

## Spring and Summer 2012 Workforce Development Professional Skills Courses

### Business

For questions about any of the following courses, please call 903-988-3731 or e-mail [lwoodson@kilgore.edu](mailto:lwoodson@kilgore.edu)

#### **Accounting and Finance for Non-Financial Managers**

8 hours, \$125

(BMGT 2006 – Specialized Training in General Business and Leadership)

This course places emphasis on the development and use of accounting information to support managerial decision-making processes in manufacturing, service, and for-profit settings. Topics include managing internal controls concerning cost and budgeting; review of profit and loss statements and accepted accounting principles; recognizing and correcting financial problems, and utilizing formulas to determine organizational profitability.

*Kilgore Campus:*

**KC097368.203 113Q**

Mon., April 16

6:00-9:00 p.m., AC

3 weeks

**KC097367.201 113Q**

Fri., May 11

1:00-5:00 p.m., AC

2 weeks

**KC097367.202 114Q**

Fri., Aug. 10

1:00-5:00 p.m., AC

2 weeks

#### **Business Writing and Grammar Skills Update**

8 hours, \$125

(POFT 1004 – Business Writing)

This course is designed for the development of written skills required for producing effective business communication and e-mail in a global environment. Topics include grammar, sentence structure, punctuation, capitalization, spelling, and composition of business letters, memos, and reports. Emphasis will be placed on the practical application of basic language skills including writing and editing for business.

*Kilgore Campus:*

**KC097455.202 112Q**

Tues., Jan. 24

6:00-9:00 p.m., AC

3 weeks

**KC097449.203 113Q**

Fri., May 18

8:00 a.m.-12:00 p.m., AC

2 weeks

**KC097455.204 114Q**

Mon., Aug. 6

6:00-9:00 p.m., AC

3 weeks

#### **Change Management**

8 hours, \$125

(BMGT 1012 – Fundamentals of Management)

This course covers how individuals and organizations can manage change. Topics include the roles of change agents, various stages of the change process, barriers to effective change, internal and external environments and the impact of stakeholders in the change process.

*Kilgore Campus:*

**KC097454.202 113Q**

Fri., Apr. 27

8:00 a.m.-12:00 p.m., AC

2 weeks

**KC097470.203 114Q**

Mon., June 4

6:00-9:00 p.m., AC

3 weeks

### **Cross-Cultural Training for U.S. Business Professionals**

8 hours, \$125

(IBUS 2001 – International Business Communications)

This Command Spanish® course is intended for international executives, sales representatives, import/export representatives, marketing personnel, office personnel, financial/accounting staff, and corporate lawyers. It addresses cross-cultural related issues that are absolutely essential for successfully conducting business in Latin America. **Training manual provided.**

*Kilgore Campus:*

**KC093004.200 113Q**

Thurs., Mar. 29

6:00-9:00 p.m., AC

3 weeks

**Registration deadline: March 19, 2012.**

**KC093005.201 114Q**

Fri., June 1

8:00 a.m.-12:00 p.m., AC

2 weeks

**Registration deadline: June 21, 2012.**

### **Empowerment Through Delegation**

8 hours, \$125

(BMGT 1003 – Delegation)

This course focuses on the concepts of delegation and the development of employee teams. Topics include effective delegation, fostering empowerment in employees, and types of authority.

*Kilgore Campus:*

**KC097464.200 113Q**

Fri., Mar. 2

8:00 a.m.-12:00 p.m., AC

2 weeks

**KC097463.201 113Q**

Thurs., Apr. 26

6:00-9:00 p.m., AC

3 weeks

### **Managing Conflict in the Workplace**

8 hours, \$125

(BMGT 1010 – Introduction to Supervision)

This course focuses on the skills necessary to manage disagreement constructively, how to deal with difficult people in difficult situations, and how to get employees to work together productively.

*Kilgore Campus:*

**KC097468.204 112Q**

Mon., Feb. 13

6:00-9:00 p.m., AC

3 weeks

**KC097469.205 114Q**

Fri., June 15

8:00 a.m.-12:00 p.m., AC

2 weeks

### **Managing Different Generations**

8 hours, \$125

(BGMT 1012 – Fundamentals of Management)

This course covers management functions focusing on diversity in the workplace, colliding generations, communicating with fellow employees, listening, and courtesy.

*Kilgore Campus:*

**KC097467.204 112Q**

Mon., Jan. 23

6:00-9:00 p.m., AC

3 weeks

**KC097467.205 114Q**

Thurs., May 24

6:00-9:00 p.m., AC

3 weeks

**KC097451.206 114Q**

Fri., July 13

8:00 a.m.-12:00 p.m., AC

2 weeks

### **Project Management**

18 hours, \$225

(ITSC 1018 – Introduction to Project Management Software)

This course places emphasis on the use of project management software for developing a project plan including timelines, milestones, scheduling, life cycle phases, management frameworks, skills, processes, and tools.

*Kilgore Campus:*

**KC097325.202 113Q**

Mon., Mar. 5

5:30-9:30 p.m., AC

5 weeks

**KC202228.203 114Q**

Tues., June 5

6:30-9:30 p.m., AC

6 weeks

### **Spanish for the Workplace**

24 hours, \$175

(FRNL 1001 – Occupational Specific Foreign Language)

This Command Spanish® course is intended for non-Spanish supervisors in the workplace who would like to communicate with their Spanish-speaking employees. Upon completion, participants will be able to use Spanish to do some or all of the following: compliment employees; discuss employment issues including hiring and dismissal; discuss time and schedule issues; discuss work rules and regulations; respond to medical emergencies; and address safety issues. Class limit: 20. **No prior knowledge of Spanish necessary. Training manual provided. Registration deadline:**

**Mar. 27, 2012.**

*Kilgore Campus:*

**KC127092.207 113Q**

Tues., Apr. 10

6:30-9:30 p.m., AC

8 weeks

### **Speedwriting for the Business Professional I**

15 hours, \$150

(BMGT 2006 – Specialized Training in General Business and Leadership)

This course offers an easy abbreviated writing system which helps improve performance in note taking for producing minutes of meetings. Participants learn to use letters of the alphabet, abbreviations, and other shortcuts to write faster.

*Kilgore Campus:*

**KC077062.210 112Q**

Tues., Feb. 7

6:00-9:00 p.m., AC

5 weeks

### **Speedwriting for the Business Professional II**

15 hours, \$150

(BMGT 2006 – Specialized Training in General Business and Leadership)

Speedwriting II places emphasis on the speed of note taking and transcription of notes to produce accurate minutes and documents for written distribution. **Prerequisite: A student must have previously completed Speedwriting for the**

**Business Professional I.**

*Kilgore Campus:*

**KC077065.211 113Q**

Tues., Mar. 20

6:00-9:00 p.m., AC

5 weeks

### **Stress Management – Balancing Your Personal and Professional Life**

8 hours, \$125

(BMGT 2006 – Specialized Training in General Business and Leadership)

This course covers organizational techniques that individuals can use to manage their time and reduce stress at work. Emphasis will be placed on stress reduction strategies that can be utilized to assist individuals in developing a balanced approach to personal and professional happiness.

*Kilgore Campus:*

**KC097466.204 113Q**

Fri., Mar. 23

8:00 a.m.-12:00 p.m., AC

2 weeks

**KC097465.205 113Q**

Tues., May 1

6:00-9:00 p.m., AC

3 weeks

**KC097465.206 114Q**

Thurs., July 19

6:00-9:00 p.m., AC

3 weeks

### **Supervisor's Survival Kit**

8 hours, \$125

(BMGT 1010 – Introduction to Supervision)

This course is designed for individuals new to first-line supervision. The performance of basic supervisory, decision making, and problem solving tasks will be discussed. Topics include performance skills, common problems and effective solution strategies. Emphasis will be placed on effectively fulfilling technical, administrative, and employee relation roles, quality improvement, cost reduction, increasing productivity and harmonizing human relations.

*Kilgore Campus:*

**KC097456.206 112Q**

Thurs., Feb. 9

6:00-9:00 p.m., AC

3 weeks

**KC097450.207 113Q**

Fri., Apr. 13

8:00 a.m.-12:00 p.m., AC

2 weeks

### **Time Management & Organization Skills**

8 hours, \$125

(BMGT 1012 – Fundamentals of Management)

This course is designed to provide the tools and techniques to organize, time, space, and information.

*Kilgore Campus:*

**KC097458.207 112Q**

Fri., Feb. 3

8:00 a.m.-12:00 p.m., AC

2 weeks

**KC097457.208 113Q**

Mon., May 7

6:00-9:00 p.m., AC

3 weeks

### **Understanding Financial Operations**

8 hours, \$125

(BMGT 2006 – Specialized Training in General Business and Leadership)

This course provides an understanding of the processes and procedures used when planning, executing, and assessing efforts to integrate financial operations within an organization. It provides the fundamental principles and techniques related to financial operations.

*Kilgore Campus:*

**KC097461.207 112Q**

Fri., Feb. 17

8:00 a.m.-12:00 p.m., AC

2 weeks

**KC097460.208 114Q**

Thurs., June 14

6:00-9:00 p.m., AC

3 weeks

**KC097460.209 114Q**

Mon., July 9

6:00-9:00 p.m., AC

3 weeks



# WORKFORCE

## DEVELOPMENT

A PROGRAM OF KILGORE COLLEGE

SPRING & SUMMER 2012

### BUSINESS COURSES

*ENHANCE YOUR PROFESSIONAL PERFORMANCE, JOB SKILLS, KNOWLEDGE & ABILITIES*  
*Classes meet at the Bert E. Woodruff Adult Education Center, Kilgore Campus*

#### **Accounting and Finance for Non-Financial Managers**

8 hrs, \$125  
3 wks / Mon / Apr. 16-30 / 6-9 pm  
2 wks / Fri / May 11-18 / 1-5 pm  
2 wks / Fri / Aug. 10-17 / 1-5 pm

#### **Managing Different Generations**

8 hrs, \$125  
3 wks / Tues / Jan. 23-Feb 6 / 6-9 pm  
3 wks / Thurs / May 24-June 7 / 6-9 pm  
2 wks / Fri / July 13-20 / 8 am-12 pm

#### **Managing Conflict in the Workplace**

8 hrs, \$125  
3 wks / Mon / Feb. 13-27 / 6-9 pm  
2 wks / Fri / June 15-22 / 8 am-12 pm

#### **Project Management**

18 hours, \$225  
5 wks / Mon / Mar. 5-Apr 9 / 5:30-9:30 pm  
6 wks / Tues / June 5-July 10 / 6:30-9:30 pm

#### **Stress Management – Balancing Your Personal and Professional Life**

8 hours, \$125  
2 wks / Fri / Mar. 23-30 / 8 am-12 pm  
3 wks / Tues / May 1-15 / 6-9 pm  
3 wks / Thurs / July 19-Aug 2 / 6-9 pm

#### **Business Writing and Grammar Skills Update**

8 hrs, \$125  
3 wks / Tues / Jan 24-Feb 7 / 6-9 pm  
2 wks / Fri / May 18-25 / 8 am-12 pm  
3 wks / Mon / Aug 6-20 / 6-9 pm

#### **Change Management**

8 hrs, \$125  
2 wks / Fri / Apr 27-May 4 / 8 am-12 pm  
3 wks / Mon / June 4-18 / 6-9 pm

#### **Cross-Cultural Training for U.S. Business Professionals**

8 hrs, \$125  
3 wks / Thurs/ March 29-Apr 12 / 6-9 pm  
Registration deadline: March 19  
2 wks / Fri/ June 1-8 / 8 am-12 pm  
Registration deadline: May 21

#### **Empowerment Through Delegation**

8 hrs, \$125  
2 wks / Fri / March 2-9 / 8 am-12 pm  
3 wks / Thurs / Apr 26-May10 / 6-9 pm

#### **Spanish for the Workplace**

12 hrs, \$175  
8 wks / Tues / Apr 10-May 29 / 6:30-9:30 pm

#### **Speedwriting for Professionals I**

15 hrs, \$150  
5 wks / Tues / Feb 7-March 6 / 6-9 pm

#### **Speedwriting for Professionals II**

15 hrs, \$150  
5 wks / Tues / March 20-Apr 17 / 6-9 pm

#### **Supervisor's Survival Kit**

8 hrs, \$125  
3 wks / Thurs / Feb 9-23 / 6-9 pm  
2 wks / Fri / Apr 13-20 / 8 am-12 pm

#### **Time Management and Organizational Skills**

8 hrs, \$125  
2 wks / Fri / Feb 3-10 / 8 am-12 pm  
3 wks / Mon / May 7-21 / 6-9 pm

#### **Understanding Financial Operations**

8 hrs, \$125  
2 wks / Fri / Feb 17-24 / 8 am-12 pm  
3 wks / Thurs / June 14-28 / 6-9 pm  
3 wks / Mon / July 9-23 / 6-9 pm

**ON-SITE TRAINING IS AVAILABLE FOR THESE COURSES AT YOUR PLACE OF BUSINESS.**  
Contact: Lauri Woodson phone: 903-988-3731 e-mail: lwoodson@kilgore.edu

Detailed Course Descriptions are available at  
<http://www.kilgore.edu/workforce.asp>

# WORKFORCE DEVELOPMENT

A PROGRAM OF KILGORE COLLEGE

SPRING & SUMMER 2012

## BUSINESS COURSES-EMPHASIS HR

FOR ALL MANAGERS

TO ENHANCE PROFESSIONAL KNOWLEDGE AND ENCOURAGE IMPROVED PERFORMANCE IN OTHERS.

*Classes meet at the Bert E. Woodruff Adult Education Center, Kilgore Campus*

### NOT JUST HR

In today's business environment, any manager who supervises other employees needs to know the basics of human resources management. Kilgore College's Workforce Development Department offers courses applicable to all managers and supervisors. The courses also offer opportunities for HR professionals to refresh and enhance skills.

#### Spanish for Human Resources

24 hrs, \$175

8 wks / Mon / Feb 6-Apr 12 / 6:30-9:30 pm

Registration deadline: Jan. 20, 2012

*Command Spanish, Inc. ® focuses on key phrases needed to communicate effectively with a Spanish-speaking employee. No prior knowledge of Spanish is required. A training manual is provided and the class limit is 18.*

#### Employment Law for Supervisors

12 hrs, \$225

4 wks / Mon / May 7-June 4 / 6:30-9:30 pm

3 wks / Fri / July 20-Aug 3 / 8 am-12 pm

*All managers should be up-to-date on legal issues related to employment practices. Supervisors need the broad view on how to interact and conduct themselves with those they manage.*

#### Diversity in the Workplace

8 hrs, \$125

2 wks / Fri / March 23-30 / 8 am-12 pm

3 wks / Thurs / May 3-17 / 6:30-9:30 pm

3 wks / Mon / July 16-30 / 6:30-9:30 pm

*Improve business interaction and avoid discrimination by recognizing that bias and stereotyping negatively impact job performance and organizational effectiveness.*

#### Interviewing Skills

8 hrs, \$125

2 wks / Fri / Mar 2-9 / 8 am-12 pm

3 wks / Tues / Apr 10-24 / 6:30-9:30 pm

2 wks / Tues / June 5-12 / 8 am-12 pm

*Supervisors at all levels are often called upon to interview potential employees. Students will learn the basics of behavioral -based interviewing techniques which identify job-related competencies.*

**ON-SITE TRAINING IS AVAILABLE FOR THESE COURSES AT YOUR PLACE OF BUSINESS.**

Contact: Brenda Brown  
phone: 903-983-8288  
e-mail: [bjbrown@kilgore.edu](mailto:bjbrown@kilgore.edu)

Detailed Course Descriptions are available at  
<http://www.kilgore.edu/workforce.asp>

# WORKFORCE DEVELOPMENT

A PROGRAM OF KILGORE COLLEGE

FREE INFORMATION SESSION  
THURSDAY, JANUARY 19, 2012, 6:30 P.M.  
Bert E. Woodruff Adult Education Center, Kilgore Campus

## SPRING & SUMMER 2012 Business Leadership Skills Certificate

This 144 hour Marketable Skills Certificate consists of 8 courses available in Spring-Summer 2012. Each class is 18 hours, costs \$125, and meets at the Bert E. Woodruff Adult Education Center, Kilgore Campus

### **Communication Skills for Managers & Supervisors**

6 wks/ Mon / Jan 30-March 5 / 6:30-9:30 pm  
4 wks / Sat / Feb 4-25 / 8 am-12:30 pm

### **Leadership Skills for Managers & Supervisors**

6 wks/ Tues / Jan 31-March 6 / 6:30-9:30 pm  
4 wks / Sat / Mar 3-31 / 8 am-12:30 pm

### **Performance Management Skills**

6 wks/ Wed / Feb 1-Mar 7 / 6:30-9:30 pm  
4 wks / Sat / Apr 14-May 5 / 8 am-12:30 pm

### **Professional Business Speaking Skills**

6 wks/ Thurs / Feb 2-Mar 8 / 6:30-9:30 pm  
4 wks / Sat / May 12-June 9 / 8 am-12:30 pm

### **Quality Customer Service**

6 wks/ Mon / Mar 19-Apr 23 / 6:30-9:30 pm  
4 wks / Sat / June 16-July 7 / 8 am-12:30 pm

### **Team Building in the Workplace**

6 wks/ Tues / Mar 20-Apr 24 / 6:30-9:30 pm  
4 wks / Sat / July 14-Aug 4 / 8 am-12:30 pm

### **Workplace Critical Thinking & Problem Solving**

6 wks/ Wed / Mar 21-Apr 25 / 6:30-9:30 pm  
4 wks / Sat / Aug 11- Sept 8 / 8 am-12:30 pm

### **Workplace Issues for Managers & Supervisors**

6 wks/ Thurs / March 22-Apr 26 / 6:30-9:30 pm

**Improve your workforce.**

*Improve yourself!*

### **WEEKEND WARRIOR SATURDAYS**

Take classes without interrupting your work week by enrolling for Saturday classes. They meet four weeks from 8 am to 12:30 pm.

### **Communication Skills for Managers & Supervisors**

Saturday, Feb 4-25

### **Leadership Skills for Managers & Supervisors**

Saturday, March 3-31

### **Performance Management Skills**

Saturday, April 14-May 5

### **Professional Business Speaking Skills**

Saturday, May 12-June 9

### **Quality Customer Service**

Saturday, June 16-July 7

### **Team Building in the Workplace**

Saturday, July 14-Aug 4

### **Workplace Critical Thinking & Problem Solving**

Saturday, Aug 11-Sept 8

Detailed course descriptions are available at  
<http://www.kilgore.edu/workforce.asp>

Contact: Lauri Woodson  
Phone: 903-988-3731  
Fax: 903-988-7506  
e-mail: [lwoodson@kilgore.edu](mailto:lwoodson@kilgore.edu)

**On-site training is available for these courses at your place of business.**