



PRINCE GEORGE'S
COMMUNITY COLLEGE

TEAMBUILDERS
ACADEMY

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Customized and Professional Development Training



PRINCE GEORGE'S COMMUNITY COLLEGE

PROFESSIONAL DEVELOPMENT SERIES \$380.00

TRAINING	DESCRIPTION
<p>Communication</p>	<p>This course is designed to improve one's communication skills within a professional work environment. Topics will include common workplace communications, how to accept and respond to instruction and constructive criticism, the meaning of respectful communication, and how to interpret and respond to non-verbal communication.</p>
<p>Customer Service</p>	<p>This course will introduce the concepts and skills for providing excellent customer service. Topics will include customer expectations, dealing with negative feedback and difficult customers, developing and using empathy, and universal customer service techniques.</p>
<p>Workplace Conduct</p>	<p>This course will introduce universally accepted behaviors for a professional environment. Topics will include timeliness, appropriate dress, sensitivity to diversity, appropriate demeanor and communication, and the importance of teamwork.</p>
<p>Leadership</p>	<p>This course will present the principles of leadership and techniques for developing leadership skills. Topics to be covered include: explanations of what makes a person an effective leader; characteristics of good leadership; and principles to achieve success.</p>

TRAINING	DESCRIPTION
<p style="text-align: center;">Empowerment</p>	<p>This course will present fundamental tools to increase one's emotional and physical well-being by taking charge of one's life. Topics include attitude, responsibility, communication, decision making and problem solving. Emphasis is placed on the knowledge, skills, attitude and awareness required to make positive life choices to increase the likelihood of achieving personal and professional success.</p>
<p style="text-align: center;">Career Advancement</p>	<p>Career Coaching series is designed to prepare employees to market and promote their skills, abilities and experience to advance in the workplace. It will present fundamentals tools necessary to develop a winning brand. The topics include the following: interview boot camp, personal branding, resume development, appropriate social media use, online job search techniques and dressing for success.</p>

PROFESSIONAL DEVELOPMENT: MANAGEMENT & LEADERSHIP

TRAINING	DESCRIPTION
<p>MGT-463 Developing Supervisory Skills \$170</p>	<p>This course provides an introduction to the major duties and responsibilities of a supervisor and the three key roles: manager, leader, and administrator. You will be shown how to plan, organize, and control work, build a working relationship with your boss, and effectively supervise your staff. Text: Supervisor's Survival Kit, (11th or latest edition) (Prentice Hall).</p>

TRAINING	DESCRIPTION
MGT-464 Leadership Dynamics \$170	In this course, you will examine the functions of leadership styles and the importance of human relations skills in influencing, directing, and motivating employees. Learn how to delegate tasks, take risks, and make decisions. Required textbook: Leadership: Essential Steps Every Manager Needs to Know, (3rd or latest edition) (Prentice Hall).
MGT-465 Managing Human Resources \$170	In today's complex work environment, supervisors and managers need a thorough understanding of personnel management and human resource functions. Course topics will include staffing, interviewing, training, motivation, performance appraisal, and employee services. Text required: Human Resource Management DeMystified, (McGraw Hill), paperback, (1st. edition), by Robert DelCampo
MGT-434 Business Writing \$170	Employees will be introduced to a five step writing process that includes preparation, research, organization, writing a draft, and revision using real-world examples of correspondence, reports, meeting minutes, sales letters, and more!
COM-320 At Ease with Public Speaking \$170	Want five-weeks of fun that will get you up on your feet! Weekly practices in speech making and short-talk presentations will transform you into a veteran public speaker and prize winners. Excellent training for those who want to add polish to everything from job interviews to boardroom presentations. Textbook: How to Write and Give a Speech, (St. Martin's Press) latest edition.

TRAINING	DESCRIPTION
<p>MGT-602 Grammar and Proofreading \$170</p>	<p>Take an in-depth look at the professional writing process and common writing problems. You will study basic parts of the sentence, a review of punctuation, spelling, verb usage and effective proofreading. Required textbook: <i>The Blue Book of Grammar and Punctuation: An Easy-to-Use Guide with Clear Rules, Real World Examples and Reproducible Quizzes</i>, (11th edition) by Jane Strauss.</p>
<p>MGT-355 Project Management Professionals Certification Exam Prep \$2,495</p>	<p>MGT-355 includes a review of the required body of knowledge including project scope, life cycle, and management methodologies, from project inception and budgeting, schedule and risk management to program closure and quality assurance. Designed for today's busy professional, MGT-355 is an on campus fourteen (14) session course offering additional support beyond the classroom with a weekly virtual study group, exam practice sessions and online access to class content, in the event you are away on business and can't attend one of the scheduled classes. Registered participants also have the option for a one-on-one instructor session for assistance completing the PMP® Exam application. 14 sessions</p>
<p>MGT-744 Project Management Basics \$899.00</p>	<p>This course provides an introduction to the methods and techniques project managers use to effectively initiate, plan, control, and report on their projects. Managers with limited experience will learn project management concepts, terms, tools, and aspects of the project life cycle as described in the <i>Project Management Institute's PMBOK Guide</i>.</p>

PROFESSIONAL DEVELOPMENT: SALES

TRAINING	DESCRIPTION
CED-305 Selling Made Simple \$120.00	This interactive Sales Series will acclimate new people to the sales arena and re-sharpen an experienced sales person's skills and perspective. The course approaches the selling cycle from a multi-cultural selling perspective using presentations that leave an impact; ultimately leading to more clients.
CED-306 Sustainable Sales Techniques \$168	This interactive Sales Series is specifically designed for seasoned sales professionals and/or those who completed Curriculum A. In this complex consumer market base we will master the strength in selling your business in co-promoting, teaming agreements and shared project based work. Re-cap of the fundamental and exploration of the selling process, which emphasize Spin-selling, Multi-cultural market selling, creative closers and social media distracters/objection handlers.

PROFESSIONAL DEVELOPMENT: SAFETY

TRAINING	DESCRIPTION
<p>CST-422 OSHA 10 \$345</p>	<p>This OSHA 10-hour course is designed for construction workers, supervisors, safety coordinators, and others involved in the construction industry. Topics include an introduction to OSHA, general safety and health provisions, fall protection, protective and lifesaving equipment, materials handling safety, tool safety, and equipment safety. Upon completion of this course, students should be able to recognize the basics of occupational safety and health, utilize best practices in identifying, reducing and reporting hazards, and utilize their Department of Labor course completion card to obtain employment.</p>
<p>OCU-610 OSHA 30 \$185</p>	<p>This 30-hour Construction Outreach Training Program is intended to provide a variety of basic safety training to workers. This course will emphasize hazard identification, avoidance, control, and prevention, not OSHA standards.</p>

PROFESSIONAL DEVELOPMENT: ADMINISTRATIVE SERVICES

TRAINING	DESCRIPTION
<p>DPR-863 Introduction Microsoft Word 2016 \$270</p>	<p>This introductory course is designed for students currently in the workforce that need Microsoft Word 2016 knowledge in order to qualify for advancement. Topics will include how to create and modify documents, manipulating text, and printing your documents. Additional topics include creating and saving a document, file management, editing techniques, multiple page, and merging documents.</p>

TRAINING	DESCRIPTION
DPR-851 Intermediate Microsoft Excel 2016 \$270	<p>This is the second in the series of courses designed to provide instruction on using the more advanced features of Microsoft Excel 2016. Topics include how to calculate data with advanced formulas, organizing worksheet and table data, presenting data using charts, analyzing data using pivot tables, slicers, and pivot charts, and more. Students should bring a USB-compatible flash drive to each class.</p>
DPR-837 Introduction to Microsoft Project 2016 \$270	<p>This course is designed for business professionals and project managers pursuing professional development training in business technology and provides instruction on Microsoft Project. Topics include a formal management approach, creating a project schedule, Gantt charts, resource sheets, cost tables, scheduling, assigning lead times, task dependencies and creating a baseline.</p>
DPR-832 Advanced Microsoft Powerpoint 2016 \$110	<p>This course is designed for students who use the basic features of PowerPoint 2016 in their jobs, but need to master more advance features in order to progress in their careers. Topics include customizing PowerPoint, using graphics and multimedia, customizing SmartArt graphics, tables and charts, distributing presentations and integrating Microsoft Office files.</p>

CUSTOMIZED CONTRACT TRAINING

TRAINING	DESCRIPTION
<p>Administrative Services: \$3,125.00 Microsoft Office Specialist Principals of Human Resources Fundamentals of Human Resources Successful Recruitment/Placement</p>	<p>The Administrative Services Track provides participants with basic knowledge and skills to start a rewarding career as entry-level, front office personnel.</p> <p>Specifically, learning the fundamentals and importance of customer service, Microsoft Office Suite, Workplace Conduct, etc.</p>
<p>Automotive Technician: \$2,400.00 Basic Vehicle Maintenance Auto Technician/Engine Auto Technician/Electrical Auto Technician/Brakes Auto Service/Repair Auto Technician/Theory Maryland Safety Inspection</p>	<p>Provides participants with basic knowledge and skills to start a rewarding career as an entry-level, service technician in the automotive service and repair industry.</p> <p>Participants receive training in maintenance and repair of engine operations and brake, fuel and electrical systems.</p>
<p>Construction (HVAC): \$3,000.00 First Aid/CPR OSHA 10 Construction Core (NCCER Level I) HVAC Level 1, Pt 1 & 2</p>	<p>Provides participants with basic knowledge and skills to enter into an Carpentry, Electrical or HVAC Apprenticeship, Drywall Repair, and Building Maintenance Engineering Industries.</p>
<p>Development Disabilities Administration (DDA): \$2,678.00 General Characteristics The Aging Process Seizure Disorders Communicable Diseases</p>	<p>Prepares individuals who have a desire to support adult individuals with physical, intellectual and/or developmental disabilities. All training courses are approved by the Maryland Department of Mental Health and Hygiene, and meet state regulation requirements under COMAR 10.22.02.11.</p>

TRAINING	DESCRIPTION
<p>Information Technology: \$1,848.00 A+ Certification Help Desk Trouble Shooting</p>	<p>Provides participants will the basic knowledge and skills to start a rewarding career as Help Desk Technicians and other IT support related positions.</p> <p>The I.T. track participants will have a concentrated focus on the entire Microsoft Office Suite products. The projected outcome is the successful course completion, thus earning the coveted MOS certification.</p>