Palm Beach State College Employees

Welcome to the 2014 edition of the Professional Development catalog. Registration for the classes contained in this guide is open to all full-time and part-time faculty and staff members at Palm Beach State College.

We are continuously re-evaluating our program offerings to ensure that the classes we offer are relevant and of interest to the College community. This year, we have streamlined our computer instruction offerings, removing some outdated classes and updating those that remain to include functions and features most often utilized by our faculty and staff. We have also continued our efforts to make more professional growth workshops available to all faculty and staff members. Also, a new workshop entitled Delivering Powerful Presentations has been added.

Please take a few minutes to review the offerings in this year’s catalog and sign up for those that interest you. We look forward to learning with you this year!

Sincerely,

Barb Matias
Executive Director, Human Resources
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Office of Human Resources, Safety & Risk

The mission of the Office of Human Resources, Safety and Risk is to provide quality programs and services in the area of recruitment, benefits, training and development, compensation, equity/diversity, employee relations, human resource information systems, and risk reduction and coverage, which together will attract and retain a dedicated and knowledgeable faculty and staff to foster student success.

Department of Professional Development

In Support of the mission, objectives and strategic priorities of the College, the Professional Development Department within the Office of Human Resources is dedicated to using available resources efficiently to provide relevant technical, interpersonal, leadership and other professional development opportunities for all faculty and staff.
Computer Instruction

**Deskside Computer Coaching**

A Deskside Computer Coach provides one-on-one software instruction at your own desk! A qualified computer software specialist will be available to provide assistance with Microsoft Office products such as Access, Excel, Outlook, PowerPoint, Publisher, Visio, and Word.

Enhance your knowledge of Microsoft software products, discover new features, and/or learn how to use specific tools within the applications. Consultation sessions may cover basic to advanced topics such as the following:

- Create document templates
- Develop formulas and charts
- Produce newsletters or brochures
- Establish queries from an existing database
- Customize presentations to include animation
- Design organizational charts
- Generate IRM Contracts for payroll purposes

**Note:** The Belle Glade and West Palm Beach locations may contact the Professional Development Department to schedule a deskside coaching session.

**Length:** 1.5 hours
Microsoft Access Series

MS Access is one of the most efficient and interactive database management systems, allowing you to gather, consolidate and manipulate data into comprehensive reports. Pull information from PantherNet or other sources and customize it to meet your reporting needs. This course introduces the concept of the relational database, including working with tables, queries, forms and reports. This course meets for four consecutive Fridays.

Objectives

♦ Manage the data in a database
♦ Establish table relationships
♦ Create and modify simple forms
♦ Create and modify Access reports
♦ Find and retrieve desired data by using filters and joins between tables
♦ Enhance the appearance, data entry, and data access capabilities of your forms
♦ Customize reports to better organize the displayed information

Length: 14 hours; scheduled weekly for 3.5 hours
Microsoft Excel Basics Series

Excel spreadsheets allow you to quickly view, analyze, sort and edit data, identify trends and perform calculations. Excel also gives you the opportunity to present this data visually through charts and graphs with a few easy mouse clicks. You can manage lists, change font from upper case to proper or lower case, separate first and last names into separate columns, and perform many other data editing tasks. Easily spot trends in budget expenditures, enrollment numbers and other functions with color coding.

This course meets on two consecutive Fridays.

Objectives

- Create and modify basic worksheets
- Perform calculations
- Format worksheets
- Develop workbooks
- Print workbook contents
- Customize layouts
- Create and apply templates
- Create and modify charts
- Sort and filter data

Length: 7 hours; scheduled weekly for 3.5 hours

Microsoft Excel: Beyond the Basics

If you work with Excel on a regular basis and want to take advantage of more of the features it offers, this is the class for you. Uncover ways to collect and format data using columns and rows to organize information effectively. Clean up and standardize text-based information from PantherNet or other sources, change capitalized data to proper case, improve the quality and accuracy of your reports and make analysis easier using tables, graphs and conditional formatting. Learn how to easily evaluate and present year-to-year data and easily extract the information most important to you.

Objectives:

- Create formulas that manipulate text
- Introduce formulas that look up values
- Outline a worksheet to get sub-totals
- Validate data to improve the accuracy of data
- Sort and filter data using tables
- Use tables to summarize your data
- Customize charts to visually display data summary

Prerequisite: MS Excel Basics Series or a solid working knowledge of MS Excel

Length: 3 hours
Microsoft Outlook Basics Series

This course will help you develop the skills needed to send and respond to email; manage contact information, tasks, and notes. Learn how to personalize email by using stationery and signatures.

This workshop meets on two consecutive Fridays.

Objectives

♦ Identify the components of the Outlook environment and compose and respond to messages
♦ Send, receive, and sort e-mail
♦ Manage contacts and contact information
♦ Create and edit tasks
♦ Create and edit notes
♦ Personalize your email

Length: 7 hours; scheduled weekly for 3.5 hours

Outlook Calendar

Learn to schedule appointments and events, even audio reminders to get your attention. Use color-coded entries to quickly pick out important appointments at a glance. Set reminders to keep yourself on time and well prepared for that next meeting. Make scheduling simpler when collaborating with colleagues. Peek at your schedule to stay on track for the day, week or month ahead or view multiple calendars. This course will help you maximize the scheduling tools available to all College employees through Microsoft Outlook.

Objectives

♦ Schedule appointments and events
♦ Create recurring appointments
♦ Color code calendar items
♦ View schedules
♦ Track meeting responses
♦ Configure calendar options
♦ Print the calendar

Prerequisite: MS Outlook Series or a solid working knowledge of MS Outlook

Length: 2 hours

Simplify Your Schedule with MS
Microsoft Outlook: Taking Control of Your Inbox

Outlook is not just for reading and sending messages. It also helps you organize your files into folders to better manage your email. Learn to find a specific message without having to hunt through hundreds of e-mails. Create folders and subfolders to stay organized. Automate the handling of email messages to help prioritize incoming mail, and color-code emails based on the sender or content. Move copies of periodicals directly to a folder and use junk mail to rid yourself of unwanted e-mail.

Objectives

- Receive and sort mail
- Identify contact with automatic formatting
- Set reply-to options
- Enable “out of office assistant”
- Use rules and alerts
- Back up and archive email

Prerequisite: MS Outlook Series or a solid working knowledge of MS Outlook
Length: 2 hours

Microsoft PowerPoint Basics

PowerPoint enables you to create dynamic presentations quickly and easily. Learn the fundamentals needed to create and modify basic presentations. Use design templates, charts, diagrams and special effects to create clear and visually-appealing presentations.

Objectives

- Manipulate an existing PowerPoint presentation
- Plan for and create a presentation
- Use themes and backgrounds
- Insert and format text
- Work with charts and SmartArt
- Add images to a presentation
- Add special effects to a presentation
- Prepare to deliver a presentation

Length: 3.5 hours
Microsoft PowerPoint: Adding Pizzazz

Discover advanced features in MS PowerPoint to customize and add pizzazz to professional presentations. Create master sheets, add animation and customize transitions to give your presentation more impact. This class will teach you how to include multimedia in your presentations and package them for delivery on a different computer.

Objectives

- Use SmartArt for added visual effect
- Animate text to add impact
- Add sounds or movies
- Customize slide transitions
- Package a presentation to a CD, Network, or local disk drive

Prerequisite: MS PowerPoint Basics or equivalent knowledge

Length: 3.5 hours

Microsoft Publisher Basics

Turn your ideas into visually appealing documents. Learn to use simple tools, a variety of styles and graphics to create newsletters, brochures, postcards and flyers for print or e-mail. Publisher makes laying out and designing document text easier whether starting from scratch or using a template. This class you will create a flyer and a simple newsletter.

Objectives

- Getting Started
- Working with Text
- Adding Pictures
- Utilizing Shapes as a Background for text
- Working with Graphics and Objects
- Using Templates

Length: 2 hours
Microsoft Publisher Pro

This course will teach you to use the advanced features of Publisher: use special effects to enhance your text and decorate it, add objects such as coupons, calendars or response forms, and work with multiple pages. During this session, you will begin creating multiple page documents such as newsletters and catalogs.

Objectives

♦ Use BorderArt, drop case and WordArt
♦ Work with Newsletters: formatting text in columns, inserting pages
♦ Set up master pages, headers and footers
♦ Create a Mail Merge
♦ Use a course list to create a catalog

Prerequisite: MS Publisher Basics or a solid working knowledge of MS Publisher

Length: 2 hours

Microsoft Word Series

MS Word is a powerful word processing program used to create, edit, format, layout, and share documents. Learn to create, revise, and save documents for printing and future retrieval.

This class meets on two consecutive Fridays.

Objectives

♦ Create basic documents
♦ Use templates
♦ Edit documents by locating & modifying text
♦ Format characters, paragraphs, and pages
♦ Use Word tools to make documents more accurate
♦ Work with custom styles
♦ Secure documents and document information

Length: 7 hours; scheduled weekly for 3.5 hours
Microsoft Word: Working with Catalogs and Other Long Documents

Simplify the creation of catalogues, brochures and department procedure manuals using MS Word tools designed for this purpose. Beginning with documents from multiple sources, you can create a single document, incorporate a Table of Contents that will update automatically, inserting captions for images, adding footnotes and endnotes. Learn how to use section breaks to allow different page formats including page numbers and different header and footers.

Objectives

♦ Navigate in a document
♦ Insert hyperlinks
♦ Create cross references
♦ Create a table of contents
♦ Insert an index

Prerequisite: MS Word Series or a solid working knowledge of MS Word

Length: 2 hours

Microsoft Word: Mail Merge

Mail Merge allows you to produce multiple and potentially large numbers of documents from a single template form and a structured data source, such as Excel, Outlook contacts or exported data from another source, such as PantherNet. Participants will learn to create one document that contains the information that will be the same in each version and then add placeholders for the information that will be unique for each recipient. This workshop will teach you how to print completion certificates using a single document and a spreadsheet or database. You will also be able to coordinate large mailings printing letters, envelopes, labels, etc. from a single document.

Objectives

♦ Perform a merge on existing documents
♦ Merge letters, envelopes, and labels
♦ Create a data source in Word
♦ Use an existing data source from Excel and Access
♦ Change individual copies of the document
♦ Resume a Mail Merge

Prerequisite: MS Word Series or a solid working knowledge of MS Word

Length: 2 hours
Microsoft Word: Adding Visual Pop to Your Documents

Create professional documents that catch the eye, enhancing your text by illustrating data and processes. Utilizing tables will allow you to control the size and shape of paragraph text. Insert pictures without changing the alignment of your text. Combine shapes and lines to create flow chart-like graphics, or try Smart Art with predefined shapes. You will learn to insert pictures, change their layout and apply effects to photos without additional software.

Objectives

♦ Create tables
♦ Modify table layouts
♦ Use calculations
♦ Insert images
♦ Draw shapes, incorporate SmartArt
♦ Create and modify WordArt

Prerequisite: MS Word Series or a solid working knowledge of MS Word

Length: 2 hours

PantherNet Training

This class provides an overview of the functions of the PantherNet System. Employees explore many of the functions and short cuts available with the system design.

Length: 2 hours
Departmental Training

In addition to our scheduled workshops, the Office of Human Resources is available to assist managers and supervisors in providing custom professional and organizational development sessions to meet the specific needs of your department or program. Below is a list of commonly requested topics and services. We can arrange for facilitation of these or other topics that will be of most benefit to your group.

- Retreat facilitation
- Departmental Strategic Planning
- Teambuilding
- Conflict Resolution
- Coping with Change
- Health & Wellness
- Stress Management
- Time Management
- Computer Instruction

To schedule a departmental training session, complete the Department Training Opportunities request form online at [http://intranet.pbcc.edu/forms/hr/departmenttrainingopportunities.asp](http://intranet.pbcc.edu/forms/hr/departmenttrainingopportunities.asp).
Diversity Awareness

This custom-designed training program has been developed to assist in furthering an organizational culture that embraces and respects individual differences at the College. The training offers further understanding and appreciation of differences and how diversity can be a catalyst to increasing creativity, innovative thinking and productivity at the College.

Length: Approximately 15 Minutes

Family Educational Rights & Privacy Act (FERPA)

The College is required to protect students’ personal information. To maintain confidentiality of student records is everyone’s responsibility. This tutorial is designed to provide a base level knowledge of the rules governing release of student information.

How would you answer these questions:

♦ As an instructor, may I circulate a roster in class to have the students update their phone number?
♦ There is a family emergency and I must speak with my child. May I have my child’s schedule?
♦ May I have my daughter’s grades?

If you ever question whether or not you can give information to a parent, friend, or spouse – the quick answer is “don’t do it!”

Length: Approximately 15 minutes

Workplace Harassment Awareness and Prevention

Palm Beach State College is committed to an academic and working environment free from harassment.

The training session covers a variety of issues, including an explanation of applicable employment laws, a definition of harassment, the negative consequences of this behavior, examples, and the proper methods of addressing a potential harassment situation.

The course prompts you to think about behaviors on campus that might be considered harassment so you can avoid them and take action against any such behaviors.

Length: Approximately 35 minutes
Delivering Powerful Presentations

If you have a fear of public speaking you are not alone! Many people face anxiety when preparing a presentation to be delivered from the front of a room. As the importance of the presentation increases, so does the level of anxiety. This workshop will help ease your fears by helping you prepare, practice and deliver presentations that persuade! This workshop will teach you a process for deciding what to include, how much time to spend on each item, and the best manner to visually present the information. You will also learn ways to mentally prepare for and deliver a smooth, confident presentation.

Length: 3.5 hours

Effective Time Management

Gain insight and practical advice on personal effectiveness including how to stop procrastination, establish goals and manage your time.

Length: 3.5 hours

Emotional Intelligence

Learn strategies on how to use emotions for information, energy and action in the form of self-awareness. Identify self-regulation strategies and emotional “triggers” in addition to a clear understanding of empathy and empathic listening skills. Ultimately, discover the critical connection between self-awareness, self-regulation, self-motivation, and empathy to cultivate and maintain effective relationships at work and in daily life.

Length: 3.5 hours
Professional Growth

**Ethical Excellence**

As new technologies, globalism, and organizations continue to evolve, the ethical dilemmas that confront us will present new and increasingly complex situations that challenge our previous knowledge, skills, and experiences.

This highly interactive session provides the tools, strategies, and confidence required for developing the "ethical excellence" needed for keeping yourself in top mental and moral shape to recognize and address the broad range of emerging ethical challenges we will continue to face each day – both at work and at home.

*Length: 3.5 hours*

**Intergenerational Communication**

For the first time in history, we have four generations of employees in the workplace at the same time. Although each generation is made up of individuals, certain consistent values and motivating factors have been identified for each generation. This workshop will help you understand each generation better and will teach you how to manage motivate, and communicate with employees across the generational gap.

*Length: 3.5 hours*

**Heartsaver AED**

The Heartsaver Automated External Defibrillator (AED) course provides instruction on the basic techniques of adult CPR and how to use an AED. Learn about using barrier devices in CPR and giving first aid for choking. Discover how to recognize the signs of four major emergencies: heart attack, stroke, cardiac arrest, and foreign-body airway obstruction.

*Length: 4 hours*

Automated External Defibrillators are located on all four campus locations and the Historic Building in West Palm Beach. AED locations:


*Length: 4 hours*
Manager at Palm Beach State

Managers will be contacted to attend this invitation only session.

This workshop is designed for newly hired managers at the College. The workshop will provide supervisors with information, references, and awareness of the College’s resources available to them for guidance regarding staff-related matters.

Length: 3.5 hours

Pace Palette ® for Team Building

Building a high-performing team requires that all members of the team understand, and make allowances for, each others’ unique ways of thinking, communicating, and working. Using the Pace Palette as a foundation, this workshop will help participants identify their own style, as well as that of their team and explore ways in which they can engage all team members in working toward team goals.

Length: 3.5 hours

Non-Violent Crisis Intervention

The Non-Violent Crisis Intervention program is a full day workshop which introduces a safe, non-harmful behavior management system designed to help employees provide for the best possible care, safety and security of disruptive individuals while also taking appropriate measures to protect themselves and others in their charge.

Length: 8 hours; at least 6 employees are required to conduct this class.
Professional Growth

**Language Series**

These 8 week classes are offered to employees for the purpose of becoming familiar with the Haitian Creole and Spanish languages.

**Conversational Haitian Creole**

Connect with the vivid, sonorous language of Kreyòl, or Creole, and the culture of its speakers in this introductory course. Using this easy non-academic, non-grammar approach, you will quickly be able to speak and understand small amounts of basic Haitian Creole found in most routine interchanges of daily life. Learn community-specific language including greetings, status inquiries, etiquette and social niceties, introducing yourself and others, personal information, numbers, basic and emergency communication strategies, giving directions, small talk, and possible responses to basic questions.

**Length:** 24 hours; scheduled weekly for 3 hours

**Speak Easy Spanish**

Speak Easy Spanish introduces a quick way to learn the most commonly used phrases out in the community when interacting with a Spanish speaking person.

Learn functional phrases by unique techniques taught in Command Spanish format. This course will cover greetings, status inquiries, etiquette and social niceties, introducing yourself and others, asking personal questions, how to compliment others, holiday greetings, emergency Spanish, giving directions, small talk, as well as how to order from a Spanish restaurant!

Cross-cultural issues will also be discussed leaving the participant with better awareness of how to overcome language barriers with grace.

**Length:** 24 hours; scheduled weekly for 3 hours
Quality Enhancement Plan

A quality enhancement plan (QEP) is a long-term plan to improve student learning and is required for regional accreditation. Without this accreditation, earned credits would not transfer to other accredited institutions, and students would become ineligible for federal financial aid. Currently, our QEP focuses on critical thinking and provides all faculty and staff an opportunity to participate in professional development to continually enhance their skills to help students become better critical thinkers.

Developing a QEP began as a requirement of the 2012 reaffirmation process for accreditation, but it continues because helping students develop and apply critical thinking skills is simply the right thing to do. Join in the conversation to share practical ways to encourage critical thinking in our classrooms and in other interactions with students.

Opportunities and resources in 2014 include:

♦ small group workshops on campus
♦ virtual learning in Blackboard
♦ professional learning cohorts
♦ Development Day options
♦ committee involvement
♦ critical thinking assessment resources
♦ support for collaboration
♦ literary resources
♦ student contests

Critical Thinking Introductory Workshop

This introductory workshop will help participants learn why critical thinking is becoming increasingly more important to today’s students and learn how to identify opportunities to best reinforce critical thinking in the classroom setting. Participants will also begin to understand the meaning of the QEP learning outcomes and will leave with tangible strategies to encourage students to accomplish those outcomes.
Registration Procedures

To enroll, withdraw, or be placed on a waiting list for Palm Beach State College’s employee learning programs use the online Professional Development Management System at https://www.palmbeachstate.edu/employeeweb

Registration

1. Logon ID - enter your network email ID (example: smithj).
2. Password - enter your network email password.
3. Click **Personal Info** located on the tab bar.
4. Click **Professional Development**.
5. Select **Register** on the menu.
6. Search for courses by activity type, topic, or key word.

Cancellation Guidelines

Employees may withdraw from a course through the online system; however, participants must cancel at least one day prior to the workshop date. Participants who are scheduled for a course, but do not attend will be considered a No Show.

All attempts will be made to offer all scheduled courses. Due to lack of participation or instructor schedule, courses may be canceled. Registrants will be notified by email of canceled classes and rescheduled dates.
Computer Instruction:
https://www.palmbeachstate.edu/hr/ProfessionalDevelopment/ComputerInstruction.aspx

Departmental Training Opportunities:
http://intranet.pbcc.edu/forms/hr/departmenttrainingopportunities.asp

Deskside Computer Coaching:
https://www.palmbeachstate.edu/hr/ProfessionalDevelopment/DesksideCoaching.aspx

New Employee Training:
http://www.palmbeachstate.edu/hr/newemptraining.aspx

Professional Growth Workshops:
https://www.palmbeachstate.edu/hr/ProfessionalDevelopment/ProfessionalGrowth.aspx

Quality Enhancement Program:
https://www.palmbeachstate.edu/qep

Registration Procedures:
https://www.palmbeachstate.edu/hr/ProfessionalDevelopment/registration.aspx

www.palmbeachstate.edu/hr/ProfessionalDevelopment

P  ROFESSIONAL  
D  EVELOPMENT

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