

Workplace Literacy

Courses

The Workplace Literacy Program schedule allows you to customize your choices based on your interests and availability. You may take as many classes as you would like or as few as your time permits. In either case, you are welcome to participate at whatever level is right for you. Each course is designed to provide participants with the opportunity to access their current skill level and identify areas they would like to improve.

Communication Skills

Communication in the workplace should satisfy the three key employee needs before they can be engaged and highly productive.

1. Staff should know the facts about the agency and their specific job, who your customers are, where forms and supplies are located and who to see when there is a problem.
2. Staff should have the skills or be trained to perform required tasks. Expectations should be discussed and clearly defined.
3. Staff should feel that they are being listened to, respected, trusted, and valued.

Editing, Revising, Proofreading

Dates: Wednesdays, May 1, 8, 15, 22, 29, June 5, 12, 19, 2019
Time: 6:00 p.m. - 8:00 p.m.

This interactive program focuses on exercises designed to enhance revising, editing, and proofreading skills. Participants will have opportunities to sharpen their writing, organization, sentence structure, grammar, word usage, and punctuation and receive individual, confidential feedback. (Course not intended as remedial writing course.)

Report Writing for Managers and Professionals

Dates: Tuesdays, March 5, 12, 19, 26, April 2, 9, 16, 23, 30, 2019
Time: 6:00 p.m. - 8:00 p.m.

This workshop focuses on exercises designed to review the standard elements of reports. Participants will have the opportunity to practice on their own and sample reports to ensure that they are composing complete, well organized, and well-formatted documents. (Course is not intended as a remedial writing course.)

Writing Tips for Managers and Supervisors

Dates: Thursdays, April 2, 9, 16, 23, 30, June 6, 13, 2019
Time: 6:00 p.m. - 8:00 p.m.

This course focuses on fundamental writing concepts necessary for moving letters and memos from a draft to a finished document. Participants will acquire a system for organizing and composing clear, concise, correct, and complete letters and memos. (Course is not intended as a remedial writing course.)

Management and Supervision

These courses will assist supervisors in making successful transitions from "co-worker" to "supervisor". Participants will gain strategies and insight into supervising former peers, and develop a management style that helps them accomplish goals by participating in interactive training exercises, viewing and critiquing staff developed video lessons, reading assignments, and listening lectures.

Fundamentals of Supervision

Date: Wednesdays, May 1, 8, 15, 22, 29, June 5, 12, 19, 2019
Time: 6:00 p.m. - 8:00 p.m.

This workshop offers participants an introduction to the issues, challenges, and typical situations related to supervising "frontline" employees. Participants will learn basic skills and be introduced to the key techniques that they will need to function effectively in their supervisory role. Emphasis will be placed on the supervisor as part of a management team committed to developing excellence in government.

Giving Effective On-going Feedback

Date: Wednesdays, March 6, 13, 20, 27, April 4, 11, 2019
Time: 6:00 p.m. - 8:00 p.m.

This course will focus on teaching managers to use effective feedback as a tool for employee performance, improvement, and development. Emphasis will be placed on developing strategies to maximize the benefits of the feedback process.

Managerial Leadership

Date: Wednesdays, Jan. 9, 16, 23, 30, Feb. 6, 13, 20, 27, 2019
Time: 6:00 p.m. - 8:00 p.m.

This course will assist managers in developing their leadership styles to combine with their managerial responsibilities. It will focus on ways to use leadership skills as strategic tools to realize the agency's goals, by building a culture that promotes trust and high performance.

Reporting to Upper Management

Date: Wednesdays, May 7, 14, 21, 22, 28
June 4, 11, 18, 25, 2019
Time: 6:00 p.m. - 8:00 p.m.

Managers know the stress of leading from the middle - being influenced by and accountable to those they report to while managing their own staff for harmony and productivity. Learn how to balance relationships and build alliances up and down the organizational hierarchy. In this highly interactive workshop participants will experiment with and discuss tools and techniques for influencing their manager in collaborative ways while engaging their staff even when they are reactive or resistant.

NOTE FOR ALL CLASSES

Enroll by December 1, 2018

Confirmation with \$40 Refundable Deposit date is 30 days before the first class meeting

Courses

Workplace Effectiveness

Creative Problem Solving Skills

Date: Thursdays, March 7, 14, 21, 28, April 5, 12, 2019

Time: 6:00 p.m. - 8:00 p.m.

This workshop offers new approaches and methodologies for solving difficult problems one might face on a day-to-day basis. It will assist in rethinking the problem solving process and explore innovative approaches that increase the number of solutions that can be generated.

Effective Disciplinary Action

Date: Thursdays, Jan. 10, 17, 24, 31, Feb. 7, 14, 21, 28, 2019

Time: 6:00 p.m. - 8:00 p.m.

This workshop offers participants new approaches and methodologies for solving difficult problems they face on a day-to-day basis. It will assist participants in rethinking the problem-solving process and explore innovative approaches that increase the number of solutions that can be generated.

Seminars & Workshops

Early planning combined with prudent savings and investment strategies can have a significant impact on your lifestyle.

Home Ownership

Date: Saturday, May 4, 2019

Time: 10:00 a.m. - 2:00 p.m.

Enroll by December 1, 2018

Pre-Retirement Planning

Date: Saturdays, March 2, 9, 2019

Time: 10:00 a.m. - 2:00 p.m.

Enroll by December 1, 2018

Workplace Computer Skills

Whether you want to learn how to add functions to an Excel spreadsheet, or apply formatting to a Microsoft Word document, you have encountered the need to use a Microsoft Office application. These computer skills courses are designed to be taken in their entirety, or to be taken as an individual component, and should be of special interest to members who want to be more productive in the use and operation of the Microsoft Suite, including Windows, Outlook, Word, Excel, and Access.

Microsoft Excel 2016

Dates: Saturdays, March 30, April 6, 27, May 4, 11, 2019

Time: 10:00 a.m. - 2:00 p.m.

Microsoft Excel is a spreadsheet application that enables users to manipulate, store and graph data, and is designed with a beginner to **ADVANCED** approach. Excel is capable of storing huge amounts of data, enabling users to analyze large amounts of data and examine vast information quickly. Excel can perform many everyday business functions to improve productivity and streamline processes.

Microsoft Access 2016

Dates: Saturdays, Jan. 12, 19, 26, 2019

Time: 10:00 a.m. - 2:00 p.m.

Dates: Saturdays, May 18, June 1, 8, 2019

Time: 10:00 a.m. - 2:00 p.m.

Microsoft Access is a Relational Database Management System (RDBMS). Access is the most widely used desktop database system. Microsoft Access can also import or link directly to data stored in other applications and databases. This course is designed with a beginner to an intermediate approach.

To enroll, log in to the Local 1180 website at www.cwa1180.org using your MMP (Member Management Portal) or send an email to training@cwa1180.org and include your name, member ID, course, and date

For more details, visit www.cwa1180.org and click on the TRAINING tab

NEW RULE Regarding REFUNDABLE DEPOSIT

The Receive by Date for the Refundable Deposits has also changed. The refundable deposit must be received, from a minimum of 15 enrollees, 30 days before the first class meeting, for a course to be conducted.

NEW RULE Regarding ENROLLMENT

The Enroll by Date has changed. Enrollment for courses offered during the Spring (January to June) closes in December, and courses offered during the Fall (September to December) close in May.