

Santa Ana College

BUSINESS SEMINARS

Spring 2015 Class Schedule

Registration Begins January 26, 2015



PUBLIC SERVICE INSTITUTE

psi

(714) 564-6763

Web site: www.sacpsi.org

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BUSINESS SEMINARS STAFF

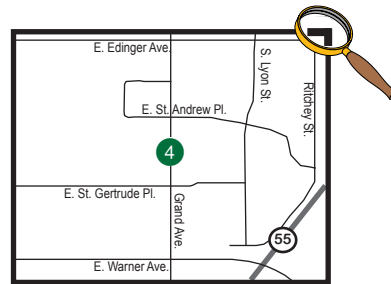
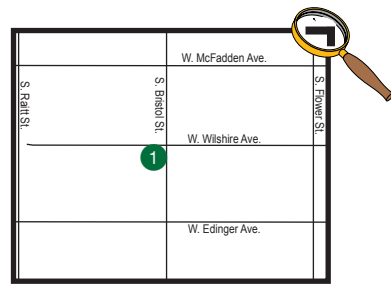
Dianne Freeman

NEW Address for PSI Office

Santa Ana College / Business Division
Public Service Institute (PSI)
1530 W. 17th Street, Rm. A-107-8
Santa Ana, CA 92706

Phone Number

714-564-6763



LOCATION KEY

- | | |
|--|---|
| <p>1 DMC – Digital Media Center
 1300 South Bristol Street, 2nd Floor, Room 203
 Santa Ana, CA 92704
 (Student parking in DMC lot. If this lot is full the “spillover” lot is directly across Bristol from the building; it is free.)</p> | <p>3 SAC – Santa Ana College
 1530 West 17th Street
 Santa Ana, CA 92706
 Cesar Chavez Business–Technology Building A
 (Corner of 17TH Street & Bristol Street. Park in any student lot. Obtain a sticker for your car the day of class. Cost \$2.00 for 8 hours, machines located in all student lots.)</p> |
| <p>2 HCA – OC Health Care Agency
 1725 W. 17th Street,
 Public Health Training Center (PHTC),
 Bldg. 1729E
 Santa Ana, CA 92706
 (The training center is located in back of the County Health Dept. Turn off 17th St. at College Ave. Traveling west on 17th (toward LA) turn right on College Ave. Traveling east on 17th turn left on College Ave. Turn left into the back parking lot and look for Bldg. #1729E. Parking is free.)</p> | <p>4 SSA2 – OC Social Services Agency
 Training & Staff Development
 1928 South Grand Avenue
 Santa Ana, CA 92705
 (Location is on the west side of Grand, south of Edinger, just beyond St. Andrew Place. Parking for visitors in the large lot in back of the building; go past the building and turn right into driveway. Entrance to the classrooms, however, is through the Employee parking lot. When you park in the back lot you must walk all the way around the front of the building to get to the Training entrance. Parking is free.)</p> |

***PARKING ALTERNATIVE**
 310 N. Birch, between 3rd and 4th is a public parking structure.
 .50¢ for the first half hour, \$1.00/hour thereafter, \$7.00 daily maximum

SANTA ANA COLLEGE/PSI BUSINESS SEMINARS

RANCHO SANTIAGO COMMUNITY COLLEGE DISTRICT



SPRING 2015 CLASS SCHEDULE SEMESTER BEGINS FEBRUARY 9, 2015

CONTINUING STUDENTS: If you were enrolled in a college credit class at SANTA ANA COLLEGE, SANTIAGO CANYON COLLEGE, or PSI during Fall 2014, you are a “continuing student” and do not have to resubmit an Admission Application. PSI students can proceed with adding PSI classes ONLINE at www.sac.edu starting *January 26, 2015*. Click on *Register Online*.

NEW STUDENTS AND FORMER STUDENTS: Students enrolling for the first time or returning students who did not attend in Fall 2014, **must** complete an *ONLINE Admission Application* at www.sac.edu Click on “Future Students” then “Study at SAC”, then on *Apply to College*.

REGISTRATION CONFIRMATION: Enrollment for all seminars is on a first come, first served basis. Using the ONLINE REGISTRATION SYSTEM will give you instant confirmation.

WAIT LIST POLICY: If a class is full, you have the option of getting on the wait list for that class. This is advisable. As seats become available, you will be moved into an open seat; if this occurs, you will be notified by e-mail. You are not able to wait list more than one section per course. You cannot wait list a course that will conflict with another course. Login to Online Records at www.sac.edu often to check your status on the wait list.

NOTE: Adding (or registering for) PSI Business Seminars is a **continuous activity throughout** the semester. You can add any PSI seminar right up to the day before the class is held as long as it is still open. Call the PSI office for enrollment updates: 714-564-6763

WEBSITE: www.sacpsi.org Visit our Website to view the schedule, get registration information, location, driving and parking information, and program updates. This information can be found on the Locations, Registration, Announcements and FAQ’s pages.

FEES: Tuition fees are collected during the first session of each class. Tuition is regulated by the State of California. Tuition for fiscal year 2014-2015 is \$46.00/unit. Based on this information, PSI tuition will be the following:

- 0.2 unit class, which meets 8.0 hours = \$9.20
- 0.4 unit class, which meets 16.0 hours = \$18.40

Starting in Fall 2013, the State required that all California registering students, including PSI participants, pay a “service fee” as well as tuition fees. The fee is \$19.00 and will be payable once per semester, per student. This is a new policy for PSI which was previously exempt from this charge; no longer. If you have any questions please call the PSI office. 714-564-6763

RESIDENCY REQUIREMENTS: If you have not resided in California for one year prior to February 9, 2015, you will be required to pay an additional non-resident tuition fee. Please call the PSI office (714) 564-6763 for more information.

CERTIFICATE OF COMPLETION: A certificate will be given to each participant upon *successful completion of a seminar. (*fulfillment of the attendance requirement)

BUSINESS SKILLS

NEW BASIC GRAMMAR AND COMPOSITION SKILLS FOR TODAY'S WORKPLACE

BUSM-098 (Subject and Course #)

8 hours (0.2 unit)

As technology increases the speed at which we conduct business tasks in our offices, effective writing skills have taken on a new importance. The ability to write well is now a career necessity. As a knowledge and information communicator, you are expected to generate, process, and exchange information clearly. This course will help you communicate effectively; to avoid troublesome words and phrases, and confidently create clear sentences and paragraphs. Students will receive relevant guidelines, practice, and resources to improve their workplace writing.

Section 98757

MW – March 23,25 – 8am to 12pm – DMC/Rm-103 – Presenter: M. Carlisle

NEW EFFECTIVE WRITING TOOLS FOR PERFORMANCE REVIEWS

BUSM-098 (Subject and Course #)

8 hours (0.2 unit)

For most managers and/or supervisors, sitting down to write an employee performance review is a process most would avoid if they could. But while this activity can be challenging, deliberate steps can be taken to streamline the process and at the same time make the task less stressful for you and your employee. This class will provide solid writing tips for before, during, and after the performance review process. Students will learn basic tips on how to prepare for writing a clear Performance Review and how to break it down into manageable tasks.

Please note: This class will not cover disciplining or dealing with difficult employees.

Section 98694

TH – March 5 – 8am to 5pm – SSA2/Rm-129 – Presenter: M. Carlisle

NEW INTERVIEWING FOR EMPLOYMENT: THE SHORT COURSE

BUSM-098 (Subject and Course #)

8 hours (0.2 unit)

From preparation to the interview questions to follow up, this course will help students become more confident and competent in their next job interview. Topics include; both answering and asking questions, researching the job, nonverbal communication including dress, behavioral interviewing, closing and follow-up methods. *This is a non-video course with no mock interview exercises.*

Section 99091

TH – Feb 19 – 8am to 5pm – DMC/Rm-202 – Presenter: M. Carlisle

COMMUNICATION SKILLS

BASIC WRITING SKILLS BUSM-026A (Subject and Course #)

16 hours (0.4 unit)

Most of us are not born with the abilities to read, listen, speak and write effectively. These skills must be learned and practiced. This class will provide you with a basic writing framework to help you increase the effectiveness of your written communications. Elements of this course include exercises on message development, strong sentence structure, paragraph construction, and writing style. Also covered will be basic grammar and punctuation fundamentals.

Section 98988

TH – May 7,14 – 8am to 5pm – DMC/Rm-202- Presenter: M. Carlisle

BUSINESS WRITING FOR RESULTS BUSM-027 (Subject and Course #)

8 hours (0.2 unit)

More than ever, the ability to write well is identified as an essential workplace skill. You only need to know the basic principles of writing clearly in order to get your message across with clarity and purpose. This session provides participants with specific, proven strategies to help you focus on basic written communication elements and includes the following training objectives:

- How to eliminate written clutter
- How to avoid barriers to effective writing
- How to utilize the efficient use of e-mail
- How to determine the most appropriate tone and style for business writing

This workshop also covers the top three trends in business writing and how they relate to e-mail/memos, letters and reports.

Section 98693

TH – March 12 – 8am to 5pm – SSA2/Rm-A110 – Presenter: M. Carlisle

WINNING THE HEARTS AND MINDS OF YOUR CUSTOMERS

8 hours (0.2 unit)

(DEALING SUCCESSFULLY W/THE PUBLIC; PROVIDING LEGENDARY CUSTOMER SERVICE)

BUSM-037 (Subject and Course #)

Employees that have direct contact with the public and customers are required to handle a wide variety of interpersonal situations. How each employee handles these situations can have an impact on the image of the organization. This interactive seminar deals with providing exceptional service on a daily basis, to the public we encounter. Topics discussed include “the cycle of service,” “service from the inside-out,” and “dealing with difficult people.”

The session involves 3 over-lapping layers: 1) utilizing a process 2) understanding ourselves, and 3) dealing with the public.

Section 98055

M – May 4 – 8am to 5pm – HCA/PHTC-Bldg.#1729E – Presenter: F. Story

EFFECTIVE COMMUNICATIONS BUSM-030 (Subject and Course #)

8 hours (0.2 unit)

When communications are unclear or misunderstood, the productivity of the organization suffers. To communicate effectively, we must not only pay close attention to the words we use, but also to the nonverbal statements we make through facial expressions, voice tone, posture, and gestures. This seminar offers practical guidelines for communicating orally and identifying nonverbal messages.

Section 98758

W – May 20,27 – 8am to 12pm – DMC/Rm-103 – Presenter: M. Carlisle

NEW FACILITATION SKILLS BUSM-098 (Subject and Course #)

16 hours (0.4 unit)

The ability to facilitate meetings and discussion groups in an interactive manner to any group of highly diverse individuals can be a challenging undertaking. In this seminar you will learn how high performance leaders do it. The instructor will present a variety of different ways to make your meetings and group discussions come alive. The use of questioning techniques, dealing with difficult people at meetings, the use of films and other mediums and creating an adult learning environment will be shared and explored.

Section 98687

M – May 11,18 – 8am to 5pm – DMC/Rm103 – Presenter: M. Brown

INTERPERSONAL RELATIONSHIPS IN THE OFFICE BUSM-039 (Subject and Course #) 8 hours (0.2 unit)

How well do you cope with office politics, gossip, and conflict? As people with different backgrounds, point-of-views, values, needs and personalities interact at work, a variety of interpersonal behaviors develop and the potential for interpersonal challenges increases. This class is designed to help you deal with the dynamics of current office life by understanding the following topics:

- **Basic Behavior Styles.** What are the four basic behavioral styles and how can you effectively communicate with each style?
- **Passive/Assertive/Aggressive Communication.** What are the differences?
- **The Five Main Conflict Styles.** When and how should you use them?
- **Constructive Confrontation.** How does it work? When should you use it?
- **Feedback.** What tips can you use to effectively deliver and receive it?

This class is the third in a series. Prerequisite: 1. Understanding Personal Workstyles 2. Building Interpersonal Skills

Section 98062

M – Feb 23 – 8am to 5pm – HCA/PHTC-Bldg.#1729E – Presenter: M. Carlisle

Section 98065

M – April 20 – 8am to 5pm – HCA/PHTC-Bldg.#1729E – Presenter: M. Carlisle

NEGOTIATION TECHNIQUES (WIN/WIN NEGOTIATIONS

BUSM-035 (Subject and Course #)

8 hours (0.2 unit)

There is an art to successful negotiating and it is having the skills and understanding circumstances that can determine negotiation outcomes. This seminar takes into account a variety of factors which influence those outcomes. Topics covered in this interactive session include information gathering, “the Titanic Principle,” influencing the climate, sources of power, and negotiation techniques.

Section 98679

M – May 4 – 8am to 5pm – DMC/Rm-103 – Presenter: M. Brown



COMPUTER CLASSES

ACCESS BEGINNING BUSM-079A (Subject and Course #)

8 hours (0.2 unit)

Learn database basics in Office 2007 including the structure and components of Access: tabs, ribbons, groups, major objects, queries, forms, filters, creating a database, primary key fields and managing Access files. This class is not for beginning computer users.

(Software Utilized: MS Access 2007)

Section 99097

T – March 17 – 8am to 5pm – DMC/Rm-203 – Presenter: C. Tanner

ACCESS INTERMEDIATE BUSM-079B (Subject and Course #)

8 hours (0.2 unit)

Course covers the design and management of Database Objects: data integrity, designing queries, adding and modifying forms, adding and modifying reports.

(Software Utilized: MS Access 2007)

Section 99100

T – April 21 – 8am to 5pm – DMC/Rm-203 – Presenter: C. Tanner

ACCESS ADVANCED BUSM-098 (Subject and Course #)

8 hours (0.2 unit)

Course covers building links; relationships; indexes; advanced queries; advanced forms; advanced reports; using special controls and tools; and working with basic macros.

(Software Utilized: MS Access 2007)

Section 99102

T – May 19 – 8am to 5pm – DMC/Rm-203 – Presenter: C. Tanner

EXCEL BEGINNING BUSM-080A (Subject and Course #)

8 hours (0.2 unit)

This course is an introduction to Excel 2007 and its visual interface. Students will learn to create worksheets, enter data, utilize simple formulas and functions, format data and cells, how to save excel workbooks, and printing. This class is not for beginning computer users.

(Software Utilized: MS Excel 2007)

Section 99103

T – March 3 – 8am to 5pm – DMC/Rm-203 – Presenter: C. Tanner

EXCEL INTERMEDIATE BUSM-098 (Subject and Course #)

8 hours (0.2 unit)

This is an in-depth look at Excel 2007 and its features. Students will review basic Excel skills and will learn to use functions and formulas, filter through data, design and utilize templates, database applications, import and embed, and create charts and graphs.

(Software Utilized: MS Excel 2007)

Section 99105

T – March 31 – 8am to 5pm – DMC/Rm-203 – Presenter: C. Tanner

EXCEL ADVANCED BUSM-098 (Subject and Course #) 8 hours (0.2 unit)

This course covers advanced procedures utilizing all MS Excel 2007 features including database, macros, filtering data, scenarios, decision making, and job related tasks.

(Software Utilized: MS Excel 2007)

Section 99107

T – May 5 – 8am to 5pm – DMC/Rm-203 – Presenter: C. Tanner

MANAGEMENT SKILLS

APPLIED SUPERVISION BUSM-015 (Subject and Course #)

8 hours (0.2 unit)

This “skill based” workshop picks up where Elements of Supervision leaves off. Subjects covered include building teams and teamwork; coaching and delegation; resolving conflict; working with difficult employees and situations and implementing change. The workshop also emphasizes the role of the supervisor as a “leader” with a discussion of ways to create a shared vision; provide for accountability; and improve productivity by building a sense of community and ownership in the workplace.

This class is the third and last of the series of 3 courses: 1. Preparing for Supervision 2. Elements of Supervision.

Section 98692

M – April 13 – 8am to 5pm – SSA2/Rm-A110 – Presenter: F. Story

COACHING YOUR EMPLOYEES BUSM-011 (Subject and Course #)

8 hours (0.2 unit)

This workshop will help supervisors and managers build coaching, motivation and conflict resolution skills to deal with difficult employees and situations. Participants will learn reinforcement techniques, how to sustain improved employee performance, and how to keep performance discussions honest, open, on track and in accordance with sound personnel practices.

Section 98682

T – May 12 – 8am to 5pm – SSA2/Rm-A110 – Presenter: M. Brown

ELEMENTS OF SUPERVISION BUSM-008 (Subject and Course #)

16 hours (0.4 unit)

This four session workshop gives a comprehensive “skill based” overview of what it takes to supervise and lead. Topics covered include basic motivation principles; decision making; setting performance expectations and standards; delegation techniques; working with unacceptable employee behavior; and recognizing and rewarding good performance. Leadership ethics are covered along with how to prepare thorough, honest and relevant performance appraisals.

This class is the second in a series of 3 courses: 1. Preparing for Supervision 3. Applied Supervision

Section 98686

M – March 2,9 – 8am to 5pm – SSA2/Rm-A110 – Presenter: F. Story

LEADERSHIP DYNAMICS BUSM-014 (Subject and Course #)

8 hours (0.2 unit)

Increase effectiveness as a leader by understanding the relationship between leadership and performance improvement, what impacts leader effectiveness, and techniques to adapt to your leadership style in order to increase managerial effectiveness.

Section 98688

MW – April 27,29 – 8am to 12pm – DMC/Rm103 – Presenter: M. Brown

MANAGING EMOTIONAL INTELLIGENCE (Self-Awareness)

BUSM-019A (Subject and Course #)

8 hours (0.2 unit)

Personal inquiry is the nucleus of emotional intelligence. Understanding our behavioral self-perception, general self-assessment, confidence, and insecurities is the key to healthy functioning. Understanding self-image, fears, and how family history enhances or stagnates our success supports this understanding. The goal of this class is for each student to emerge with an exponentially enhanced level of self-awareness, personal power, and personal responsibility.

Section 98690

TH – April 2 – 8am to 5pm – SSA2/Rm-129 – Presenter: M. Carlisle

PREPARING FOR SUPERVISION BUSM-007 (Subject and Course #)

8 hours (0.2 unit)

This workshop is designed for those who are thinking about moving up to the job of supervisor. Participants will learn the role of the supervisor; the fundamental skills and qualities basic to good leadership; and gain insight into making the transition from “worker” to supervisor. Tips on preparing for the “supervisory interview” are also covered in the workshop.

This class is the first in a series of 3 courses: 2. Elements of Supervision 3. Applied Supervision

Section 98673

T – Feb 17 – 8am to 5pm – SSA2/Rm-A110 – Presenter: F. Story

Section 98068

M – May 18 – 8am to 5pm – HCA/PHTC-Bldg.#1729E – Presenter: F. Story

PROBLEM SOLVING/DECISION MAKING BUSM-009 (Subject and Course #) 8 hours (0.2 unit)

Knowledge and understanding of problem solving skills is an essential ingredient to job effectiveness. All too often in daily operations, problem solving is improperly approached due to lack of training in that area. This seminar focuses on the development of problem solving techniques through the application of learned skills.

Section 98071

M – June 1 – 8am to 5pm – HCA/PHTC-Bldg.#1729E – Presenter: F. Story

TEAM BUILDING BUSM-018 (Subject and Course #) 8 hours (0.2 unit)

Team building is a human relations skill. This seminar focuses on the skills necessary to change a group into a team: identifying the difference between a group and a team, the phases of team building and the tools required for the process.

Section 98069

M – March 30 – 8am to 5pm – HCA/PHTC-Bldg.#1729E – Presenter: M. Brown

TIME MANAGEMENT BUSM-001 (Subject and Course #) 8 hours (0.2 unit)

Time is the most limited of all our resources. As demands on our time constantly increase, it becomes imperative that we employ methods to properly allocate our time and energy. We must also avoid losing our flexibility by becoming a slave to a rigid scheduling process. This seminar offers various techniques of time management that can adapt to the needs of the participant.

Section 98680

MW – April 27,29 – 1pm to 5pm – DMC/Rm-103 – Presenter: M. Brown

UNDERSTANDING PERSONAL WORKSTYLES BUSM-003 (Subject and Course #) 8 hours (0.2 unit)

Self-awareness is the cornerstone to working effectively with others. In this course, you’ll explore the four basic behavioral workstyles as you discover and capitalize on your unique behavioral strengths. Elements of the course include:

- **Basic Behavior Styles.** What are the four basic behavioral styles and how can you effectively communicate with each style?
- **Self-Awareness.** How can you sharpen your people skills by improving your self-awareness?
- **Individualized Action Plan.** What you can do to be more effective with others at work?

This is the first class in a series. 2. Building Interpersonal Skills 3. Interpersonal Relationships in the Office.

Section 99093

TH – April 30 – 8am to 5pm – SSA2/Rm-A110 – Presenter: M. Carlisle

NONDISCRIMINATION POLICY

The District is committed to equal opportunity in educational programs, employment, and all access to institutional programs and activities. The District, and each individual who represents the District, shall provide access to its services, classes, and programs without regard to national origin, religion, age, gender, gender identity, gender expression, race or ethnicity, color, medical condition, genetic information, ancestry, sexual orientation, marital status, physical or mental disability, pregnancy, or military and veteran status, or because he or she is perceived to have one or more of the foregoing characteristics, or based on association with a person or group with one or more of these actual or perceived characteristics. The Chancellor shall establish administrative procedures that ensure all members of the college community can present complaints regarding alleged violations of this policy and have their complaints heard in accordance with the Title 5 regulations and those of other agencies that administer state and federal laws regarding nondiscrimination. No District funds shall ever be used for membership, or for any participation involving financial payment or contribution on behalf of the District or any individual employed by or associated with it, to any private organization whose membership practices are discriminatory on the basis of national origin, religion, age, gender, gender identity, gender expression, race, color, medical condition, genetic information, ancestry, sexual orientation, marital status, physical or mental disability, pregnancy, or military and veteran status, or because he or she is perceived to have one or more of the foregoing characteristics, or because of his or her association with a person or group with one or more of these actual or perceived characteristics. Inquiries regarding compliance and/or grievance procedures may be directed to RSCCD Title IX Officer and Section 504/ADA Coordinator: John Didion, 2323 N. Broadway, Santa Ana, CA 92706, 714-480-7489.

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