips for screening patients up-front
• Maximizing reimbursement
• Turning objection letters into payments
• Negotiating with attorneys on lien cases
• Automobile insurance carriers and personal injury
Prerequisite: Experience as a medical biller or have taken Introduction to Medical Insurance Billing Parts I & II.
Mon. & Tue., May 23 & 24
6:30 - 9 pm
Room: 1606
Fee: $85
plus $39 material fee payable to instructor in class

Computerized Medical Insurance Billing Orientation (A Home Study Course)
First, meet the instructor for a 15-minute orientation to receive course material and information on obtaining your username and password. (Windows 98 or above required)
You’ll learn how to set up a medical practice using your own computer.
This course must be completed within 1 month. (Most students complete the course material within 6 to 8 hours). You will have the assistance of an instructor via email.
• In this hands-on course you will set-up the following:
  • Practice & Provider information
  • Practice superbill
  • Patient/Guarantor information
  • Insurance companies to be billed
  • Post charges, payments and adjustments
  • Print insurance claims, patient statements & management reports
  • Create database for electronic claim submission
Prerequisite – Experience as a medical biller or completion of previous classes.
Tue., May 24
6:15 – 6:30 pm
Room: 1606
Fee: $45
plus $89 material fee payable to instructor in class - Includes workbook & tutorial software

MEDICAL INSURANCE BILLING PROGRAM

MEDICAL INSURANCE BILLING PROGRAM

Elective Courses

Start Your Own Medical Billing Service
Many medical practices receive most of their income from insurance companies. Thus, medical billing services are in demand. In this class you will learn:
• How to obtain clients & setting your fees
• What other services a billing service could offer
• Marketing your services
• Where to obtain HIPAA compliant software
• Sample HIPAA Business Associate Agreement & Independent Contractor Agreement
• How to obtain updates from insurance companies
• Sole Proprietorship, Partnership, Corporation & LLC’s discussed
Sun., May 22
1:30 – 3 pm
Room: 1605
Fee: $65
plus $29 material fee payable to instructor in class

Medical Front Office Certificate Program
This program has been designed for those interested in becoming a Medical Front Office/Medical Receptionist/Intake Coordinator. This class will prepare you to begin a rewarding career and to become an integral part of the medical office team.
Topics covered include:
• Basic Medical Benefit Terms and Plans
• Eligibility and Insurance Benefit Verification
• Appointment Scheduling (Manual and Computerized)
• Improving Telephone Skills
• Patient Arrival, Check-In and Departure
• Handling Medical/Office Forms
• HIPAA/Patient Privacy & Confidentiality
• Medical Terminology (specific to the front office)
This two-part course will be offered under the following format: Part one will be lecture, part two will be a home-study computer course (using your own computer) concentrating on computerized appointment scheduling and new patient set-up. Students are given one month to complete part two of this course.
Wed. & Thu., May 18 & 19
6:30 – 9 pm
Room: 1302
Fee: $105
plus $79 material fee payable to instructor in class (Includes workbook & tutorial software)
iPad & Android Tablets for Beginners
Today’s Android and iPad tablets do so much more than browse the web or send an email. Either of these new devices provides you with a computer, Web browser, e-book reader, personal organizer and more - all in your lap! In this entertaining class, you will learn what your Android or iPad tablet really can do and how to use it for more than browsing the Web. Learn how to set up your Android or iPad for email, texting, WiFi networks, and Bluetooth; and discover how to best sync with your computer. Learn how to take terrific pictures and send them to friends, install apps, and figure out what the best apps are best for you to make your tablet even smarter. Bring your Android or iPad to class along with its leash (charger).

Please bring (or remember) your google or apple user id and passwords as applicable.
Please bring (or remember) your email ISP, user-name and password as we will be downloading free apps and sharing/sending pictures to our email accounts.

Sat., May 14 OR Sat., May 21
9 am - 1 pm  9 am - 1 pm
Room: 515 Scotts Valley High
Register by Feb. 29: $42
Register after Feb. 29: $48

Microsoft Word – Level 1
This introductory class is for the computer user who wants to become proficient in Word 2013. Topics include using the ribbon interface and toolbars; creating, editing and formatting text; text selection; the Clipboard; page layout and printing commands; using proofreading tools; custom line spacing and indents; creating custom tab stops; bulleted and numbered lists; working with tables and forms; adding borders and shading; using Find and Replace; and more.
Required: Computers for Rookies or equivalent skills.
A comprehensive manual/textbook is included in the course fee.
Fri., March 11 OR Fri., May 13
9 am – 5 pm  9 am – 5 pm
Room: 515
Fee: $124
David Nagid – See bio

Microsoft Word – Level 2
This intermediate level class covers more complex skills than those presented in Level 1. Topics introduced include creating newsletters using columns; section and column breaks; inserting WordArt and clip art; basic picture editing; formatting text consistently by using styles; Mail Merge documents; creating and working with templates, and more.
Required: Microsoft Word 2013: Level 1 or equivalent skills.
A comprehensive manual/textbook is included in the course fee.
Fri., May 27
9 am – 5 pm
Room: 515
Fee: $124
David Nagid – See bio

Microsoft Excel– Level 1
This introductory class is for the computer user who wants to become proficient in Excel 2013. Topics introduced include the ribbon interface; entering and editing data; selecting cells and ranges; printing worksheets; creating formulas and functions; using absolute and relative cell references; formatting cell contents; inserting and deleting columns, rows, and cells; creating charts, and more.
Required: Computers for Rookies or equivalent skills.
A comprehensive manual/textbook is included in the course fee.
Fri., March 4 OR Fri., May 6
9 am – 5 pm  9 am – 5 pm
Room: 515
Fee: $124
David Nagid – See bio
Microsoft Excel – Level 2
This intermediate level class covers more complex skills than those presented in Excel: Level 1. Topics include working with lists of data; filtering and sorting data; displaying subtotals in a list; formatting and printing multi-page workbooks; using advanced functions in formulas; auditing formula errors, and more.
Required: Microsoft Excel: Level 1 or equivalent.
A comprehensive manual/textbook is included
Fri., April 8
9 am – 5 pm
Room: 515
Fee: $124
David Nagid – See bio

Microsoft Excel – Level 3
This advanced level class introduces highly complex Excel 2013 skills. Topics covered include creating PivotTables, Pivot Charts, and macros; using financial functions; using data analysis and validation tools; advanced formatting techniques; sharing workbooks and tracking changes; merging multiple workbooks; integrating Excel with other programs, and more.
Required: Microsoft Excel: Level 2 or equivalent.
A comprehensive manual/textbook is included
Fri., May 20
9 am – 5 pm
Room: 515
Fee: $124
David Nagid – See bio

Effective Presentations Using PowerPoint
This class provides introductory training for the computer user who wants to become proficient in PowerPoint. Topics include the ribbon interface; creating presentations; document themes; bulleted lists; using outlines to create slides; formatting text; publishing and printing presentations; using transitions; inserting clip art, charts, and graphics; slideshow delivery, and more.
Required: Computers for Rookies or equivalent.
A comprehensive manual/textbook is included
Fri., April 1
9 am – 5 pm
Room: 515
Fee: $124
David Nagid has been teaching MS Office applications at various local community colleges and adult schools since 2000. He worked as a Systems Integration & Test Engineer for Lockheed Martin until his retirement in 2014.

Photoshop for the Hobby Photographer
You can create the best photos ever digitally, whether you use a digital camera, or scan your photos. Photoshop is a huge application and this is your chance to get acquainted with some of the basic Photoshop tools and techniques most useful for hobby photographers. Find out how to repair damaged photographs, correct color, remove unwanted elements, and transform your photographs into sepia tones or hand-tinted looks, and more.
Much of what will be learned will be useful for Photoshop Elements as well. This class will be taught on a Mac, but is adaptable to Windows.
Students should bring a brown bag lunch for the break.
2 Sat., March 5 & 12
9:30 am - 2:30 pm
Room: 317
Register by Feb. 29: $85
Register after Feb. 29: $98
Deborah Cardillo – See bio

Advanced Photoshop Techniques
Already know the basics? Learn refined selection techniques using masks, channels, and vector tools. Create panoramas with layer masks and use textures and blending modes to make your images pop. Get the best balance of light and dark using High Dynamic Range. Reposition content to perfection with content-aware tools. Adjust exposure and contrast balance with Curves. With these techniques, you will never have to put up with a less than perfect photo again!
Prerequisite: It is recommended that you have solid basic knowledge of Photoshop, or have taken Photoshop for the Hobby Photographer before you take this class.
Students should bring a brown bag lunch for the break.
4 Sat., April 23 – May 14
9:30 am - 2:30 pm
Room: 317
Register by Feb. 29: $165
Register after Feb. 29: $185
Deborah Cardillo is a member of the National Association of Photoshop Professionals and is a Photoshop enthusiast who loves to teach others.

To register call 479-6331 or visit us online at www.cabrillo-extension.org
Hospice of Santa Cruz County has been the leading provider of expert, professional, and compassionate end-of-life care in our community since 1978. With a culture of excellence and service, and a customer-focused mission that recognizes the choice at the end-of-life, the organization has an exceptionally high standard for customer, patient and family interaction.

In 2015, Hospice of Santa Cruz County (HSCC) launched a company-wide customer service initiative in partnership with Cabrillo College Corporate Training. The initiative included three phases. First, leaders provided input on the course design and outcomes. Then, Cabrillo Corporate Training staff designed and delivered a Customer Service course to meet their needs. The course was delivered three times so that all employees could participate. Finally, we designed a Customer Service Workbook for new employees that will orient them to the customer service standards and practices adopted by the organization. While the workbook is designed to stand alone, Kim Bartley, Human Resources Director of Hospice Santa Cruz says, “we know that there is no substitute for in-person training when it comes to Customer Service and other communication skills. This workbook will be used with all new employees along with in-person training courses.”

HSCC’s Customer Service Workbook includes a wide variety of exercises that the reader will complete along with an assessment that the human resources department will administer. In the future, the organization may convert the workbook to an online e-learning module.

The impact from this comprehensive training has been notable. “We are able to see a difference in how people are providing service,” says Ms. Bartley. “The instructor [Michelle Waters] designed this course specifically to meet our unique needs as end-of-life care providers. She was very engaging and made everyone practice together. I think the practice is what really makes the concepts stick.”

“This project is a great example of the kind of custom and blended training approach that we can design for a workforce,” said Claire Laughlin, of Cabrillo Corporate Training. “Our instructors are highly skilled in delivering education through a variety of modalities. We know that our clients are looking for many options when it comes to workforce training and development, and we can deliver those to our community.”

If you have a training need, please call us for a free consultation. 831-479-6331

CUSTOMER SERVICE ACADEMY

Customer Service Academy

_Become a Customer Service PRO!
_The secret is out! Competition is fierce. One of your primary competitive advantages as a business is providing exceptional customer service. Are you ready?

_Are you a PRO?
✓ Who is your customer and what does he or she want?
✓ How can you build empathy for your most difficult customers?
✓ How can you improve the customer experience in your workplace?
✓ How can you turn a challenging customer into a customer for life?

Join us for this dynamic and engaging 4-part Customer Service Series. In this series, you will gain the skills and practice you need to become a customer service PRO! A certificate of completion will be awarded to those who complete all 4 modules.

TAKE THE CUSTOMER SERVICE ACADEMY FOR JUST $245
_All class are held in the 1500 Bldg., room 1522
_4 Wed., March 2 – 23      9 am – 12 noon

Class 1: Customer Service Essentials
_In this dynamic class, we will cover the fundamentals of great service. Whether you are a business owner, a manager, or a front line service provider, YOU play a critical role in your customer’s experience. In this first class we will:
• Learn 5 great reasons for giving exceptional service
• Understand your personal connection to each and every customer
• Review the most common pitfalls of service delivery, and practice effective techniques for avoiding them
• Build empathy for our customers- even the most difficult ones
• Practice meeting the needs of both internal and external customers

Class 2: “Invisible” Service: Ensuring a Top-Notch Service Environment
_Your customers are receiving your service before they ever walk in the door. In this class, we will take a look at some of the more, “invisible” aspects of service. We will answer:
• What does my location say to my customers? (Or my web site or my phone system?)
• What do my policies and procedures communicate?
• How does my nonverbal communication help or hinder my customer’s experience?
• Whose job is it to improve the invisible?
• What messages do my customers receive from their interactions with my business?

Class 3: Handling Difficult Customers
_We’ve all had them- those legendary difficult customers who just can’t find their inner happiness! In this interactive course, you will learn and practice powerful skills that will help you:
• Stay calm when a customer lashes out
• De-escalate tense situations
• Build rapport and make amends
• Send your customers away feeling better!

Class 4: Making a Service Difference
_In this final class of the series, we will take your customer service efforts one step further. You will:
• Define a set of meaningful customer service standards
• Make a plan to measure the impact of your service improvement efforts
• Practice suggesting meaningful changes to your company’s service standards- even if you are not the boss

Michelle Waters is fondly known to all of us at Cabrillo as “the Customer Service Queen!” Having studied and taught the delivery of exceptional service for over 15 years, Michelle sees your business through the eyes of a PRO and can help you do the same. Michelle has consulted with dozens of agencies on how to improve their customer service ratings by using powerful, simple techniques. Trained in the Disney method among others, Michelle will show you how to make a positive impact on your customers!


To register call 479-6331 or visit us online at www.cabrillo-extension.org
Presentational Speaking

The 3S’s for making Powerful, Persuasive Presentations: Style, Structure, and Strategy

How you present yourself and your ideas at work can accelerate or decelerate your career. Come to this short series of courses to build the ability, confidence and skill to speak powerfully and persuasively.

Module 1: Managing Speaking Anxiety and Style
Mon., March 7
9:30 am – 1 pm
Fee: $75
You only get one shot to make a first impression! Everybody gets nervous but not everybody shows it. Discover how body language impacts your message, and how to downplay signs of nervousness. In this module you will evaluate how others see you, and experiment with new behaviors to elevate your presence in front of the room. Build new muscle memory in this interactive course, while learning strategies for managing your anxiety.

Module 2: Structuring your Presentation
Mon., March 14
9:30 am – 1 pm
Fee: $75
Learn how to organize your presentation for maximum impact. Having a deep understanding of your audience (e.g., peer level, internal or external facing, decision makers, or your team) is critical and will influence your strategic structure. Learn the different approaches so that you use the most effective format to best suit your audience, and meet your speaking goal.

Module 3: Strategic Q & A Responding
Mon., March 21
9:30 - 1:00
Fee: $75
You’ve made it through your presentation (phew!) but now, here come the questions...are you ready? Managing an effective Q & A session requires high-level listening and facilitation skills. In this module you will learn strategies for listening, paraphrasing, and moving the ball toward an outcome.

Instructor:
Janell Payne began teaching public speaking for over 10 years. She coaches professionals across all types of industries including: high tech, bio tech, health, education, agriculture, small business owners, government, finance, and start-up’s to present with confidence and influence. Her expert coaching helps speakers to manage their speaking anxiety, develop persuasive and strategic presentations, and hone facilitation skills.

Bring the Teacher to YOU!

Did you know that any of our courses can be delivered at your workplace?
Contact Cabrillo College Corporate Training to speak with a consultant about how to bring these and many other titles to your workplace.

831-479-6331

NEW!
THE LEADERSHIP CHALLENGE

2-Day Workshop
Thurs. & Fri., March 31 & April 1, 2016
Cost: $799

Register by February 29th for an early bird discount of just $749.

The Leadership Challenge® Workshop is a unique, intensive and highly interactive experience that has served as a catalyst for profound leadership transformation in organizations of all sizes and in all industries. Immensely practical and hands-on, The Leadership Challenge® Workshop is designed to inspire, engage, and help you as a leader to develop the skills you need to meet whatever leadership challenges lay ahead. The core curriculum is structured around seven components, including The Five Practices of Exemplary Leadership®. Each module describes the practice, reviews the Leadership Practices Inventory (LPI) items related to that practice, and ends with techniques that ask participants to reflect on how to apply what they’ve have learned to a current leadership challenge of their own. With a plan of action in-hand for taking the key learnings from the workshop back to the workplace, you will be prepared to implement your new leadership practices back on the job immediately.

What’s included:
• Two days of intensive training designed to help you put your LPI (Leadership Practices Inventory) feedback to use immediately in your development as a leader.
• The Leadership Practices Inventory Online 360 Assessment: includes LPI Self and up to 20 LPI Observers (direct reports, manager, co-workers, etc.). Participants receive confidential feedback.
• A personal coaching session after the 2-day training, provided by Claire Laughlin, designed to help you make progress on your personal action plan and get more out of your LPI results.
• Light continental breakfast each morning, and afternoon snacks.
• Camaraderie and connection with other local leaders.
• A truly memorable experience, with lessons that stick.

“I've been a leader for so long, I wasn't sure what I would get out of today, but it was truly amazing! It helped me uncover areas of leadership I had been neglecting.”

“Every person in an organization who wants to grow should take this class!”

Visit our website at http://cabrillo.edu/services/extension/leadershipchallenge.html to learn more about the LPI and find a link to a 5-minute video that describes the program.
Supervisory Academy Training Series

Being a successful supervisor can be a challenge: You have a lot of responsibility, and usually, very little supervisory training. Designed to deliver results, the Cabrillo College Supervisory Academy is a 12-week program that helps you develop your skills and become a better supervisor. Choose which modules are best for you, or attend all 12! Throughout this program, you will learn and practice the skills that will make your job easier and your team more efficient. Come to know yourself better as a supervisor and make effective choices about your leadership development.

Vicki Miranda is a Human Resources professional with over 25 years of leadership experience. She provides skilled insight into leadership issues based on her experience with organizational teams, employee/labor relations, leadership development and conflict resolution.

Mon., Mar. 7 – May 23 OR Tues., Mar. 8 – May 24
5:00 – 8:00 pm OR 9:00am – 12 Noon
Classes are held on the Aptos Campus in the 1500 Bldg., 2nd Floor, Room 1522
Take ALL TWELVE MODULES for just $595 or $58 per module

COURSE MODULES

Being a Great Supervisor
Mon., March 7 OR Tue., March 8
5 – 8 pm OR 9 am – 12 Noon
Being a supervisor is a lot of responsibility, and it involves the fundamental ability to get things done through others. As a leader in your organization, you help set the tone, and you have the potential of making a very positive impact. In this introductory course you will:
• Understand the roles and responsibilities of effective supervisors
• Assess your own supervisory skills and strengths
• Set goals for your supervisory development

Creating a Climate of Trust
Mon., March 21 OR Tue., March 22
5 – 8 pm OR 9 am – 12 Noon
As a supervisor, your ability to create and sustain a climate of trust is critical to your team’s satisfaction and success. But how can you demonstrate that you’re worthy of your direct reports’ trust? Come to this class to:
• Explore the high cost of low-trust work groups
• Define trust, and identify supportive behaviors
• Assess your part in creating a trusting workplace

Diagnosing Team Effectiveness
Mon., March 28 OR Tue., March 29
5 – 8 pm OR 9 am – 12 Noon
Leading a team has its challenges but it’s an inescapable reality of today’s organizations. When we understand the principles of teamwork, we can harness the power of interdependence and individuality to create a powerful work team that achieves the right results. Come to this class to:
• Make the leap from team member to team leader
• Understand the stages of team development
• Assess your team’s effectiveness and apply the five elements of successful teams
• Use the power of a team charter for getting, and keeping, the team on track.
Setting Goals and Expectations
Mon., April 4 OR Tue., April 5
5 – 8 pm OR 9 am – 12 Noon
Reaching your goal is much faster when you know where you are going. Yet often, workplace goals are fuzzy and ill defined. Come to this course to:
• Examine the goal setting process - what works and what doesn’t
• Learn common pitfalls to goal setting
• Practice writing cascading goals that are appropriate for a business unit, department and you.

Managing Performance
Mon., April 11 OR Tue., April 12
5 – 8 pm OR 9 am – 12 Noon
Tackling employee performance issues is an expected part of the supervisory role. Simply telling our employees what to do and how to do it often isn’t going to solve the problem! Many performance issues stem from poorly defined expectations and lack of coaching skill.
In this class you will:
• Learn 3 stages of performance management
• Understand and practice setting clear performance expectations.
• Practice coaching someone through an issue.

Quality Interviews and Selecting the Best Candidates
Mon., April 18 OR Tue., April 19
5 – 8 pm OR 9 am – 12 Noon
Have you ever looked around the office and wondered how certain people were chosen for the position they hold? If so, you know that hiring the wrong person can impact the business results and office morale. The problem is that traditional interviewing methods do not tell us what we need to know about potential job candidates.
In this workshop you will:
• Discuss common obstacles to effective employee recruitment & development
• Learn the basics of behavioral interviewing
• Practice writing and asking behavioral questions

Coaching for Results
Mon., April 25 OR Tue., April 26
5 – 8 pm OR 9 am – 12 Noon
Coaching, a crucial leadership skill for successful supervisors, combines building relationships, providing support and monitoring progress. Coaching allows you to address performance issues before they escalate, and it empowers your employees to develop the skills they need to succeed. In this class you will:
• Identify the impact effective coaching has on you, the employee and the climate at work
• Learn and practice the precursors to coaching: being curious and asking good questions
• Develop a detailed plan

Delegating for Development
Mon., May 2 OR Tue., May 3
5 – 8 pm OR 9 am – 12 Noon
One of the primary responsibilities of a supervisor is to delegate effectively. To do so you need to match people to the appropriate responsibilities and set them up for success by providing the right amount of support. In this class, you will:
• Learn how effective delegation entails much more than merely assigning a task
• Practice effective delegation using a planning tool
• Strategize to ensure tasks are completed appropriately, and that employees are learning new skills

Motivating Others
Mon., May 9 OR Tue., May 10
5 – 8 pm OR 9 am – 12 Noon
Understanding what motivates people and knowing how to motivate others is a key skill in our ability to effectively lead. Many of us resort unconsciously to the old carrot-and-stick methods. Come to this course to:
• Understand your role in creating the motivational climate at work
• Practice key motivational techniques such as goal setting, coaching and recognition.
• Build a plan for motivating employees by making them feel connected, valued and competent

Resolving Workplace Conflict
Mon., May 16 OR Tue., May 17
5 – 8 pm OR 9 am – 12 Noon
Conflict can’t be avoided, but it can be leveraged. In fact, handling conflict constructively can build trust in your relationships and increase your credibility. It can also stimulate new and better ideas and keep your workforce engaged. In this practice-based class you will:
• Identify signs that conflict has gone too far
• Practice asking powerful questions that get results
• Practice coaching someone who is in a conflict

Leading Change
Mon., May 23 OR Tue., May 24
5 – 8 pm OR 9 am – 12 Noon
As a supervisor, you are called upon to lead your staff through change. Do you have the tools you need? Many leaders respond to this expectation by establishing overpowering rules and policies. Others disengage and become a victim of change, relinquishing their leadership potential. Instead of these two extremes, come to this class to:
• Understand how to ease the stress of change
• Explore your role as a change leader
• Build empathy for how your staff feels
• Practice coaching an employee through change
Today’s workplace demands “fluency” in business communication. We must continually adapt our communication to the needs of various audiences including senior leaders, internal and external customers, co-workers and direct reports. No matter who the audience, we must always pay attention to the quality of our communication so that we are purposeful, clear, concise and kind.

In this course you will…
• Learn a model of communication that will illuminate the critical importance of word choice.
• Understand common barriers to communication.
• Understand and apply 3 primary purposes of communication to enhance clarity.
• Reduce wordiness and select the right words for the right occasion.
• Learn a simple method for ensuring that we are striking the right balance between clarity and kindness.

Dianthe Skurko knows about Personal Effectiveness! As an ultra-marathon runner, Dianthe has dedicated herself to understanding what it takes to succeed. In this powerful series, you will address some of the most common problem areas that hold us back in our careers, and you will turn these common stumbling blocks into career accelerators. By the time you complete this series, you will have the tools in hand to be far more effective in your relationships and in your career.

The 8-sessions that comprise this series are designed as stand alone courses. Take one, take them all, or mix and match the titles that best suit you from this series and our Supervisory Academy.

Tuesdays, March 22 – May 10
1:30 – 4:30 pm

Classes are held on the Aptos Campus in the 1500 Bldg., 2nd Floor, Room: 1522
Take ALL EIGHT MODULES for just $395 or $54 per module
The Art of Assertiveness, Tact and Diplomacy
Tue., April 12
1:30 – 4:30 pm
Assertiveness plays an important role in our everyday lives. Being assertive allows us to reach our goals. It also influences our relationships with others. Combined with the ability to be tactful and diplomatic, it can accelerate your career!

Come to this class to:
• Understand the connection between assertiveness and self-confidence
• Engage in a series of exercises that will help you feel and sound more assertive
• Practice communicating assertively in a variety of situations.
• Apply the lessons that you learn to challenges of your own.

Managing Time and Priorities
Tue., April 19
1:30 – 4:30 pm
Today’s work world moves quickly. We are expected to be “on 24/7, and there is always more to do than there is time to do it. Without effective time management strategies, you are likely to end the day feeling overwhelmed and unfulfilled. Instead, take control of your time and priorities!

Come to this class to…
• Identify your top priorities using a values-based approach
• Assess how you spend your time at work using the urgent/important matrix
• Understand common barriers to effective time management and make a plan to overcome your barriers

Networking Like a Pro
Tue., April 26
1:30 – 4:30 pm
The relationships we build at work are critical to our success. Ensuring that we find and cultivate a professional network will help us to identify mentors, seek and receive feedback that helps us grow, and stay informed about opportunities for growth. In this class you will:
• Understand the role of building rapport in successful relationships.
• Identify 3 kinds of relationships that you should actively cultivate at work.
• Learn and practice important ways to ask for help and/or feedback from your work

Working on a Team
Tue., May 3
1:30 – 4:30 pm
Working with a team can be a challenge but in today’s workforce it is a given. When we understand some basic principles of team development and teamwork, we can transform our working relationships by harnessing the power of our differences. In this this class you will:
• Learn about 3 types of teams and the challenges and opportunities of each
• Understand different stages of team development and how to be an effective team
• Practice critical communication skills that support collaboration and problem-solving

Navigating Change
Tue., May 10
1:30 – 4:30 pm
Life is constantly changing and change can lead to feelings of overwhelm. To be effective at work, you must develop appropriate and healthy responses to change. What changes are you facing at work? What changes do you want to proactively make in your life? In this workshop, you will:
• Understand the impact of change on your mind, body and emotions
• Become aware of the stages of change, what to expect in each stage and how to manage your personal stress reactions
• Make a plan for self-care and self-empowerment in the face of change

Working with Represented Employees
If you work with represented employees, you face some unique challenges. You must be able to forge collaborative partnerships, and you must be a masterful, interest-based negotiator.

If you are struggling with creating positive relationships with your represented employees, call Cabrillo Corporate Training. Our team of highly experienced consultants can help you hone your partnership-building skills and create win-win solutions to your most pressing problems.

Call for a free consultation: 831-479-6331
You Don’t Know What You Don’t Know... Estate Legalese in Layman’s Language

Our Family Meeting Facilitator sets the scene of a “Tale of Two Families” and their challenges in the journey of health care, dying and estate settlement. What do we need to know and why? We'll have an Estate Attorney cover Trusts, Trusteeship, Executor, Wills, Powers of Attorney, Health Care Directives, and Conservatorship and Probate.

Sat., March 12
9:30 am – 12:30 pm
Room: 711
Register by Feb. 29: $78
Register after Feb. 29: $85
Kathleen Brewington, Esq., has been an elder law attorney in Santa Cruz County for 30 years. She has been an Adjunct Professor at Monterey College of Law.

Peaceful Estate Settlement

For a variety of reasons, families often experience splintered relationships when parents have passed away and their assets (no matter how small) are distributed (or not). Family members/trustees often do not have the relationship skills to navigate the murky waters of grief, sibling jealousy, or unfair outcomes presented in their parent’s wills. We will provide insight into benefits and costs of having an outside trustee (fiduciary) handle management and closure of the estate. We will also discuss special needs trusts for a disabled child and answer the question: “What is a trust protector?”

Sat., March 12
1:30 – 4:30 pm
Room: 711
Register by Feb. 29: $78
Register after Feb. 29: $85
Karen Calcagno - see bio

REGISTER FOR ALL 4 CLASSES or take each individually. Register by February 29th and take all for just $275. After February 29th the program cost is $310

Facilitated by Karen Calcagno, who works with families caring for their elders, during estate settlement and coaches family business transitions.

Estate and Late Life Planning for Families Series

In this series of classes, family members will get help with navigating the financial, legal, health care and personal communication challenges that families face. What does fiduciary really mean? What is a trustee and why do you need one? Are you choosing a trustee? Will you be a trustee? Want the best for your family? Not sure which professional to ask about the challenges your family faces? This series will help!

Learn how to avoid common pitfalls and set the stage for success. Prepare yourself with a basic understanding of how communication, the law, finance, healthcare and other services can be aligned to support your family’s needs.
Health Care Choices

Trustees are often responsible for health care choices for their elders. There is a steep learning curve to become acquainted with the benefits and costs of the many kinds of care. The secret for success is finding the right solution for your particular situation. Tracy Cole, professional geriatric care manager will share her broad expertise with class interaction. How do you get the whole family to agree to the chosen health care solution? We will also focus on tips for getting family members to pull together as a team.

Sat., March 19
9:30 am – 12:30 pm
Room: 711
Register by Feb. 29: $78
Register after Feb. 29: $85
Tracy Cole, CMC, provides assessments, consultations and care management for seniors in both Santa Cruz and Santa Clara Counties. Tracy has experience in geriatrics, dementia, brain injury, rehabilitation, mental illness and drug treatment.

Strategies to Outlive Your Money

Have you ever wondered if you will outlive your money? Or if you are responsible to pay for your parents’ medical and health care bills if they can’t afford them? Studies show that most people don’t think ahead to end of life care and costs. Those unfunded costs can have a disastrous outcome for families, and financial planning isn’t all about money. A Financial Planner will discuss an array of tools and strategies for being prepared for the future. Participants will have an opportunity to ask questions of specialists in Long Term Care Insurance and Reverse Mortgages. Our Facilitator will share tips on having effective family meetings to make these important decisions.

Sat., March 19
1:30 – 4:30 pm
Room: 711
Register by Feb. 29: $78
Register after Feb. 29: $85
Cheryl Rebottaro, AAMS, CRPC has been in the financial services industry since 2004. She holds the AAMS and CRPC designations from Denver based College for Financial Planning.

Medicare Choices – Finding What’s Best For You

Have you wondered, “What is Medicare and how does it work?” Are you nearing the age of 65 and soon to be on Medicare? This class is designed to help you! Insurance plans and options are changing yearly. This workshop provides information you need to become a more informed consumer. We will cover what Medicare is and how the program is overseen, review the profile of most Medicare customers, discuss coverage options offered to Medicare customers, define Medicare Star Ratings and the different types of Medicare plans, review Medicare prescription drug coverage, election periods, and the enrollment/dis-enrollment process. This user-friendly half-day workshop will change the way you understand Medicare and help you become a “Savvy Senior” for a lifetime!

Representatives from Palo Alto Medical Foundation and Physician’s Medical Group, who represent 95% of the physicians in Santa Cruz, will be present to answer students’ questions about how Medicare plans affect patients’ healthcare options.

Sat., April 2  OR  Sat., March 12
10 am – 1 pm  OR  10 am – 1 pm
Room: 609  OR  Scotts Valley High
Register by Feb. 29: $48
Register after Feb. 29: $55
Lou Tuosto is a Personal Financial Planner and insurance broker that has been offering workshops for Santa Cruz county seniors for over 20 years. He holds a certificate in Personal Financial Planning from UCSC, is certified to market for numerous insurance carriers contracted to market prescriptions drug plans for seniors, and to market Medicare Advantage health plans offered through several insurance companies.
ONLINE CLASSES

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Experience Education to Go Online Classes
If you can't take the time to go to school, our online classes are here to help you study and learn at home. Our instructor facilitated online courses are informative and highly interactive, and our instructors are famous for their ability to create warm and supportive communities of learners. These classes are available to anyone with a computer, internet access and e-mail.

All courses are six weeks long (with an optional two-week extension). Courses include lessons, quizzes, hands-on assignments, discussion areas, supplementary links, and more. You can complete any of these courses from your home or office, any time day or night.

How to Get Started:
Visit our Online Instruction Center: www.ed2go.com/cabrillo
Select your class and follow the prompts.

Start Dates: A new section of each class begins on the following dates: February 10, March 16, April 13, & May 18. NEW CLASSES ARE MARKED WITH AN *

Requirements:
All courses require Internet access and e-mail. Some courses may have additional requirements. Please visit our Online Instruction Center for more information.

Over 450 courses are available on our ed2go redesigned web site to make it easier for students to find and enroll in the title(s) they are looking for. Here is just a sample:

The Internet ($95)
- Introduction to Internet Writing Markets
- Blogging and Podcasting for Beginners
- Creating Mobile Apps with HTML5

Web Page Design ($95)
- Designing Effective Websites
- Introduction & Intermediate Dreamweaver CS6
- Write Effective Web Content
- Achieving Top Search Engine Positions
- Advanced Web Pages

Web Graphics and Multimedia ($95)
- *Intro & Intermediate Flash CS6
- Intro & Intermediate Photoshop CS6
- Adobe Acrobat X

Web and Computer Programming ($95)
- Introduction to PHP & MySQL
- Introduction to Java Programming
- Introduction to Ajax Programming
- Introduction to Python 3 Programming
- Mac, iPhone, and iPad Programming

Basic Computer Literacy ($95)
- *What's New in Microsoft Office 2013
- Computer Skills for the Workplace
- Introduction to Windows 8

Computer Applications ($95)
- Intro & Intermediate Visual Basic
- Intro & Intermediate & Advanced Excel 2013
- Word, Access, Publisher & Outlook 2013
- Introduction to CorelDRAW X5

Graphic and Multimedia Design ($95)
- Introduction to Illustrator CS6
- Intro & Intermediate InDesign, Photoshop, Flash CS6

PC Troubleshooting, Networking, & Security ($95)
- Wireless Networking
- Advanced PC Security

Database Management & Programming ($95)
- Introduction to Database Development
- Introduction to MS Access 2010
- Introduction to SQL
- Introduction to Programming

Computer Certification Prep ($149)
- CompTIA Security+ Certification Prep
- Advanced A+ Certification Prep
- Intermediate A+ Certification: Operating Systems

Digital Photography & Digital Video ($95)
- *Photoshop Elements 12 for the Digital Photographer
- Introduction to Photoshop CS6
- Introduction to Digital Scrapbooking
Languages ($95)
- Speed Spanish I, II, III
- Spanish for Medical Professionals I, II
- Instant Italian
- Conversational French
- Conversational Japanese
- Easy English 1,2,3
- Grammar for ESL
- Discover Sign Language

Writing & Publishing ($95)
- Beginning Writer
- Write & Publish Your Nonfiction Book
- Publish and Sell Your E-Books
- Effective Business Writing
- Writing Young Adult Fiction
- Keys to Effective Language

Entertainment Industry Careers ($95)
- *Introduction to Screenwriting
- How to Get Started in Game Development
- Introduction to Final Cut Pro X

Grant Writing & Nonprofit Management ($95)
- A to Z Grant Writing
- Writing Effective Grant Proposals
- Introduction to Nonprofit Management
- Marketing Your Nonprofit
- Nonprofit Fundraising Essentials

Start Your Own Business ($95)
- Marketing Your Business on the Internet
- Start & Operate Your Own Home Business
- Introduction to Interior Design
- Start Your Own Arts and Crafts Business
- Using Social Media in Business
- Small Business Marketing on a Shoestring

Sales & Marketing ($95)
- Professional Sales Skills
- Marketing Your Business on the Internet
- Customer Service Fundamentals

Accounting ($95)
- Accounting Fundamentals I & II
- Performing Payroll in Quickbooks 2014
- Introduction to Crystal Reports
- Intro & Intermediate Quickbooks 2014
- Quickbooks for Contractors 2014

Business Administration ($95)
- Distribution and Logistics Management
- High Speed Project Management
- Fundamentals of Supervision and Management

Test Prep ($95)
- GED, GRE & GMAT Preparation
- LSAT Preparation: Part I & Part II
- SAT/ACT Preparation: Part I & Part II

Personal Development ($95)
- 12 Steps to a Successful Job Search
- Resume Writing Workshop
- Keys to Effective Communication
- Jump-Start Your Career With LinkedIn

Personal Finance & Wealth Building ($95)
- Keys to Successful Money Management
- Real Estate Investing
- Personal Finance
- Introduction to Stock Options
- The Analysis and Valuation of Stocks

Health Care, Nutrition, & Fitness ($65 - $95)
- *Explore a Career in Nursing
- Handling Medical Emergencies
- Become a Physical Therapy Aide
- Become an Optical Assistant
- Explore a Career as an Administrative Medical Assistant
- Certificate in Food, Nutrition and Health
- Certificate in Healthy Aging

Personal Enrichment ($95)
- Merrill Ream Speed Reading
- Genealogy Basics
- Mastering Public Speaking

Art, History, Psychology, & Literature ($95)
- *Romance & Fantasy Novel Writing
- Drawing for the Absolute Beginner

Children, Parents and Family ($95)
- Homeschool With Success
- Managing Life as a Single Parent
- Marriage and Relationships: Keys to Success
- Ready, Set, Read!
- Response to Intervention: Reading Strategies That Work
- Singapore Math Strategies
- Teaching Students With Learning Disabilities
- Understanding Adolescents
- Navigating Divorce

Law & Legal Careers ($95)
- Introduction to Criminal Law
- Employment Law Fundamentals
- Real Estate Law

Health Care - Continuing Education ($65 - $250)
- Certificate in Spirituality, Health, and Healing
- Certificate in Complementary and Alternative Medicine
- Certificate in Stress Management
- HIPAA Compliance
- Certificate in Holistic and Integrative Health: Foundation 1-3
- Certificate in Integrative Mental Health
- Certificate in Brain Health

Please visit our online catalog for complete class descriptions, instructions & requirements.
Looking for a convenient and affordable location to hold a meeting, event or conference?

Cabrillo College can help!

Centrally located in the heart of Santa Cruz County, Cabrillo College offers state-of-the-art facilities and outdoor spaces to rent for any special occasion, meeting, corporate event, or performance. Small or large. Dressed up or down. Night or Day. Weekday or Weekend. Cabrillo College is easily accessible by public transportation and major highways, making it an ideal place to host your next event.

Facilities include smart classrooms, lecture halls, state-of-the-art theaters, a sports complex, weddings in the historic Sesnon House, and parking lots for ancillary community events. Both Watsonville and Aptos campuses offer a range of facilities, rental equipment, and support services all provided at reasonable rates.

General Facility Rentals including the Horticulture Center
Phone: 831.479.6332
cabrillo-extension.org

VAPA Performing Arts Complex including Crocker Theater & Samper Recital Hall
Phone: 831.479.6146
cabrillovapa.com

Historic Sesnon House located on the Aptos campus
Phone: 831.479.6229
sesnonhouse.com
Parking Fees

Everyone parking on the Cabrillo campus must have either a semester permit or day pass. Day passes cost $4 and are available in vending machines located in student lots. These vending machines are well marked. Parking in student spaces only.
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Do you want a more productive and effective workforce?

Today’s fast-paced business environment demands a highly trained and effective workforce. If you want to stay in business, you need to help your workforce perform at their best. **Leaders** need to establish direction and communicate effectively both internally and out in the community. **Managers and supervisors** need to define work, manage people and teams, create a positive and productive organizational culture and lead engaging meetings.

**Staff** needs to work effectively together, provide exceptional customer service, meet quality standards and deliver on deadlines.

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- Define your direction based on your values and your strengths.
- Develop standards and identify competencies that will guide and align all of your training efforts.
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