

Fall 2010 Workforce Development Professional Skills Courses

Business

Accounting and Finance for Non-Financial Managers 8 hours, \$149

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

Kilgore Campus:

KC097366. 301101Q Fri., Oct. 15
8:00 a.m. – 5:00 p.m., AC
1 week

KC097367. 300101Q Fri., Sept. 10
8:00 a.m. – 12:00 p.m., AC
2 weeks

Henderson Campus:

KC097367.302 101Q Fri., Oct. 22
8:00 a.m. – 12:00 p.m.
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 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:

KC097331.300 101Q Tues./Thurs., Sept. 14
8:00 a.m. – 12:00 p.m., AC

Project Management 6 weeks, 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:

KC097325.300101Q Weds., Aug. 18
6:30-9:30 p.m., AC 218



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. More importantly you will find out how these courses 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, Aug. 10, 2010

Time: 6:30 p.m.

Place: AC211

The following courses can be taken individually or as a certificate. Participants successfully completing all 8 courses will receive a 144-hour Business Leadership Skills Certificate. For more information about this certificate and other training options, please call 903-983-8288.

Communication Skills for Managers and Supervisors 6 weeks, 18 hours, \$125

(BMGT 1022 – Workplace Communications)

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 101Q Weds., Aug 25
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 101Q Mon., Aug. 23
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 101Q Weds., Oct. 6
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 101Q** Tues., Oct. 5

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

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 101Q** Thurs., Aug. 26

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 101Q** Thurs., Oct. 7

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 101Q** Tues., Aug 24

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 101Q** Mon., Oct. 11

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