

Fall 2009 Workforce Development Professional Skills Courses

Business

Accounting and Finance for Non-Financial Managers

8 hours, \$149

(BMGT 1091 – Special Topics in Business Administration and Management, General)

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, analyzing profit and loss statements, recognizing and correcting financial problems, and utilizing formulas to determine organizational profitability. **Textbook required.**

Kilgore Campus:

KC097367.300 091Q Fri., Sept. 11
8:00 a.m. – 12:00 p.m., AC211
2 weeks

KC097367.301 091Q Fri., Oct. 16
8:00 a.m. – 12:00 p.m., AC211
2 weeks

Business Leadership Skills Certificate



Business Leadership Skills Certificate Information Session

You are invited to a free information session to learn about the Business Leadership Skills Certificate offered by Kilgore College. You'll meet the instructors, review the course materials, and get your questions answered. Most importantly you will find out how these programs can assist you with your career objectives, all without cost or obligation. ***For reservations or for more information, please call (903) 983-8288.***

Date: August 6, 2009.

Time: 6:30 p.m.

Place: AC211

The following courses can be taken individually or as a certificate. For more information about this certificate and other training options, please call 903-983-8288.

Quality Customer Service

6 weeks, 18 hours, \$125

(BUSG 1005 – Introduction to Customer Service)

This course covers the supervisor's role in the customer service process. Topics include dealing with angry customers, effectively handling customer complaints, and how to develop a quality customer environment in the workplace.

Kilgore Campus:

KC097307.300 091Q Mon., Aug. 24
6:30-9:30 p.m., AC

Communication Skills for Managers and Supervisors

6 weeks, 18 hours, \$125

(BMGT 1022 – Communication Skills for Managers)

This course covers those communication skills essential for supervisors and managers in today's workplace. Topics include communication styles, listening, and effective verbal and non-verbal communication skills as they relate to individuals and groups in the business environment.

Kilgore Campus:

KC097319.300 091Q Tues., Aug. 25
6:30-9:30 p.m., AC

Workplace Critical Thinking and Problem Solving

6 weeks, 18 hours, \$125

(BMGT 1004 – Workplace Critical Thinking and Problem Solving)

This course emphasizes structured approaches to critical thinking and problem solving in the workplace. Emphasis will be placed on interpreting data for effective problem solving, recommending corrective action, critical thinking and problem-solving theories, and methods to improve productivity and profitability.

Kilgore Campus:

KC097347.300 091Q Wed., Aug 26
6:30-9:30 p.m., AC

Leadership Skills for Managers and Supervisors

6 weeks, 18 hours, \$125

(BMGT 1020 – Leadership Skills for Supervisors/Managers)

This course is an overview of the necessary leadership skills required of supervisors and managers in today's workplace. Emphasis will be placed on the role and function of a leader, organizing time, space and information, understanding motivation and behavior, and developing your own leadership style.

Kilgore Campus:

KC097311.300 091Q Thur., Aug. 27
6:30-9:30 p.m., AC

Team Building in the Workplace

6 weeks, 18 hours, \$125

(BMGT 1019 – Team Building in the Workplace)

This course covers the basic principles of building and sustaining teams in organizations. Topics include team dynamics, process improvement, trust and collaboration, group dynamics, the role of the individual in a team, and leadership in the workings of a team.

Kilgore Campus:

KC097348.300 091Q Mon., Oct. 12
6:30-9:30 p.m., AC

Performance Management Skills

6 weeks, 18 hours, \$125

(BMGT 1011 – Employee Performance Review)

This course is designed to present the knowledge, skills and processes required for effective human performance with emphasis on the information and competencies required for leaders who are (or soon will be) in a supervisory or management position. Topics covered include setting performance goals, developing, coaching, and assisting employees, conducting performance appraisals, and handling performance problems.

Kilgore Campus:

KC097310.300 091Q Tues., Oct. 13
6:30-9:30 p.m., AC

Professional Business Speaking Skills

6 weeks, 18 hours, \$125

(POFT 1002 – Business Speaking Skills)

This course covers effective techniques to improve presentation and public speaking skills. Topics include content, voice, body language, and use of visual aids. Emphasis will be placed on how to improve listeners' retention and eye contact when making business presentations.

Kilgore Campus:

KC097330.300 091Q Wed., Oct. 14
6:30-9:30 p.m., AC

Workplace Issues for Managers and Supervisors

6 weeks, 18 hours, \$125

(BMGT 1010 – Introduction to Supervision)

This course is designed to present the knowledge, skills and processes required to effectively address today's workplace issues legally, productively, and with human sensitivity. Topics include managing workplace diversity, preventing workplace violence and harassment, employment law for leaders, and stress and coping in today's evolving workplace.

Kilgore Campus:

KC097351.300 091Q Thur., Oct. 15
6:30-9:30 p.m., AC

Command Spanish®



Spanish for the Physician's Office

8 weeks, 24 hours, \$175

(SPNL 1001 – Health Care Spanish)

This Command Spanish® is designed for receptionists, office managers, support staff, nurses, lab technicians, and physicians. Upon successful completion, participants will be able to use Spanish to: engage in office etiquette and protocols; register a patient; explain payment options; obtain patient's history; determine patient's chief complaint; obtain vital signs; assess a patient's condition; explain diagnosis; explain treatment provided by the physician; explain workups and other procedures; give discharge information and follow-up instructions. **No prior knowledge of Spanish necessary. Training manual provided.** Class limit: 20. **Registration deadline: Aug. 14, 2009.**

Kilgore Campus:

KC127035.301 091Q Mon., Aug. 24
6:30-9:30 p.m., AC

Spanish for Requesting Personal Information and Data

8 weeks, 24 hours, \$175

(FRNL 1001 – Occupational Specific Foreign Language)

This Command Spanish® course is intended for non-Spanish-speaking employees of various government offices, social services, utility companies, financial institutions, billing departments, and service establishments to assist in obtaining basic information from Spanish-speaking customers and/or clientele. **No prior knowledge of Spanish necessary. Training manual provided.** Class limit: 20. **Registration deadline: Aug 14, 2009.**

KC-Longview Campus:

KC127063.301 091Q Wed., Aug. 26
6:30-9:20 p.m., LV

Spanish for Human Resources

8 weeks, 24 hours, \$175

(FRNL 1001 – Occupational Specific Foreign Language)

This Command Spanish® training program is intended for anyone involved in human resources. Upon completion, participants will be able to use Spanish to do some or all of the following: welcome and receive potential and actual employees; conduct a basic, initial job interview; fill out new employee paperwork, including W-2s and insurance forms; orient new hires to basic workplace rules; professionally conduct employee evaluations and corrective action plans; and appropriately dismiss or lay off employees. **No prior knowledge of Spanish necessary. Training manual provided.** Class limit: 20.

Registration deadline: Aug. 14, 2009.

Kilgore Campus:

KC127102.302 091Q Thur., Aug 27
6:30-9:30 p.m., AC

Spanish for Banking

6 weeks, 16 hours, \$100

(FRNL 1001 – Occupational Specific Foreign Language)

This Command Spanish® training program prepares non-Spanish-speaking employees of banks, credit unions and savings & loan institutions to use Spanish language skills to enhance their ability to work with their Spanish-speaking clients in conducting routine financial transactions. Upon completion, participants will be able to use Spanish to do some or all of the following: greet customers and clients; express and receive dollar amounts and dates; cash checks; assist with deposits and withdrawals; change currency; sell money orders, certified checks, and traveler's checks; verify identification; and obtain basic personal information. **No prior knowledge of Spanish necessary. Training manual provided.** Enrollment limited. **Registration deadline: Oct. 5, 2009.**

Kilgore Campus:

KC127072.303 091Q Thur., Oct. 15
6:30-9:30 p.m., AC

Spanish for Office Professionals

8 weeks, 24 hours, \$175

(FRNL 1001 – Occupational Specific Foreign Language)

This course is intended for non-Spanish speaking office secretaries, receptionists, medical secretaries, and school secretaries who need to assist their Spanish-speaking customers and clients. Upon completion, participants will be able to use Spanish to: greet customers and clients; make appointments; gather personal data; receive and make calls; handle payments, returns, and refunds; assist walk-in customers and clients; and deal with disgruntled clients. **No prior knowledge of Spanish necessary. Training manual provided.** Enrollment limited to 20 participants. **Registration deadline: Oct. 9, 2009**

Kilgore Campus:

KC127039.304 091Q Tues., Oct. 20
6:30-9:30 p.m., AC

Spanish for Apartment Management

6 weeks, 18 hours, \$150

(FRNL 1001 – Occupational Specific Foreign Language)

This Command Spanish® training program prepares non-Spanish-speaking apartment owners and managers, and others involved in the apartment rental process to use Spanish language skills to enhance their ability to work professionally with their Spanish-speaking clients. Upon completion, participants will be able to use Spanish to do some or all of the following: welcome and receive potential apartment tenants; discuss general rental issues; explain apartment policies; collect information about the tenant; complete information needed for a background check on potential tenants; and monitor the departure process. **No prior knowledge of Spanish necessary. Training manual provided.** Class limit: 20.

Registration deadline: Oct. 12, 2009.

KC-Longview:

KC127097.305 091Q Wed., Oct. 21
6:30-9:20 p.m., LV

Commercial Driving

Please check our website for upcoming classes:

<http://www.kilgore.edu/cdl.asp>

Electric Power Technology Certificate

Registration deadline: Aug. 17

**Mandatory orientation for registered students:
August 21, 9:00-11:00 a.m., Henderson-RCEC**

First class day: Aug. 24

Graduation: Oct. 30

Fundamentals of Electricity

1 week, 48 hours, \$350

(ELPT 1019 – Fundamentals of Electricity I)

This course is an introduction to the electrical theory and concepts found in basic electrical systems encountered by lineworkers. Topics include transmission fundamentals, distribution characteristics and nomenclature, and applied electrical mathematical calculations.

Henderson:

KC477053.300 084Q Mon.-Fri., Aug. 24
8:00 a.m. – 6:00 p.m.

Climbing Skills I

1 week, 48 hours, \$350

(LNWK 1011 – Climbing Skills)

This course is an introduction to the theory and applications of pole climbing. Topics include safety, climbing techniques, tool and pole inspection, pole top rescue, rigging, and fall protection devices.

Henderson – RCEC:

KC477045.300 091Q Mon.-Fri., Aug. 31
8:00 a.m. – 6:00 p.m.

Effective Communications Skills

1 week, 24 hours, \$200

(POFT 1020 – Communications Skills for Business and Industry)

This course is a study of the written and speaking skills applicable to the duties and responsibilities of a lineworker. Topics include proper written communication skills, grammar, sentence structure, punctuation, capitalization, spelling, correct content and tone for e-mail communication, and rules for clear and concise telephone conversations.

Henderson:

KC097401.300 091Q Tues.-Fri., Sept. 8
8:00 a.m. – 2:00 p.m.

Electrical Safety and Tools

1 week, 48 hours, \$350

(ELPT 1021 – Electrical Safety and Tools)

This course covers lineworker safety rules and regulations. Topics include the selection, inspection, use, and maintenance of common tools used by lineworkers.

Henderson:

KC477052.300 091Q Mon.-Fri., Sept. 14
8:00 a.m. – 6:00 p.m.

Climbing Skills II

1 week, 15 hours, \$225

(LNWK 1011 – Climbing Skills)

This course is continuation of the theory and applications of pole climbing. Topics include safety, climbing techniques, tool and pole inspection, pole top rescue, rigging, and fall protection devices.

Henderson:

KC477059.301 091Q Mon.-Fri., Sept. 21
8:00 a.m. – 12:00 p.m.

Utility Vehicle Operations

1 week, 16 hours, \$175

(CVOP 2001 – Federal Motor Carrier Safety Regulations)

This course is an overview of Federal Motor Carrier Safety Regulations and their application to the commercial vehicle operator. Topics include driver's record of status, physical requirements, drug and/or alcohol testing, safety requirements of equipment, and defensive driving.

Henderson:

KC557140.300 091Q Mon.-Fri., Sept. 28
8:00 a.m. – 12:00 p.m.

Safety Regulations

1 week, 48 hours, \$350

(OSHT 1001 – Introduction to Safety and Health)

This course introduces basic concepts of safety and health. Topics include general OSHA compliance safety training certification and 1910.269.

Henderson:

KC499627.300 091Q Mon.-Fri., Oct. 5
8:00 a.m. – 6:00 p.m.

Live Line Safety

1 week, 48 hours, \$350

(LNWK 1091 – Special Topics in Lineworker)

This is a study of cover-up procedures and safety requirements for work on energized electrical circuits. Topics include use and care of insulating equipment and tools, minimum approach distances, nominal voltage recognition, system protection and operation basics, and equipment operation.

Henderson:

KC477044.300 091Q Mon.-Fri., Oct 12
8:00 a.m. – 6:00 p.m.

Computer Applications for Lineworkers

1 week, 16 hours, \$175

(ITSW 1058 – Specialized Computer Applications)

This course is an overview of the basic computer operations used by lineworkers in the electrical industry. Topics include application software, functions, document formatting, directories, disk drives, and folder icons.

Kilgore Campus:

KC077078.300 091Q Mon.-Thur., Oct. 19
8:30 a.m. – 12:30 p.m.

Distribution Operations

1 week, 48 hours, \$350

(LNWK 1041 – Distribution Operations)

This course is a study of the theoretical and practical operation of electric utility distribution systems. Topics include the basics of single phase transformers, regulators, reclosers, capacitors, fusing, and overhead and underground distribution systems.

Henderson:

KC477043.300 091Q Mon.-Fri., Oct. 26
8:00 a.m. – 6:00 p.m.

Electrical

Electrician Exam Review

6 weeks, 36 hours, \$325

(ELPT 2001 – Journeyman Electrician Exam Review)

This course prepares individuals for journeyman, maintenance, and master electrician licensure with emphasis on electrical theory, calculations, wiring methods, and the National Electric Code (NEC).

Textbook required.

Kilgore Campus:

KC477031.300 091Q Tues./Thur., Sept. 1
6:30-9:30 p.m., AC220

Residential Wiring I

8 weeks, 64 hours, \$450

(ELPT 1029 – Residential Wiring)

This hands-on course covers wiring methods used for single family, two family, and multi-family dwellings. Topics include computation of circuit sizes needed for the installation of branch circuits, feeders, and service entrance conductors, proper installation of wiring devices according to electrical codes, grounding methods, installation of ground fault circuits, and residential wiring methods. Emphasis will be placed on safety requirements. **Textbook required.**

Kilgore Campus:

KC477029.300 091Q Mon./Wed., Sept. 28
6:00-10:00 p.m., AC220

Human Resources



SHRM® Information Session

You are invited to a free information session to learn more about the Society for Human Resource Management (SHRM®) programs offered by Kilgore College. You'll meet the instructors, review the materials, and get your questions answered. Most importantly, you'll find out how these programs can assist you with your career objectives, all without cost or obligation. *For reservations or for more information, please call 903-983-8288.*

Date: Tuesday, August 4

Time: 6:30 p.m.

Place: Bert E. Woodruff Adult Education Center in Kilgore – Room 211

Essentials of Human Resource Management Certificate

6 weeks, 18 hours, \$475

(HRPO 1000 – Understanding the Human Resource Function)

This Society of Human Resource Management® (SHRM) program is considered an entry-level human resource course. Topics covered include employment law in your workplace, effective recruitment and selection techniques, basics of compensation and benefits, orienting and training your employees, and ensuring quality performance. This course is designed specifically for individuals new to the human resource field or individuals that have some human resource responsibilities in addition to their regular job duties. **SHRM training materials included. Registration deadline: Aug. 25, 2009.**

Kilgore Campus:

KC090508.300 091Q Tues., Sept. 8
6:30-9:30 p.m., AC211

SHRM® Learning System

12 weeks, 36 hours, \$925

(HRPO 2030 – Human Resource Certification Test Preparation)

This Society of Human Resource Management® (SHRM) program is designed primarily as a certification preparation course for the Human Resource Certification Institute (HRCI) examinations. Topics include strategic management, workforce planning and employment, human resource development, compensation and benefits, employee and labor relations, human resource development, and occupational health, safety, and security. This course is recommended for individuals who have worked in exempt-level human resource positions for at least two years. **SHRM training materials included.**

Registration deadline: Sept. 1, 2009.

Kilgore Campus:

KC090509.300 091Q Mon., Sept. 14
6:30-9:30 p.m., AC211

Industrial Electrical Technology Certificate

Industrial Electrical Technology Certificate Information Session

You are invited to a free information session to learn more about the Industrial Electrical Technology Certificate and other electrical courses offered by Kilgore College. You'll meet the instructors, review the course materials, and get your questions answered. Most importantly, you'll find out how these programs can assist you with your career objectives, all without cost or obligation.

For reservations or for more information, please call 903-983-8288.

Date: Monday, August 3, 2009

Time: 6:30 p.m.

Place: Bert E. Woodruff Adult Education Center in Kilgore – Room 220

Industrial Electricity

6 weeks, 36 hours, \$275

(IEIR 1014 – Basic Industrial Electricity)

This course covers the theory and application of electrical energy. Topics include AC and DC theory, voltage, current, resistance, power, electrical values for series, parallel and combination circuits, electrical generation, transmission, and distribution and switching. **Textbooks required.**

Kilgore Campus:

KC800110.300 091Q Tues./Thur., Aug. 25
6:30-9:30 p.m., AC

Electrical Control Wiring

4 weeks, 24 hours, \$225

(ELPT 1002 – Introduction to Electrical Controls)

This course covers the general principles of electrical controls and their components in the electrical and air conditioning industries. Topics include control wiring; reading electrical schematics; identifying industrial switches and pilot devices; and reviewing 2008 NEC. **Textbook required.**

Kilgore Campus:

KC477036.300 091Q Mon./Wed., Aug. 26
6:30-9:30 p.m., AC220

Electrical Power Distribution

8 weeks, 48 hours, \$350

(ELPT 2039 – Electrical Power Distribution)

The course covers the design, operation, and technical details of modern power distribution systems including generating equipment, transmission Lines, plant distribution, and protective devices. Topics include calculations of fault current, system load analysis, rates, and power economics. **Textbook required.**

Kilgore Campus:

KC477033.300 091Q Tues./Thur., Oct. 6
6:30-9:30 p.m., AC

Electrical Blueprint Reading

6 weeks, 36 hours, \$275

(DFTG 1023 – Blueprint Reading for Specific Occupations)

This course is an overview of electrical blueprint reading as it pertains to the applicable sections of the 2008 National Electric Code. **Textbook required.**

Kilgore Campus:

KC477025.300 091Q Mon./Wed., Oct. 12
6:30-9:30 p.m., AC220

Electric Motors

8 weeks, 48 hours, \$350

(IEIR 1006 – Electric Motors)

This hands-on course covers the fundamentals of single phase and three phase alternating current motors and direct current motors including operating principles, characteristics, application, selection, installation, maintenance, troubleshooting and 2008 NEC review. **Textbook required.**

Kilgore Campus:

KC800108.300 091Q Tues./Thur., Oct. 13
6:30-9:30 p.m., AC220

Industrial Skills

Measurement Techniques

8 weeks, 16 hours, \$125

(MCHN 1042 – Machine Shop Mathematics)

This course focuses on the selection and use of precision measurement tools in industrial settings. Emphasis will be placed on measurement techniques using metric and inch micrometers, dial calipers, and other precision devices. Topics include common methods of measurement conversion; determining the degree of precision measurement required; and converting English numbers to metric numbers, and metric to English.

Kilgore Campus:

KC479582.300 091Q Mon., Aug 24
6:30-8:30 p.m., AC

Printreading for Industry

8 weeks, 24 hours, \$175

(DFTG 1023 – Blueprint Reading for Specific Occupations)

This course is a study of industrial blueprints with emphasis placed on terminology, symbols, graphic descriptions, procedures, and industry standards. Emphasis will be placed on interpretation of plans and drawings used by various industries. **Textbook required.**

Kilgore Campus:

KC479559.301 091Q Tues., Aug. 25
6:30-9:30 p.m., AC

Shop Math

8 weeks, 24 hours, \$175

(MCHN 1042 – Machine Shop Mathematics)

This course covers applied mathematics required for the machine trades occupation. Topics include measurement, whole numbers, mixed numbers, fractions, decimals, and selected algebra, geometry, and trigonometry applications used in machine shop employment. Emphasis will be placed on defining the use of formulas and identifying conversion methods of numbering systems. **Textbooks required.**

Kilgore Campus:

KC479579.301 091Q Thur., Aug 27
6:30-9:30 p.m., AC

Machine and Metal Trades

Lathe Fundamentals

12 weeks, 48 hours, \$400

(MCHN 1091 – Special Topics in Machinist/Machine Technologist)

This course focuses on the common types of lathes. Topics include engine lathe components, cutting speeds and feeds to materials, basic lathe set up, metal removing operations such as turning, facing, drilling, grooving, and turning on center, threading, and machine maintenance. Emphasis will be placed on basic parts, nomenclature, lathe operations, safety, and theory. **Textbook required.**

Kilgore Campus:

KC479574.300 091Q Mon., Aug. 24
6:00-10:00 p.m., AC MS

Machining Fundamentals

12 weeks, 48 hours, \$400

(MCHN 1091 – Special Topics on Machinist/Machine Technologist)

This course focuses on machine shop theory and terminology, shop math applications, basic bench work and part layout using a variety of common measuring tools. Topics include application of basic machine tools such as hand tools, band saws, grinders, drill presses, lathes, and mills. Emphasis will be placed on shop safety, housekeeping, and preventive maintenance. **Textbook required.**

Kilgore Campus:

KC479580.301 091Q Wed., Aug. 26
6:00-10:00 p.m., AC MS

Printreading for Welders

8 weeks, 24 hours, \$175

(DFTG 1023 – Blueprint Reading for Specific Occupations)

This course emphasizes welding symbols, joint design, welding processes, types of welds, and welding metallurgy. All instruction will be directed toward American Welding Society (AWS) standards. **Textbook required.**

Kilgore Campus:

KC479565.302 091Q Thur., Aug. 27
6:30-9:30 p.m., AC

Risk Management Institute

The Risk Management Institute offers free safety courses through a generous grant from the Texas Mutual Insurance Company. Continuing Education Units (CEUs) and certificates will be awarded upon successful completion of each course.

There is no cost, but pre-registration is required.

The following courses are offered periodically.

**For a schedule of courses, please go to:
http://www.kilgore.edu/risk_management.asp**

Accident Investigation	16 hrs
Spanish for Child Care Facilities with Focus on Safety	18 hrs
OSHA Construction	10 hrs
OSHA Construction	30 hrs
Hazardous Communications/PPE	8 hrs
OSHA General Industry with Oil & Gas Focus	16 hrs
OSHA General Industry	10 hrs
OSHA General Industry	30 hrs
Hydrogen Sulfide (H ₂ S) Safety Awareness Training	8 hrs
Recordkeeping & Workers Compensation	8 hrs
Leadership & Management Skills for Safety Supervisors	8 hrs
How to Develop Your Safety Training Program	8 hrs
Spanish for Safety Supervisors	24 hrs
Healthcare & Nursing Home Safety/Blood Borne Pathogens	8 hrs
Occupational Ergonomics & Back Injury Prevention	8 hrs
Small Business Safety/Basic Industrial Hygiene	8 hrs

To register please call 903-988-7426.