Professional Development Programs

March- June 2015

Your Source for...

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

Register at www.cabrillo-extension.org
Register by February 23rd and get an early bird discounted fee!

**Featured this Spring:**

**Leadership Challenge**

**Personal Effectiveness Series**

**Supervisory Academy**

**Hands-On Computers Skills**

**CLASSES & WORKSHOPS**

- Supervisory Academy 2
- Personal Effectiveness 4
- Small Business 6
- Professional Development 8
- Technology for Educators 9
- Business and Career 10
- Project Management 12
- Corporate Training 13
- Leadership Challenge 14
- Online Classes 16
- Medical Billing 18
- Computers 20
- Human Resources 22

**Registration is easy!**

Register online at [www.cabrillo-extension.org](http://www.cabrillo-extension.org) or phone, fax or mail your registration.

---

**FROM THE PRESIDENT**

Dear Professional,

It’s a new year, and there is an air of excitement at Cabrillo! Classes are back in session and our campus community is teeming with possibility! We’re honored to present our Spring 2015 Professional Development Extension Catalog that documents many of those possibilities.

We are proud to report that the professional development courses offered through this catalog have received great reviews and strong interest in our community. Cabrillo has always been dedicated to the economic development in our region and these courses are just another way that we show our support for the business community.

In these pages you will find courses to support you in any role you play...as a business owner, an individual contributor, a supervisor or manager of others, and as a leader. These courses have been developed as a result of our long-standing relationships with local business. We have listened to our partners and developed these courses as a way to support your excellence with affordable and accessible training programs.

This spring, we are excited to bring back The Leadership Challenge®, a world-class training program that helps leaders develop their leadership values, vision and skills. It is a positive and inspiring, data driven 2-day course that will catapult your leadership skill to a new level. As part of the class, you will take a 360-degree assessment that gives you a foundation for your ongoing leadership development. You will also work side-by-side with other leaders from our community. We are proud to support this program, and proud to be partnering with Leadership Santa Cruz County in our on-going effort to provide a myriad ways for leaders to be the best they can be. I hope you can join us on April 2nd and 3rd at Cabrillo’s beautiful campus for this amazing experience!

We are also offering our Personal Effectiveness Series and two-sessions of our ever-popular Supervisory Academy. A wide range of computer courses are available this spring and we are proud to add new social media and business writing classes that are in high demand.

So take a closer look at what is in store this spring! And thank you for putting your trust in us as your business development partner!

Warmly,

Dr. Laurel Jones

President and Superintendent
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 12-week 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. Learn to build trust with your team, improve communication with all levels of your organization, make better decisions, lead effective meetings, and motivate your employees toward better performance.

**Mon., March 2 – May 18**  
6:00 – 9:00 pm  
**OR**  
**Wed., March 4 – May 20**  
2:00 – 5:00 pm

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., Mar. 2**  
6 – 9 pm  
**OR**  
**Wed., Mar. 4**  
2 – 5 pm

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

**Diagnosing Your Team’s Effectiveness**  
**Mon., Mar. 16**  
6 – 9 pm  
**OR**  
**Wed., Mar. 18**  
2 – 5 pm

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 and how to navigate through each
- Assess your team’s effectiveness by applying the five elements of successful teams

**Leading with Purpose**  
**Mon., Mar. 9**  
6 – 9 pm  
**OR**  
**Wed., Mar. 11**  
2 – 5 pm

Some of our greatest frustrations as supervisors come from managing employees with distinctly different work styles than our own. When unexplored, these work style differences can grate on our nerves and become the source of conflict. The professional exploration of these work style differences can grate on our nerves and become the source of conflict. As a supervisor, you need the ability to create and sustain a climate of trust. But how can you demonstrate that you’re worthy of your direct reports’ trust and, perhaps more importantly, how do you transform a climate that is currently NOT high in trust, into the opposite? Come to this class to:

- Develop a plan to work better together with your co-workers and direct reports.

**Creating a Climate of Trust**  
**Mon., Mar. 23**  
6 – 9 pm  
**OR**  
**Wed., Mar. 25**  
2 – 5 pm

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 and, perhaps more importantly, how do you transform a climate that is currently NOT high in trust, into the opposite? Come to this class to:

- Explore the high cost of low-trust work groups
- Define trust, and identify the specific behaviors that support it
- Assess your part in creating a trusting work place

**Solving Problems and Making Decisions**  
**Mon., Apr. 20**  
6 – 9 pm  
**OR**  
**Wed., Apr. 22**  
2 – 5 pm

In the past few decades, psychologists and business people alike have discovered that successful problem solvers tend to use a similar type of process to identify and implement the solutions to their problems. In this workshop, you will:

- Ask key questions that aid in problem identification
- Practice conversations that assertively announce decisions to the team and generate commitment

**Setting Clear Goals and Performance Expectations**  
**Mon., Mar. 30**  
6 – 9 pm  
**OR**  
**Wed., Apr. 1**  
2 – 5 pm

Tackling employee performance issues is an expected part of the supervisory role. Many performance issues stem from poorly defined goals and lack of purposeful feedback. Effective performance management starts with clear expectations and is reinforced through coaching and support! Come to this course to:

- Understand and practice the critical process of setting clear performance expectations.
- Discern between performance management and performance evaluation.

**Coaching for Results**  
**Mon., Apr. 6**  
6 – 9 pm  
**OR**  
**Wed., Apr. 8**  
2 – 5 pm

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 to coach a specific person

**Leading Meetings that Matter**  
**Mon., May 4**  
6 – 9 pm  
**OR**  
**Wed., May 6**  
2 – 5 pm

Unfortunately, many of the meetings we organize and attend prove to be a waste of time, energy and money! This class ensures that the meetings you lead will be purposeful and productive. In this class you will:

- Design a meeting process that gets results using the RPR method.
- Set effective ‘rules of engagement’ that bring out the best in your meeting participants
- Capture action items effectively

**Motivating Others**  
**Mon., Apr. 27**  
6 – 9 pm  
**OR**  
**Wed., Apr. 29**  
2 – 5 pm

Understanding what motivates people and 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 with very limited success. Come to this course to:

- Understand your role in creating the motivational climate at work
- Practice key motivational techniques
- Build a plan for motivating employees

**Presenting with Confidence**  
**Mon., May 11**  
6 – 9 pm  
**OR**  
**Wed., May 13**  
2 – 5 pm

For most of us, speaking in public creates mild but manageable anxiety. Having something to say and being able to say it well empowers all involved! In this course you will:

- Learn 5 ways to quickly organize your thoughts when you are asked to present
- Discern between 3 common speaking purposes and know how each influences your content
- Play with delivery skills that will help your audience get the most from your message

**Quality Interviews and Selecting the Best Candidates**  
**Mon., May 18**  
6 – 9 pm  
**OR**  
**Wed., May 20**  
2 – 5 pm

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 interview questions
- Evaluate your open positions through the lens of core competencies

To register call 479-6331 or visit us online at www.cabrillo-extension.org
Personal Effectiveness Development Series

We can all use a little boost now and then! If your career feels stalled or you experience frustration at work, you may need a "tune up!" This Personal Development Training Series is designed to help you address many of the issues and behaviors that can slow you down in your career or contribute to feelings of dissatisfaction at work. It can also provide a boost for an already thriving career! The 8 sessions that are part of this series are designed as stand-alone courses. Take one, take all, or mix and match the titles that are best for you from this series and our Supervisor and Leadership Training Academies.

Tuesdays, March 10 – April 28
2 – 5 pm
Classes are held on the Aptos Campus. See individual rooms below.
Take ALL EIGHT MODULES for just $395 or $54 per module

COURSE MODULES

Powerful Communication: Being Clear, Concise and Kind
Tue., March 10
2 – 5 pm
Room: 1521
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...
• Understand common barriers to communication.
• Understand and apply 3 primary purposes of communication to enhance clarity.
• Learn a simple method for ensuring that we are striking the right balance between clarity and kindness.

Managing and Resolving Conflict
Tue., March 17
2 – 5 pm
Room: 1522
Conflict is a part of life. How confident and competent we are at resolving conflict can have a profound impact on our success at work and in life. In this course you will...
• Understand what conflict is and why your ability to engage in effective conflict is so vital to your success.
• Learn about 5 common approaches to conflict and the pros and cons of each.
• Apply a simple process for resolving the most ingrained conflicts.

The Art of Assertiveness, Tact and Diplomacy
Tue., March 24
2 – 5 pm
Room: 1302
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.

Managing Stress
Tue., March 31
2 – 5 pm
Room: 1522
It’s now common knowledge that stress is a serious and dangerous health risk factor and can be linked to many of our most serious health challenges. But did you know that stress is also the cause of billions of dollars in lost productivity and revenue in our workplace? When we can reduce our stress, work, relationships and everything in life can become more enjoyable.
In this course you will...
• Define “good” and “bad” stress and understand the causes of each.
• Identify what causes stress for you and practice managing your reactions
• Learn and apply the Triple A approach to managing and reducing stress

Working on a Team
Tue., April 21
2 – 5 pm
Room: 1521
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 and creating a powerful work team. Come to this class to...
• 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 Personal Change
Tue., April 28
2 – 5 pm
Room: 1522
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? How do you react under stress? How do your habits keep you feeling stuck and resisting the changes you need to make?
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

Building Rapport & Emotional Intelligence
Tue., April 7
2 – 5 pm
Room: 1522
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. Yet many of us take our business relationships for granted. Come to this class to...
• 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

Managing Time and Priorities
Tue., April 14
2 – 5 pm
Room: 1521
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

To register call 479-6331 or visit us online at www.cabrillo-extension.org
Build Your Business!

Cabrillo College Extension is proud to partner with the Cabrillo College Small Business Development Center to present seminars to help you build your business!

The SBDC was founded in 1985 and has served over 5,000 business owners, created over 2,200 jobs and has helped local businesses obtain over $79 million in capital investment. The SBDC provides free of charge, confidential advice to help you grow your business. Learn how to establish realistic goals and objectives, determine startup costs, as well as various methods of financing your startup.

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.

Build a Better Business Program Series

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.

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

Sat., Feb. 7 OR Sat., Apr. 11
9:30 am - 12 noon
Room: 1302
OR
Tue., March 3 OR Tue., May 5
2 – 4:30 pm
Location: Cruzio Internet Conf. Room – 877 Cedar St. #150, 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.

Recordkeeping for Small Business

This class will reveal the mysteries of accounting in plain language and give you everything a non-accountant saddled with keeping “the books” needs to know. Concepts and processes covered in this class will include: the bookkeeping cycle, accrual vs. cash vs. tax accounting, and the chart of accounts, journals and general ledger.

Double entry and single entry bookkeeping will be explained without the pain of “debit and credit” journal entries. Learn accounting concepts, to operate your small business more profitably.

This is an excellent prerequisite for those wishing to maintain their accounting records either manually or using computerized systems.

Sat., March 7 OR Sat., May 9
9 am – 1 pm
Room: 432
Register by Feb. 23: $48
Register after Feb. 23: $56
Carol Jensen – See bio

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 21 & 28 OR June 6 & 13
9 am - 1 pm
Room: 507
Register by Feb. 23: $98
Register after Feb. 23: $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 training at Cabrillo for many years.

Solving the Social Media Puzzle: Helping 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. 28 OR Sat., April 25
9:30 am -12 noon
Room: 1302
Fee: $35

Lydia Snider is a local specialist in helping non-profits, small businesses and individuals leverage the power of social media. A former educator, Lydia started a very successful business that was launched using social media to spread the word and increase sales. Lydia is dedicated to helping businesses use social media wisely and profitably.

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

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 the Recordkeeping for Small Business 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.

Carol Jensen - See bio

Register by Feb. 23: $195
Register after Feb. 23: $76
Room: 432
9 am - 1 pm
Sat., April 25
Room: 507
Register by Feb. 23: $65
Register after Feb. 23: $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.

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 25
9 am - 1 pm
Room: 507
Register by Feb. 23: $65
Register after Feb. 23: $76

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., April 18
10 am - 1 pm
Room: 432
Register by Feb. 23: $62
Register after Feb. 23: $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.

Carol Jensen - See bio

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, history 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 14
9 am - 1 pm
Room 432
Register by Feb. 23: $65
Register after Feb. 23: $76

TECHNOLOGY FOR EDUCATORS

3D Design and Printing for Educators
Learn how to use Blender to teach science and engineering concepts and standards, creativity, and skills that can be used in a career. Get advice from our professional 3D educators and learn how to engage students in this powerful and revolutionary technology.

Prerequisite: 3D Design & Printing – See the Cabrillo Extension website for class information.

Class size is limited to 10 so register early!

Mon. & Wed., April 13 & 15
6:00 - 7:30 pm
Room: 2501
Register by Feb. 23: $90
Register after Feb. 23: $98
MakersFactory Instructors

Video Game Design for Educators
Game design is a career in its own right, but you’ll also find a variety of interesting applications in your own classroom! Use games to reinforce concepts, tell stories, build group skills, and integrate multiple disciplines to create truly multi-talented and empowered students.

Prerequisite: Video Game Design – See the Cabrillo Extension website for class information.

Class size is limited to 10 so register early!

Tue. & Thu., April 21 & 23
6:00 - 7:30 pm
Room: 2501
Register by Feb. 23: $90
Register after Feb. 23: $98
MakersFactory Instructors

Game-Based Learning with MinecraftEdu
Heard about Minecraft yet? With millions of players worldwide, Minecraft is becoming an unprecedented Internet-powered social phenomenon. MinecraftEdu is a special educational version of Minecraft designed for use in the classroom, which provides extra tools for teachers. Learn how to use games in your classroom to engage students and energize your curriculum!

Class size is limited to 10 so register early!

Wed., April 8 – May 6
4:00 - 5:30 pm
Room: 2501
Register by Feb. 23: $195
Register after Feb. 23: $220
MakersFactory Instructors

For busy educators looking for quality professional development workshops online,
Cabrillo Extension has more than 40 unique offerings!

Here’s just a sample:
* Teaching Math: Grades 4-6
* Singapore Math Strategies
* Teaching Smarter with SMART Boards
* Creating a Classroom Website
* Writing Effective Grant Proposals
* And many more!

Visit us at www.ed2go.com/cabrillo for a full listing or call us at 831-479-6331 for more information. We look forward to “seeing” you online!
Business Writing for Success

We live in an era of sound bites and 140 character messages, “likes” and tweets, but good writing still matters when it comes to the business world. Whether you’re an entrepreneur, small business owner, manager or an employee, you need to know how to write effectively for business. In this half-day class you will learn:

- Powerful openings and closings
- How to identify your reader’s needs and expectations to establish purpose and focus
- How to use the appropriate tone and when to use persuasion
- Techniques for editing and proofreading

Thu., March 19
1-5:30 pm
Room: 1522
Register by Feb. 23: $50
Register after Feb. 23: $58

Dianthe Harris – See bio

Building Your Personal Brand: Protect Your Image on the Internet

Social media is everywhere and since there’s no escaping, you might as well learn to leverage it to enhance your personal brand! Now more than ever, employers are using social media to not only screen applicants, but to hunt for potential candidates. In this class you will:

- Articulate your unique value proposition
- Appeal to your target audience
- Network safely with friends, peers and family
- Present yourself with integrity

Thu., March 26
1-5:30 pm
Room: 2502
Register by Feb. 23: $50
Register after Feb. 23: $68

Dianthe Harris – See bio

Social Networks 101: Intro to Social Media

Feeling left behind when it comes to social media? Explore the fundamentals of social media and other emerging technologies and tools, benefits, values and risks while learning to navigate through the most popular social networks. In this workshop you will:

- Learn to create a Facebook page
- Create Facebook groups, ads and events
- Discuss ways to utilize LinkedIn for personal and business success
- “Hangout” on Google+(Google Plus)

Thu., April 16
1-5:30 pm
Room: 2502
Register by Feb. 23: $50
Register after Feb. 23: $68

Dianthe Harris – See bio

Strategic Social Media Planning: Understanding Marketing

If you’re a company that wants to succeed in the complicated world of social media, make sure you have the people in place who have creativity, an understanding of new media, and a voice and tone that is inviting to a broad audience. Come to this workshop to:

- Learn social media planning methods
- Develop marketing strategies for success
- Figure out your target audience and how to access them
- Create content that ensures “likes”

Thu., April 23
1-5:30 pm
Room: Horticulture 500S
Register by Feb. 23: $68
Register after Feb. 23: $75

Dianthe Harris specializes in communication strategies and execution, 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 campw.

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., March 14
12:45 – 6 pm
Room: 454
Register by Feb. 23: $50
Register after Feb. 23: $58
plus $30 materials fee payable to instructor in class

Carrie Christensen – See bio

Renew Your Notary Commission – Includes 2014 Laws

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 last 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.

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., March 14
12:45 – 6 pm
Room: 454
Register by Feb. 23: $50
Register after Feb. 23: $58
plus $60 for materials fee & certification payable in 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.

Interested in Becoming a Cabrillo Extension Instructor?

We deliver cutting edge Professional Development training programs for local and regional businesses. If you are a subject matter expert with experience training in a business setting, and interested in working on a contract basis, please let us know.

We are currently seeking instructors with the following specialties:

- Continuous Process Improvement and LEAN principles
- Supervisory and Soft-Skills
- Industrial Technologies (mechanical, electrical, hydraulic, etc.)
- Technology instructors

For more information, go to http://www.cabrillo.edu/services/extension/employment.html

How to Become a Cabrillo Extension Instructor

Do you have professional, creative practice experience or another skill that you would like to share with others? Would you like to earn extra income as an Instructor? The Cabrillo Extension Program, Colleges, Parks and Rec and Adult Education programs are always looking for new class ideas. Learn from a seasoned pro everything you need to know to get started in a lucrative part-time profession. No teaching credential needed.

Sat., March 21
2 –4:30 pm
Room: 435
Register by Feb. 23: $50
Register after Feb. 23: $58
plus $20 materials fee payable to instructor in class

David Cook, has been a Cabrillo Extension instructor for over 10 years.

Jill Gallo, is the Cabrillo Extension Coordinator
Santa Cruz METRO Trains Employees in Project Management

The Santa Cruz Metropolitan Transit District came to Cabrillo Corporate Training with a need. “We need a broad group of people to have a shared understanding of how to manage projects,” said Robyn Slater, Human Resources Manager. “We have a lot of projects going on at all times,” said Slater, “and we want to assemble cross functional teams and ensure that all members have the skills to launch a project and manage it all the way to completion. We need a shared language and set of tools.”

The solution was a 3-session class called, “Project Management Corporate Training” that walked them through an engaging and hands-on process for drafting an initial project plan, starting with a customer consultation. The group was given a customized “Project Management Guide Book” that was the result of the work they had done in class. This Guidebook will support teams as they continue to put their new skills to work.

“This class was fun and engaging, and got all of us on the same page when it comes to managing projects,” said one participant. “Our group is very committed to using our new tools to manage projects,” said another.

At Cabrillo Corporate Training, we are here to support your training and workforce development needs. Call us for a free initial consultation at 831-477-5649.

Executive and Departmental Retreats

Group retreats can be very special times in organizational life. When well conducted, they afford a group a particular opportunity to reconnect to the vision, values and goals of the organization. They allow a group time to process issues, problem solve, and/or strategize about new opportunities or ways of working together. They can supply a jump-start for a team or group that is otherwise in the throes of “day-in-and-day-out” operations.

Unfortunately, many retreats are not well planned, and participants come away with a sense of disappointment at opportunities lost and frustration about the “to-do list” that has grown during their absence.

At Cabrillo Corporate Training, we are experts in planning and facilitating meaningful retreats. We know that retreats represent rare and special time, and we help you make the most of that time by planning carefully, designing a retreat that brings your group together and helps them get things done. We provide expert facilitation so that you can participate along side other group members and receive the full benefit of the process at hand.

A well-planned retreat should entail…
- A strong agenda that allows people to get connected, focus on an issue, and see it through.
- An outside facilitator who understands the needs and culture of the work group and allows all members of the team to participate.
- Time for personal connection - since this can be rare in our hustle and bustle work places.
- Resolution of an issue or a challenge, leading to an action plan so that participants come away feeling empowered to do something differently.
- While every retreat is custom designed, many groups start with one of the following retreat themes…
  - Strategic Planning
  - Goal Setting
  - Values Clarification
  - Teambuilding
  - Leading Organizational Change
  - Building a Positive Workplace
  - Annual SLOT Analysis (Strengths, Limitations, Opportunities, Threats)

At Cabrillo Corporate Training, our skilled consultants can help you build an executive or departmental retreat that meets your specific needs. Call us today at 831-477-5649 for a free consultation.

Don’t Wait for the Annual Appraisal! Coach Your Employees Regularly

But coaching is more than just offering encouragement or asking questions. To be a skillful coach you must…
- Remain curious even when frustrated
- Understand set-backs and how to handle them
- Be aware of performance and discipline issues, and how they differ from opportunities for proactive coaching
- Gather data for problem solving
- And more…

Effective managers and leaders know that ensuring employee performance is a critical part of their daily job, and that it doesn’t wait for the annual appraisal. A leader’s ability to coach, guide, and illicit input and ideas from employees is a critical part of organizational success and powerful leadership. Skillful coaching enables employees and empowers employees and also serves to develop the talent pipeline in your organization.

Call today!
Special 2-Day Workshop
Thursday & Friday, April 2 & 3, 2015
Time: 8 am - 5 pm  Cost: $1,295

Register by February 23rd for an early bird discount of just $1,195.

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.

Prior to this 2-day experience you will ask your managers and direct reports to complete a 360 evaluation for you, called the Leadership Practices Inventory (LPI). You will receive your results when you arrive at the workshop, and will therefore learn not only about leadership concepts in general, but about your specific strengths and challenges.

The core curriculum is structured around seven components, including five independent modules that focus specifically on each of 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.
- All program materials including: a Participant Workbook, TLC Values Cards, TLC Job Aid card and The Leadership Challenge (5th Edition) book.
- 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 relating to the frequency of their use of The Five Practices.
- 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, lunch, and afternoon snacks.
- Camaraderie and connection with other local leaders.
- A truly memorable experience, with lessons that stick.

Visit our website at http://cabrillo.edu/services/extension/leadershipchallenge.html to learn more about the LPI and what it measures, and a link to a 5-minute video that describes the program.

Announcement: Cabrillo Corporate Training partners with Leadership Santa Cruz County to offer a broad range of leadership training experiences!

Leadership Santa Cruz County has been a trusted source for leadership development in this community for three decades, and their top quality program continues to draw Santa Cruz’s most talented leaders.

“But we acknowledge that there is a need for more targeted leadership training,” says Dave Vincent, program Director. “Leadership Santa Cruz County serves a specific purpose, and our members have often asked for content aimed at developing interpersonal and tactical leadership skills. Our partnership with Cabrillo allows us to do that – offer a different kind of leadership training program at a reduced price for our alumni.”

“The Leadership Challenge® is a great fit!” Says Vincent. “Now our community offers both programs to support our leaders.”

If you are a Leadership Santa Cruz County alumni, call the Cabrillo Extension office at 831-479-6331 to receive a special discount on your enrollment for The Leadership Challenge®. Registration is limited.
Welcome to www.ed2go.com/cabrillo

Over 350 courses are available on our redesigned web site to make it easier to find and enroll in the title(s) you are looking for.

Experience Education to Go Online Classes

If you can’t take the time to go to school, our online classes are there to help you study and learn at home. The 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 not-for-credit 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 18, March 18, April 15, & May 20. 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 400 courses are available on our 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:

Web Page Design ($95)
Designing Effective Websites
Intro & 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

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

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 Editing

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
SAT Preparation: Part I & Part II
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

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.
www.ed2go.com/cabrillo

To register call 479-6331 or visit us online at www.cabrillo-extension.org
Medical Insurance Billing Program

CERTIFICATE PROGRAM

Medical Insurance Billing, Part I
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
- How to complete the new CMS 1500 (universal claim form) used to bill insurance companies
- Updated information on the new Medicare contractor, Noridian Healthcare Solutions
- Learn how to keep current on changes on rules and regulation of government plans, also where to take type continuing education courses offered by major insurance carriers
- How to read an Explanation of Benefits (EOB) and how to use it to bill secondary carrier
- How to look up diagnosis codes, procedure codes and modifiers; codes which are necessary for billing insurance carriers for payment reimbursement.

Wed, Thu & Sat, May 13, 14 & 16
6 – 9:30 pm (Wed & Thu) AND
9 am – 4 pm (Sat)
Room: 707
Fee: $125
plus $59 material fee payable to instructor in class

Medical Insurance Billing, Part II
This workshop is for those students who have completed the Intro to Medical Insurance Billing course or students who are already Billers and want to further their knowledge in medical billing. In this course 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 (patient privacy)
- Open discussions on various issues of concern to medical billers

Prerequisite: Experience as a medical biller or completion of Medical Insurance Billing, Part I.

Sun., May 17
8:30 am – 2:30 pm
Room: 707
Fee: $85
plus $39 material fee payable to instructor in class

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
- Medical Insurance Billing, Part I
- Medical Insurance Billing, Part II
- 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 $295
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.

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

Workers’ Compensation & Personal Injury
Learn how to bill California Workers’ Compensation and Personal Injury cases. Some of the areas this workshop will cover are:
- An overview of California’s Workers’ Compensation system
- Filing Workers’ Compensation Appeals Board Liens
- Learn tips for screening patients up-front to minimize payment problems
- Maximizing reimbursement
- Turning objection letters into payments
- Negotiating with attorneys on lien cases
- How to make sure the case is really “pending”
- Billing automobile insurance carriers and personal injury cases

Prerequisite: Experience as a medical biller or have taken Medical Insurance Billing Parts I & II.

Mon. & Tue., May 18 & 19
6:30 – 9 pm
Room: 707
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.

Mon., May 18
6 – 6:15 pm
Room: 707
Fee: $45
plus $89 material fee payable to instructor in class
- Includes workbook & tutorial software

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 20 & 21
6:30 – 9 pm
Room: 707
Fee: $105
plus $79 material fee payable to instructor in class
- Includes workbook & tutorial software

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 17
2:45 – 4:30 pm
Room: 707
Fee: $65
plus $29 material fee payable to instructor in class

To register call 479-6331 or visit us online at www.cabrillo-extension.org
How to Use a Smartphone
If you bought a smartphone for someone, expect to get some calls with questions like, “What’s an app?”, or “Why does my battery run out so quickly?”, or “How do I upload videos to Facebook?” Explore the basic functionality of your new smartphone. Learn common tasks like sending a text message, watching a video clip on YouTube, or surfing the Web. This workshop also covers fundamentals like configuring the security options, adjusting the brightness of the display, and setting the device up to work with a wireless network.
Bring your iPhone, Android, Blackberry, or other smartphone to class with your charger.

Sat., March 21
2 – 5 pm
Room: 507
Register by Feb. 23: $24
Register after Feb. 23: $28
Carol Jensen – See bio below

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., May 2
2 – 5 pm
Room: 507
Register by Feb. 23: $24
Register after Feb. 23: $28
Carol Jensen has been teaching at Cabrillo College for over 15 years.

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.
A comprehensive manual/textbook is included.
Fri., March 13
9 am – 5 pm
Room: 515
Fee: $124
Mindi Cater – See bio

Microsoft Word – Level 2
This intermediate level class covers more complex skills than those presented in 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; tracing formulas; auditing formula errors, and more.
Required: Microsoft Excel: Level 1 or equivalent skills.
A comprehensive manual/textbook is included in the course fee.
Fri., March 27
9 am – 5 pm
Room: 515
Fee: $124
Mindi Cater – See bio

Microsoft Excel – Level 1
This introductory class is for the computer user who wants to become proficient in Excel 2013. Topics include creating formulas; 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.
Fri., April 10
9 am – 5 pm
Room: 515
Fee: $124
Mindi Cater – 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 skills.
A comprehensive manual/textbook is included in the course fee.
Fri., May 15
9 am – 5 pm
Room: 515
Fee: $124
Mindi Cater – See bio

Effective Presentations Using PowerPoint
This class provides introductory training for the computer user who wants to become proficient in PowerPoint 2013. 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 skills.
A comprehensive manual/textbook is included in the course fee.
Fri., March 20
9 am – 5 pm
Room: 515
Fee: $124
Mindi Cater – See bio

Mindi Cater has been teaching computer classes in Santa Cruz County since 1991. She has offered training at local organizations including, SCCROP, the Sheriff’s Department, County Office of Education, and the Capitola EDD.
### Classes for Human Resources Professionals

If you are responsible for managing your company’s human resources, you have a big job on your hands! Get the support you need through Cabrillo Extension’s Human Resources Series.

#### Setting Clear Goals and Performance Expectations

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 enough! Many performance issues stem from poorly defined goals and lack of purposeful feedback. Effective performance management starts with clear expectations, is reinforced through coaching and support, and is NOT deferred to an annual performance appraisal. Come to this course to...

- Discern between performance management and performance evaluation.
- Understand and practice the critical process of setting clear performance expectations.
- Translate performance expectations into measurable goals.
- Evaluate performance through the lens of a 4-part performance management model.

**Mon., March 30**

**OR**

**Wed., April 1**

6 – 9 pm

Room: 1522

Fee: $58

#### Conducting Quality Interviews and Selecting the Best Candidates

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. Dynamic behavioral interview techniques can help us find the right people for the right jobs.

In this course you will...

- Discuss common obstacles to effective employee recruitment & development
- Learn the basics of behavioral interviewing
- Practice writing and asking behavioral interview questions
- Evaluate your open positions

**Mon., May 18**

**OR**

**Wed., May 20**

6 – 9 pm

Room: 1522

Fee: $58

#### Motivating Others

“I just wish I knew how to motivate my employees!” This familiar refrain speaks to the nebulous nature of motivation and why it frustrates us as supervisors. Understanding what motivates people and 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 with very limited success. Come to this course to...

- Understand your role in creating the motivational climate at work
- Review key motivational theories that explain the science behind what we do and don’t do
- Practice key motivational techniques.
- Build a plan for motivating employees

**Mon., April 27**

**OR**

**Wed., April 29**

6 – 9 pm

Room: 1522

Fee: $58

---

### Understanding Your Style: Using the Myers-Briggs Type Indicator

Working in a corporate or organizational environment or as a team member of any community group, your personal style is the key to being effective, respected and optimally successful. In this Myers-Briggs Personal Style seminar, you will learn more about what “makes you tick” and how your style preferences may either mesh well or sometimes fail to blend with other personalities. Gain practical tips and tools for leveraging your natural talents and strengths, including insights on what behaviors to modify in your approach when appropriate.

Learn the terminology on these four scales: (Introvert/Extrovert, Intuitive/Sensing, Thinking/Feeling and Perceiving/Judging). Find out your 4-letter combination and what it means in terms of blending and building relationships with others.

The facilitator will assist participants in examining their most challenging work scenarios with options for using more effective approaches in terms of personal style choices.

All participants will complete the MBTI Instrument in class. Materials fee includes assessment instrument with results, comprehensive MBTI booklet and presentation package.

**Thu., March 26**

9:30 am – 12:30 pm

Room: 512

Register by Feb. 23: $52

Register after Feb. 23: $58

plus $45 material fee payable to instructor.

Linda Gunther has held positions as HR leader for a variety of top-tier companies. Linda specializes in HR Development and designing and facilitating Leadership workshops for delivery across the globe.

### Supplement the courses above with these additional online courses:

#### Understanding the Human Resources Function

No matter what role we play in an organization, human resources affect us all. This course is designed to help people without experience in human resources to understand this very vital link in the organizational chain. It will prepare both managers and business owners to handle basic human resource functions in a way that will ensure the best possible result. In particular, attention is given to the hiring process, including ways to locate quality employees in a competitive labor market. Employee rights and the legal side of the human resource field are also covered.

*These online classes start once each month for ease and convenience. Classes this term begin on the following dates: February 18, March 18, April 15, & May 13.*

For more information or to register: [www.ed2go.com/cabrillo](http://www.ed2go.com/cabrillo)

---

#### Employment Law Fundamentals

Learn the basics of employment law so you can legally hire, evaluate and manage employees as a manager, supervisor, small business owner, human resource specialist, or corporate executive. Learn the difference between an employee and independent contractor; the basic types of employee benefits; effective hiring, evaluation, and termination procedures; methods to resolve employment disputes in and out of court; discrimination and union laws; and workplace safety rules.

#### Achieving Success with Difficult People

Do you know people whose behavior makes completing even the simplest tasks difficult? Would you like to learn how to have more successful relationships with difficult bosses, co-workers, students, neighbors or family members? Join this class and get helpful information for understanding yourself, solving people problems, and improving your relationships and personal and professional productivity.
Registration is Easy!
- The fastest way is to use our online registration at: www.cabrillo-extension.org, which is available 24 hours a day, 7 days a week.
- Or, charge by phone using Visa or MasterCard. Call 831-479-6331.

Discount for Early Registration
On discounted classes you will see both early bird discount for early registration and regular fees listed. Discounts do not apply to some classes. Late registrants may find a class already filled.

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.

Refunds
There's no fine print in our refund policy. Classes canceled by Cabrillo will be refunded in full. We will gladly process your request for a refund if it is received in our office at least five (5) business days prior to the beginning of the class. There is a 10% service fee, subject to a $5 minimum. We cannot accept requests for refunds regardless of the reason, if they are received less than five (5) business days prior to the class start date. If you find at the last minute that you are unable to attend a class, you may send someone in your place by notifying the Extension office by phone or email prior to the class start date.

Office Hours
Monday-Friday 9 am – 5 pm

CABRILLO CORPORATE TRAINING

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.

All these things are possible when you have effective and affordable workforce training at your fingertips.

At Cabrillo Corporate Training, we can help you...
- 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.
- Identify the performance you want from your workforce and the training gaps that need attention.
- Deliver targeted training programs on site, based on your schedule, to meet your needs.
- Evaluate the training to ensure a return on your investment.

Why invest in employee training & development?
It’s simple. Effective employee training means increased productivity and organizational effectiveness. It means you are better able to cope with the demands of today’s competitive business environment.

Plus: Improved employee morale, greater job satisfaction and motivation. Long-term employee development efforts keep an organization vital and successful.

Your seasoned experts bring dynamic and rich training programs to you!

Visit us at: www.cabrillo-corporatetraining.org
For more information call: 831-477-5649
Cabrillo Corporate Training is a proud partner with DDI-Development Dimensions International
Ask us how DDI content can meet your needs!

Cabrillo College Governing Board    Ed Banks, Margarita Carrillo, Christina Cuevas, Gary Reece, Alan J. Smith, Rachael Spencer, Donna Ziel and Christopher Reinoldson, Student Trustee
President    Dr. Laurel Jones
Director, Community and Contract Education    Scott Johnson
Director, Corporate Training    Claire Laughlin
Cabrillo Extension Staff    Jill Gallo, Fran Guerrero, Marlene Flores, Silvia Magalhaes, Angel Martinez and Chris Watson
Marketing and Communications Director    Kristin Fabos
Design and Production    Evelyn Hirsch, Marketing and Communications Department
Leadership Challenge®
A 2-day leadership experience
you don’t want to miss!
See pages 14-15.

Supervisory Academy
Join us this spring for our most
popular Professional
Development program.
See page 2-3.

Hands-on Computer Classes
Enhance your employment position
by learning new computer skills in
a hands-on classroom setting.
See pages 20-21.

NEW CLASSES!
Myers Briggs Workshop
Social Media
Social Networking
Business Writing for Success
Project Management
and many more!

www.cabrillo-extension.org