

2010 training catalog



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Building Marketable Employment Educational Skills, Careers and Professional Development Services in a Diverse Economy

EMPLOYMENT EDUCATION SKILLS ENRICHMENT BUSINESS AND TECHNOLOGY OPPORTUNITIES

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Employment Education Categories	Department Advisors	E-mail Address
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Microsoft Business Intelligence	Terry Ward	terry.ward@workforceskills.org
Network Engineering and System Design	Tony Aiello	taiello@workforceskills.org
Systems Administration and Management	Steve Limperis	slimperis@workforceskills.org
Data System Management and Design	Terry Ward	
Professional/Business Management	Ray Mamerow	
Management Services	Terry Ward	
Adult Learning Tutoring Center/ESL	Sherman Austin	saustin@workforceskills.org
Programming & Application Development	Terry Ward	
Ecommerce Strategies and eStore Development	Terry Ward	
Adult Education/GED Preparatory Classes	Sherman Austin	
Social Networks Development and Open Source	Terry Ward	
Technical and System Development & Services	Eugene House	ehouse@workforceskills.org

Workforce Employment Services

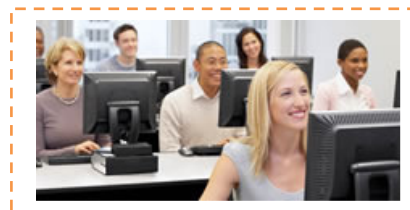


As an *Illinois Worknet Partner*, participants are welcome to utilize the

Illinois Worknet system made available by the State of Illinois. An *Illinois Worknet Advisor* is onsite to assist you in your effort of securing an employment opportunity.

Outsourcing Services

Please call (888) 827-3767 option 2 or ext. 106 or (847) 672-6067 for comprehensive consultation free of charge.



"You are making dreams come true"



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Microsoft Certifications/Business Certificates

☞ Participants will receive a certificate for all workshops, seminars or classes taken during each calendar year. The participant has the option to enter our pre-certification workshops as well.

Participant/Student/Client Eligibility

☞ Participants must be ages 16 years and above in order to eligible for our business and technology workshops, seminars and/or classes.

If a participant of ages 16 through 18 which to attend our training sessions, a letter and/or documentation from the school district must indicate such school departure or termination.



Internship / Externships

☞ All eligible participants will exercise the option of taking part in our Internship/Externship program.

Apprenticeship / Entrepreneurship Programs

☞ All eligible participants will exercise the option of taking part in our Apprenticeship and Entrepreneurship programs.

Employment and Business Workshops/Seminars/Class Levels

☞ Employment Workshops, User Groups, Seminars and Classes are available in *Introduction* through *Advanced* for all interested individual, group or business participants and parties.

Childcare Solution(s)

☞ If childcare assistance is needed during class times, please contact our office.

Employment and Business Workshops/Seminars/Class Availability

▶ Monday through Friday ☉ 9:00 AM – 7:30 PM



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Information Technology Training

Employment Workshops/Seminars/Classes	Code	Duration	Description
► Office Productivity Tools			
Microsoft Access	MSC001	1 Day	You will learn how to create and design databases and forms alike within Access 2007.
Microsoft Excel	MSC003	1 Day	You will learn how to effectively apply the use Excel 2007 in business and review all of its new features for maximum office administration deliveries such as when using pivot tables.
Microsoft Outlook	MSC007	1 Day	You will learn how to electronically collaborate with office personnel through the effective communication features of Outlook 2007.
Microsoft PowerPoint	MSC008	1 Day	You will learn how to effectively apply the use PowerPoint 2007 in business and review all of its new features for maximum office administration deliveries such as your first product or office presentation on new enacted policies.
Microsoft Word	MSC012	1 Day	You will learn how to effectively apply the use Word 2007 in business and review all of its new features for maximum office administration deliveries.
Other	MSCOTH	1 Day	Publisher, InfoPath, Groove and Communicator
► Operating Systems Essentials			
Vista	DI055	1 Day	You will learn many essential tasks in Windows Vista, beginning with the basics of navigating the Windows Vista interface and customizing the desktop. As you progress through this course, you'll graduate from setting basic system customization.
Windows 7	DI057	1 Day	You will learn new features, deployment, security, management tool changes, new networking tools, automating with PowerShell and scripting. Also, you will learn to improve system performance, IPv6 stack & IPv4, security auditing and troubleshooting.
XP	DI058	1 Day	You will learn many essential tasks in Windows XP, beginning with the basics of navigating the Windows XP interface and customizing the desktop. As you progress through this course, you'll graduate from setting basic system customization.

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Employment Workshops/Seminars/Classes	Code	Duration	Description
▶ Operating Systems Essentials			
ASP.NET Programming	ASPNET01	4 Days	You will learn how to design and deploy business and/or web based solutions using Visual Studio.
Classic ASP	C5217	2 Days	You will learn how to manage legacy web technology Classic ASP for millions of existing code designs available across the web.
Introduction to T-SQL, Stored Procedures and Functions	DI054	2 Days	You will learn how to write effective scripts for increased database optimization without causing slow response for production ready database systems.
SQL Cube Development	SQL851	3 Days	You will learn how to design and deploy a CUBE in Visual Studio for client viewing in Analysis Services.
Unix Basics	UX005	1 Day	You will learn concepts in writing Unix based scripts for effective use.
Visual Basic XML	VB452	2 Days	You will learn how to create Visual Basic application using XML technology.
▶ Business Reporting			
Crystal Report Writer	C5219	3 Days	You will develop an understanding of report design concepts and learn how to write effective reports for enterprise and/or local business use.
SQL Server Reporting Services	SQL860	4 Days	You will learn how to design, deploy, manage, render and schedule reports for enterprise use.
▶ Business Intelligence (BI)			
BI Strategies	C5216	2 Days	You will learn strategies on how to implement Business Intelligence within your business or organization.
Visual Studio	MSC011	2 Days	You will learn how Visual Studio is a cost effective way to maintain existing applications and how it targets the latest Microsoft platforms while increasing development productivity. Also, your hands-on labs will help you learn how to use the Visual Studio for design scalability purposes.

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Employment Workshops/Seminars/Classes	Code	Duration	Description
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► **Business Intelligence (BI)**

BI Development Studio	C5215	2 Days	You will learn how to use Business Intelligence Development Studio environment to develop business solutions that include Analysis Services, Integration Services, and Reporting Services projects.
SharePoint	SH010	2 Days	You will learn how to design, implement, setup and manage SharePoint technologies and establish architecture. Also, you will learn how to secure content and communication.

► **Adobe Business Solutions**

Adobe Photoshop	ADOBE08	2 Days	You will learn how to redefine digital imaging with a strong focus on photography, image retouching and how to establish a wide range of workflow and image performance enhancements.
Adobe Contribute	ADOBE02	2 Days	You will learn how to design templates, web publishing designs and use website management tool that integrates authoring, reviewing, and publishing. Also, you will learn how to edit site-associated XML files natively, without opening an XML editor.
Adobe Device Central	ADOBE03	3 Days	You will learn how use Adobe Device Central to design and radically boost the efficiency and productivity of dynamic and engaging interfaces like mobile assets, applications and video content for mobile phones and hand-held consumer electronic devices.
Adobe In-Design	ADOBE07	3 Days	You will learn how to setup, design and deploy rich publishing documents for print and for online viewing.
Adobe Flash	ADOBE05	2 Days	You will learn how to create interactive web pages with rich content for business, personal or organization use.



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Employment Workshops/Seminars/Classes	Code	Duration	Description
Adobe Fireworks	ADOBE04	2 Days	You will be introduced to and how to create optimized and expressive graphics for the web or other devices.
Adobe Acrobat Professional Design Concepts	ADOBE01	2 Days	You will be introduced to concepts that will allow you to collect data across the internet, intranet or extranet using Adobe Acrobat Professional.
Adobe Illustrator	ADOBE06	2 Days	You will learn how to setup, design and deploy rich Illustrator content for publishing.
► Customer Relations Management			
Microsoft Dynamics CRM	MSC002	4 Days	You will learn all aspect of establishing CRM into your business environment which include server, database and application scripting for customization.
HEAT Help Desk CMS	HTF009	2 Days	Manage escalations, design helpdesk interface, configure workflow automation, change processes, and centralize reporting. Business Process Automation (BPAM) and AutoTask modules™
► Message and Collaboration			
Microsoft Exchange Server	MSC004	3 Days	You will learn how to professionally install, setup and configure the Exchange server.
SharePoint	SH010	2 Days	You will learn how to design, implement, setup and manage SharePoint technologies and establish architecture. Also, you will learn how to secure content and communication.
Microsoft Outlook	MSC007	1 Day	You will learn how to electronically collaborate with office personnel through the effective communication features of Outlook 2007.
Microsoft InfoPath	MSC005	1 Day	You will learn how to create and design forms to collect data for business processing within InfoPath 2007.
Lotus Notes	DI062	4 Days	You will learn how to develop a new application and acquire the fundamental skills to develop and modify single database application.

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Employment Workshops/Seminars/Classes	Code	Duration	Description
► Database Solutions			
Microsoft Access	MSC001	1 Day	You will learn how to create and design databases and forms alike within Access 2007.
SQL Server Database Encryption Technology	SQL858	2 Days	You will learn how to create and deploy encryption on SQL database rows, columns and/or tables etc.
SQL Data Mining	SQL852	2 Days	You will develop an understanding and learn how to establish a successful data mining model for business.
SQL Server Analysis Services	SQL855	3 Days	You will learn how to use Analysis Services to create and manage your Data Warehouse and/or cube.
SQL Data Modeling	SQL853	2 Days	You will learn how to design and establish data modeling for effective business.
SQL Server Integration Services	SQL859	3 Days	You will learn how to extract, load and transform corporate data or any business data sources available such as Oracle, SQL Server, Access, Excel and Flat Files etc.
SQL Server Database Administration	SQL856	3 Days	You will learn how to administer and manage SQL databases and use its database tools to keep production at an acceptable level of business operation.
SQL Server Database Design	SQL857	3 Days	You will learn how to design database within SQL Server and manage them effectively.
SQL Optimization and Tuning	SQL854	2 Days	You will learn how to optimize and tune SQL Server standard/enterprise database(s) in order to increase application interface productivity across the organization.
► Ecommerce Solutions			
eCommerce Development and Management	C5221	2 Days	You will understand the concepts and components necessary to develop an effective business online.
eCommerce Site Optimization	C5222	1 Day	You will receive in-depth knowledge of optimizing your business online through available online free and purchased tools.

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Employment Workshops/Seminars/Classes	Code	Duration	Description
► Bookkeeping			
QuickBooks for Non-for-Profits	QB009	2 Days	You will learn how to setup and manage your business finance and use concepts and techniques which that will drive business results for accounting and payroll purposes.
QuickBooks for Home	QB008	2 Days	You will learn how to setup and manage your finances and expenditures for home use for successful financial outcome using QuickBooks concepts and techniques.
► Network/Server Administration			
Lotus Notes Administration	DI061	3 Days	You will be introduced to basic concepts that provide the foundation for Lotus Domino and Lotus Notes. This course is the point of entry to the entire core system administration curriculum.
Microsoft Server Network Administration & Engineering	MSC010	3 Days	You will learn how to professionally install, setup and configure a server and deploy the appropriate business topology.
Microsoft Server 2003 Administration Essentials	MSA001	2 Days	You will learn how to manage day-to-day aspects of a Microsoft Server network topology, active directory and other related devices and protocols. Also, you will learn active directory best practices, unattended backups, troubleshooting, and maintenance.
Microsoft Network Routers and Switches	MSC006	3 Days	You will learn how to plan, setup, and configure network routing and switching. Also, concepts of network routing and switching for better network performance.
► Publication/Graphic Solutions			
Adobe Photoshop	ADOBE08	2 Days	You will learn how to redefine digital imaging with a strong focus on photography, image retouching and how to establish a wide range of workflow and image performance enhancements.
Adobe In-Design	ADOBE07	3 Days	You will learn how to setup, design and deploy rich publishing documents for print and for online viewing.
Xara Extreme	GP789	1 Day	You will learn how to use Xara Xtreme as a performance vector rendering engine when designing and deploying graphics and websites.

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Employment Workshops/Seminars/Classes	Code	Duration	Description
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► **Special Interest**

Application Development	APDEV01	2 Days	You will develop an understanding the components necessary to build an effective and productive application for any business or organization over the internet.
Build Your Own Computer	C5214	2 Days	You will learn how to build a personal computer and understand all components, optical drives and devices involved.
Content Management Systems Overview	C5218	1 Day	You will learn about Content Management Systems available in the marketplace and how they are compared to or meet today's collaborative environments.
CSS Technology and Design	C5220	3 Days	You will learn how to write effective Cascading Style Sheets for optimal web page design.
Effective Business Development Strategic Planning	C5223	2 Days	You will learn aspects of how to plan strategically when developing and maintaining your business.
Home Office Technology Development	C5224	1 Day	You will learn the concepts and steps to be achieved in setting up an effective home base business.
HTML Technology and Design	C5225	3 Days	You will learn how to write effective HTML web pages for effective end user layout and accessibility purposes.
Introduction to Project Management	C5226	2 Days	You will be introduced to project management essentials and apply these essentials as a first completed real-life project.
Introduction to Technology and Development Life-Cycles	C5227	1 Day	You will receive step-by-step instructions on how to implement technology without impacting the bottom-line.
Introduction to Webmaster	DI056	1 Day	You will learn the concepts and responsibilities of a Webmaster. Responsibilities such as website server maintenance, content maintenance, programming and development.
JavaScript Technology and Design	DI059	3 Days	You will learn how to write effective JavaScript for optimal web page design.



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Employment Workshops/Seminars/Classes	Code	Duration	Description
► Special Interest			
Keyboarding Techniques	DI060	1 Day	You will be taught basic keyboarding and introductory typing skills concepts. Instruction includes teaching lesson plans, printable practice worksheets, fingering charts, and elementary exercises. Also, learn proper typing technique, basic typing position.
Network Cable Management and Installation	HW005	1 Day	You will learn how to create and manage network cabling for business and homes alike.
Project Management I	HW006	3 Days	You will learn how to plan a project to ensure successful delivery and stakeholder satisfaction, apply best practices to plan and run projects using a 6-step project management process. Also, you will implement risk management techniques and mitigation
Publication and Marketing Management	HW007	2 Days	You will learn the concepts of publication and marketing management across the internet and its deployment strategies.
Website Design	WD850	3 Days	You will learn design tips and techniques on designing websites including web pages using HTML, CSS and ASP.NET technologies.
Website Optimization	WO411	1 Day	You will be introduced to and produce highly competitive web sites through understanding measures; traffic, speed, conversion rates, sell-through, and most importantly return on your investment search rankings algorithm and performance and more.
Wireless Networks	GP788	1 Day	You will learn how to design, manage, secure, and support an enterprise-class wireless LAN. Also, you will apply a broad range of hands-on configuration and testing exercises. Learn in-depth security principles and troubleshooting techniques.
XML Technology and Design	GP790	2 Days	You will be introduced to basic XML technology concepts and design features, layout and forms.



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Business and Corporate Training

Employment Workshops/Seminars/Classes	Code	Duration	Description
Administrative Support	HR07I	1 Day	Administrative Assistants are a key part of most office environments. They work quietly in the background, ensuring that the business runs smoothly and efficiently. This workshop will give new administrative assistants tools that will make them that person that the office can't live without. Experienced administrative assistants will learn new tools that will make them more efficient and valuable than ever.
Anger Management	HR001	1 Day	Anger can be an incredibly damaging force, costing people their jobs, personal relationships, and even their lives when it gets out of hand. However, since everyone experiences anger, it is important to have constructive approaches to manage it effectively. This workshop will help teach participants how to identify their anger triggers and what to do when their angry.
Assertiveness Training	HR002	1 Day	Assertiveness and self-confidence are comprised of important interpersonal communications skills and traits that can be learned and practiced. This workshop will provide you with many tips, techniques, and opportunities to try out your own skills.
Change Management	HR2C1	1 Day	Change is a constant in many of our lives. All around us, technologies, processes, people, ideas, and methods often change, affecting the way we perform daily tasks and live our lives. This workshop will give any leader tools to implement changes more smoothly and to have those changes better accepted. This workshop will also give all participants an understanding of how change is implemented and some tools for managing their reactions to change.

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Employment Workshops/Seminars/Classes	Code	Duration	Description
Communicating with Difficult People	HR070	1 Day	Communicating with Your Manager offers the student an overview of the information required to identify a difficult manager, approach a difficult manager, and confront difficult manager behavior. The program describes the proper methods to interpret difficult personalities, the various options to cope with a difficult manager, and the appropriate steps to provide unsolicited feedback.
Communication Skills for Emerging Leaders	HR003	1 Day	Good communication skills are essential for every employee at every level. The ability to convey ideas, give and receive feedback, resolve differences and persuade others is as important as technical competence in a job. This course shares the basic communication model, helps employees identify common barriers to effective communication and tailor different communication styles to various personalities.
Communication Strategies	HR03F	1 Day	For the better part of every day, we are communicating to and with others. Whether it's the speech you deliver in the boardroom, the level of attention you give your spouse when they are talking to you, or the look you give the cat, it all means something. This workshop will help participants understand the different methods of communication and how to make the most of each of them.
Conflict Management/Resolution	HR004	1 Day	Wherever two or more people come together, there is bound to be conflict. This course will give participants a seven-step conflict resolution process that they can use and modify to resolve conflict disputes of any size. Participants will also learn crucial conflict management skills, including dealing with anger and using the Agreement Frame.

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Employment Workshops/Seminars/Classes	Code	Duration	Description
CPR/American Heart Association	HR005	1 Day	<p>Can you save a life? In an emergency, when every second is critical, would you know what to do? According to recent statistics sudden cardiac arrest is rapidly becoming the leading cause of death in America. Once the heart ceases to function, a healthy human brain may survive without oxygen for up to 4 minutes without suffering any permanent damage. Unfortunately, a typical EMS response may take 6, 8 or even 10 minutes.</p> <p>It is during those critical minutes that CPR can provide oxygenated blood to the victim's brain and the heart, dramatically increasing his chance of survival. And if properly instructed, almost anyone can learn and perform CPR. AHA Heartsaver courses that are designed for workplace safety training. To ensure quality, Heartsaver courses are delivered through the American Heart Association. Our training center and instructors follow high operational standards, resulting in consistent training for all your employees, even across multiple locations.</p>
Creative Problem Solving	HR006	1 Day	<p>Participants will understand challenges, problems and solve them. They will learn different approaches to people, processes, attitudes and techniques and how to use them.</p>
Critical Thinking Skills	HR023	1 Day	<p>Participants will understand the importance of critical thinking and how it differs from other types of thinking (e.g. memorization) are the first steps to improving business decision making. In this class, participants will be introduced to six critical-thinking skills: interpretation, analysis, inference, explanation, evaluation, and self-regulation.</p>
Customer Relationship Management	HR012	1 Day	<p>Participants will step into the world of CRM with this foundation course in Customer Relationship Management and learn how the practice of effective CRM can not only transform you into a highly successful business professional but also improve your company's bottom line by helping you expand and retain your valuable customer base.</p>



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Employment Workshops/Seminars/Classes	Code	Duration	Description
Cross Cultural Communication and Awareness	HR044	1 Day	We all have an internal list of those we still don't understand, let alone appreciate. We all have biases, even prejudices, toward specific groups. In our workshops we ask people to gather in pairs and think about their hopes and fears in relating to people of a group different from their own. Fears usually include being judged, miscommunication, and patronizing or hurting others unintentionally; hopes are usually the possibility of dialogue, learning something new, developing friendships, and understanding different points of view. After doing this activity hundreds of times, I'm always amazed how similar the lists are. At any moment that we're dealing with people different from ourselves, the likelihood is that they carry a similar list of hopes and fears in their back pocket. This class addresses many of these issues.
Customer driven organizations	HR011	1 Day	<p>Learning Objectives: Understand the vital importance of the customer to any organization.</p> <ul style="list-style-type: none"> • See the value in having excellent customer service for both internal and external customers. • Identify the factors that prevent an organization from maximizing customer value. • Understand how to critically look at the customer service levels and to establish if the organization is truly customer driven. • Identify different customer types and interact appropriately with them.
Employee Motivation	HR076	1 Day	Learning goals are to explain the role of motivation in the workplace. Describe four needs theories of motivation and what motivates individuals. Describe three process theories of motivation, why individuals behave in a certain way and how motivated is aroused and maintained.

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Employment Workshops/Seminars/Classes	Code	Duration	Description
Emotional Intelligence	HR088	1 Day	<p>Today, it is well established that mastering Emotional Intelligence (EI) plays a significant role in an individual's life. A critical number of competencies within EI relate to personal skills which is the subject of this course. Self-awareness and self-analysis can significantly help us to understand why we do what we do and what we can change in ourselves to get more energy, respond better to others and efficiently interact with them and understand them.</p> <p>This course allows students to focus on personal skills using a variety of examples, case studies, example conversations and techniques to master each EI competency. Delegates explore topics such as self-esteem, behavior cycle, positive versus negative thinking, handling fear, motivation, power phrases and so on.</p>
Facilitation Skills	HR05G	1 Day	<p>Facilitation is often referred to as the new cornerstone of management philosophy. With its focus on fairness and creating an easy decision making process, facilitation can help any organization make better decisions. This workshop will give participants an understanding of what facilitation is all about, as well as some tools that they can use to facilitate small meetings.</p>
First Aid	HR045	1 Day	<p>Our Heartsaver First Aid courses, available in either classroom settings are your solution to providing quality first aid training, whatever your company's needs.</p>
Interviewing Skills	HR085	1 Day	<p>This course follows four objectives: To understand the importance of the interview to the organization; to identify the main types of interviews that are employed within the organization, to detail and be able to implement an effective Interview process, to understand the importance and different types of questioning and listening skills, and to identify and be able to avoid biases in interviewing.</p>



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Employment Workshops/Seminars/Classes	Code	Duration	Description
Interpersonal Communication Skills	HR042	1 Day	<p>Participants will learn how they interact with others shapes how they perceive you. This course will improve your interpersonal skills and maximize your success within interpersonal interactions.</p> <p>On completion of this training your participants will understand:</p> <ol style="list-style-type: none"> 1) Identify the main obstacles to the effective use of Interpersonal Skills 2) Understand the nature of the components of the interpersonal process 3) Understand a range of techniques that are required as Interpersonal Skills 4) Use these techniques to build an effective interpersonal process 5) Explain the benefits of having excellent Interpersonal Skills
Leadership and Influence	HR06H	1 Day	<p>There is a major difference between the people who lead our world and leaders. There have been many presidents of the United States, for example, but few were real leaders. (For example, many people would identify Abraham Lincoln as one of those great leaders.)</p> <p>What separates the good from the great? This workshop will explore several different types of leadership theories and show participants how to get on the path of great leadership.</p>
Measuring Results with Training	HR3F1	1 Day	<p>Although we all know that training can have many amazing benefits, sometimes it can be hard to prove those benefits and attach a dollar value to training. Some topics, like sales training or time management, might have direct, tangible benefits. Other topics, like communication or leadership, might have benefits that you can't put a dollar value on. In this course, we will learn about the different ways to evaluate training progress.</p>



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Employment Workshops/Seminars/Classes	Code	Duration	Description
Motivating Employees	HR04F	1 Day	When you think of staff motivation, many things may come to mind: more money, a bigger office, a promotion, or a better quality of life. The truth is, no matter what we offer people, true motivation must come from within. This workshop will give participants several types of tools to become a great motivator, including goal setting and influencing skills. Participants will also learn about five of the most popular motivational models, and how to bring them together to create a custom program.
Personal Productivity	HR08C	1 Day	Most people find that they wish they had more time in a day. This workshop will show participants how to organize their lives and find those hidden moments. Participants will learn how to establish routines, set goals, create an efficient environment, and use time-honored planning and organizational tools to maximize their personal productivity.
Stress Management	HR0SC	1 Day	Positive and negative stress is a constant influence on all of our lives. The trick is to maximize the positive stress and to minimize the negative stress. This workshop will give participants a three-option method for addressing any stressful situation, as well as a toolbox of personal skills.
Stress Management	HR074	1 Day	Managing stress is a key factor of success for everyone. This 1-day course helps all professionals how to identify stressors, understand the impact of moods on stress, how to limit stress to within manageable boundaries, and to respond appropriately to stressful situations.



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Employment Workshops/Seminars/Classes	Code	Duration	Description
Team Building	HR016	1 Day	For a team to achieve its goals, its members must do more than just carry their own weight. They must involve, support, and share information with their teammates. And they must commit to the success of the entire team, not simply their own success. Working as a Team clearly teaches employees the personal, interpersonal, and organizational advantages of working together, whether in teams or work groups.
Time Management	HR97C	1 Day	Personal time management skills are essential for professional success in any workplace. Those able to successfully implement time management strategies are able to control their workload rather than spend each day in a frenzy of activity reacting to crisis after crisis - stress declines and personal productivity soars! These highly effective individuals are able to focus on the tasks with the greatest impact to them and their organization.
Train-the-Trainer	HR90C	1 Day	Just like humankind, trainers take all shapes and sizes. There are professional trainers, people who do a bit of training as part of their job, and people who get tossed into the classroom with little preparation or warning. This train-the-trainer workshop will give all types of trainers' tools to help them create and deliver exciting, engaging, compelling workshops that will keep their trainees coming back for more.
Workplace Diversity Training	HR034	1 Day	By the end of this workshop, you will: <ul style="list-style-type: none"> • Understand what diversity and its related terms mean • Be aware of how aware you are of diversity and where you can improve • Understand how changes in the world have affected you and your view • Be able to identify your stereotypes • Understand what terms are politically correct and which are not, and why • Be familiar with the four cornerstones of diversity • Understand what the pitfalls are relating to diversity and how to avoid them • Develop a technique for dealing with inappropriate behavior

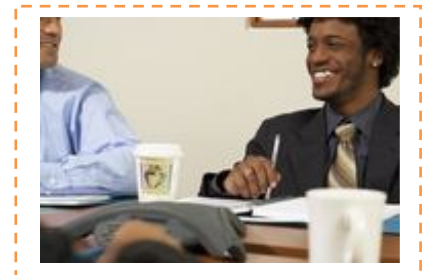


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ESL classes and workshops offer(s) a survival & interactive academic experience involving the student in a myriad of scenarios & activities leading toward an academic liaison with English language.

GED Preparatory Training/Sessions allows instruction that will enhance & improve the subject matter areas necessary to attain a GED diploma. With this goal in mind, each student will experience the requirements of a standardized curriculum.

For workshops, events, conferences and symposiums, go to <http://www.workforceskills.org/workshops.html>



Workshops & Symposiums

[New Workshop](#) • [Event Details and Descriptions](#)

Upcoming Events, Conferences, Symposiums

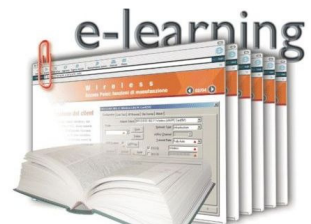
- Registration Closed** Free Software Give-A-Way - 3/30/2010
- Registration Closed** Employment Networking Sessions - 4/14/2010
- Registration Closed** Employment Education Workshop - 4/24/2010
- Registration Closed** Internet Business Planning Explorer Workshop - 5/5/2010
- Registration Closed** Workforce Innovation Symposium - 6/5/2010
- Registration Closed** Technology Explorer Workshop - 6/19/2010
- Opening Soon!** New Business Exploration Workshop - 7/10/2010
- Registration Open** Anti-Poverty Strategy Conference - 7/24/2010
- Registration Open** Business/Technology Leadership Convergence - 8/14/2010
- Registration Open** Youth Business Leadership Summit - 8/28/2010
- Opening Soon!** ePower • Economic Empowerment Alliance - 9/18/2010



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Recycle Your Cell Phone. It's An Easy Call.

PhoneRaiser™ Charity Fundraiser



Old cell phones?

Don't trash or stash them—Recycle!

Did you just get a new cell phone and are wondering what to do with the old one? Rather than adding it to your growing collection of unwanted mobile phones, recycle it! Recycling or donating unwanted cell phones and PDAs has never been easier. Our eCycling program has teamed up with leading cell phone and PDA manufacturers offering thousands of electronics recycling for environmental clean-up purposes.



Why Recycle?

Protect Your Environment: Recycling or donating cell phones helps the environment by saving energy and keeping usable materials out of landfills. Cell phones and PDAs are made of precious metals, copper, and plastics—all of which require energy to mine and manufacture. Recycling not only conserves these materials, but prevents air and water pollution and greenhouse gas emissions.

More than 100 million cell phones are no longer used annually. If we recycled all of them, we would save enough energy to power 18,500 U.S. homes for a year.

Help Others: Donating your working cell phone or PDA also benefits our employment training program and your community environmentally. Cell phones and PDAs must be in good working order. Donate your cell to a worthy charity like our organization.

As a not-for-profit 501(c)(3) organization, WorkforceSkills™ Development Training Centers, Inc., provide workforce technology/business training and development opportunities on a program level ensuring that our underserved and unemployed students are able to compete in today's global marketplace during these economic times. We provide peace of mind during these challenging times for individuals and their families.

Prepare for Recycling

Things to remember:

If you need assistance, please email or call us and we will be more than happy to assist you.

- Terminate your service.
- Clear the phone's memory of stored information.
- Conduct a factory hard reset by following instructions from your wireless carrier or the product manual; or
- Use data erasing tools that are available on the Web.
- Remove your SIM card.

Where to Recycle

Drop off or mail in:
 1920 Sherman Avenue
 North Chicago, Illinois 60064
 9:00 AM - 5:00 PM

(888) 827-3767 option 2 (or extension 106)

customer.care@workforceskills.org

www.workforceskills.org



All donations and contributions are fully tax deductible.



To learn more, go to www.workforceskills.org/fundraisers/PhoneRaiser



Building Marketable Employment Educational Skills, Careers and Professional Development Services in a Diverse Economy



call 2 Rooms

www.workforceskills.org

Start Your Spring Cleaning. It's An Easy Call.

RoomRaiser™ Charity Fundraiser



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Why Spring Clean?

Refresh A Room and Be Refreshed!

Spring cleaning is the period in spring time set aside for cleaning a house, normally applied in climates with a cold winter.

The most common usage of spring cleaning refers to the yearly act of cleaning a house from top to bottom which would take place in the first warm days of the year typically in spring, hence the name. **We can help!**

Organizing, no problem!

Help Others: Assisting us in our fundraising event benefits our employment training program(s) in your your community. Give this organization and opportunity to serve the community through employment training education in technology and business. A worthy charity making dreams come true

Our Organization

About Us:

As a not-for-profit 501(c)(3) registered organization, we have a established the RoomByRoom Housekeeping fundraiser project in order to support the ongoing training efforts of providing workforce skills to those that have been directly impacted by unemployment due to the global economic downturn. In order that we may continue to provide effective and relevant series of training programs, we need your support by allowing us to clean and/or organize one or more 12x12 rooms in your home for a donation of



We are willing to do more!

Contact Us:

(888) 827-3767 option 2 (or extension 106)

customer.care@workforceskills.org

www.workforceskills.org

All donations and contributions are fully tax deductible.



To learn more, go to www.workforceskills.org/fundraisers/RoomRaiser



Building Marketable Employment Educational Skills, Careers and Professional Development Services in a Diverse Economy

Business & Technology Services

We are a 501(c)(3) organization that provide full business and technology services in order to continue to provide employment education and services to our clients at no cost.

You may take advantage of our premier services through our **fee for service** program. A one-time fee for service allows you or your organization the opportunity to increase their ROI and to build existing employee skills in technology and business.

If you are not satisfied within the first day of providing services, all fees for service will be returned. Please note that all business and technology services are fully tax deductible.

You will receive a donation (fee for service) receipt for all services rendered. If we do not provide you with donation receipt prior to your departure or after services have been rendered, you will receive a 10% off your next visit.

Business and Technology Services

SurveyRescue™	Providing Online Customer or Potential Customer Surveys and more
Call Center	Special Events, Sales, Marketing, Customer Services or Support Functions
Web Design/Hosting	Business or Personal Hobbies
Social Networks Setup/Design	Facebook, LinkedIn, Twitter and more
Application Development	Designing prototypes and desktop and internet applications for business
Data Management	SQL Integration Services, Reporting Services, Data Import/Export
Computer Labs	Schools, Churches, Home Offices and Businesses
Desktop Publishing	Graphic designs, business cards, stationery and brochures and more
eCommerce Solutions	eStore Design Solutions for Home Office/Business Products and Services
Desktop Computers	Build and certify new system builds and system troubleshooting
*Purchases available	

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