State of Hawaii Executive Branch Training Catalog

JANUARY - JUNE 2013

12/07/12

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INDIVIDUAL AND INTERPERSONAL DEVELOPMENT

MANAGEMENT AND SUPERVISORY DEVELOPMENT

HRMS REGISTRATION PROCEDURES FOR HRD CONDUCTED CLASSES
(as identified in the Training Catalog next to cost column)
Note: These procedures are for the Departmental Personnel Offices (DPOs) only.

REGISTRATION:
Enrollment is subject to space availability and employee names should be listed by departmental priority. Registration will close 15 working days prior to the start of class.

DRESS CODE:
Employees must come to class dressed appropriately, e.g. no shorts, zoris-style slippers, tank tops, etc.

CONFIRMATION:
Confirmation to the Departmental Personnel Offices will be made through the HRMS upon close of registration. Notification of employee attendance, class start time, and class location is the responsibility of the Departmental Personnel Office. Employees who are registered for classes must receive *confirmation of enrollment* from their Departmental Personnel Office **before** coming to class. All employees should be reminded that they should not assume confirmation status without this verification.

ATTENDANCE
Attendance on the first day of a class is mandatory. Should an employee miss the **first day** of a *multi-day course,* he or she will be dropped from the course, and their department will be charged for any registration fee costs. Employee cancellation notices must be received by HRD's Employee Assistance Office/Training **within** the stated grace periods (see '*CANCELLATION') to avoid being assessed the fee.*

CANCELLATION:
For all other classes, departments will not be charged any class registration fee for HRD classes utilizing **Achieve Global™ materials**, if notice of an employee cancellation is received by HRD's Employee Assistance Office/Training no later than 10 working days **prior** to the start of class. The 10 working days notice is required for **Achieve Global™** courses because materials must be ordered from the Mainland. Notification of any employee cancellation is the responsibility of the Departmental Personnel Offices.

Departments will not be charged any class registration fee if notice of an employee cancellation is received by HRD's Employee Assistance Office/Training no later than 5 working days **prior** to the start of class. Class registration fees are non-refundable (except for proper cancellations), non-transferable, and cannot be credited towards future classes.

PAYMENT:
Departmental Personnel Offices will be sent invoices for each class that has a fee. Payment to HRD can be made by Journal Voucher or check. The HRD account code number for **FY 2013** is **805-S-13-310-P-1368-0600**. Departmental Personnel Offices will be notified regarding collection of any overdue payments.

SUBSTITUTION and DROPS:
Once confirmation is made that an employee is enrolled in a class, any substitution must be in writing and emailed or faxed to HRD's Employee Assistance Office/Training at 587-1107 or Safety Office at 587-1322 with the following information: -Employee Name(s)   -Employee ID number   -Reason for Change

In the case of a *multi-day course,* the substitute is expected to attend **all** sessions of the course.

PARKING:
HRD does **not** provide or arrange for parking for training classes. Employees should contact their Departmental Personnel Office to inquire about any parking options (e.g., parking permits, available locations, etc.).

SPECIAL NEEDS:
If your department needs any auxiliary aids or services for employees attending classes, please inform HRD at least 15 working days prior to the class.

COMMUNITY COLLEGE & VENDOR REGISTRATION PROCEDURES
NOTE: These procedures are for the Departmental Personnel Offices (DPOs) only.

Employees must register for classes through their DPOs.

REGISTRATION:
Approved HRD Form 410 must be received by the course provider (vendor) no later than 15 working days prior to the class start date. This advance timeframe allows a vendor to determine class confirmation. If you would like to register an employee *within* 15 working days prior to the class start, please call the community college for class registration availability.

List employee names in order of priority on the HRD Form 410. If the number of employees exceeds class capacity, confirmation will be made according to departmental priority.

The HRD Form 410 should be sent to the respective course provider (vendor) regardless of the class location listed in the training catalog. (See attached *COURSE PROVIDER LIST FOR REGISTRATION & PAYMENTS).* The course provider (vendor) is identified in the course fee column, for example: '$72.00-KCC'.

DRESS CODE:
Employees must come to class dressed appropriately, e.g. no shorts, zoris-style slippers, tank tops, etc.

CONFIRMATION:
Enrollment is confirmed on a first-come, first-served basis. Each course provider (vendor) will notify the contact person listed on the HRD Form 410 when confirming attendance. To facilitate the confirmation process, departments should provide the contact's email address, phone number and/or FAX contact number. Listing a backup contact person with the appropriate information is recommended but not required.

All employees who are registered for classes must receive **confirmation of enrollment** from either their Departmental Personnel Office or the training vendor, e.g., KCC, UHMC, etc. **before** coming to class. Employees should not assume confirmation status without this verification.

CANCELLATION:
The course provider (vendor) will accept cancellations no later than 5 working days **prior** to the start of class. Employee cancellations received less than 5 working days prior to the start of class will be charged the full registration fee for the class.

The course provider (vendor) will notify the department contact person when a class is cancelled or if there are any class changes.

SUBSTITUTION:
Substitutes are allowed by the course provider (vendor). Each substitute must inform the class instructor of the name of the employee that they are replacing. In the case of a *multi-day course,* the substitute is expected to attend **all** sessions of the course.

PAYMENT:
Invoices will be sent by the respective course provider (vendor indicated in the course fee column). Payments can be made through State purchase order, check, or State purchasing (P) card.

PARKING:
Parking arrangements, if available, will be handled through each course provider.

SPECIAL NEEDS:
Departments must indicate the need for special needs arrangements on the HRD Form 410 that is sent to the course provider (vendor).

EMPLOYEE'S RESPONSIBILITIES

GENERAL INFORMATION:
Employees should be on time for classes, prepared with note taking materials (and printed materials, if required). Should there be any changes in the class attendance, employees must inform their work supervisor of these changes.

CONFIRMATION OF ENROLLMENT:
All employees for classes must receive ***confirmation of enrollment*** from either their Departmental Personnel Office or the training vendor, e.g., KCC, UHMC, etc. **before** coming to class.

Should an employee not receive their confirmation notice or have any questions regarding their registration status, they must contact their Departmental Personnel Office for verification of their status before the start of the class.

ATTENDANCE
Attendance on the first day of a class is mandatory. Should an employee miss the **first day** of a *multi-day class,* he or she will be dropped from the class and their department will be charged the full fee (if any) for the class. Exceptions would be for any employee cancellation notices received by HRD's Employee Assistance Office/Training **within** the stated grace periods (see *HRMS REGISTRATION PROCEDURES FOR HRD CONDUCTED CLASSES – CANCELLATION, page 5).*

CLASS MAKE UPS
If an employee attends the first day of class and due to an unforeseen emergency, is unable to attend one, or all, of the **subsequent days** (of a multi-day class); they may make up the missed class time at no additional charge, within the next 12 months. Employees must contact their Departmental Personnel Office to arrange for make up sessions.

If the employee is dropped from a class due to his or her absence on the first day, make ups will not be allowed.

DRESS CODE:
Employees must come to class dressed appropriately, e.g. no shorts, zoris-style slippers, tank tops, etc.

Please be aware that environmental conditions may vary at different locations. At times, room temperatures may be uncomfortable to some employees. To prepare for this, employees may want to bring a sweater or jacket to class.

PARKING:
HRD does **not** provide or arrange for parking for training classes. Employees should contact their Departmental Personnel Office to inquire about any parking options (e.g., parking permits, available locations, etc.).

SPECIAL NEEDS:
Employees must notify their Departmental Personnel Office as soon as possible if they have any special needs requirements for a class.

State of Hawaii
Department of Human Resources Development Sponsored Courses
HRD Registration Form 410

Course Title: _____ Course Date/Time: _____

Course Provider: _____ Course/Session No. (If applicable) _____

Course Location /Campus: _____ Fee $ _____

Course Provider's Address: _____

_____

Registrant's Department Information:

Dept. Name/Address: _____

Contact Person: _____ **Phone:** _____ P.O.: _____

Contact Person's E-mail: _____ **FAX No.:** _____

Contact Person (secondary): _____ Phone: _____
     (optional)

Instructions:
1) List only **one** class and session per form.
2) List participants **in order of priority**.
3) Mail this registration form directly to the course provider or departmental personnel office (if applicable).
4) Persons who have **special needs** should note this on the Form 410 and submit it **no later than 15 working days prior to the start of class**.
==
Name/s (Last, First, M.I.)   E-mail Address   Title   Division   Phone No.
==

_____

_____

_____

_____

_____

I have determined that this training is appropriate for the position(s) listed above.

Signature of Division Supervisor: _____ Date: _____

Signature of Dept. Head or authorized rep.: _____ Date: _____

HRD 410

CLASS LOCATION CODES

Class Location	**Location Address**
HAWAII	
Ha HaCC	Hawaii Community College, 1175 Manono Street, Bldgs. 380 & 388, various rooms, Hilo, Hawaii
Ha KoAirP Conf. rm.	Keahole-Kona International Airport, conference room, 73-200 Kupipi Street, Kailua-Kona, Hawaii
KAUAI	
Ka KaCC	Kauai Community College, OCET Bldg., various rooms, 3-1901 Kaumuali'i Highway, Lihue, Kauai
Ka UPW Conf. rm.	UPW conference room, 4211 Rice Street, Lihue, Kauai
MAUI	
Ma UHMC TBA	UH-Maui College, Laulima Bldg., location To Be Announced (TBA), 310 Kaahumanu Avenue, Kahului, Maui
Ma UPW Conf. rm.	UPW conference room, 841 Kolu Street, Wailuku, Maui
OAHU	
Oa Aloha Stad.	Aloha Stadium, Hospitality room, 99-500 Salt Lake Boulevard, Honolulu, Oahu
Oa KCC TBA	Kapiolani Community College, location To Be Announced (TBA), 4303 Diamond Head Road, Honolulu, Oahu
Oa LCC CE	Leeward Community College, CE Bldg., various rooms, 96-045 Ala Ike Street, Pearl City, Oahu
Oa LCC DA	Leeward Community College, DA Bldg., basement level, 96-045 Ala Ike Street, Pearl City, Oahu
Oa StCap Aud.	State Capitol Building, Auditorium (Chambers level), 415 S. Beretania Street, Honolulu, Oahu
Oa SOT ESD Multi-Purp	State Office Tower, ESD Multi-Purpose Room, 11th floor, 235 S. Beretania Street, Honolulu, Oahu
Oa SOT, rm. 204	State Office Tower, room 204, 235 S. Beretania Street, Honolulu, Oahu
Oa SOT rm. 1403	State Office Tower, room 1403, 235 S. Beretania Street, Honolulu, Oahu
Oa Supreme Ct.	Center for Alternative Dispute Resolution (CADR), 2nd floor, Aliiolani Hale, 417 S. King Street, Honolulu, Oahu
Oa UHMOUT	UH at Manoa Outreach College, UHM Campus Center, various rooms, 2500 Campus Road, Honolulu, Oahu

COURSE PROVIDER LIST FOR REGISTRATION & PAYMENTS

HAWAII
Hawaii Community College (HaCC)

Office of Continuing Education & Training	Ph:	934-2700
Manono Campus, Bldg. 379A-39	Fax:	934-2701
200 W. Kawili Street		
Hilo, Hawaii 96720		
Website: http://hawaii.hawaii.edu/ocet/		

KAUAI
Kauai Community College (KaCC)

Office of Continuing Education & Training	Ph:	245-8318
3-1901 Kaumuali'i Highway	Fax:	245-8271
Lihue, Hawaii 96766		
Website: www.kauai.hawaii.edu/training		

MAUI
UH-Maui College (UHMC) EdVenture

Office of Continuing Education & Training	Ph:	984-3231
310 Kaahumanu Avenue	Fax:	244-9632
Kahului, Hawaii 96732		
Website: www.EdVentureMaui.com		

OAHU
Center for Alternative Dispute Resolution (CADR)

State of Hawaii Judiciary	Ph:	539-4237
417 S. King Street	Fax:	539-4416
Honolulu, Hawaii 96813		

Department of Human Resources Development (HRD)

Employee Assistance Office (HRD)	Ph:	587-1050
235 S. Beretania Street, Room 1004	Fax:	587-1107
Honolulu, Hawaii 96813-2437		

Kapiolani Community College (KCC)

Continuing Education & Training Office	Ph.	734-9211
4303 Diamond Head Road, Ilima 102	Fax:	734-9447
Honolulu, Hawaii 96816		
Website: http://continuinged.kcc.hawaii.edu/		

Leeward Community College (LCC)

Office of Continuing Education & Workforce Development	Ph.	455-0477
96-045 Ala Ike Street, Room CE 101	Fax:	453-6730
Pearl City, Hawaii 96782		
Website: www.ocewd.org/		

University of Hawaii at Manoa Outreach College (UHMOUT)

2440 Campus Road	Ph:	956-8400
Box 447	Fax:	956-3752
Honolulu, Hawaii 96822		
Website: www.outreach.hawaii.edu/ibpd		

HAWAII

Reminder: Register with your Departmental Personnel Office

COMPUTER COURSES

MICROSOFT ACCESS ADVANCED
Completing this series, you will move ahead to learn Access' advanced features. In this course, you will learn table relationships, referential integrity of tables, creating and modifying a switchboard, adding controls and setting properties to forms and reports, using subforms, advanced form tasks, limiting user access to forms, creating Check boxes and Command buttons on forms, creating and using Pivot Chart and Tables. (1 meeting)
Recommended preparation: *Microsoft Access Intermediate class or have equivalent knowledge*
(Textbook included)
132C331	Apr. 16	12:30p – 4:30p	$85-HaCC	Ha HaCC Bldg. 380, rm. 39

MICROSOFT ACCESS INTERMEDIATE
In this course you will further your knowledge of database management, saving files, importing and exporting files, linking files, formatting and customizing tables, report formatting and controls, single and multi-table queries, and action queries. (2 meetings)
Recommended preparation: *Microsoft Access Introduction class or have equivalent knowledge*
(Textbook included)
132C311	Apr. 9 & 11	1:00p – 4:00p	$95-HaCC	Ha HaCC Bldg. 380, rm. 39

MICROSOFT ACCESS INTRODUCTION
This course is designed to introduce you to the fundamental features of a database. Topics include setting up a database, creating tables, forms, queries and reports, sorting and filtering data, formatting and viewing a datasheet, and printing database objects. (2 meetings)
Recommended preparation: *Basic Microsoft Windows knowledge*
(Textbook included)
132C300	Apr. 02 & 04	1:00p – 4:00p	$95-HaCC	Ha HaCC Bldg. 380, rm. 39

MICROSOFT EXCEL ADVANCED
In this course you will learn to use Excel's advanced features. You will cover topics such as restricting cell entries, applying conditional formatting, creating custom templates, creating pivot table and pivot chart reports. (1 meeting)
Recommended preparation: *Microsoft Excel Intermediate class or have equivalent knowledge*
(Textbook included)
131C351	Mar. 19	12:30p – 4:30p	$85-HaCC	Ha HaCC Bldg. 380, rm. 39
132C351	Jun. 07	12:30p – 4:30p	$85-HaCC	Ha HaCC Bldg. 380, rm. 39

MICROSOFT EXCEL INTERMEDIATE
In this course you will broaden your knowledge of excel by learning to use templates, using more Excel functions (Financial, Logical, Date/Time, Vlookup, and Hlookup), inserting check box controls, creating charts, and linking related worksheets. (2 meetings)
Recommended preparation: *Microsoft Excel Introduction class or have equivalent knowledge*
(Textbook included)
131C211	Mar. 12 & 14	1:00p – 4:00p	$95-HaCC	Ha HaCC Bldg. 380, rm. 39
132C211	Jun. 04 & 06	1:00p – 4:00p	$95-HaCC	Ha HaCC Bldg. 380, rm. 39

MICROSOFT EXCEL INTRODUCTION
This course is designed to introduce you to Excel spreadsheets. You will learn to create and manage data, modify columns and rows, use worksheet shortcuts, add borders and shading, and use Excel functions (sum, average, count). (2 meetings)
Recommended preparation: *Computer Basics class or have equivalent knowledge*
(Textbook included)
131C201	Mar. 05 & 07	1:00p – 4:00p	$95-HaCC	Ha HaCC Bldg. 380, rm. 39
132C201	May 28 & 30	1:00p – 4:00p	$95-HaCC	Ha HaCC Bldg. 380, rm. 39

MICROSOFT WORD ADVANCED
In this course you will get an in-depth look at Word's advanced features. You will cover topics such as adding calculations to tables, working with charts and pictures, creating forms, and managing workgroup projects. (1 meeting)
Recommended preparation: *Microsoft Word Intermediate class or have equivalent knowledge*
(Textbook included)

131C360	Feb. 26	12:30p – 4:30p	$85-HaCC	Ha HaCC Bldg. 380, rm. 39
132C360	May 28	12:30p – 4:30p	$85-HaCC	Ha HaCC Bldg. 380, rm. 39

MICROSOFT WORD INTERMEDIATE
In this course you will learn additional editing and formatting techniques to create a table, set up multiple column documents, use styles and templates, set up an outline, and use mail merge features. If time permits, Word Internet features will be covered. (2 meetings)
Recommended preparation: *Microsoft Word Introduction class or have equivalent knowledge*
(Textbook included)

131C171	Feb. 19 & 21	1:00p – 4:00p	$95-HaCC	Ha HaCC Bldg. 380, rm. 39
132C171	May 21 & 23	1:00p – 4:00p	$95-HaCC	Ha HaCC Bldg. 380, rm. 39

MICROSOFT WORD INTRODUCTION
This course will introduce you to basic word processing skills using Microsoft Word. You will learn skills such as creating and editing a document, inserting dates and time, changing fonts, adding bullets, adjusting tab stops and inserting section breaks. (2 meetings)
Recommended preparation: *Computer Basics class or have equivalent knowledge*
(Textbook included)

131C161	Feb. 12 & 14	1:00p – 4:00p	$95-HaCC	Ha HaCC Bldg. 380, rm. 39
132C161	May 14 & 16	1:00p – 4:00p	$95-HaCC	Ha HaCC Bldg. 380, rm. 39

HUMAN RESOURCES DEVELOPMENT

BU1 NON-CDL DRUG & ALCOHOL TESTING PROGRAM FOR EMPLOYEES (DATU1)
This course is an employee briefing for the UPW BU1 Drug and Alcohol Testing Program. It Includes information on the purpose of the testing program, alcohol and controlled substance prohibitions, an explanation of the various tests included in the program, testing procedures, consequences of violating prohibitions, what constitutes a refusal, etc. This is an informational program intended to educate BU1 employee members who may be subject to the Drug and Alcohol Testing Agreement. (1 meeting) Please direct content questions to Lily Chu at 587-1060 or lily.b.chu@hawaii.gov.

DATU1 0096	Feb. 07	9:00a – 11:00a	$0-HRD	Ha KoAirP Conf. rm.

BU1 NON-CDL DRUG & ALCOHOL TESTING PROGRAM FOR SUPERVISORS (DATU1S)
This course is for supervisors of employees in the UPW BU1 Drug and Alcohol Testing Program. It is a mandatory 4 hour program for managers and supervisors tasked with making reasonable suspicion determinations. It includes information on the purpose of the testing program, alcohol and controlled substance prohibitions, an explanation of the various tests included in the program, alcohol and controlled substance test procedures, consequences of violating prohibitions, roles and responsibilities of the Substance Abuse Professional (SAP) and Medical Review Officer (MRO), and other information under the State DAT program. Supervisors in this program have the following training requirements – mandatory attendance once every 4 years. (1 meeting) Please direct content questions to Lily Chu at 587-1060 or lily.b.chu@hawaii.gov.
NOTE: Working Supervisors belonging in BU1 should attend the employee briefings (DATU1) rather than this supervisory course.

DATU1S 0052	Feb. 06	12:30p – 4:30p	$0-HRD	Ha KoAirP Conf. rm.

DRUG & ALCOHOL TESTING PROGRAM FOR SUPERVISORS (CDAT) – CDL, HGEA, BU10
This course is for supervisors tasked with responsibilities under the Drug and Alcohol Testing (DAT) program to meet requirements found in federal regulations, Collective Bargaining Unit Agreements (CBAs) and Memorandum of Agreements (MOAs) for **the CDL, HGEA, and BU10 agreements only.** This training program will inform supervisors of their responsibilities under the State DAT program. Supervisors designated to determine whether reasonable suspicion exists have the following training requirements – mandatory attendance once every 5 years. (1 meeting)
Please direct content questions to Lily Chu at 587-1060 or lily.b.chu@hawaii.gov.
NOTE: The BU1 testing requirements are covered in a separate course: BU1 Non-CDL Drug and Alcohol Testing Program for Supervisors (DATU1S).
CDAT 0070   Feb. 07   12:30p – 3:30p $0-HRD   Ha KoAirP Conf. rm.

WORKPLACE VIOLENCE TRAINING PROGRAM (WVP)
This program is designed to meet the BU1 agreement provisions. The program informs supervisors and employees of violence in the workplace; where it is most likely to occur, recognition of conditions and behaviors that may lead to or increase the potential risk of violence, and of prevention and mitigating activities, as well as employee/supervisor responsibilities. (1 meeting) Please direct content questions to Lily Chu at 587-1060 or lily.b.chu@hawaii.gov.
NOTE: This program (WVP) is a combination of the classes previously known as EVIW and VIW.
WVP 0063   Feb. 06   9:00a – 11:00a $0-HRD   Ha KoAirP Conf. rm.

KAUAI

COMPUTER COURSES

EXCEL 2010 LEVEL 1
This Introductory level course is intended to cover the different features of the interface and give a brief overview of all the tabs in the ribbon. It will teach users how to print – covering simple scenarios and the basics of formatting. By the end of this course, users should be comfortable with creating a new spreadsheet, working with basic formulas, making their spreadsheets look professional and presentable, and saving and printing their spreadsheet. (4 meetings)
Please contact the Kauai Office of Continuing Education and Training (ph. 245-8318) for further details or check for updates on their website at www.kauai.hawaii.edu/training.
Prerequisite: *Be comfortable with the basics of using the keyboard, mouse, and Start menu of a Windows-based computer.*
13S-PC851   Dates TBA   TBA $120-KaCC   Ka KaCC OCET 104a

EXCEL 2010 LEVEL 2
This Intermediate level course is intended to help everyday users of Excel become more proficient by expanding their knowledge of functions, formulas, and new Excel features. This course will cover advanced file management tasks, using functions and formulas to calculate information, and using tables in a worksheet. It will also cover how to use different reviewing and researching tools; work with text boxes, images, pictures, themes; and format images. Finally, it will cover how to use SmartArt, symbols, equations, and the very handy Sparklines feature. By the end of this course, users should be comfortable with taking their workbook to the next level of functionality by ensuring the accuracy of their information, and increasing the presentation value of their work. (4 meetings)
Please contact the Kauai Office of Continuing Education and Training (ph. 245-8318) for further details or check for updates on their website at www.kauai.hawaii.edu/training.
Prerequisite: *Completed Excel Level 1.*
13S-PC860   Dates TBA   TBA $120-KaCC   Ka KaCC OCET 104a

EXCEL 2010 LEVEL 3
This Advanced level course is intended to help regular users of Excel become even more proficient by expanding their knowledge of Excel's data analysis tools, consolidation tools, advanced functions, and PivotTables. This course will cover a variety of organizing tools and What-If analysis tools that will help Excel users get the most out of their data. In addition, two key advanced spreadsheet tools (PivotTables and PivotCharts) will be discussed at length. Following that, advanced concepts dealing with Excel functions, AutoFill lists, and consolidating and combining data, will also be covered. The new Slicer XE "Slicer" features and PowerPivot XE "Power Pivot" add-on, two important tools for working with PivotTables and PivotCharts, are covered as well. (4 meetings)
Please contact the Kauai Office of Continuing Education and Training (ph. 245-8318) for further details or check for updates on their website at www.kauai.hawaii.edu/training.
Prerequisite: *Completed Excel 2010 Level 2.*
13S-PC870   Dates TBA   TBA $120-KaCC   Ka KaCC OCET 104a

POWERPOINT 2010 LEVEL 1
This Foundation level course is intended to help all novice computer users get up to speed quickly. This course will also help more experienced users who have little to no experience with PowerPoint 2010 and the ribbon interface. This course will cover different features of the interface, give a brief overview of all the tabs in the ribbon, and show users how to print, cover some simple presentations, and cover the basics of formatting. By the end of this course, users should be comfortable with creating a new presentation, customizing the PowerPoint Interface, making their presentation look professional and presentable, and saving and presenting their slide show. In general, the course is geared towards the novice computer user. (4 meetings)
Please contact the Kauai Office of Continuing Education and Training (ph. 245-8318) for further details or check for updates on their website at www.kauai.hawaii.edu/training.
Prerequisite: *Be comfortable with the basics of using the keyboard, mouse, and Start menu of a Windows-based computer.*
13S-PC301   Dates TBA   TBA $120-KaCC   Ka KaCC OCET 104a

WINDOWS 7 LEVEL 1
This introductory level course is designed to teach new and casual computer users Microsoft's latest operating system (OS) Windows 7, by using Windows 7 Ultimate, the fully equipped version of the operating system that contains all the features offered by Microsoft. If you have used Vista in the past, you will find the interface of Windows 7 very familiar. If you are familiar with Windows XP or Vista you will find Windows 7 very easy to pick up. And if you have never even touched a computer before or haven't for several years, you will find that Windows 7 isn't hard to use, once you know where the major components are and how to use them from the keyboard and mouse! (3 meetings)
Please contact the Kauai Office of Continuing Education and Training (ph. 245-8318) for further details or check for updates on their website at www.kauai.hawaii.edu/training.
Prerequisite: *Students should have basic typing skills on a keyboard.*
13S-PC100   Dates TBA   TBA $100-KaCC   Ka KaCC OCET 104a

WINDOWS 7 LEVEL 2
This intermediate level course will expand on the concepts that were introduced in the introductory course by exploring how to customize Windows 7; taking an in-depth look at the more advanced programs and features of Windows 7; and learning how to manage files, folders, and libraries. We will also discuss more of the advanced new features of Windows 7, review the Aero Desktop features, and introduce new keyboard shortcuts that can be performed with the Windows key. (3 meetings)
Please contact the Kauai Office of Continuing Education and Training (ph. 245-8318) for further details or check for updates on their website at www.kauai.hawaii.edu/training.
Prerequisite: *Completed Windows 7 Level 1.*
13S-PC110   Dates TBA   TBA $100-KaCC   Ka KaCC OCET 104a

WORD 2010 LEVEL 1
This Foundation level course is intended to help all novice computer users get up to speed quickly. This course will also help more experienced users who have little to no experience with Word 2010 and the ribbon interface. This course will cover different features of the interface, give a brief overview of all the tabs in the ribbon, show users how to print, and cover the basics of text formatting. By the end of this course, users should be comfortable with creating a new document, making it look professional and presentable, and saving and printing their document. (4 meetings)
Please contact the Kauai Office of Continuing Education and Training (ph. 245-8318) for further details or check for updates on their website at www.kauai.hawaii.edu/training.
Prerequisite: *Be comfortable with the basics of using the keyboard, mouse, and Start menu of a Windows-based computer.*
13S-PC250   Dates TBA   TBA $130-KaCC   Ka KaCC OCET 104a

WORD 2010 LEVEL 2
This Intermediate level course is intended to help everyday computer users become more proficient with Word. The major topics in this course include how to manage documents on your computer; working with templates, headers, and footers; using the new Navigation Pane; and using the Mail Merge Wizard. By the end of this course, users should be comfortable with making more complex documents. (4 meetings)
Please contact the Kauai Office of Continuing Education and Training (ph. 245-8318) for further details or check for updates on their website at www.kauai.hawaii.edu/training.
Prerequisite: *Completed Word 2010 Level 1.*
13S-PC251   Dates TBA   TBA $130-KaCC   Ka KaCC OCET 104a

WORD 2010 LEVEL 3
This Advanced level course is intended to help users who are already proficient with Word become more familiar with adding various types of objects to their documents. This course will cover pictures, shapes, text boxes, WordArt, SmartArt, Building Blocks, Quick Parts, tables, and charts. By the end of this course, users should be completely comfortable inserting and manipulating these objects. (4 meetings)
Please contact the Kauai Office of Continuing Education and Training (ph. 245-8318) for further details or check for updates on their website at www.kauai.hawaii.edu/training.
Prerequisite: *Completed Word 2010 Levels 1 & 2.*
13S-PC252   Dates TBA   TBA $110-KaCC   Ka KaCC OCET 104a

HUMAN RESOURCES DEVELOPMENT

BU1 NON-CDL DRUG & ALCOHOL TESTING PROGRAM FOR EMPLOYEES (DATU1)
This course is an employee briefing for the UPW BU1 Drug and Alcohol Testing Program. It Includes information on the purpose of the testing program, alcohol and controlled substance prohibitions, an explanation of the various tests included in the program, testing procedures, consequences of violating prohibitions, what constitutes a refusal, etc. This is an informational program intended to educate BU1 employee members who may be subject to the Drug and Alcohol Testing Agreement. (1 meeting) Please direct content questions to Lily Chu at 587-1060 or lily.b.chu@hawaii.gov.

DATU1 0098	Apr. 24	9:00a – 11:00a	$0-HRD	Ka UPW Conf. rm

BU1 NON-CDL DRUG & ALCOHOL TESTING PROGRAM FOR SUPERVISORS (DATU1S)
This course is for supervisors of employees in the UPW BU1 Drug and Alcohol Testing Program. It is a mandatory 4 hour program for managers and supervisors tasked with making reasonable suspicion determinations. It includes information on the purpose of the testing program, alcohol and controlled substance prohibitions, an explanation of the various tests included in the program, alcohol and controlled substance test procedures, consequences of violating prohibitions, roles and responsibilities of the Substance Abuse Professional (SAP) and Medical Review Officer (MRO), and other information under the State DAT program. Supervisors in this program have the following training requirements – mandatory attendance once every 4 years. (1 meeting) Please direct content questions to Lily Chu at 587-1060 or lily.b.chu@hawaii.gov.
NOTE: Working Supervisors belonging in BU1 should attend the employee briefings (DATU1) rather than this supervisory course.

DATU1S 0054	Apr. 23	12:30p – 4:30p	$0-HRD	Ka UPW Conf. rm.

DRUG & ALCOHOL TESTING PROGRAM FOR SUPERVISORS (CDAT) – CDL, HGEA, BU10
This course is for supervisors tasked with responsibilities under the Drug and Alcohol Testing (DAT) program to meet requirements found in federal regulations, Collective Bargaining Unit Agreements (CBAs) and Memorandum of Agreements (MOAs) for **the CDL, HGEA, and BU10 agreements only.** This training program will inform supervisors of their responsibilities under the State DAT program. Supervisors designated to determine whether reasonable suspicion exists have the following training requirements – mandatory attendance once every 5 years. (1 meeting) Please direct content questions to Lily Chu at 587-1060 or lily.b.chu@hawaii.gov.
NOTE: The BU1 testing requirements are covered in a separate course: BU1 Non-CDL Drug and Alcohol Testing Program for Supervisors (DATU1S).

CDAT 0072	Apr. 24	12:30p – 3:30p	$0-HRD	Ka UPW Conf. rm.

FORKLIFT CERTIFICATION
Hawaii Occupational Safety & Health, along with the U.S. Dept. of Labor Occupational Safety and Health Administration (OSHA), requires that employers certify all their forklift operators in proper driving and safety precautions once every three years. KaCC has established a 7 hour certification program that will fulfill this requirement. Certification is for Class 1, 4, & 5 forklifts only. Participants must be at least eighteen years of age and must wear long pants and covered shoes when attending the class. Students must pass both the written and operator tests to receive certification. (1 meeting) **Please contact the Kauai Office of Continuing Education and Training (ph. 245-8318) for further details.**

13S-FLC101	Jan. 25	8:00a – 3:00p	$95-KaCC	Ka KaCC OCET 103
13S-FLC102	Mar. 29	8:00a – 3:00p	$95-KaCC	Ka KaCC OCET 103
13S-FLC103	May 31	8:00a – 3:00p	$95-KaCC	Ka KaCC OCET 103

WORKPLACE VIOLENCE TRAINING PROGRAM (WVP)
This program is designed to meet the BU1 agreement provisions. The program informs supervisors and employees of violence in the workplace; where it is most likely to occur, recognition of conditions and behaviors that may lead to or increase the potential risk of violence, and of prevention and mitigating activities, as well as employee/supervisor responsibilities. (1 meeting) Please direct content questions to Lily Chu at 587-1060 or lily.b.chu@hawaii.gov.
NOTE: This program (WVP) is a combination of the classes previously known as EVIW and VIW.

WVP 0066	Apr. 23	9:00a – 11:00a	$0-HRD	Ka UPW Conf. rm.

MAUI

COMPUTER COURSES

INTRODUCTION TO WINDOWS
Learn how to comfortably move around in Windows and become familiar with Windows terminology. Learn to use the task bar, create shortcuts, manage the desktop, work with multiple windows, and more. Learn how to find and manage documents, use on-line help, and clean house with the recycle bin. (3 meetings)
Prerequisite: *Computers for Beginners or some computer experience.*
701W13-B   Feb. 25, 27 & Mar. 01   9:00a – 12:00p $195-UHMC   Ma UHMC TBA

MICROSOFT EXCEL - ESSENTIALS
Excel is the easy way to combine text, graphics, and numeric data. Gain knowledge of the basics of creating, editing, and manipulating Excel spreadsheets. Go beyond the basics and learn how to write a formula, work with a built-in function, create a chart and organize data in a list. (4 meetings)
Prerequisite: *Spreadsheets for Beginners or previous experience with Excel, Quattro Pro, Lotus 1-2-3, or other spreadsheet programs.*
720W13-B   Apr. 23, 25, 30   9:00a – 12:00p $295-UHMC   Ma UHMC TBA
                  & May 02

MICROSOFT WORD - ESSENTIALS
Get the basics you need to easily create readable letters, reports and envelopes. Learn the amazing number of ways that Word has to rearrange your documents to get the look that you want. Discover how easy it is to avoid spelling errors and get help with grammar. If you are new to Word, or if you get frustrated using Word, this is the class you need to become truly skilled with this software. (4 meetings)
Prerequisite: *Word Processing for Beginners or equivalent experience.*
714W13-B   Apr. 02, 04, 09   9:00a – 12:00 p $295-UHMC   Ma UHMC TBA
                  & 11

SPREADSHEET FOR BEGINNERS
Learn the basic concepts behind popular spreadsheet programs such as Microsoft Excel, Lotus 1-2-3 and Corel Quattro Pro. Recognize what a spreadsheet can do and what sets a spreadsheet apart from a word processing or database management program. Gain hands-on experience in setting up a simple spreadsheet. (1 meeting)
Prerequisite: *Introduction to Windows or equivalent experience.*
719W13-B   Mar. 14   9:00a – 12:00p $95-UHMC   Ma UHMC TBA

INDIVIDUAL AND INTERPERSONAL DEVELOPMENT

THE BALANCED PROFESSIONAL: MAKING WORK-LIFE BALANCE WORK
Would you like to develop the internal capacity to sustain high performance in the face of increasing demands? Would you like to be more productive and still have a life? Would you like to have more time for you and your family? Developing a plan to achieve balance can help produce strong leaders, productive professionals, and more fulfilled and satisfied people. You will gain specific strategies for managing your energy as well as developing skills for personal and professional renewal. (1 meeting)
429W13-A   Mar. 11   9:00a – 4:00p $145-UHMC   Ma UHMC TBA

MANAGEMENT AND SUPERVISORY DEVELOPMENT

DELEGATING FOR RESULTS: ALL IS POSSIBLE WITH SUCCESSFUL DELEGATION
Effective delegation is a critical skill set for all those who are in positions of leadership and management. Consider asking yourself this very real question: Do I have too much to do in the time that I have? The focus becomes: Doing the Right Things, the Right Way with the Right Resources…freeing you up to complete those "Top Priority" projects that only you are capable of achieving. Delegation, when used effectively, taps into the previously hidden potential of your entire staff. Let's put real life work scenarios into their proper perspective for the utmost in productivity. (1 meeting)

408W13-A	Apr. 23	1:00p – 5:00p	$89-UHMC	Ma UHMC TBA

MANAGE EFFECTIVELY BY UNDERSTANDING WORK STYLES
Learn to manage your team by understanding their work styles. By using a simple tool known as the DiSC work style assessment, you will discover the strengths of your own work style; understand how your work style influences others; and increase your team's effectiveness by focusing on their varying style differences and strengths. This is a proven method for overcoming conflicts, misunderstandings, and team disharmony, because it depersonalizes these issues and helps everyone to focus on the problem and not the person. (1 meeting) Note: cost includes lab fee.

405W13-A	Feb. 08	1:00p – 4:30p	$99-UHMC	Ma UHMC TBA
405W13-B	Apr. 23	1:00p – 4:30p	$99-UHMC	Ma UHMC TBA

THE 7 HABITS FOR MANAGERS: MANAGING YOURSELF, LEADING OTHERS, UNLEASHING POTENTIAL
A FranklinCovey Program
The 7 Habits for Managers is a **consecutive 2-day workshop** applied specifically to the daily challenges facing managers, providing insights and tools from Stephen R. Covey's *The 7 Habits of Highly Effective People* – the most influential business book of the century. Current, as well as future managers, learn to leverage hidden resources; define their contribution; hold team members accountable; give constructive feedback; and unleash the potential of the team to achieve crucial goals. Who should attend: first-time supervisors, managers, and leaders - anyone who manages the work of other people. This is an excellent investment in managers to help them achieve their full potential as contributors to the organization. Benefits: $799 value is being *discounted* to **$199** and includes $135 in materials. (*Discounted support is partially funded by the Rapid Response Fund.) To support bringing these skills back to the workplace, managers of participants may attend for only the cost of materials ($135). Bring this program in-house to your managers to build a truly effective management team! (2 meetings)

401W13-A	Jan. 17 & 18	8:30a – 5:00p	$199-UHMC	Ma UHMC TBA
401W13-B	Apr. 04 & 05	8:30a – 5:00p	$199-UHMC	Ma UHMC TBA

OAHU
Reminder: Register with your Departmental Personnel Office.

CENTER FOR ALTERNATIVE DISPUTE RESOLUTION (CADR) CLASSES

The Judiciary's Center for Alternative Dispute Resolution (CADR) Training Schedule is listed below. Departmental Personnel Offices may register employees on-line by visiting the CADR website at   http://www.courts.state.hi.us/cadr, click on Training, then On-Line Registration. All classes are held in the Supreme Court Conference Room, 2nd floor, Aliiolani Hale, 417 S. King Street, Honolulu.

The CADR training classes listed below are open to state and county employees. **There is no fee to participate however, pre-registration is required.** Please call the Center at (808) 539-4237 for additional class information, questions about registering, or requests for reasonable accommodations due to disability. You may e-mail the Center at CADR@courts.hawaii.gov.

CADR 1.0: WORKING IT OUT: SKILLS FOR DISPUTE RESOLUTION *
(Formerly *Communication Skills*)
This half-day class is designed to provide an introduction to basic dispute resolution skills, focusing on verbal and non-verbal components of messages, listening skills, understanding positions and interests, and effective use of questions. (1 meeting)
     * Registration Requirement: CADR 1.0 is a mandatory prerequisite before taking any other CADR class.
A class manual will be e-mailed to you prior to the class. Please print and bring it to class.
NOTE: This room can be quite cold, so please bring a sweater.

Feb. 05	8:15a – 12:00p	$0-CADR	Oa Supreme Ct.
Apr. 23	8:15a – 12:00p	$0-CADR	Oa Supreme Ct.

CADR 2.0: NEGOTIATION SKILLS
This half-day class is designed to help trainees develop the skills needed to negotiate agreements successfully. Trainees will participate in simulated negotiations and learn to present and respond to offers and counter-offers and use consultative negotiating tactics and techniques. While not designed to train participants to be professional negotiators, this class will provide trainees with an opportunity to learn about some of the skills professional negotiators use. (1 meeting)
Prerequisite: Completion of CADR 1.0: *Working It Out: Skills for Dispute Resolution* (formerly *Communication Skills).*
A class manual will be e-mailed to you prior to the class. Please print and bring it to class.
NOTE: This room can be quite cold, so please bring a sweater.

Jun. 18	8:15a – 4:15p	$0-CADR	Oa Supreme Ct.

CADR 3.0: MEDIATION SKILLS
(Formerly *Overview of Mediation)*
This half-day class presents the lessons mediators have learned and provides an interactive setting to learn new skills. While not designed to train participants to be professional mediators, this class offers trainees with an opportunity to learn about some of the skills professional mediators use. (1 meeting)
Prerequisite: Completion of CADR 1.0: W*orking It Out: Skills for Dispute Resolution* (formerly *Communication Skills).*
A class manual will be e-mailed to you prior to the class. Please print and bring it to class.
NOTE: This room can be quite cold, so please bring a sweater.

May 21	8:15a – 12:00p	$0-CADR	Oa Supreme Ct.

CADR 4.0: BETTER MEETING MANAGEMENT
(Formerly *Facilitation 101)*
This two-day class provides tools to use in meetings to make them as effective as possible. The class emphasizes the importance of setting an agenda and remaining focused. This interactive class is useful not only for those who plan and run meetings, but also for those who attend meetings. (2 meetings)
Prerequisite: Completion of CADR 1.0: *Working It Out: Skills for Dispute Resolution* (formerly *Communication Skills).*
A class manual will be e-mailed to you prior to the class. Please print and bring it to class.
NOTE: This room can be quite cold, so please bring a sweater.

May 07 & 09	8:15a – 4:15p	$0-CADR	Oa Supreme Ct.

CADR 4.1: BEYOND BASIC FACILITATION – MEETING MANAGEMENT
This one-day class builds on CADR 4.0: *Basic Skills for Better Meeting Management*, which is a prerequisite. *Beyond Basic Facilitation* provides participants with additional skills, tools, and techniques to design and manage a complex meeting series or meetings involving large groups of people. Trainees will meet with clients to discuss challenging meetings that they are planning and to design processes for them to use. Topics include: 1) Designing strategies for meetings addressing complex issues or involving large groups; 2) Anticipating and planning for potential challenges. (1 meeting)
Prerequisites: Completion of CADR 1.0: *Working It Out: Skills for Dispute Resolution* (formerly *Communication Skills*) and CADR 4.0: *Better Meeting Management.*
A class manual will be e-mailed to you prior to the class. Please print and bring it to class.
NOTE: This room can be quite cold, so please bring a sweater.
Jun. 27	8:15a – 4:15p	$0-CADR	Oa Supreme Ct.

CADR 5.0: HANDLING DIFFICULT SITUATIONS
This half-day class is designed to help develop the interpersonal and communications skills needed to deal confidently with difficult interactions that arise occasionally in the workplace. The emphasis of this class is on sharpening listening skills, gathering information under challenging circumstances to identify problems, defusing anger and building rapport, and maintaining professionalism in stressful situations. The class focuses on just a few behaviors and is not intended to address persistent or habitual problems. (1 meeting)
Prerequisite: Completion of CADR 1.0: *Working It Out: Skills for Dispute Resolution* (formerly *Communication Skills).*
A class manual will be e-mailed to you prior to the class. Please print and bring it to class.
NOTE: This room can be quite cold, so please bring a sweater.
Feb. 19	8:15a – 12:00p	$0-CADR	Oa Supreme Ct.

CADR 5.1: MORE HANDLING DIFFICULT SITUATIONS IN THE WORKPLACE
This half-day class examines inappropriate behavior in the workplace which could leave one feeling "bullied", and may result in absenteeism, lower productivity, high turnover, poor morale, and even workplace violence. The class will review some of the ways inappropriate behaviors are displayed in the workplace, actions one can take in difficult situations, and ways to stop the problem behaviors. This interactive class will include skill-building information and exercises. (1 meeting)
Prerequisites: Completion of CADR 1.0: *Working It Out: Skills for Dispute Resolution* (formerly *Communication Skills) and* CADR 5.0: *Handling Difficult Situations.*
A class manual will be e-mailed to you prior to the class. Please print and bring it to class.
NOTE: This room can be quite cold, so please bring a sweater.
Mar. 14	8:15a – 12:00p	$0-CADR	Oa Supreme Ct.

CADR 6.0: VICARIOUS TRAUMA AND RESILIENCY
(Formerly C*ompassion Fatigue)*
This two and one-half hour class addresses vicarious trauma, also known as compassion fatigue. If you are a professional who works with people who have witnessed trauma, you may experience some of the symptoms of vicarious trauma. This interactive class will review the symptoms of vicarious trauma and provide successful coping techniques. Each class is limited to 16 trainees. (1 meeting)
Prerequisite: Completion of CADR 1.0: *Working It Out: Skills for Dispute Resolution* (formerly *Communication Skills).*
NOTE: This room can be quite cold, so please bring a sweater.
Mar. 19	8:15a – 10:45a	$0-CADR	Oa Supreme Ct.

COMPUTER COURSES

INTERMEDIATE ACCESS 2010
Participants will extend their knowledge into some of the more specialized capabilities of Access 2010 by learning how to use complex query techniques and create efficient forms and reports. Specifically, they will learn to write advanced queries, investigate report basics, link tables to external data sources, import data, analyze tables, and improve table structure. (2 meetings)
Prerequisite: Must be comfortable using Microsoft Access.
131CPST11A   Apr. 30 & May 02   8:00a – 12:00p $130 by Apr. 23/After $145   KCC TBA

INTERMEDIATE EXCEL 2010
This class will discuss formatting a worksheet by adding and removing rows, columns, and cells, adjusting row height and column width, hiding rows and columns, changing cell borders, adding a background, changing alignment and orientation, transferring formatting, formatting automatically and conditionally, arranging and organizing worksheets, locking rows and column, and splitting a worksheet. It will also discuss using formulas and functions by changing cell references in formulas, using cell reference operators, naming a cell, going to a named cell, and adding numbers in columns or rows quickly. (2 meetings)
Prerequisite: Must be comfortable using Microsoft Excel.
131CPST7A   Apr. 16 & 18   8:00a – 12:00p $130 by Apr. 09/After $145   KCC TBA

INTERMEDIATE WORD 2010
In this class, you will learn to create an outline, a cover page, a table of contents, a bibliography and add footnotes, captions, graphics, tables, headers, footers, and page numbers. You will also create a form, prepare a document for distribution and use the Track Changes feature for comments. Lastly, you will use the Mail Merge feature to create form letters, labels, and envelopes. (2 meetings)
Prerequisite: Must be comfortable using Microsoft Word.
123CPST9A   Apr. 02 & 04   8:00a – 12:00p $130 by Mar. 26/After $145 KCC TBA

INTRODUCTION TO MICROSOFT ACCESS 2010
Access 2010 is a relational database management application that is used to create and analyze a database. Access provides the tools to create and customize tables of information; enter, edit, and retrieve data; as well as create useful reports and user friendly forms. In addition, Access has the ability to quickly add, delete, and locate specific records of information. Course topics will include Creating a Database, Modifying and Filtering a Table, and Creating Forms and Reports. (2 meetings)
Prerequisite: Must be comfortable using Microsoft Windows.
131CPST5A   Apr. 23 & 25   8:00a – 12:00p $130 by Apr. 16/After $145   KCC TBA

INTRODUCTION TO MICROSOFT EXCEL 2010
Excel 2010 includes many features that can help you to create a well-designed worksheet with accurate results. This new edition of Microsoft's popular spreadsheet program provides many new visual enhancement capabilities such as varied text styles, colors, and graphics as well as exciting new themes and charts. Course participants will learn to create and edit a worksheet, chart worksheet data, and manage and analyze a workbook. (2 meetings)
Prerequisite: Must be comfortable using Microsoft Windows.
131CPST3A   Apr. 09 & 11   8:00a – 12:00p $130 by Apr. 02/After $145   KCC TBA

INTRODUCTION TO MICROSOFT POWERPOINT 2007
Do you need to make a presentation soon? Does your boss need to give a PowerPoint presentation for his next meeting? Learn to create a slide presentation using Microsoft PowerPoint. Learn to edit, format, proof, and print presentations. Make your presentations more graphically interesting by learning to work with drawing objects, ClipArt, and WordArt. (2 meetings)
Prerequisite: Must be comfortable using Microsoft Windows.
131CPST4A   May 07 & 09   8:00a – 12:00p $130 by Apr. 30/After $145   KCC TBA

EXCEL 2007, INTRODUCTION
This course is ideal for first-time Excel users or novices wanting to learn useful Excel features. Students will learn to manage office or home information such as rosters, lists, inventories, or basic budgets. The course begins with the fundamentals of entering data, formatting numbers or text entries, creating worksheets, managing columns & rows, moving cells, using autofills, copying data, cutting, pasting, selecting ranges. The course culminates in introducing formulas, functions and creating charts and graphs. (2 meetings) Dates subject to change; custom schedules for groups available. Additional dates: www.ocewd.org.
Recommended Prerequisite: *Keyboarding skills, Introduction to Computers, Windows Operating Systems, or prior experience.*

BC2140	Feb. 01 & 08	9:00a – 4:30p	$190-LCC	Oa LCC CE 101
BC2140	May 03 & 10	9:00a – 4:30p	$190-LCC	Oa LCC CE 101

EXCEL 2007, INTERMEDIATE
Students who have completed the Excel Introductory level will be well prepared for this course. Instruction will begin with a review of formulas and continue with financial formulas, VLookup, IF functions, and pivot tables. Students will also learn to manage large worksheets and managing multiple sheet workbooks. (2 meetings) Dates subject to change; custom schedules for groups available. Additional dates: www.ocewd.org.
Recommended Prerequisite: *Excel 2007, Introduction, or prior experience.*

BC2150	Feb. 15 & 22	9:00a – 4:30p	$190-LCC	Oa LCC CE 101
BC2150	May 17 & 23	9:00a – 4:30p	$190-LCC	Oa LCC CE 101

MICROSOFT WORD 2007, INTERMEDIATE
This class builds on the foundation course, *Microsoft Word 2007, Introduction* and is ideal for students interested in creating manuals, fliers, or office documents. The course reviews mail merging, form letters, templates, inserting objects and images, printing envelopes, watermarks, background fills, inserting charts, document review and more. Students will also learn how to create and manage tables and data including splitting & merging cells, managing margins & using the split bar. Real-world, project based learning will serve as the instructional model. (2 meetings) Dates subject to change; custom schedules for groups available.
Additional dates: www.ocewd.org.
Recommended Prerequisite: *Microsoft Word 2007, Introduction, or prior experience.*

BC2130	Jan. 18 & 25	9:00a – 4:30p	$190-LCC	Oa LCC CE 101
BC2130	Apr. 05 & 12	9:00a – 4:30p	$190-LCC	Oa LCC CE 101
BC2130	Jun. 28 & Jul. 05	9:00a – 4:30p	$190-LCC	Oa LCC CE 101

MICROSOFT WORD 2007, INTRODUCTION
First-time computer users and refresher students will benefit from this course. Students will build solid foundations using Microsoft Word 2007 by creating and editing documents using special features all through practice with realistic projects. Students will work with paragraphs, set tabs, create and compose letters; use copy, paste, autocorrect; adjust page margins, work with pagebreaks, use format features including bullets, line breaks, shading and borders, as well as mail merging. (2 meetings) Dates subject to change; custom schedules for groups available.
Additional dates: www.ocewd.org.
Recommended Prerequisite: *Keyboarding Skills, Introduction to Computers, or prior experience.*

BC2120	Jan. 04 & 11	9:00a – 4:30p	$190-LCC	Oa LCC CE 101
BC2120	Mar. 15 & 22	9:00a – 4:30p	$190-LCC	Oa LCC CE 101
BC2120	Jun. 14 & 21	9:00a – 4:30p	$190-LCC	Oa LCC CE 101

POWERPOINT 2007, INTRODUCTION
Ever want to make a "splashy" presentation or creative flier? This introductory course will give first-timers enough skills to feel confident with PowerPoint and provide a great start. The course begins with navigating the PowerPoint ribbon, then moves on to selecting themes and templates, creating slides, adding bullets, selecting layouts, copying objects, editing slides, formatting text, adding sounds, transitions, clipart and delivering the slideshow including printing handouts. (2 meetings) Dates subject to change; custom schedules for groups available. Additional dates: www.ocewd.org.
Recommended Prerequisite: *Keyboarding Skills, Introduction to Computers, or prior experience.*

BC2160	Mar. 01 & Mar. 08	9:00a – 4:30p	$190-LCC	Oa LCC CE 101
BC2160	May 31 & Jun. 07	9:00a – 4:30p	$190-LCC	Oa LCC CE 101

HUMAN RESOURCES DEVELOPMENT

BU1 NON-CDL DRUG & ALCOHOL TESTING PROGRAM FOR EMPLOYEES (DATU1)
Employee briefing for the UPW BU1 Drug and Alcohol Testing Program. Includes information on the purpose of the testing program, alcohol and controlled substance prohibitions, an explanation of the various tests included in the program, testing procedures, consequences of violating prohibitions, what constitutes a refusal, etc. This is an informational program intended to educate BU1 employee members who may be subject to the Drug and Alcohol Testing Agreement. (1 meeting) Please direct content questions to Lily Chu at 587-1060 or lily.b.chu@hawaii.gov.

DATU1 0097	Mar. 19	9:00a – 11:00a	$0-HRD	Oa SOT, rm. 204
DATU1 0099	Jun. 25	9:00a – 11:00a	$0-HRD	Oa Aloha Stad., Hospitality rm.

BU1 NON-CDL DRUG & ALCOHOL TESTING PROGRAM FOR SUPERVISORS (DATU1S)
This course is for supervisors of employees in the UPW BU1 Drug and Alcohol Testing Program. It is a mandatory 4 hour program for managers and supervisors tasked with making reasonable suspicion determinations. It includes information on the purpose of the testing program, alcohol and controlled substance prohibitions, an explanation of the various tests included in the program, alcohol and controlled substance test procedures, consequences of violating prohibitions, roles and responsibilities of the Substance Abuse Professional (SAP) and Medical Review Officer (MRO), and other information under the State DAT program. Supervisors in this program have the following training requirements – mandatory attendance once every 4 years. (1 meeting) Please direct content questions to Lily Chu at 587-1060 or lily.b.chu@hawaii.gov.
NOTE: Working Supervisors belonging in BU1 should attend the employee briefings (DATU1) rather than this supervisory course.

DATU1S 0053	Feb. 21	8:30a – 12:30p	$0-HRD	Oa SOT, rm. 204
DATU1S 0055	May 02	8:30a – 12:30p	$0-HRD	Oa Aloha Stad., Hospitality rm.

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CERTIFICATION (CERT)
This course provides an overview of the Certificate of Eligibles and the responsibilities of a Departmental Personnel Office and those of the Department of Human Resources Development. (1 meeting) Please direct content questions to Patti Y. Miyamoto-Asato at 587-0957 or patti.y.miyamoto-asato@hawaii.gov.
Target Audience: Departmental Personnel Officers and staff

CERT 0001	May 15	11:00a – 11:30a	$0-HRD	Oa SOT ESD Multi-Purp

DEFENSIVE DRIVER COMPREHENSIVE COURSE
This 8 hour comprehensive driver improvement course is the most compelling program ever for keeping drivers safe on the road. This is an interactive course designed to give drivers practical knowledge and techniques to avoid collisions and violations, and to choose safe, responsible, and lawful driving behaviors. The course features real-life driver situations, updated statistics and driving tips, a Defensive Driver Self-Assessment Risk Survey, critical discussions on distracted driving, including the dangers of cell phone use and texting while driving. This is the ideal course for fleet operators. Course is for employees who drive in performance of duty. Dates are subject to change; custom schedules for groups available. (1 meeting)
Prerequisite: *Driver's License*

TR9700	Jan. 23	8:00a – 4:00p	$89-LCC	Oa LCC CE 203
TR9700	Feb. 20	8:00a – 4:00p	$89-LCC	Oa LCC CE 203
TR9700	Mar. 20	8:00a – 4:00p	$89-LCC	Oa LCC CE 203
TR9700	Apr. 17	8:00a – 4:00p	$89-LCC	Oa LCC CE 203
TR9700	May 15	8:00a – 4:00p	$89-LCC	Oa LCC CE 203
TR9700	Jun. 19	8:00a – 4:00p	$89-LCC	Oa LCC CE 203

DRUG & ALCOHOL TESTING PROGRAM FOR SUPERVISORS (CDAT) – CDL, HGEA, BU10
This course is for supervisors tasked with responsibilities under the Drug and Alcohol Testing (DAT) program to meet requirements found in federal regulations, Collective Bargaining Unit Agreements (CBAs) and Memorandum of Agreements (MOAs) for **the CDL, HGEA, and BU10 agreements only.** This training program will inform supervisors of their responsibilities under the State DAT program. Supervisors designated to determine whether reasonable suspicion exists have the following training requirements – mandatory attendance once every 5 years. Please direct content questions to Lily Chu at 587-1060 or lily.b.chu@hawaii.gov. (1 meeting)
NOTE: The BU1 testing requirements are covered in a separate course: BU1 Non-CDL Drug and Alcohol Testing Program for Supervisors (DATU1S).

CDAT 0069	Jan. 29	8:30 – 11:30a	$0-HRD	Oa SOT, rm. 204
CDAT 0071	Apr. 09	8:30 – 11:30a	$0-HRD	Oa SOT, rm. 204
CDAT 0073	Jun. 13	8:30a – 11:30a	$0-HRD	Oa Aloha Stad. Hospitality rm.

ERGOSAFE: APPLIED ERGONOMICS FOR A SAFE WORKPLACE (ERGS)
Accident statistics indicate that a high number of work related musculoskeletal injuries to the hands, wrists, arms, shoulders, neck, and back are due to improper body mechanics, poor posture, or repetitive motion. Most of these injuries are preventable by using ergonomic principles. This workshop focuses on how to identify ergonomic hazards and how to control conditions by applying the proper ergonomic techniques and making workstation modifications so as to prevent injuries. (1 meeting) Please direct content questions to Lily Chu at 587-1060 or lily.b.chu@hawaii.gov.

ERGS 0001	Feb. 12	9:00a – 11:00a	$0-HRD	Oa SOT, rm. 204
ERGS 0002	May 07	9:00a – 11:00a	$0-HRD	Oa SOT, rm. 204

EXAMINATION AND SCREENING FOR MANAGERS AND SUPERVISORS (EXSRM)
This course provides an overview of the civil service hiring process, including its initiation at the program level through the Departmental Personnel Offices, and then on to the Department of Human Resources Development (HRD), Employee Staffing Division (ESD). Emphasis will be on the process at the ESD level, including the recruitment and examination of applicants, establishment and referral of qualified eligibles (certification) to the hiring agency, and the important roles the Departmental Personnel Offices, program managers, and supervisors play in the hiring process. (1 meeting) Please direct content questions to Patti Y. Miyamoto-Asato at 587-0957 or patti.y.miyamoto-asato@hawaii.gov.
Target Audience: Managers and Supervisors

EXSRM 0001	Mar. 18	9:00a – 12:00p	$0-HRD	Oa SOT ESD Multi-Purp

EXAMINATION AND SCREENING FOR PERSONNEL OFFICERS AND STAFF (EXSCRQ)
An in depth, interactive session targeted to Departmental Personnel Officers and professional personnel staff. Emphasis will be on the laws, rules, and regulations concerning the merit principle and the civil service hiring process; understanding and applying the class specifications (including the minimum qualification requirements), basic principles and practices of examination and screening of applications, construction of an examination plan, and the establishment to the list of eligibles for referral to the hiring agency. Also covered will be the roles and responsibilities of the departmental personnel staff, program managers and supervisors within the overall examination process, relative to ESD. (1 meeting) Scheduling shall be done by Departmental Personnel Officers (DPOs) or their designee upon request by contacting Patti Y. Miyamoto-Asato at 587-0957 or patti.y.miyamoto-asato@hawaii.gov.
Target Audience: Departmental Personnel Officers and professional personnel staff

Class arranged upon request		$0-HRD	Location: Various, TBD

FORKLIFT CERTIFICATION
Hawaii Occupational Safety & Health (HIOSH) in conjunction with the Occupational Safety and Health Administration (OSHA), have established certification requirements for forklift operators. Regulations require employers to ensure operators are certified before operating lift equipment. This certification course meets industry standards. Certification is for Class 1, 4, & 5 vehicles only. Students must be at least eighteen years of age and wear long pants along with covered shoes. (1 meeting)
Dates are subject to change; custom schedules for groups available. Additional dates: www.ocewd.org.

IT 9700	Jan. 16	8:00a – 3:00p	$135-LCC	Oa LCC CE 202
IT 9700	Feb. 13	8:00a – 3:00p	$135-LCC	Oa LCC CE 202
IT 9700	Mar. 13	8:00a – 3:00p	$135-LCC	Oa LCC CE 202
IT 9700	Apr. 10	8:00a – 3:00p	$135-LCC	Oa LCC CE 202
IT 9700	May 08	8:00a – 3:00p	$135-LCC	Oa LCC CE 202
IT 9700	Jun. 12	8:00a – 3:00p	$135-LCC	Oa LCC CE 202

HEARTSAVER FIRST AID WITH CPR & AED
This Heartsaver course teaches you the skills to recognize and provide care to treat emergencies until healthcare personnel arrive. You will practice health and safety solutions for adult first aid, environmental emergencies, adult/child CPR with mask and adult/child CPR AED (American Heart Association). (1 meeting)
Please call the Health Program coordinator for dates and times at 455-0500. For more information: www.ocewd.org.

AH1550	Jan. 14	8:30a – 4:30p	$85-LCC	Oa LCC DA Basement
AH1550	Jan. 25	8:30a – 4:30p	$85-LCC	Oa LCC DA Basement
AH1550	Feb. 11	8:30a – 4:30p	$85-LCC	Oa LCC DA Basement
AH1550	Feb. 22	8:30a – 4:30p	$85-LCC	Oa LCC DA Basement
AH1550	May 13	8:30a – 4:30p	$85-LCC	Oa LCC DA Basement
AH1550	May 24	8:30a – 4:30p	$85-LCC	Oa LCC DA Basement
AH1550	Jun. 10	8:30a – 4:30p	$85-LCC	Oa LCC DA Basement
AH1550	Jun. 21	8:30a – 4:30p	$85-LCC	Oa LCC DA Basement

INTERVIEW AND SELECTION FOR SUPERVISORS (INTS)
Registration Priority: DOH supervisors and agencies without EEO assigned personnel
This course reviews state and federal requirements using the "unlawful questions" as the basis for a briefing on EEO issues in the hiring process. This is an introduction which uses case examples and department policies. (1 meeting)
Please direct content questions to instructor Gerald Ohta, DOH Affirmative Action Officer, at 586-4614 or gerald.ohta@doh.hawaii.gov.
Target Audience: Managers and Supervisors

INTS 005	Feb. 21	8:30a – 10:00a	$0-HRD	Oa SOT rm. 1403
INTS 006	Apr. 04	8:30a – 10:00a	$0-HRD	Oa SOT rm. 1403

PERFORMANCE APPRAISAL SYSTEM (PASQ)
This class provides an introductory overview to the State's Performance Appraisal System (PAS). Topics include the three phases of the PAS rating cycle, completing the PAS forms, using the Supervisor's Discussion Notes, and addressing substandard performance using the PAS. Note: Participants must bring the "PAS Manual for Supervisors" with them to class. The manual is available at the HRD website: http://hawaii.gov/hrd/main/lro/PerfMgmt/.
(1 meeting) Scheduling shall be done by Departmental Personnel Officers (DPOs) or their designee upon request by contacting Eric Nitta @ 587-3156 or eric.m.nitta@hawaii.gov.
Target Audience: New supervisors who have not had any formal training on the State's Performance Appraisal System (PAS)

Class arranged upon request	$0-HRD	Location: Various, TBD

PRE-RETIREMENT SEMINAR (CONTRIBUTORY – PRSC)

This seminar provides a generalized review of the current Contributory Plan. Various speakers will present program information on topics such as the employee retirement system plan, deferred compensation, health care, and social security. The purpose of this seminar *is not to provide specific financial planning advice* but to provide an informational review of the various programs and benefits which form the basis of the typical retirement process. (1 meeting) Please direct content questions to Carol Maeda at 587-1050 or carol.y.maeda@hawaii.gov.
Target Audience: Contributory Plan members only – meaning those who elected to remain with the Contributory Plan and did not transfer into the Hybrid Plan. Consideration should be for those employees who are retirement eligible and planning to retire in the near future.
PRSC 0022   May 22**   8:00a – 4:00p $0-HRD   Oa StCap Aud.
                            **** contributory and noncontributory workshops will be held concurrently on this day.

PRE-RETIREMENT SEMINAR (HYBRID - PRSH)

This seminar provides a generalized review of the current Hybrid Plan. Various speakers will present program information on topics such as the employee retirement system plan, deferred compensation, health care, and social security. The purpose of this seminar *is not to provide specific financial planning advice* but to provide an informational review of the various programs and benefits which form the basis of the typical retirement process. (1 meeting) Please direct content questions to Carol Maeda at 587-1050 or carol.y.maeda@hawaii.gov.
Target Audience: Hybrid Plan members only – meaning those who elected to transfer from either the Contributory or Noncontributory Plan into the Hybrid Plan. Consideration should be for those employees who are retirement eligible and planning to retire in the near future.
PRSH 0022   May 23   8:00a – 4:00p $0-HRD   Oa StCap Aud.

PRE-RETIREMENT SEMINAR (NONCONTRIBUTORY – PRSN)

This seminar provides a generalized review of the current Noncontributory Plan. Various speakers will present program information on topics such as the employee retirement system plan, deferred compensation, health care, and social security. The purpose of this seminar *is not to provide specific financial planning advice* but rather provide an informational review of the various programs and benefits which form the basis of the typical retirement process. (1 meeting) Please direct content questions to Carol Maeda at 587-1050 or carol.y.maeda@hawaii.gov.
Target Audience: Noncontributory Plan members – meaning those who elected to remain with the Noncontributory Plan and did not transfer into the Hybrid Plan. Consideration should be for those employees who are retirement eligible and planning to retire in the near future.
PRSC 0022   May 22**   8:00a – 4:00p $0-HRD   Oa StCap Aud.
                            **** contributory and noncontributory workshops will be held concurrently on this day.

POSITION ACTION PROCESSING (POSAPQ)

This course provides an overview of such functions as civil service and exempt position action processing, the legal authority for actions, delegated vs. non-delegated actions, and with detailed hands-on instruction regarding the preparation of the HRD-1 and other documents and the entering of transactions into HRMS for various types of position actions. (1 meeting) Scheduling shall be done by Departmental Personnel Officers (DPOs) or their designee upon request only by contacting Dawn Young at 587-1021 or dawn.m.young@hawaii.gov.
Target Audience: Personnel Clerks/Technicians who are responsible for position action processing and who have a basic understanding of position action terminology and documents.
Class arranged upon request $0-HRD   Location: Various, TBD

POSITION CLASSIFICATION ON-THE-JOB TRAINING (PCJOBQ)

A departmental line classifier works one-on-one with a HRD classifier on their department's classification requests and receives guidance and feedback on fact-finding and analysis, interpretation of class specifications, and preparation of classifier's reports. (1 meeting) Scheduling shall be done by Departmental Personnel Officers (DPOs) or their designee upon request by contacting Lisa Hodges at 587-1024 or lisa.m.hodges@hawaii.gov.
Target Audience: Personnel Management Specialists who are responsible for position classification
Class arranged upon request $0-HRD   Location: Various, TBD

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POSITION CLASSIFICATION OVERVIEW (PCOQ)
This course provides an overview of the civil service position classification process (including legal authorities, terminology, minimum qualification requirements and selective certification requirements, bargaining units, effective dates, administrative reviews and appeals) and civil service exemptions. (1 meeting) Scheduling shall be done by Departmental Personnel Officers (DPOs) or their designee upon request by contacting Lisa Hodges at 587-1024 or lisa.m.hodges@hawaii.gov.
Target Audience: Personnel Management Specialists who are responsible for position classification

Class arranged upon request		$0-HRD	Location: Various, TBD

REASONABLE ACCOMMODATIONS FOR SUPERVISORS (RAS)
Registration Priority: DOH supervisors and agencies without EEO assigned personnel
This course covers the four areas of employment nondiscrimination that provide for reasonable accommodation – disability, pregnancy and related conditions, religious practices and beliefs, and domestic and sexual violence victims. It will examine similarities and differences. (1 meeting) Please direct content questions to instructor Gerald Ohta, DOH Affirmative Action Officer, at 586-4614 or gerald.ohta@doh.hawaii.gov.
Target Audience: Managers and Supervisors

RAS 0005	Feb. 21	10:30a – 12:00p	$0-HRD	Oa SOT rm. 1403
RAS 0006	Apr. 04	10:30a – 12:00p	$0-HRD	Oa SOT rm. 1403

RECRUITMENT (REC)
This course provides an overview on how to fill vacancies, the types of recruitments available and strategies used to enhance recruitment efforts for hard-to-fill vacancies. (1 meeting) Please direct content questions to Patti Y. Miyamoto-Asato at 587-0957 or patti.y.miyamoto-asato@hawaii.gov.
Target Audience: Managers and Supervisors

REC 0001	May 15	8:00a – 10:00a	$0-HRD	Oa SOT ESD Multi-Purp

SELECTION INTERVIEW (SELIN)
This course provides personnel and managerial/supervisory staff with an overview of the selection process. Participants will learn how to develop an effective selection instrument that can be defended, if challenged, and that will assist them in finding the best person for the job. Other topics to be covered include how to conduct an effective selection interview, background/reference check, and probationary period. (1 meeting) Please direct content questions to Patti Y. Miyamoto-Asato at 587-0957 or patti.y.miyamoto-asato@hawaii.gov.
Target Audience: Managers and Supervisors

SELIN 0001	Jan. 18	9:00a – 11:00a	$0-HRD	Oa SOT rm. 1403

STATE OF HAWAII RETURN TO WORK PROGRAM (RTWQ)
Introduction to the Department of Human Resources Development's Policy No. 902.001, "Return to Work Priority Program" for returning civil service employees to a temporary light duty assignment or priority placement in another position, when they are unable to permanently return to their usual and customary employment due to a work-related injury or illness. (1 Meeting) Scheduling shall be done by Departmental Personnel Officers (DPOs) or their designee upon request by contacting Florencio C. Baguio, Jr., ECD Chief at 587-0900 or florencio.c.baguioJr@hawaii.gov.
Target Audience: Departmental Personnel Officers and their staff

Class arranged upon request		$0-HRD	Location: Various, TBD

SUITABILITY INVESTIGATION TRAINING (SUIT)
This course provides an overview of the suitability process and the responsibilities of a Departmental Personnel Office and the Department of Human Resources Development. (1 meeting)
      A. Purpose and Types of Suitability Investigations
      B. Types of Suitability Investigations:
          1. Criminal
          2. Employment
          3. Medical
      C. How to Conduct a Suitability Investigation
      D. Do's and Don'ts of a Suitability Investigation
      E. Suitable and Unsuitable Determinations
Please direct content questions to Patti Y. Miyamoto-Asato at 587-0957 or patti.y.miyamoto-asato@hawaii.gov.
Target Audience: Departmental Personnel Officers and their staff

SUIT 0001	Jan. 25	1:00p –3:00p	$0-HRD	Oa SOT ESD Multi-Purp

TYPES OF APPOINTMENTS (APPT)
This course provides personnel and managerial/supervisory staff with an overview of the different types of appointments and how it affects the incumbent of the position. (1 meeting) Please direct content questions to Patti Y. Miyamoto-Asato at 587-0957 or patti.y.miyamoto-asato@hawaii.gov.
Target Audience: Managers and Supervisors

APPT 0001	May 15	10:00a – 10:45a	$0-HRD	Oa SOT ESD Multi-Purp

UNLAWFUL HARASSMENT IN EMPLOYMENT (UHE)
Registration Priority: DOH supervisors and agencies without EEO assigned personnel
This course will include an overview of employment non-discrimination rights and responsibilities, and examines unlawful harassment issues using case studies and DOH policies. (1 meeting) Please direct content questions to instructor Gerald Ohta, DOH Affirmative Action Officer, at 586-4614 or gerald.ohta@doh.hawaii.gov.
Target Audience: Managers and Supervisors

UHE 4413	Feb. 20	8:30a – 10:30a	$0-HRD	Oa SOT rm. 1403
UHE 4414	Apr. 03	8:30a – 10:30a	$0-HRD	Oa SOT rm. 1403

WORKERS' COMPENSATION 101 (WC101Q)
This course surveys the basics of the Hawaii Workers' Compensation Law, Chapter 386, HRS; including covered injuries and illnesses; medical and rehabilitation benefits; income and indemnity benefits; injury/illness reporting and claims forms; and the hearings and appeals process for contested claims or issues. (1 meeting)   Scheduling shall be done by Departmental Personnel Officers (DPOs) or their designee upon request by contacting Florencio C. Baguio, Jr., ECD Chief at 587-0900 or florencio.c.baguioJr@hawaii.gov.
Target Audience: Departmental Personnel Officers and their staff

Class arranged upon request		$0-HRD	Location: Various, TBD

WORKPLACE VIOLENCE TRAINING PROGRAM (WVP)
This program is designed to meet the BU1 agreement provisions. The program informs supervisors and employees of violence in the workplace; where it is most likely to occur, recognition of conditions and behaviors that may lead to or increase the potential risk of violence, and of prevention and mitigating activities, as well as employee/supervisor responsibilities. (1 meeting)   Please direct content questions to Lily Chu at 587-1060 or lily.b.chu@hawaii.gov.
NOTE: This program (WVP) is a combination of the classes previously known as EVIW and VIW.

WVP 0061	Jan. 17	9:00a – 11:00a	$0-HRD	Oa SOT, rm. 204
WVP 0062	Jan. 17	1:00p – 3:00p	$0-HRD	Oa SOT, rm. 204.
WVP 0064	Mar. 05	9:00a – 11:00a	$0-HRD	Oa SOT, rm. 204
WVP 0065	Mar. 05	1:00p – 3:00p	$0-HRD	Oa SOT, rm. 204
WVP 0067	May 14	9:00a – 11:00a	$0-HRD	Oa Aloha Stad., Hospitality rm.
WVP 0068	May 14	1:00p – 3:00p	$0-HRD	Oa Aloha Stad., Hospitality rm.

INDIVIDUAL AND INTERPERSONAL DEVELOPMENT

ADVANCED BUSINESS WRITING
Everyone at work is required to convey ideas, events, and transactions on paper rapidly and concisely. In this action-oriented workshop, you will learn to develop and polish your letters. Instruction emphasizes formula writing, psychology, and style. (2 meetings)
Recommended Prerequisite: Review of English Grammar.

131BMST140A	Mar. 18 & 20	8:00a – 12:00p	$72 by Mar. 11/After $80	KCC TBA

ADVANCED GRAMMAR
This seminar is for writers who know basic grammar. It will review how to use verb tenses, different kinds of verbs, adjectives and adverbs, verbals, noun complements and pronouns correctly. It will also cover how to recognize and use different phrases such as prepositional phrases, infinitive phrases, participial phrases, absolute phrases, and gerund phrases in your writing. (2 meetings)
Recommended Prerequisite: Review of English Grammar.

131BMST121A	Mar. 11 & 13	8:00a – 12:00p	$72 by Mar. 04/After $80	KCC TBA

CONFLICT MANAGEMENT
Conflict occurs at many levels. Understanding the level at which the conflict exists is the first step to resolving an undesirable situation. This course will offer the participants an experiential opportunity to assess their individual styles under normal and conflict conditions. In addition, participants will receive practical ways in which conflicts can be resolved, diffused, or avoided. (2 meetings)

131BMST200A   Apr. 01 & 03   8:00a – 12:00p $72 by Mar. 25/After $80   KCC TBA

REVIEW OF ENGLISH GRAMMAR
Business writers in Hawaii share unique writing problems. Many of these problems can be easily corrected by better understanding certain concepts of English grammar. In this seminar, employees will explore these problems, refresh their memories as to the grammar rules that the problems violate, and test their understanding of the concepts in business-oriented sentences. Learn simple techniques for eliminating grammatical errors. (2 meetings)

131BMST120A   Mar. 04 & 06   8:00a - 12:00p $72 by Feb. 25/After $80   Oa KCC TBA

TIME MANAGEMENT
Handling multiple priorities with effectiveness and ease is challenging. We all need support to be our best. This workshop provides the information, tools and support for you to manage your energy, time, and workload to your optimal abilities. Proven management strategies are given to ensure improved planning and productivity covering these topics: values clarification, setting priorities and goals, planning smart, eliminating time wasters, office organization tips, and stress management to multi-task with ease. (2 meetings)

131BMST211A   Apr. 08 & 10   8:00a – 12:00p $72 by Apr. 01/After $80   Oa KCC TBA

WRITING MEMOS & E-MAIL MESSAGES THAT WORK
Since memoranda and e-mails are your most common form of written communication with superiors, subordinates, and employees in other locations, your written correspondence must communicate effectively to save time and problems. In this seminar, we will concentrate on the various uses, and misuses, of these forms of communication and learn how to create memos and e-mail documents that are concise, easy to read, friendly, and easy to understand. (2 meetings)

Recommended Prerequisite: Review of English grammar.

131BMST147A   May 06 & 08   8:00a – 12:00p $72 by Apr. 29/After $80   Oa KCC TBA

MANAGEMENT AND SUPERVISORY DEVELOPMENT

THE ART OF LEADERSHIP CERTIFICATE PROGRAM
The Art of Leadership Certificate Program, sponsored by the University of Hawaii at Manoa Outreach College, is based on curriculum developed by corporate training leader Achieve Global (formerly Zenger Miller, Kaset International, and Learning International). Taught by local instructors, the curriculum has served the needs of many Fortune 500 companies, as well as local corporate clients Bank of Hawaii, First Hawaiian Bank, First Insurance, Hawaiian Electric Company, HMSA, Kaiser, and Outrigger Hotels, to name a few.

This program is designed to help professionals develop skills to deal effectively with the challenges of today's increasingly competitive, yet interdependent, world. For more information, including registration deadlines, the certificate application form, attendance requirements, or other questions, contact Paulette Feeney, (808) 956-2037, or by email: pfeeney@hawaii.edu.

Program consists of 10 modules, scheduled as 2 sessions per each class day. Morning sessions are from 8:00a – 12p. Afternoon sessions are from 1:00p – 5:00p. Upon completion of the program's 10 session coursework, including demonstration of competency through in-class activities and submission of a short application, students will earn the **Art of Leadership Certificate**. An attendance certificate will be issued to students upon the completion of each training module. Lunch is on your own or may be purchased on campus. Program price includes workbooks for all modules. ***Registration deadline is by Jan. 24, 2013 (for 10 part Certificate Program).***

Session Dates	Art of Leadership Certificate Program	*Total Cost: $950 – UH (for certificated program)
Feb. 01	8a – 12:00p & 1:00p – 5:00p	Oa UHMOUT CampCtr rm. 309
Feb. 15	8a – 12:00p & 1:00p – 5:00p	Oa UHMOUT CampCtr rm. 310
Mar. 01	8a – 12:00p & 1:00p – 5:00p	Oa UHMOUT CampCtr rm. 310
Mar. 22	8a – 12:00p & 1:00p – 5:00p	Oa UHMOUT CampCtr rm. 310
Apr. 12	8a – 12:00p & 1:00p – 5:00p	Oa UHMOUT CampCtr rm. 310

Note: You may register for any of the 10 modules on an individual basis if so desired.
(Module classes identified by UHMOUT in cost column)

BASIC PRINCIPLES FOR A COLLABORATIVE WORKPLACE
Organizations today require a workplace where everyone is willing and able to work together in new and collaborative ways. Collaboration positively impacts productivity, quality, customer satisfaction, and overall organizational performance. This class introduces The Basic Principles, a set of behaviors that help individuals at every level of an organization work more effectively with others.
(Cost of session includes workbook)

P12409	Feb. 01	8:00a – 12:00p	$105-UHMOUT	Oa UHMOUT CampCtr rm. 309

COACHING: BRINGING OUT THE BEST IN OTHERS
Effective coaching maximizes the performance of everyone associated with an organization—employees, managers, customers and suppliers. By applying coaching skills in the workplace, employees can motivate, guide and support one another in working together toward—and achieving—top performance.
(Cost of session includes workbook)

P12410	Feb. 01	1:00p – 5:00p	$105-UHMOUT	Oa UHMOUT CampCtr rm. 309

EDITING FOR MANAGERS
Even good writers need to edit since no one can pay attention to surface correctness while thinking of ideas. Most professional writers repeat the same few errors. In this seminar, you will learn a variety of proven editing techniques, practice three organizational plans for writing anything, and eradicate some common writing problems. You will develop a personal style to make your writing more interesting and more effective. (2 meetings)
Recommended Prerequisite: Review of English Grammar.

131BMST122A	Apr. 22 & 24	8:00a – 12:00p	$72 by Apr. 15/After $80	Oa KCC TBA

EXPRESSING YOURSELF: PRESENTING YOUR THOUGHTS AND IDEAS
Sharing knowledge, thoughts and ideas is essential to an organization's ability to ensure continuous learning.
Participants learn techniques for planning, organizing and delivering results-oriented messages—techniques they
can use in situations ranging from informal to formal presentations.
(Cost of session includes workbook)

P12414	Mar. 01	1:00p – 5:00p	$105-UHMOUT	Oa UHMOUT CampCtr rm. 310

FUNDAMENTALS OF MANAGEMENT (FOM)
This 3-day course is an introduction to the field of supervision. It covers the critical general management skills new
supervisors need to master in their daily work. Topics in this course include the role of the supervisor, planning,
controlling, delegating and problem solving. Foremen (blue collar), working supervisors (professional/white collar), and
supervisors in the white collar/professional series should attend this course. (3 meetings)

FOM 0023	Jan. 31, Feb. 07 & 14	8:00a – 4:00p	$200-HRD	Oa SOT rm. 204
FOM 0024	Apr. 11, 18 & 25	8:00a – 4:00p	$200-HRD	Oa SOT rm. 1403
FOM 0025	Jun. 06, 13 & 20	8:00a – 4:00p	$200-HRD	Oa SOT rm. 1403

GIVING AND RECEIVING CONSTRUCTIVE FEEDBACK
Individuals and organizations both benefit from honest, objective feedback about how things are going. A constant
exchange of information helps everyone stay on track and the organization stay competitive. In this class, participants
learn constructive approaches to giving and receiving feedback.
(Cost of session includes workbook)

P12412	Feb. 15	1:00p – 5:00p	$105-UHMOUT	Oa UHMOUT CampCtr rm. 310

GIVING RECOGNITION
Today's cross-functional work environment requires everyone - to give recognition in order to create and sustain
a productive workplace. In this class, participants learn to acknowledge efforts and results in meaningful and
appropriate ways. They discover that recognition is a powerful tool everyone can use to build better working
relationships and encourage others.
(Cost of session includes workbook)

P12418	Apr. 12	1:00p – 5:00p	$105-UHMOUT	Oa UHMOUT CampCtr rm. 310

HANDLING EMOTIONS UNDER PRESSURE
Emotions are bound to erupt in today's high-pressure work environment. This class gives participants a process for
handling the emotions in daily work situations. Participants learn to remain calm and objective, to recover quickly and
help others do the same, and to take charge in difficult circumstances to keep the discussion moving forward.
(Cost of session includes workbook)

P12411	Feb. 15	8:00a – 12:00p	$105-UHMOUT	Oa UHMOUT CampCtr rm. 310

INFLUENCING FOR WIN-WIN OUTCOMES
Successful organizations thrive on new ideas, because new ideas can help everyone discover better ways to work.
An organization that can put people's good ideas to use has a powerful competitive edge: continuous improvement.
In this class, participants learn to analyze, develop and present their ideas in a way that helps them win the necessary
support.
(Cost of session includes workbook)

P12417	Apr. 12	8:00a – 12:00p	$105-UHMOUT	Oa UHMOUT CampusCtr rm. 310

INTRODUCTION TO SUPERVISION (ISUP)
This course is for the *blue-collar supervisor* who has not had formal supervisory training. It will cover topics such as:
the responsibilities of supervisors, the management process, delegating and making work assignments, setting
standards and expectations, and measuring and evaluating performance. It will also discuss the problem solving
steps, decision-making steps, the steps in implementing a supervisory decision, and the delegation process.
(2 meetings)

ISUP 0021	Mar. 14 & 21	8:00a – 4:00p	$135-HRD	Oa SOT rm. 1403
ISUP 0022	May 16 & 23	8:00a – 4:00p	$135-HRD	Oa SOT rm. 1403

MANAGING GENERATIONAL CONFLICTS
For the first time in U.S. history, four generations are in the workplace. As more Americans extend their careers, companies are learning how to manage generational conflicts. This workshop will explore each generation (Veterans, Boomers, Gen Xers or Nexters), define key ways to motivate its members, and explore effective strategies for cross-generational communication, leadership, and conflict management. (2 meetings)

131BMST212A   Apr. 15 & 17   8:00a – 12:00p $72 by Apr. 08/After $80   Oa KCC TBA

MOVING FROM CONFLICT TO COLLABORATION
Changes in the workplace are putting new emphasis on the importance of effective collaboration. While collaboration contributes to improved performance, it also can reveal new opportunities for conflict. This class gives participants the skills to turn conflict into opportunities to achieve positive productive results.
(Cost of session includes workbook)

P12415   Mar. 22   8:00a – 12:00p $105-UHMOUT   Oa UHMOUT CampusCtr rm. 310

PERSONAL STRATEGIES FOR NAVIGATING CHANGE
In today's workplace, employees are experiencing tremendous changes in organizational strategies, in the way work gets done, and in the way people work together. These changes present new demands and challenges for every individual in the organization.
This class provides an effective approach to navigating change that people in any organization can use.
(Cost of session includes workbook)

P12416   Mar. 22   1:00p – 5:00p $105-UHMOUT   Oa UHMOUT CampusCtr rm. 310

PROACTIVE LISTENING
Intense competition and rapid change have dramatically expanded the need for information. This need for more, better, faster information cannot be met by technology alone--interpersonal communication also must improve. This class presents a process for listening proactively that helps people communicate more effectively and build the positive relationships they need to achieve personal and organizational goals.
(Cost of session includes workbook)

P12413   Mar. 01   8:00a – 12:00p $105-UHMOUT   Oa UHMOUT CampusCtr rm. 310

SO YOU WANT TO BE A SUPERVISOR? (SYWB)
This course will focus on giving non-supervisory employees interested in moving up to supervisory positions an understanding of what it means to be a supervisor, what a supervisor really does, and the benefits and challenges of being one. (1 meeting)

SYWB 0004   Mar. 07   8:00a – 4:00p $70-HRD   Oa SOT rm. 1403
SYWB 0005   May 09   8:00a – 4:00p $70-HRD   Oa SOT rm. 1403