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978-630-9525

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• Nuclear magnetic resonance equipment
• Laser physics analysis lab

mwcc.edu/renovations
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REGISTER ONLINE
mwcc.edu/noncredit

It’s quick and easy to register – pay online at mwcc.edu/noncredit

MWCC NONCREDIT REGISTRATION FORM

Register & pay online at mwcc.edu/noncredit
For registration questions, call: Lifelong Learning 978-630-9525 TTY: 978-632-4916
Mail registration form to: MWCC, 444 Green Street, Gardner, MA 01440; attn: Lifelong Learning

Today’s Date_________________  ☐ Male  ☐ Female  Date of Birth ___/____/____ (required)

Last Name___________________ First Name_________________ MI_______

Previous Last Name (if applicable) ____________________________________________________________

Street Address_______________________________City__________________ State_____ Zip___________

Home Phone__________________Cell___________________Email_________________________________

Employer (if applicable)________________________________Phone______________________________

Street Address ____________________________City_______________State______ Zip______________

Ethnic Background: Do you identify yourself as:  ☐ Hispanic or Latino  ☐ Not Hispanic or Latino
Race:  ☐ American Indian or Alaskan Native  ☐ Asian  ☐ Black or African American
       ☐ White  ☐ Native Hawaii or Pacific Islander  ☐ Cape Verdean
Residency (required):  ☐ Massachusetts (R)  ☐ Out-of-State (N)  ☐ Foreign (F)
Citizenship (required):  ☐ U.S. Citizen (Y)  ☐ Non-Citizen (N)

CRN#  Course Title  Cost

17364  Registration Fee  $10.00 per semester

Total $________

Signature________________________________________________________Date_______________

Mail in Registration Form 43
Policies

REFUND POLICY: Prior to 48 hours before first class meeting – 100% refund.

WITHDRAWAL POLICY: A course that meets four times or more:
- If you withdraw from the course before the end of second class meeting, a 50% refund will be received (less cost of books/materials)
- No refunds will be given after the third class meeting

COURSE CANCELLATION: MWCC reserves the right to cancel classes that are under-enrolled, to change times and locations when necessary, and to substitute instructors, if needed. If a course is cancelled by MWCC, students are granted full refunds.

SENIOR CITIZENS: Senior citizens 60 and over are eligible for a tuition/fee discount, may register on a space-available basis and the following conditions will also apply:
- Register within seven days prior to the start of a noncredit course
- The course will be reduced by 50%
- On-line courses are not eligible for a fee reduction
- Textbooks and material costs are not eligible for a fee reduction
- Registration fee is non-waivable
- Waiver form must be submitted with proof of age to apply fee reductions

TUITION WAIVERS FOR COMMONWEALTH OF MASSACHUSETTS EMPLOYEES:
Commonwealth of Massachusetts employees with approved tuition waivers, tuition remission, or tuition vouchers may register for the approved noncredit course with the Director of Workforce Development.
- Tuition waivers, tuition remission or tuition vouchers do NOT apply to special programs or online courses
- Individuals with tuition waivers are responsible for the cost of all materials, fees and/or books
- Tuition waiver forms are obtained through Human Resources
- Completed and approved tuition waivers must be applied to your student account by submitting the approved waiver form to Student Accounts Office
- Register within seven days prior to the start of a noncredit course
- Waivers are not applicable on third party classes

ENROLLMENT RECORDS: Noncredit courses, workshops and programs are designed for educational, vocational, personal interests and professional reasons.
- The college does NOT maintain a permanent or official record for noncredit enrollment
- The college can provide an attendance confirmation letter only during the term/semester that the course is taken
- Contact 978-360-9525 or noncredit@mwcc.mass.edu

INCLEMENT WEATHER AND EMERGENCY CLOSING POLICY—ALL MWCC CAMPUSES: Closing or delayed opening information is available through the following sources:
- Television
- Telephone
- Radio
- Website
Closings or delays are usually determined by 6AM (day classes) and 3PM (evening classes). However, weather conditions may require cancellations at other times.

WHO CAN REGISTER: Anyone 18 years of age and older unless otherwise stated in the course description. Please call the office for more information.

REGISTRATION FEE: One Time/Semester
- $10 Registration fee if you register by phone, mail, and in person
- Free with online registration

how to register

ONLINE: mwcc.edu/noncredit (No registration fee)

PHONE: 978-630-9525 ($10 registration fee per semester)

MAIL: MWCC Lifelong Learning & Workforce Development
444 Green St.
Gardner, MA 01440
- Complete registration form (last page)
- Include a check/money order payable to MWCC for course payment
- Include an additional $10 for the registration fee (one-time/semester)

IN PERSON: Stop by the Gardner, Leominster, or Devens Campus
- Payment is required at the time of registration
- Registration is not complete until transacted/confirmed by MWCC
- One-time $10 registration fee/semester

how to find us

D DEVENS
One Jackson Place
27 Jackson Road
Devens, MA 01434
978-630-9569

F FITNESS & WELLNESS CENTER
444 Green Street
Gardner, MA 01440
978-630-9212

G GARDNER
444 Green Street
Gardner, MA 01440
978-630-9212

L LEOMINSTER
100 Erdman Way
Leominster, MA 01453
978-630-9810

W WEB
mwcc.edu/noncredit
noncredit@mwcc.mass.edu
TRAINING FOR BUSINESS & INDUSTRY
Help your organization perform better, stronger, and faster with MWCC’s customized, affordable business training that offers convenient schedules and locations. Our solutions provide relevant, applied programs that result in measurable growth throughout your entire organization.

MWCC Workforce Development’s training solutions serve many industry sectors:

- **MANUFACTURING:** Lean Manufacturing, Six Sigma, Logistics, Facility Design & Operation, Quality Systems, Quality Control & Inspection, OSHA Safety Training
- **MANAGEMENT AND COMMUNICATIONS:** Project Management, Leadership Skills, Supervisory Skills, Management Skills, Training & Evaluating Employees, Business & Technical Writing
- **HUMAN RESOURCES:** Recruitment & Selection, Legal Side of HR Practices, Performance Appraisals, Performance Management, Diversity, Successful Interviewing, Manager Training, Training Employees
- **MARKETING & SALES:** Direct Marketing Techniques, Customer Service Excellence, Writing & Implementing a Marketing Plan, Social Media, Building and Closing the Sale, Effective Sales Management, Presentation Success
- **ACCOUNTING & FINANCE:** Accounting Essentials, Budgeting, Finance for Non-Financial Managers, Financial Analysis, Project Risk & Cost Analysis
- **INFORMATION SYSTEMS:** MS Office (Word, Excel, Access, Outlook, PowerPoint, Publisher), IT Project Management
- **SKILL BUILDING & ESL:** Workplace English as a Second Language, Business Writing When English is a Second Language, Basic Mathematics, Reading Comprehension, Keyboarding, Command Spanish
- **WORKPLACE SUCCESS SKILLS:** Time Management, Critical Thinking, Problem Solving, Work Ethics, Organizational Policies & Procedures

COMPANY MINI RETREATS
Choose any course in this bulletin and MWCC can combine it with breakfast, luncheon, and/or dinner, and host the event for your group. Packages are limited only by your imagination.

Need customized training to meet your company’s specific needs & schedule?
Call the office of Workforce Development at 978-630-9575

TRAINING FUNDS AVAILABLE FOR MASSACHUSETTS COMPANIES
Help your business achieve the next level of success. MWCC offers training anywhere and anytime, including free training needs analyses and free grant writing assistance to help pay for your training. Specialized assistance is available in banking, biomanufacturing, business, healthcare, and manufacturing.

The Workforce Training Fund Program (WTFP) is a Massachusetts state fund enacted into law in 1999 and financed entirely by Massachusetts employers. The purpose is to provide funding resources to Massachusetts businesses and workers to train current and newly hired employees.

Businesses are eligible if they have paid into the program through paying unemployment insurance. Here are some general provisions of the three Workforce Training Fund programs:

<table>
<thead>
<tr>
<th>PROGRAM TYPE</th>
<th>Express Grants</th>
<th>Regional Training Capacity Pilot Program</th>
<th>General Program Grants</th>
</tr>
</thead>
<tbody>
<tr>
<td>PROGRAM PURPOSE</td>
<td>Makes funds available for pre-registered training courses</td>
<td>Addresses smaller-scale training needs by making training slots available free of charge</td>
<td>Encourages employer &amp; labor organizations, training providers, or a consortium of such entities to train workers</td>
</tr>
<tr>
<td>BUSINESS SIZE</td>
<td>Up to 100 Employees</td>
<td>Any size</td>
<td>Any size</td>
</tr>
<tr>
<td>ASSISTANCE</td>
<td>$3,000/employee up to $30,000/year for “off the shelf” training courses</td>
<td>Free training in pre-approved courses without applying for a grant</td>
<td>Up to $250,000 to deliver customized training (must be completed within two years)</td>
</tr>
<tr>
<td>APPLICATION</td>
<td>Short, on-line application: commcorp.org</td>
<td>No application required. For more information visit commcorp.org</td>
<td>Applications are accepted on a rolling basis and decisions are made within 60 days: commcorp.org</td>
</tr>
</tbody>
</table>

WORKFORCE TRAINING FUND INFORMATION SESSIONS
Friday, February 26, 2016 from 8:30–10:30am (Devens Campus)
Monday, May 23, 2016 from 12–2pm (Leominster Campus)

Hosted by: Workforce Training Fund Program

These information sessions provide an overview of all of the Workforce Training Fund programs. Topics covered include: the features and requirements of each program, funding availability, and the application process. Following the information session, participants should be able to determine which grants are best suited for their business needs and know how to begin the application process. Each session lasts 2 hours and covers the following programs:

- General Program
- Regional Training Capacity Pilot Program
- Express Program
- Technical Assistance Grant

Register at mwcc.edu/noncredit or call 978-630-9575
Learn crucial management skills including communication, finance, writing, and project management with the American Management Association's nationally-recognized professional certificate programs. Actual case studies and successes are used to address today's critical business topics as identified by leading management practitioners. Courses include 15 hours of instruction and materials. The nationally-recognized certificates require the subsequent five courses (75 hours) which must be completed in a 24-month period. Courses can be taken independently.

**FINANCE & ACCOUNTING CERTIFICATE**

**17313 The Job of the Accounting Manager** .......................................................... $265
Tuesdays & Thursdays: 2/2–2/16 6–9 PM  TBA
Today's accounting manager is a planner, leader, communicator, internal consultant, and business partner to senior management. This course provides a solid grounding in all the traditional responsibilities of accounting management, including the latest on IT/accounting systems content and activity-based costing. We will dig further into the broader business knowledge, skills, and competencies that every accounting manager will need. Course includes exercises, exhibits, and helpful checklists.

**17314 How To Write a Business Plan** ................................................................. $265
Tuesdays & Thursdays: 2/23–3/8 6–9 PM  TBA
This course will show you how to organize and implement the planning process from beginning to end and translate your plan into action. You'll organize and implement the planning process; analyze the strengths, weaknesses, and opportunities in your organization; and produce a quality business plan. Some learning objectives include pinpointing the crucial elements of your competitive environment; marketing; setting realistic production/service, revenue, and overall operating goals and objectives; and obtaining the capital you need to grow.

**17315 How To Read and Interpret Financial Statements** .................................... $265
Tuesdays & Thursdays: 3/15–3/29 6–9 PM  TBA
This course offers a basic introduction to financial statements. It explains in detail what information is contained in different financial reports, what analyses you can use to bring it out, and how to relate it to the overall health of the business. You’ll learn to view financial statements in the context of external economic conditions, read and interpret balance sheets, income statements, and statements of cash flow from a management perspective.

**17316 A Manager’s Guide to Financial Analysis** .............................................. $265
Tuesdays & Thursdays: 4/5–4/19 6–9 PM  TBA
In this course, you’ll learn how to analyze financial statements using ratios, trends, and calculations and understand the interrelationships of profitability, leverage, activity, and liquidity ratios—all key to better financial decisions. You’ll learn to analyze three case disbursement techniques, calculate the present values of future cash flows and annuities, and determine the net present values and internal rates of return.

**17317 Finance & Accounting for Nonfinancial Managers** ................................ $265
Tuesdays & Thursdays: 4/26–5/10 6–9 PM  TBA
This course introduces you to financial terminology, relates financial measures to operating information, enables you to understand and apply financial measures to operating performance, and ties all of this to the current business environment. You’ll learn how to prepare budgets; read; understand, and use financial and operational measures; manage short-term assets; and relate department performance to the big picture.

**ADMINISTRATIVE PROFESSIONAL CERTIFICATE**

**17318 Asserting Yourself at Work** ................................................................. $265
Tuesdays & Thursdays: 2/2–2/16 6–9 PM  TBA
Designed for front-line managers, supervisors, team leaders, team members, and employees. This course promotes the use of direct, inclusive communication as a powerful tool for achieving targeted goals and building lasting relationships. You’ll learn about and practice assertive verbal and nonverbal communication techniques, how to set proper boundaries in workplace relationships, and how assertiveness plays out in other cultures. The interactive format includes self-assessment tools, worksheets, sidebars, and quizzes that prompt you along the way.

**17319 How to Manage Your Priorities** ......................................................... $265
Tuesdays & Thursdays: 2/23–3/8 6–9 PM  TBA
This course offers technology-based tools for identifying and organizing priorities, teaches managers the critical benefits of managing priorities and removing obstacles that interfere with success. You’ll acquire strategies to identify and manage key priorities, achieve objectives, improve the quality of work and reduce stress, manage your workload to improve your working relationships, and collaborate with others to make sure deadlines are necessary and reasonable.

**17320 Interpersonal Communication Skills in the Workplace** ..................... $265
Tuesdays & Thursdays: 3/15–3/29 6–9 PM  TBA
Effective communication is an important element of success for every organization, leader, manager, supervisor, and employee. Good communication skills are a prerequisite for advancement in most fields and are key to exercising influence both within and beyond the work group. This course provides assessments, exercises, and “think about it” sections that offer you numerous opportunities for practice and feedback. Any person can realize the benefits of improved communication skills.

It’s quick and easy to register – pay online at mwcc.edu/noncredit
It's quick and easy to register – pay online at mwcc.edu/noncredit

**Effective Communication Skills for Managers**

- **Course Description:** This course gives substantial attention to the key role of the meeting leader, offering practical guidance on how to develop the proper mindset, manage the process, and use the best decision-making tools and facilitation skills. It also covers in full detail the dynamic issues of planning, conducting, follow-up, and meeting evaluation, with special attention paid to group dynamics and the effective use of media tools. In short, more effective meetings make your organization more productive!

- **Learning Objectives:**
  - Analyze the strengths, weaknesses, and opportunities in your organization and produce a quality business plan. Some learning objectives include:
    - To end and translate your plan into action.
    - To organize and implement the planning process analyze the strengths, weaknesses, and opportunities in your organization and produce a quality business plan.
    - Some learning objectives include pinpointing the crucial elements of your competitive environment; marketing; setting realistic production/service, revenue, and overall operating goals and objectives; and obtaining the capital you need to grow.

- **Delivery Details:**
  - **Dates:** Tuesdays & Thursdays: 2/2–2/16
  - **Time:** 6–9 PM
  - **TBA

**BUSINESS COMMUNICATIONS CERTIFICATE**

**17409 Communication Skills for Managers**

- **Course Description:** This course is your guide to business communication that delivers a message whether written, spoken, in person, or via email with respect for the receiver in all business situations. This solid overview of all facets of business communication offers numerous opportunities to practice and apply your new skills and a log to track your improvement. You’ll utilize techniques to improve reading, writing, speaking, and listening proficiency.

- **Learning Objectives:**
  - Analyze the strengths, weaknesses, and opportunities in your organization and produce a quality business plan. Some learning objectives include:
    - To end and translate your plan into action.
    - To organize and implement the planning process analyze the strengths, weaknesses, and opportunities in your organization and produce a quality business plan.
    - Some learning objectives include pinpointing the crucial elements of your competitive environment; marketing; setting realistic production/service, revenue, and overall operating goals and objectives; and obtaining the capital you need to grow.

- **Delivery Details:**
  - **Dates:** Tuesdays & Thursdays: 2/2–2/16
  - **Time:** 6–9 PM
  - **TBA

**17314 How To Be An Effective Facilitator**

- **Course Description:** This course teaches you the skills needed to keep a person, group, or team on track. The course is designed for general managers whose time is at a premium. The course presents a six-step process and tools that you can apply in any situation, whether you’re facilitating a short-term problem-solving session or a multi-year strategic planning project.

- **Delivery Details:**
  - **Dates:** Tuesdays & Thursdays: 4/26–5/10
  - **Time:** 6–9 PM
  - **TBA

**GENERAL MANAGEMENT CERTIFICATE**

**17409 Communication Skills for Managers**

- **Course Description:** This course is your guide to business communication that delivers a message whether written, spoken, in person, or via email with respect for the receiver in all business situations. This solid overview of all facets of business communication offers numerous opportunities to practice and apply your new skills and a log to track your improvement. You’ll utilize techniques to improve reading, writing, speaking, and listening proficiency.

- **Delivery Details:**
  - **Dates:** Tuesdays & Thursdays: 2/2–2/16
  - **Time:** 6–9 PM
  - **TBA

**17314 How To Write A Business Plan**

- **Course Description:** This course will show you how to organize and implement the planning process from beginning to end and translate your plan into action. You’ll organize and implement the planning process analyze the strengths, weaknesses, and opportunities in your organization and produce a quality business plan. Some learning objectives include pinpointing the crucial elements of your competitive environment; marketing; setting realistic production/service, revenue, and overall operating goals and objectives; and obtaining the capital you need to grow.

- **Delivery Details:**
  - **Dates:** Tuesdays & Thursdays: 2/23–3/8
  - **Time:** 6–9 PM
  - **TBA

**17326 Successful Project Management**

- **Course Description:** This course covers the fundamentals, focusing on practical tools and techniques you can apply immediately to complete projects on time, on budget, and on target. Packed with proven strategies, the course explains how to clarify objectives, avoid serious errors of omission, and eliminate costly mistakes. You’ll learn how to set measurable project objectives and create a practical plan to achieve them, control time, cost, and scope and obtain approval and buy-in from senior management and key stakeholders.

- **Delivery Details:**
  - **Dates:** Tuesdays & Thursdays: 3/15–3/29
  - **Time:** 6–9 PM
  - **TBA

If you struggle to find the words and tone appropriate for given situations, you’ll appreciate the advice on selecting language that works.

This course is packed with practical advice attuned to current business writing and presentation challenges. Through interactive exercises, you’ll acquire the techniques that professional writers use to research, draft, compose, and edit work. Examples and checklists will keep you on track as you practice writing better letters, memos, proposals, reports, and e-mail. If you struggle to find the words and tone appropriate for given situations, you’ll appreciate the advice on selecting language that works.

This course gives substantial attention to the key role of the meeting leader, offering practical guidance on how to develop the proper mindset, manage the process, and use the best decision-making tools and facilitation skills. It also covers in full detail the dynamic issues of planning, conducting, follow-up, and meeting evaluation, with special attention paid to group dynamics and the effective use of media tools. In short, more effective meetings make your organization more productive!

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Effective communication is an important element of success for every organization, leader, manager, supervisor, and employee. Good communication skills are a prerequisite for advancement in most fields and are key to exercising influence both within and beyond the workplace. Throughout the course, the authors provide assessments, exercises, and “Think About It” sections that offer you numerous opportunities for practice and feedback. Any person can realize the benefits of improved communication.
SALES AND MARKETING CERTIFICATE

17321 How to Sharpen Your Business Writing Skills ........................................... $265
Tuesdays & Thursdays: 4/5–4/19 6–9 PM  TBA
This course is packed with practical advice attuned to current business writing and presentation challenges. Through interactive exercises, you’ll acquire the techniques that professional writers use to research, draft, compose, and edit work. Examples and checklists will keep you on track as you practice writing better letters, memos, proposals, reports, and e-mail. If you struggle to find the words and tone appropriate for given situations, you’ll appreciate the advice on selecting language that works.

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17317 Finance & Accounting for Nonfinancial Managers ................................. $265
Tuesdays & Thursdays: 4/26–5/10 6–9 PM  TBA
This course introduces you to financial terminology, relates financial measures to operating information, enables you to understand and apply financial measures to operating performance, and ties all of this to the current business environment. You’ll learn how to prepare budgets, read, understand, and use financial and operational measures manage short-term assets and relate department performance to the big picture.

SALES AND MARKETING CERTIFICATE

17327 How to Plan, Prepare & Deliver Effective Presentations ........................ $265
Tuesdays & Thursdays: 2/2–2/16 6–9 PM  TBA
Packed with worksheets, strategies, and tips, this course delivers success. It helps you overcome “presentation fear” and makes it easy to plan, prepare, and deliver the kind of presentations that make people take notice. You’ll discover the best ways to prepare your opening, write smooth transitions, plan your Q&A session, and troubleshoot potential problem areas. You’ll learn how to use body language, communicate clearly, gain and hold attention, and elicit valuable feedback.

17328 How To Write a Marketing Plan ............................................................. $265
Tuesdays & Thursdays: 2/23–3/8 6–9 PM  TBA
In this course you’ll learn how to turn ideas into strategy and a plan into a success story! You’ll gain the information and skills needed to write a marketing plan by focusing on planning, analysis of environmental and market factors, and the study of sales and distribution programs. You’ll learn how to implement a proven six-step process to develop marketing strategies and tactics. Your completed marketing plan will contain everything you need for the future.

17329 Keeping Customers for Life ................................................................. $265
Tuesdays & Thursdays: 3/15–3/29 6–9 PM  TBA
Learn to improve customer satisfaction and the process for resolving customer complaints. You’ll implement strategies for improving overall customer satisfaction and a process for resolving customer complaints and problems. You’ll learn to apply the “I.D.E.A.” Process (Identify, Diagnose, Explore, and Act) for resolving complaints and solving customers’ problems. You’ll empower your frontline contact people to be proactive customer champions.

HUMAN RESOURCES CERTIFICATE

17330 Fundamentals of Human Resources Management ............................... $265
Tuesdays & Thursdays: 2/2–2/16 6–9 PM  TBA
In this course, you’ll learn the key tools for developing an HR plan based on organizational needs, and the basic functions of using the Web for recruiting and selecting the latest HRIS. Learn to write policy and procedure manuals and employee handbooks. Whether new or a professional HR specialist, in this course you’ll find all the information and skills you need to do your job and make a positive impact in your organization.

17331 How to Manage Training: Facilitating Workplace Learning for High Performance ............................................................... $265
Tuesdays & Thursdays: 2/23–3/8 6–9 PM  TBA
This course is written for managers from a wide range of functional areas. It gives any manager responsible for training, the tools to help employees learn more, perform better, and work smarter. This comprehensive, up-to-date guide targets the roles necessary to manage training and learning in an organization: champion, builder, performance consultant, supporter, administrator, and keeper of the budget. You’ll develop the skills to manage training, facilitate workplace learning, and enhance organizational effectiveness.

17332 Performance Management ................................................................. $265
Tuesdays & Thursdays: 3/15–3/29 6–9 PM  TBA
An effective system is essential to help employees perform at their best and align the goals, values, and initiatives of the organization. This course illustrates strategies for developing the crucial communication skills of coaching, problem solving, and giving feedback while teaching methods for linking organizational and personal goals. You’ll gain the skills to plan, monitor, analyze, and maintain a performance management process.

It’s quick and easy to register – pay online at mwcc.edu/noncredit
1733 Fair, Square and Legal................................................................. $265
Tuesdays & Thursdays: 4/5–4/19 6–9 PM  Robert R. Wirtanen
Staying out of trouble is a matter of being prepared. Written by a manager for managers, the course translates complex legal concepts and precedents into a set of easy-to-learn guidelines for managing people. It gives you systematic knowledge of the ways the laws governing equal opportunity and employee rights protect not only your employees, but you, the manager, as well. You’ll see that understanding and adhering to employment law is simply good business.

1734 Planning and Managing Change.................................................. $265
Tuesdays & Thursdays: 4/26–5/10 6–9 PM  Robert R. Wirtanen
The ability to manage change has become a key competency for those seeking to enhance corporate efficiency or effectiveness. This course teaches the importance of proactively managing change and avoiding the knee-jerk reactions that undermine efforts to deal with the organizational and human issues that accompany change. You’ll gain skills to plan and manage every aspect of the organizational change process, and develop insights to help you lead others, foster adaptability, and encourage continuous learning.

17335 Fair, Square and Legal................................................................. $265
Tuesdays & Thursdays: 4/5–4/19 6–9 PM  Robert R. Wirtanen
Staying out of trouble is a matter of being prepared. Written by a manager for managers, the course translates complex legal concepts and precedents into a set of easy-to-learn guidelines for managing people. It gives you systematic knowledge of the ways the laws governing equal opportunity and employee rights protect not only your employees, but you, the manager, as well. You’ll see that understanding and adhering to employment law is simply good business.

1760 2A Hoisting License Prep Course................................................. $195
Saturday: 2/20 8 AM–12 noon  Robert R. Wirtanen
Massachusetts 2A—Crawler and rubber-tired excavators, backhoes, and loaders, and covers machine components, hydraulic theory, mathematical calculations, inspection parameters, standard hand signals, and capacities. This course prepares the attendee for successful completion of the 2A Hydraulics Engineers’ licenses in MA. This course meets or exceeds the requirements of OSHA 1926.550.

1769 1C Hoisting License Prep Course................................................ $195
Saturday: 2/20 12:30–4:30 PM  Robert R. Wirtanen
Massachusetts 1C—Equipment with hydraulic telescoping booms without wire ropes and forklifts. This course covers forklifts and cranes. It will prepare the attendee for his/her 1C hydraulics license test in Massachusetts. The course runs about 4 hours and includes a film, power point presentation, and a test. This course meets or exceeds the requirements of ANSI B30.22, B56.1, and OSHA 1910.178.

1770 2A Continuing Education Course for Recertification.................. $195
Saturday: 4/2 8 AM–12 noon  Robert R. Wirtanen
Massachusetts 2A—Crawler and rubber-tired excavators, backhoes and loaders. Cranes101 curriculum has been approved by the State of Massachusetts and contains the proper content per the 520 CMR 6.04(b)6. Operator will earn required CEU at this safety seminar. Massachusetts Regulations, 520 CMR 6.00 Standards, Jobsite Safety. Certificate is awarded by Cranes101.

17263 OSHA 30 Hour Construction Safety ........................................ $839
Wednesdays: 3/2–4/11 (no class 3/16) 5–8 PM  Robert R. Wirtanen
The 30-hour Construction Outreach Training Program is intended to provide training to workers with some safety responsibility. Training should emphasize hazard identification, avoidance, control, and prevention, not OSHA standards.

17265 OSHA 10 Hour General Industry Safety.................................... $279
This training program is intended to provide entry level general industry workers with information about their rights, employer responsibilities, and how to file a complaint as well as how to identify, abate, avoid, and prevent job related hazards. The training covers a variety of general industry safety and health hazards which a worker may encounter. Training should emphasize hazard identification, avoidance, control, and prevention, not OSHA standards.

Why do you need Continuing Education Units (CEU)?
Per the requirements of Massachusetts 520 CMR 6.00 Hoisting Machinery Standard, all hoisting equipment operators must submit Continuing Education Units (CEU) at the time of your license renewal if the license expires after September 1st, 2014. As long as your license expires after May 1st, you’ll need to take a 4-hour continuing education class for each license you hold. This is the new regulation the state has set forth.
16905 Conflict Management ................................................................. $245
2/1–2/26 Self-paced Sally Klauss
You’ll discover a workable conflict management model, discuss case studies in conflict management, and take away successful conflict management strategies to apply in your workplace. In a study conducted by the American Management Association (AMA) the average manager spends more than 20% of their day dealing with a conflict situation. This study also identified that out of twenty-five management skills, conflict management was the only one positively correlated to higher earnings and promotion.

17271 1C Continuing Education Course for Recertification...... $195
Saturday: 4/2 11 AM–3:30PM Cranes101
Massachusetts 1C-Equipment with hydraulic telescoping booms without wire ropes and forklifts. This course covers forklifts and cranes. Cranes101 curriculum has been approved by the State of Massachusetts and contains the proper content per the 520 CMR 6.04(b).6. This is a safety seminar that will earn the operator his/her required CEU. Massachusetts Regulations, 520 CMR 6.00 Standards, Jobsite Safety. Certificate is awarded by Cranes 101.

17253 Effective Emails, Memos, and Letters ........................................... $79
Open Enrollment Self-paced Online
Communicating clearly and concisely in written formats like email, memos, and letters is very important in a workplace setting. This course will help you improve your use of these common business communication vehicles by providing best practices and effective tips and techniques. 5 hours.

17329 Keeping Customers for Life ......................................................... $265
Tuesdays & Thursdays: 3/15–3/29 6–9PM TBA
Learn to improve customer satisfaction and the process for resolving customer complaints. You’ll implement strategies for improving overall customer satisfaction and a process for resolving customer complaints and problems. You’ll learn to apply the “I.D.E.A.” Process (Identify, Diagnose, Explore, and Act) for resolving complaints and solving customers’ problems. You’ll empower your frontline contact people to be proactive customer champions.

16897 Certificate in Customer Service ............................................... $245
With the increase in technology, human interaction with customers becomes all-the-more important. Whether it relates to retaining customers, serving your audience, or turning inquiries from potential customers into sales, good customer service is now one of the central factors in organizational success. Learn to improve your customer service skills to enhance your career skill set, improve productivity, and increase your organization’s success. Two courses, available separately or as a certificate.

16898 Extraordinary Customer Service ............................................. $145
4/4–4/29 Self-paced Nanette Sanders-Cobb
Transform your customer service into something extraordinary. Customer service separates you from your competition. Extraordinary customer service comes from focusing on the few essential elements that yield big results. Discover how easy it is to tweak your customer service from the ordinary to the extraordinary. You’ll take away a customer service plan that will help you focus on the key elements that will get you started on your pathway to success.

16899 Keys to Customer Service ......................................................... $145
5/2–5/27 Self-paced Fred Bayley
Learning to build your customer service skills will have a powerful impact on your career success. Through this course you’ll discover the direct relationship between service skills and career achievement. You’ll become skilled at being an exceptional service provider. You can help your organization and your career by translating your good service intentions into a workable plan and gain knowledge of ways to consistently deliver great service. The payoff is enormous.

16900 Certificate in Customer Service ............................................. $245
You’ll discover a workable conflict management model, discuss case studies in conflict management, and take away successful conflict management strategies to apply in your workplace. In a study conducted by the American Management Association (AMA) the average manager spends more than 20% of their day dealing with a conflict situation. This study also identified that out of twenty-five management skills, conflict management was the only one positively correlated to higher earnings and promotion.

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17312 Yoga I (Toward 200RYT Yoga Teacher Training with Certification) .......... $799
Mondays: 1/25–5/23 6–9PM Anne Goewey
This is Part I of an in-depth three-part course covering the principles and practices of Yoga. This course is an invitation to experience the power of Yoga as a tool for transformation. You’ll gain a deeper understanding of Yoga as a practice and a philosophy. Textbooks are included. Yoga II will be held in Summer 2016. Yoga III will be held in Fall 2016. A payment plan is available.

17082 Reiki I ...............................................................................................................$59
Wednesdays 2/3 & 2/10 7–9PM Nichole Carter
Reiki is a gentle, yet powerful “laying on of hands” healing technique. Reiki I focuses on healing the physical body. By the end of this course, you’ll be able to give Reiki to yourself, family, friends, and even your pets. A Reiki textbook is included.

17335 Umpiring Etiquette.......................................................................................$29
Monday: 2/15 6–8PM Paula Richard
Ever think you can make the calls better than the umpire on the field? Maybe you can! If you are looking to earn extra money helping out a local recreation league, get into more advanced umpiring, or just want to get back out on the diamond for the love of the game, this course will help you get there. We will cover basics of umpiring to making the game winning call!

17297/17299 Beginner Golf Lessons.................................................................. $120
17297 Sundays: 2/28–4/24 (no class 3/27) 6–7PM Dan Berry
17299 Wednesdays: 3/2–4/20 8:15–9:15PM Dan Berry
Beginner lessons are for those who have never held a club and want to learn the game. Golf permits all players, regardless of ability, to compete. Come meet some new friends. We work with all ages and abilities in hopes of growing the game for all. This is the perfect time to improve your golf swing for the spring season.

17296 Intermediate Golf Lessons................................................................. $120
Sundays: 2/28–4/24 (no class 3/27) 5–6PM Dan Berry
Intermediate lessons are for those trying to bring their stroke count down. Golf permits all players, regardless of ability, to compete. You’ll learn to hit better, chip better, and putt better. We try to work with what skills you already have. Come meet some new friends or enjoy your old ones while sharpening your skills. This is the perfect time to improve your golf swing for the spring season.

17298 Advanced Golf Lessons....................................................................... $120
Wednesdays: 3/2–4/20 7:15–8:15PM Dan Berry
Advanced lessons are for those who want to fine tune their game. Golf permits all players, regardless of ability, to compete. This course is for the golfer interested in improving swing mechanics and short game (i.e. chipping, pitching). This is the perfect time to improve your golf swing for the spring season.

17083 Reiki II ..............................................................................................................$39
Tuesdays: 3/29 & 4/5 7–9PM Nichole Carter
Learn the Reiki symbols and how to do long distance healing. Level II is all about healing the emotional self and is required to practice Reiki professionally. The books from Reiki I are needed.

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• GRE Preparation - Part 2 (Quantitative)
• Real Estate Investing
• Basic CompTIA A+ Certification Prep

2016 Start Dates:
• January 13
• February 10
• March 16
• April 20
• May 18

It’s quick and easy to register – pay online at mwcc.edu/noncredit

Call 877-225-7151 to register
16895/16896 Cyber Security for Managers ................................................. $245
16895 3/7–4/1 Self-paced Stan Waddell
16896 5/2–5/27 Self-paced Stan Waddell

Designed for non-technical managers, directors and others in the workplace, this course will help you find out about threats and vulnerabilities, safeguards, common attacks, viruses, malware and spyware, disaster recover planning, intrusion detection/prevention, basic security architecture, introductory forensics, and cyber terrorism.

Introduction to PC Security ................................................................. $125
Begins 3rd Wednesday of every month Self-paced On-line
You’ll understand and explore the many vulnerabilities of operating systems, software, and networks. Then, you’ll get into the minds of hackers and crackers, developing an understanding of the exploits they use to access your computer without your knowledge. You’ll find out why, where, and how viruses, worms, and blended threats are created. You’ll be able to identify and work to prevent DoS, SYN flooding, and other network attacks.

Advanced PC Security ................................................................. $125
Begins 3rd Wednesday of every month Self-paced On-line
You’ll gain an understanding of the complex method of electronic breaking and entering. You’ll learn the terms and programming behind the interaction between hardware and software when communicating through a network. You’ll follow packets of data through an entire network, and find out where the flaws exist for data loss and security breaches. You’ll discover the role of the seven layers of the OSI model and the dependencies of hardware and software interaction through packet transmission.

17252 Information Security Foundation (EXIN) Exam Prep .......................... $139
Open Enrollment Self-paced Online
This course prepares you to take the EXIN Information Security Foundation exam based on ISO/IEC 27002. Information security is the protection of information from a wide range of threats in order to ensure business continuity, minimize business risk, and maximize return on investments and business opportunities. A strong understanding of the international standard, the Code of Practice for Information Security ISO/IEC 27002:2013 is important to every information security professional. 8 hours.

17054 Understanding the Cloud ......................................................... $125
Begins 3rd Wednesday of every month Self-paced On-line
What is the cloud? If you have trouble answering this question, you’re not alone. We’ll start by looking at the building blocks of the cloud, where it started, and how it transitioned from an experiment into an unstoppable force. You’ll also gain a clear understanding of IaaS, SaaS, and PaaS, and see why each may be attractive to some businesses, but not others. You’ll learn about the different kinds of clouds (public, private, and hybrid). We’ll also take an inside look at the engine rooms of the cloud: data centers. You’ll examine the concept of big data, the overwhelmingly huge amounts of data that make analysis so challenging, and how the cloud infrastructure enables data to zip across the globe at lightning speed.

17303 Coaching: a Leadership Skill ................................................. $39
Tuesday: 3/22 6:30–9 PM Christian Reifsteck
Coach, Mentor, Role Model, Supporter, Guide... do these words ring a bell? Being a coach involves being able to draw from several disciplines. Coaching is based on a partnership that involves giving both support and challenging opportunities to employees. Mentorship is a related skill that is often a part of coaching. It’s about being a guide, offering wisdom and advice when it is needed. Knowing how and when to coach (and when to use other tools, like mentoring) is an essential skill that can benefit both you and your organization.

16907 Get Things Done ......................................................... $245
Research has proven that when people have the opportunity to do what they do best every day, the effect on the individual, team, and organizational performance is powerful. A strengths-based management approach incorporates the latest research on engagement and workplace performance from the Gallup organization. Using the Clifton StrengthsFinder®, you’ll learn how to be more successful by using the unique strengths and contributions of each team member to get more done at work and increase productivity. Fee includes a Top 5 Strengths access code to take the Clifton StrengthsFinder®.
16940 Managing Generations in the Workplace ....................................................... $175 4/4-4/29 Self-paced Kassia Dellabough
Get an understanding of managing workers in different generations in the workplace. Discover what motivates each generation at work, what incentives you respond to, and what messages you value. Generations X and Y are significantly different than the Boomer generation. Come explore the characteristics of the different generations in the workplace. Then identify practical, how-to tips and techniques for managing Boomers, Gen Xers, and Gen Yers in the workplace.

17035 Leadership for Supervisors.................................................................$39 Tuesday: 4/5 6:30-9PM Christian Reifsteck
This course will give you the skills in communication, coaching, and conflict that you need to be successful. You are the crucial interface between the employee on the shop floor or the service desk and the managers of the organization. Although you usually have more technical experience, you may not have had a lot of leadership experience. This course will give you the skills in communication, coaching, and conflict that you need to be successful.

17257 Communicating Collaboratively .........................................................$99 Open Enrollment Self-paced Online
Communicating effectively with team members and groups has become more important as organizations have relied on collaborative work to advance your goals. This course will help you improve your collaborative communication by providing best practices and effective tips and techniques. 5 hours.

Fundamentals of Supervision and Management.......................................$125 Begins 3rd Wednesday of every month Self-paced Online
You’ll learn the skills required to delegate responsibility and motivate your employees. A large part of a manager’s job involves getting things done through other people, and this course will help you understand how to influence and direct other people’s performance. You’ll also learn how to solve problems and resolve conflicts.

16951 eMarketing Essentials Certificate.................................................... $495 2/1-4/29 Self-paced Dan Belhassen & Susan Hurrell
You’ll gain a fundamental yet advanced introduction to eMarketing, including improving email promotions, analyzing your web site traffic, doing search engine optimization, and successfully employing online advertising. Course material is relevant for any type of organization, including businesses, companies, nonprofits, and government agencies. No eMarketing experience or expertise is necessary. Certificate includes three courses.

Save $90 by taking all three courses or take them individually

16952/16960 Improving Email Promotion.................................................... $195 16952 2/1-2/26 Self-paced Dan Belhassen & Susan Hurrell
16960 4/4-4/29 Self-paced Dan Belhassen & Susan Hurrell
Discover new ways to improve your email promotions, including when to email, what to email, and testing email copy. Then find out how to analyze your email response rates, including getting the benchmarks for open rates and click-through rates. Learn how to improve your email promotion and responses with tracking and testing. Get a basic introduction to email promotions. Your instructor is an email expert and can answer your toughest questions.

16953/16961 Boosting Your Web Site Traffic.................................................. $195 16953 3/7-4/1 Self-paced Dan Belhassen & Susan Hurrell
16961 5/2-5/27 Self-paced Dan Belhassen & Susan Hurrell
You’ll learn the basic skills to boost your web site traffic, including how to analyze your visitor traffic, how to use search engine optimization to get greater visibility and exposure in Google searches, and how to redesign your web site copy to increase your visitors and results. Your instructor is an SEO expert and can answer your toughest questions.

16955 Online Advertising.............................................................................. $195 4/4-4/29 Self-paced Dan Belhassen & Susan Hurrell
You’ll learn the keys to making online advertising work for you and your organization. See how pay-per-click advertising with Google AdWords works. You’ll learn how to test low-budget Adword campaigns. Then discover Facebook advertising and how you can determine the demographics and even numbers of people you want to reach. Your instructor is an online ad expert and can answer your toughest questions.
### Mobile Marketing Certificate

<table>
<thead>
<tr>
<th>Course Code</th>
<th>Course Title</th>
<th>Start Date</th>
<th>End Date</th>
<th>Duration</th>
<th>Instructor(s)</th>
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</thead>
<tbody>
<tr>
<td>16962</td>
<td>Mobile Marketing Certificate</td>
<td>2/1–4/29</td>
<td>Self-paced</td>
<td>Salt, Belhassen &amp; Hurrell</td>
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The way consumers are connecting to the world is changing because of mobile devices. You’ll learn about location-based marketing, mobile payments, QR codes, applications, and mobile coupons. You’ll learn how mobile marketing can increase your capabilities to retain current customers and gain new ones. Then learn how non-technical users can build, deploy, and market smartphone applications across Android, iPhone, and Blackberry platforms. You’ll learn about proximity marketing, mobile marketing metrics, and developing a mobile marketing campaign. Certificate includes three courses.

### Introduction to Mobile Marketing

<table>
<thead>
<tr>
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<th>Start Date</th>
<th>End Date</th>
<th>Duration</th>
<th>Instructor(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>16964/16969</td>
<td>Introduction to Mobile Marketing</td>
<td>2/1–2/26</td>
<td>Self-paced</td>
<td>Simon Salt</td>
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</table>

More than half of U.S. consumers who’ve made purchases on their smartphones have done so in response to a mobile marketing message. The way consumers are interacting with brands and connecting to the world is changing because of mobile devices. You’ll learn about location-based marketing, mobile payments, QR codes, applications, and mobile coupons. You’ll learn how mobile marketing can increase your capabilities to retain current customers and gain new ones.

### Creating Cell Phone Apps for Your Business

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<tr>
<th>Course Code</th>
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<th>Start Date</th>
<th>End Date</th>
<th>Duration</th>
<th>Instructor(s)</th>
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</thead>
<tbody>
<tr>
<td>16965/16971</td>
<td>Creating Cell Phone Apps for Your Business (non-technical course)</td>
<td>3/7–4/1</td>
<td>Self-paced</td>
<td>Dan Belhassen &amp; Susan Hurrell</td>
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Cell phone apps are the latest way smart businesses are reaching customers. This course will provide you with instructions on how non-technical users can build, deploy, and market smartphone applications across Android, iPhone, and Blackberry platforms. The course is ideal for business owners and executives who want to understand how smartphone applications can be inexpensively built, and for technical users who want to understand how quickly deploy, smartphone applications.

### Advanced Mobile Marketing

<table>
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<tr>
<th>Course Code</th>
<th>Course Title</th>
<th>Start Date</th>
<th>End Date</th>
<th>Duration</th>
<th>Instructor(s)</th>
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</thead>
<tbody>
<tr>
<td>16966</td>
<td>Advanced Mobile Marketing</td>
<td>4/4–4/29</td>
<td>Self-paced</td>
<td>Simon Salt</td>
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</tbody>
</table>

You’ll learn the knowledge needed to implement a mobile marketing plan for your organization. Find out about proximity marketing, mobile marketing metrics, and developing a mobile marketing campaign. Learn how to promote your app on the web, build a landing page for your app, and advanced tracking of your application usage. Then take home a blueprint for creating guidelines and standards for your mobile marketing effort, and how to measure its success.
### Microsoft Office Professional Series

<table>
<thead>
<tr>
<th>Course Code</th>
<th>Course Title</th>
<th>Start Date</th>
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<th>Location</th>
<th>Fee</th>
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<tbody>
<tr>
<td>17240</td>
<td>Microsoft® Office Word® 2013: Part 3</td>
<td>3/1–3/3</td>
<td>6–9PM</td>
<td>TBA</td>
<td>$125</td>
</tr>
<tr>
<td>17241</td>
<td>Microsoft® Office Outlook® 2013: Part 1</td>
<td>3/7–3/21</td>
<td>6–9PM</td>
<td>TBA</td>
<td>$125</td>
</tr>
<tr>
<td>17242</td>
<td>Microsoft® Office PowerPoint® 2013: Part 1</td>
<td>3/8–3/10</td>
<td>6–9PM</td>
<td>TBA</td>
<td>$125</td>
</tr>
<tr>
<td>17244</td>
<td>Microsoft® Office Outlook® 2013: Part 2</td>
<td>3/28–4/11</td>
<td>6–9PM</td>
<td>TBA</td>
<td>$125</td>
</tr>
<tr>
<td>17245</td>
<td>Microsoft® Office Excel® 2013: Part 1</td>
<td>4/5–4/7</td>
<td>6–9PM</td>
<td>TBA</td>
<td>$125</td>
</tr>
<tr>
<td>17246</td>
<td>Microsoft® Office Excel® 2013: Part 2</td>
<td>4/12–4/14</td>
<td>6–9PM</td>
<td>TBA</td>
<td>$125</td>
</tr>
<tr>
<td>17247</td>
<td>Microsoft® Office Excel® 2013: Part 3</td>
<td>4/19–4/21</td>
<td>6–9PM</td>
<td>TBA</td>
<td>$125</td>
</tr>
<tr>
<td>17248</td>
<td>Microsoft® Office Access® 2013: Part 1</td>
<td>4/26–4/28</td>
<td>6–9PM</td>
<td>TBA</td>
<td>$125</td>
</tr>
<tr>
<td>17249</td>
<td>Microsoft® Office Access® 2013: Part 2</td>
<td>5/3–5/5</td>
<td>6–9PM</td>
<td>TBA</td>
<td>$125</td>
</tr>
</tbody>
</table>

If you work with lengthy documents, collaborate with others, or create forms, this course will show you how to use Word to efficiently accomplish these tasks. Microsoft Word 2013 enables you to do more than simple word processing. It can be used to collaborate on complicated documents and manage how the documents are accessed and distributed. Advanced features of Word 2013 enable you to revise, manage, and secure your business documents.

In this course, you'll become familiar with the Outlook 2013 interface. You'll learn basic functions like how to compose, read and respond to email messages; manage email messages, your calendar and your contacts; work with tasks and notes; and customize the Outlook environment. This course is intended for people who have a basic understanding of Microsoft® Windows® and want to know how to use Outlook.

Upon completing this course, you'll be able to create and deliver engaging multimedia presentations that convey the key points of your message through the use of text, graphics, and animations. You'll identify the basic features and functions of PowerPoint 2013, develop a PowerPoint presentation, perform advanced text editing, add graphical elements to a presentation, modify objects in a presentation, add tables and charts to a presentation, and prepare to deliver a presentation.

Upon completing this course, you'll be able to customize the PowerPoint 2013 application, and effectively create, collaborate on, secure, and distribute complex multimedia presentations for a variety of situations. You'll modify the PowerPoint environment, customize design templates, add SmartArt to a presentation, work with media and animations, collaborate on a presentation, customize a slide show, and secure and distribute a presentation.

Upon successful completion of this course, you'll be able to use the advanced features in Outlook to manage the advanced options for message, contacts, and calendar management. You'll configure advanced message options, perform advanced message management tasks, perform advanced calendar management tasks, perform advanced contact management tasks, manage activities by using tasks and journal entries, share Outlook workspaces with other users, and manage Outlook data files.

Upon successful completion of this course, you'll be able to create and develop Excel worksheets and workbooks in order to work with and analyze the data that is critical to the success of your organization. You'll get started with Microsoft Office Excel 2013, perform calculations, modify a worksheet, format a worksheet, print workbooks, and manage workbooks.

This course builds upon the foundational knowledge presented in the Microsoft® Office Excel® 2013: Part 1 course and will help you start creating advanced workbooks and worksheets that can help deepen your understanding of organizational intelligence. You'll customize the Excel environment, create advanced formulas, analyze data by using functions and conditional formatting, organize and analyze datasets and tables, visualize data by using basic charts, and analyze data by using PivotTables, slicers, and PivotCharts.

You'll learn to perform advanced data analysis, collaborate on workbooks with other users, and automate workbook functionality. You'll work with multiple worksheets and workbooks simultaneously, share and protect workbooks, automate workbook functionality, apply conditional logic, audit worksheets, use automated analysis tools, and present your data visually. This course covers the Microsoft® Office Specialist exam objectives to help students prepare for the Excel® 2013 Exam and the Excel® 2013 Expert Exam.

In this course, you'll learn to create and manage a fundamental Access 2013 database. You'll navigate within the Microsoft Access application environment and create a simple database. Organize and manage data stored within Access tables; use queries to join, sort, and filter data from different tables; create advanced queries, including action queries and parameter queries; create and format custom reports; and customize Access configuration options.

In this course, you'll work with relational database structure, relationships, efficiency, integrity, and customization. You'll design a relational database, join tables to retrieve data from unrelated tables, organize a database for efficiency and performance, maintain data integrity, share data among Access and other applications, customize reports to organize the displayed information, and produce specific print layouts.
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microsoft office professional series

17251 Microsoft® Office Access® 2013: Part 3 ....................................................... $125
Tuesday–Thursday: 5/10–5/12  6–9PM  TBA
Upon successful completion of this course, you’ll be able to customize a form layout to improve usability and efficiency of data entry, add user interface features to validate data entry, use macros to improve user interface design, organize data into appropriate tables to ensure data dependency and minimize redundancy. You’ll learn to lock down and prepare a database for distribution to multiple users, and create and modify a database switchboard and set the startup options.

16903 Powerful Presentations & Effective Speaking Techniques .................. $195
2/1–2/26  Self-paced  Bridget Brady
Learn everything from voice and speech basics like proper breathing, diction, and enunciation, all the way to specific presentation templates and techniques that will allow you to deliver your presentations with ease and confidence. You’ll learn how to effectively deliver a presentation to one person across the table, in front of a small group in a boardroom, from stage for a large audience, and host tele-seminars or webinars online.

17306 Building Self-Esteem and Assertiveness ..............................................$39
Tuesday: 4/12  6:30–9PM  Christian Reifsteck
Healthy self-esteem is essential for growth and achieving success. Of all the judgments you make in life, none is as important as the one you make about yourself. Without some measure of self-worth, life can be painful and unremitting. In this course, you’ll learn some techniques that can dramatically change how you feel about yourself, and how you approach the world to get the things that you want.

presentation/sales techniques

17327 How to Plan, Prepare, and Deliver Effective Presentations .............. $265
Tuesdays & Thursdays: 2/2–2/16  6–9PM  TBA
Overcome your “presentation fear”! Learn the best ways to prepare your opening, write smooth transitions, plan your Q&A session, and troubleshoot potential problem areas. You’ll learn how to use body language, communicate clearly, gain and hold attention, and elicit valuable feedback.

16904 Prezi .......................................................................................................... $195
4/4–4/29  Self-paced  Kimba Green
Take a journey into the world of creative presentations. Bring your vision to life with Prezi and leave PowerPoint behind. Learn how to use and engage your creative side for amazing presentations. Your audience will be stimulated with what you are presenting as well as how you are presenting.

17255 Introduction to Public Speaking ............................................................. FREE
Wednesdays: 4/6–4/27  6:30–8:30PM  Jennifer Welch
You’ll practice public speaking in a safe, supportive, and nurturing environment, as well as learn techniques to help you become a successful public speaker. Instructed by Twin City Toastmasters, a branch of Toastmasters International, this course will help students develop communication and leadership skills, resulting in greater self-confidence and personal growth. Conquer your speaking fears. Speak up and be heard.

17256 Effective Public Speaking ..................................................................... $99
Open Enrollment  Self-paced  Online - MindEdge
Confidence is a key to delivering an effective speech or presentation. This two-module course helps you to develop the skills you’ll need to become an outstanding and confident public speaker. It reviews the seven stages of public speaking through games, interactive exercises, and videos. The tools and techniques in this course can ensure that you’ll excel when speaking in any situation, from the start of your speech or presentation to its successful end. 6 hours.

17254 Put More Power in PowerPoint .............................................................. $125
Tuesdays: 4/26–5/10  6–9PM  Craig Devonshire
This is an introductory-to-intermediate course for those wanting to learn to create more effective, informative, interesting, and memorable PowerPoint presentations. PowerPoint remains an extremely popular visual tool for audiences of all sizes, across virtually all industries and organizations. The software has been developed into a very capable delivery vehicle. You’ll first learn how to strengthen your content, identify, design and effectively add images, graphics, and photography to your presentation.

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• Blended Instruction
• Online Teaching & Webinars

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17300 Goal Setting .....................................................................................................$39
Tuesday: 3/1  6:30–9PM  Christian Reifsteck
We all have things we want in life. The route to success is to take the things that we dream about and wish for, and turn them into reality. This course will lead you through thinking, planning, and taking action on the things you really want. You’ll learn ways to ensure that you get where you want to go in life.

17301 Critical Thinking ...........................................................................................$39
Tuesday: 3/8  6:30–9pm  Christian Reifsteck
We are bombarded with messages to believe various ideas, purchase things, support causes, and lead our lifestyle in a particular way. How do you know what to believe? How do you separate the truth from the myths? The answer lies in critical thinking skills. The ability to clearly reason through problems and to present arguments in a logical, compelling way has become a key skill for survival in today’s world. This course will give you some practical tools and hands-on experience with critical thinking and problem solving.

17302 Time Management: Get Organized for Peak Performance ...........................$39
Tuesday: 3/15  6:30–9PM  Christian Reifsteck
A lot gets lost in disorganization and disruption so let’s end this pattern. We also deal with a constant barrage of technology, people, and tasks that can contribute to that disorganization. Many people find that you flip from one task to another, trying to get everything done. You’ll learn how to make the most of your time by getting a grip on your workflow and office space, using your planner effectively, and delegating some of your work to other people.

17304 Creative Thinking ...........................................................................................$39
Tuesday: 3/29  6:30–9PM  Christian Reifsteck
Creative thinking and innovation are vital components in both our personal and professional lives. However, many people feel as though they are lacking in creativity. What most of us do not recognize is that we are creative on a daily basis, whether it’s picking out what clothes to wear in the morning or stretching a tight budget at work. While these tasks may not normally be associated with creativity, there is a great deal of creativity involved to get those jobs done.

17306 Building Self-Esteem and Assertiveness .....................................................$39
Tuesday: 4/12  6:30–9PM  Christian Reifsteck
Healthy self-esteem is essential for growth and achieving success. Of all the judgments you make in life, none is as important as the one you make about yourself. Without some measure of self-worth, life can be painful and unrelenting. In this course, you’ll learn some techniques that can dramatically change how you feel about yourself, and how you approach the world to get the things that you want.

17159 CLST Prep (MTEL) ......................................................................................... $119
Tuesday–Thursday: 5/24–5/26  6–9PM  Robert Mayer
The Communication and Literacy Skills Test (CLST) is required by Massachusetts law for initial educator licensure candidates. It must be taken and passed before a student is accepted into a four-year Early Childhood or Elementary Education program. This course will help students prepare to take and pass the CLST. Topics include English and grammar, writing thesis statements and essays, and summarizing reading passages. The THEA study guide is included.

17260 35 Hour PMP®/CAPM® EXAM Preparation .............................................. $1250
Mondays: 3/21–6/6  6–9:30PM  Linda Desmond
This course provides you with the required hours for the application, and takes you through a project from initiation to closing. It presents a review of all the knowledge areas and processes in the 5th edition PMBOK® (Project Management Body of Knowledge) and how you interact with each other. Three books will be provided including over 500 Q+A to maximize the probability you’ll pass on your first attempt. Application and study hints will also be discussed. A payment plan is available.

17336 Best Practices in Project Management: 2 Day Essentials ......................... $590
Saturdays: 3/26 & 4/2  9AM–4:30PM  Linda Desmond
In this course you’ll learn the major topics of Scope Statements, Work Breakdown Structures, Risk Management, and Scheduling within the framework of the process groups: initiating, planning, executing, monitoring and controlling, and closing. A simple project will illustrate all major facets of managing a project from beginning to end. A payment plan is available.
It's quick and easy to register – pay online at mwcc.edu/noncredit

retail smarts

17307 Building the Sale .............................................................................................$75
Wednesday: 3/2  6–9PM  TBA
You’ll learn how to suggest additional merchandise to the customer, how to keep current on advertising and promotions, how to see the positive side of returns, and how to apply effective telephone sales techniques. By using these methods to build sales, the sales associate can help enhance customer satisfaction and loyalty. Topics may include: suggesting additional merchandise, keeping current on advertising and promotions, creating special promotions, and keeping customers coming back!

17308 Closing the Sale ...........................................................................................$75
Wednesday: 3/9  6–9PM  TBA
You’ll learn how to recognize buying signals, how to ask for the sale, and how to suggest helpful add-ons. By helping customers feel good about their purchase decisions, the sales associate can help make the shopping experience positive and rewarding for everyone. Topics may include: recognizing buying signals, asking for the sale, knowing when customers have second thoughts, and suggesting helpful add-ons.

17309 Get to Know Your Customers ...................................................................$75
Wednesday: 3/16  6–9PM  TBA
You’ll learn how to determine customers’ needs by listening and asking questions, how to give customers an appropriate greeting, and how to refer customers elsewhere when necessary. By building relationships carefully, you can help create loyal customers who will return again and again. Topics may include: greeting customers in a winning way, creating customer loyalty, building relationships, being observant one step at a time, and determining customer needs.

17310 Build a Continuing Relationship...............................................................$75
Wednesday: 3/23  6–9PM  TBA
You’ll learn how to honor manufacturers’ warranties, how to adhere to the company’s return policy, and how to handle customer complaints graciously. By showing the customer that the store stands behind what it sells, you can help extend the customer relationship beyond the initial sale and build customer loyalty. Topics may include: honoring manufacturers’ warranties, knowing your company’s return policy, and handling customer complaints graciously.

17311 Go the Extra Mile.......................................................................................$75
Wednesday: 3/30  6–9PM  TBA
You’ll learn how to conduct customer follow-up, how to use business cards artfully, how to maintain key information on customers, and how to offer personal shopper services. By going the extra mile, you can set your store apart from the competition and build solid customer relationships. Topics may include: conducting customer follow-up, using business cards artfully, following the “rules” of business card etiquette, and offering personal shopper services.

english as a second language (ESL)

17226/17227 English for Workplace and Community Level 1............................. $537
17226 Mondays & Wednesdays: 1/27–5/11 9AM–12PM  TBA
17227 Mondays & Wednesdays: 1/27–5/11 5–8PM  TBA
In this course, you’ll work on vocabulary, listening, speaking, grammar, writing, life skills, and reading comprehension (focusing on the workplace). A payment plan is available.

17228 English for Workplace and Community Level 2.......................................... $537
Tuesdays & Thursdays: 1/28–5/12  9–12PM  TBA
In this course, the you’ll continue to work on vocabulary, listening, speaking, grammar, writing, life skills, and reading comprehension. A payment plan is available.

17225 Real Life Practical English - Inglés Práctico para todos los días............. $190
Tuesdays & Thursdays: 2/2–3/3  9–11AM  TBA
In this course, you’ll work on vocabulary, pronunciation, life skills, grammar, writing, and reading. This course is for beginners with a focus on the workplace. The textbook is included.

En este curso, el estudiante trabajará en vocabulario, pronunciación, destrezas de la vida diaria, gramática, escritura, y lectura (enfocado en el área de trabajo, para iniciantes).
16914 Spanish for Medical Professionals ............................................................... $145
3/7–4/11  Self-paced Cristina Sempe
You’ll practice the basic, practical language skills needed to effectively communicate with your Spanish-speaking patients and their families. You’ll learn the basics of the language, gain an understanding of the culture, and know how to ask the questions crucial to quality healthcare. Whether you speak some Spanish and need a refresher, or speak no Spanish, you’ll complete the course with the skills you’ll need to effectively communicate with your Spanish-speaking patients.

16917 Spanish for Medical Professionals II ........................................................... $145
4/4–4/29  Self-paced Cristina Sempe
If you understand basic Spanish, or if you have completed Spanish for Medical Professionals, this course will help expand your knowledge of the Spanish language. You’ll learn about the near future, present progressive, command and imperative tenses; direct objects; increasing your medical vocabulary; practice interviewing patients, taking health history, diagnosing, giving instructions, and prescribing medication. You’ll improve communication skills with Spanish speaking patients and conquer the frustrating communication gap that occurs.

ed2go Spanish for Law Enforcement ....................................................................... $125
Begins 3rd Wednesday of every month Self-paced Online
Mastering basic Spanish will give you more power to handle situations involving Spanish-speaking victims, witnesses, or criminals. It’s a smart career move as well, because adding Spanish skills to your résumé can open the door to new job opportunities. You’ll learn Spanish terminology you can use during arrests, traffic stops, medical emergencies, and many other common law enforcement situations.

ed2go Spanish in the Classroom for Educators ..................................................... $125
Begins 3rd Wednesday of every month Self-paced Online
You’ll learn the essential Spanish for teachers and bridge the communication gap with your Spanish-speaking students and parents. Rest assured that this won’t be anything like your typical high school Spanish course. We’ll skip the frills and focus on “survival Spanish” you can put to work immediately. We’ve tossed out long vocabulary lists and complex grammar rules and replaced them with games and stories to make learning easy, painless, and even fun.

16942 Social Media for Business Certificate ............................................................ $495
2/1–4/29  Self-paced Suzanne Kart & Jennifer Selke
You’ll learn the new principles of communication that apply across all networks and how these specific social networks work and the possible uses for your organization. Learn how social networks are used to develop a two-way communication and marketing strategy for your organization. Whether you are new to social networks or already involved, you’ll come away with both an understanding of social networks and practical, how-to techniques to integrate social networks into your organization or business. Certificate includes three courses, 48 hours. Optional graduate credit: additional $120 paid later for three graduate credits from the University of South Dakota.

16943/16948 Introduction to Social Media ............................................................. $195
16943 2/1–2/26  Self-paced Jennifer Selke
16948 4/4–4/29  Self-paced Jennifer Selke
Learn what social networks are and your role in your business and personal life. You’ll learn the top sites and how businesses are using the sites for communication, customer retention, branding, marketing, market research, needs assessment and serving customers and clients. Your instructor will guide your explorations of Facebook and YouTube. This course is for anyone interested in social networks. Your instructor is a nationally known speaker, consultant and trainer on social networks and social media.

16944/16949 Marketing Using Social Media .............................................................. $195
16944 3/7–4/1  Self-paced Suzanne Kart
16949 5/2–5/27  Self-paced Suzanne Kart
You’ll learn a two-way communication and marketing strategy for your organization using social networks. Your instructor will guide you in exploring major social networks, including Twitter, LinkedIn, and blogging. Learn quick, easy ways to use Twitter, blogs and LinkedIn to engage your customers or clients and keep them interested in your organization or business. Your instructor is a director of marketing for a national association, and writes and speaks on the topic.

It’s quick and easy to register – pay online at mwcc.edu/noncredit
16945 Integrating Social Media in Your Organization........................................ $195
4/4–4/29 Self-paced   Jennifer Selke
You’ll learn practical strategies and techniques for implementing social networks for your organization or business. Learn how to create your own private social network using Ning, work socially using Google Docs and calendars, and move your website to an interactive Web 2.0 site. Your instructor will help you choose which social network tools are right for your situation, and then integrate them into your website to develop a social networking strategy for your organization.

16974 Managing Social Media Platforms Certificate...................................... $495
2/1–4/29 Self-paced   Suzanne Kart & Nicole Siscaretti
Different social networks have distinct characteristics, different features, and are used to develop a two-way communication and marketing strategy for your organization. You’ll get a firm foundation in Twitter, LinkedIn, and Facebook. In this course you’ll gain an understanding of these social networks and learn practical, how-to techniques to integrate social networks into your organization or business. Your instructors are practitioners who also speak, write, and train others on social networks.

16975/16979 Twitter.................................................................................. $195
16975 2/1–2/26 Self-paced    Nicole Siscaretti
16979 4/4–4/29 Self-paced    Nicole Siscaretti
Twitter is a hot social media platform these days and everyone seems to be using it. Learn the best way to take advantage of the unique opportunities Twitter offers and discover the best ways to create relationships and network with your key constituents. You’ll find out the best and easiest techniques for successful interactions in the Twitterverse.

16976/16981 Facebook for Business............................................................. $195
16976 3/7–4/1 Self-paced    Nicole Siscaretti
16981 5/2–5/27 Self-paced    Nicole Siscaretti
You’ll learn new tools and proven techniques to increase business and expand your reach. Discuss how to adapt your marketing message for Facebook and how to integrate Facebook across all marketing areas. This is an advanced course and assumes you have started a page on Facebook and have some basic knowledge of the platform. Technical requirements: access to flash needed for audio and slide presentations.

16977 LinkedIn for Business...................................................................... $195
4/4–4/29 Self-paced   Suzanne Kart
LinkedIn is the most popular business social network for professionals to network, build business relationships, and provide or receive referrals. Most people rarely get beyond setting up a profile, and therefore miss out on all the advanced features that have come to make LinkedIn so popular. Discover how LinkedIn can be used to generate leads, recruit new employees, and find new jobs. This course will cover all the intricacies of LinkedIn to help you create, customize, and optimize your LinkedIn presence.

16984 Google Analytics ......................................................................... $195
3/7–4/1 Self-paced   Dan Belhassen
This course, aimed at non-technical users, will walk you through key techniques and demonstrate how to use website analytics with the world-standard Google Analytics, a free online tool. You’ll understand your visitor traffic better, learn how to calculate return on investment (ROI) for your online advertising, and find out how to get more conversions and sales from your website visitors. This course is a must for anyone serious about leveraging more success from their website.

16985 Google Apps for Business............................................................... $195
5/2–5/27 Self-paced   Jenn Selke
Google has a variety of web based applications and tools to help you become more productive, including Gmail, Google Calendar, Drive, Hangouts, Documents, Spreadsheets, and Presentations. Move beyond the basic features you figured out on your own and learn to use them to work collaboratively and increase productivity. Learn how to run online meetings and webinars. Learn the ins and outs of all the tools Google has to help you become more productive and improve your work communication skills. You’ll learn time saving tips and strategies to get more done in your work and personal life.

16986 Instagram for Business................................................................. $195
4/4–4/29 Self-paced    Nicole Siscaretti
You’ll learn ways to have your audience generate excellent content for you and build your community while doing it. Learn how to make hashtags work for you, make and keep your followers happy, and how a small input can cause exponential growth. You’ll also explore dos and don’ts of Instagram. An android or iOS device is needed to take full advantage of the exercises in this course.

Save $90 by taking all three courses or take them individually

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### Writing, Authors & Publishing

<table>
<thead>
<tr>
<th>Course Code</th>
<th>Course Title</th>
<th>Description</th>
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<tr>
<td>17273</td>
<td>Finding the Perfect Literary Agent</td>
<td>$60 (members)</td>
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<tr>
<td>17152</td>
<td>Start Writing Teen Literature</td>
<td>$39</td>
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<td>17153</td>
<td>Query Writing Workshop</td>
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<td>17154</td>
<td>Fundamentals of Grant Writing</td>
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### Veterinary & Animal Care

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<thead>
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<td>Veterinary Assistant II</td>
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<td>17158</td>
<td>Pet Saver</td>
<td>$35</td>
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<td>17157</td>
<td>Advanced Pet First Aid</td>
<td>$55</td>
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<tr>
<td>17156</td>
<td>Canine Nutrition</td>
<td>$49</td>
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• Nationally recognized credentials
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• Train for the advanced skills employers want
• Short-term training for a long-term career
• Free training for qualified students

Our noncredit training allows you to seek entry-level employment immediately and provides you with essential experience that may be considered for credit toward your degree when you are ready for your next step!

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INDUSTRY READINESS TRAINING

A short-term, intensive noncredit training program developed with industry employers to prepare students for entry to mid-level jobs in the local, diverse advanced manufacturing industry.

COURSEWORK
• Basic machines
• Measurement techniques
• Electronic measurement
• Lean Six Sigma intro
• Quality/clean room process
• Safety
• Blueprint reading
• Work keys
• Success skills
• Excel training

CERTIFICATION
• OSHA 10-hour Safety Certificate
• National Career Readiness Certificate
• Certified Process Technician

CAREER OPPORTUNITIES
Production, supply chain management, maintenance, quality assurance, logistics & inventory control

QUALITY SYSTEMS TRAINING

A short-term, intensive noncredit training course to prepare students for jobs in Quality Assurance and Quality Control for a variety of manufacturing industries including biopharmaceutical processing, medical device manufacturing and others.

COURSEWORK
• Concepts in quality
• Professional framework
• Quality systems
• Measurement/inspection
• Quality operations
• Validation
• Root Cause/CAPA
• Lean Six Sigma

CERTIFICATION
• Knowledge toward American Society for Quality (ASQ), Quality Improvement Associate (CQIA) or Quality Process Analyst (CQPA) Certification exams
• Aligns with MWCC credit coursework

CAREER OPPORTUNITIES
Quality Analyst, Quality Inspector, Regulatory Associate and Document Control Specialist

The IRT and QST programs are sponsored by a $15.9 million grant from the U.S. Department of Labor, Employment and Training Administration. The AMMQC program is an equal opportunity program. Adaptive equipment is available upon request for individuals with disabilities. AA/EEO Institution

84% of executives in manufacturing agree there is a talent shortage in U.S. Manufacturing*

82% of executives in manufacturing believe that the skills gap will impact their ability to meet customer demands*

3.4 million manufacturing jobs for highly skilled workers are anticipated in the U.S. in the next decade*

*Credible, Bureau of Labor Statistics & Deloitte, LLP

*Source: Bureau of Labor Statistics & Deloitte, LLP

The AMMQC and this program are sponsored by a $15.9 million grant from the U.S. Department of Labor, Employment and Training Administration. The AMMQC program is an equal opportunity program. Adaptive equipment is available upon request. AA/EEO Institution
INDUSTRY READINESS TRAINING CONTENT AREAS:

- Microsoft Office presented with emphasis placed on gaining experience, understanding and using MS Excel
- Industrial & Lab Safety
- Introduction to Print Reading
- Reading Lines and Lettering
- Reading Multi-view Drawings
- Processes
- Geometric Dimensioning and Tolerancing
- Reading Prints of Working and Pictorial Manufacturing Drawings
- Fundamentals of Mechanical Advantage & Timing
- Measurements
- Basic Electronics
- Discussion of ISO and FDA GMP Standards
- Quality Assurance, Control & Documentation
- Metrology & Calibration
- Lean Process
- Supply Chain Concepts
- Competencies in Reading for Information, Locating Information & Applied Mathematics
- Communication for Business Success
- Goal Setting and Attainment
- Critical Thinking Skills
- Stress Management
- Resume & Cover Letter Building
- Interview Skills and Team Building

QUALITY SYSTEMS TRAINING CONTENT AREAS:

- Quality Control
- Applied/Industrial Metrology
- Measurement
- Fundamentals
- Calibration
- Inspection Methods
- Mathematics & Statistics
- Excel
- Data Collection & Analysis
- Teamwork
- Conflict Resolution
- Communication Skills
- Evaluation
- Corrective Action
- Preventative Action
- Validation
- Lean Six Sigma

FAQS

Am I a good fit for the manufacturing program? A Career Development Coach will meet with you one-on-one to discuss your interests and skill levels to determine whether or not the training is a good fit for you.

What is the cost? The training is free to qualified individuals.

When will the next session begin? New classes begin on a regular basis. Check our website regularly for new dates.

How long is the training? Depending on the training you choose, you can complete your course work in 2–8 weeks.

Do I need to take an admission test? You'll take the WorkKeys assessment, which is an adaptive assessment that will gauge your proficiency in reading, math and locating information.

I currently receive unemployment benefits. How will this affect the process? You’ll want to speak with your Career Counselor to determine whether or not you are eligible for the Section 30/TOP program. Either way, you are still eligible to enroll in the training.

CONTACT US

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ADVANCED MANUFACTURING PROGRAM OPPORTUNITIES

Classes are forming now. Call to register:

- No cost to qualified students
- Space is filling fast, call today

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INDUSTRY READINESS TRAINING

The Industry Readiness Training (IRT) Program is typically offered as a 6-week noncredit training program developed with industry employers to prepare students for entry to mid-level jobs in the local, diverse, advanced manufacturing industry. Areas of study include blueprint reading, Lean Six Sigma, OSHA 10, electronics, and measurement.

QUALITY SYSTEMS TRAINING

The Quality Systems Training Program (QST) is typically offered as a 2-week, 40-hour, noncredit training course to prepare students for jobs in quality assurance and quality control, for a variety of manufacturing industries including biopharmaceutical processing and medical device manufacturing.

UPCOMING COURSE SCHEDULE

INDUSTRY READINESS TRAINING
- January 19, 2016
- April 4, 2016

QUALITY SYSTEMS TRAINING
- March 1, 2016
- May 16, 2016

New classes are added regularly - please check our website for additional dates

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Employers: Have workers who need training?

This manufacturing training can be customized to meet your specific content & scheduling needs. Call to learn more: 978-630-9883

The IRT and QST programs are sponsored by a $15.9 million grant from the U.S. Department of Labor, Employment and Training Administration. The AMMQC program is an equal opportunity program. Adaptive equipment is available upon request for individuals with disabilities. An AA/EO Institution.
Mount Wachusett Community College offers the High School Equivalency Test (HiSET™) in both the paper and computer-based version. Students must:

- Be at least 16 years of age to test (Students who are under the age of 18 must obtain a withdraw letter from the last high school they attended stating they officially withdrew)
- Have a valid photo ID
- Register online at hiset/ets.org or call 1-855-694-4738

For details, contact: Chief Examiner/Testing Supervisor, Angela Lunn-Marcustre at 978-630-9173 or a_lunn-marcustre@mwcc.mass.edu

FAQs

**DISABILITY SERVICES:** If you have a disability and may require reasonable accommodation(s) to participate fully in program activities, please contact the counselor for students with disabilities at 978-630-9120. For more policy information, please visit: catalog.mwcc.edu.

**BECOME A NONCREDIT INSTRUCTOR:** Apply online to the noncredit instructor pool at jobs.mwcc.edu; search for “non credit.”

**AGREEMENT:** By finalizing payment for any noncredit course at MWCC, I acknowledge reviewing MWCC’s Code of Student Conduct (catalog.mwcc.edu/policiesrulesandregulations), and agree to abide by all policies and procedures as detailed in the College Catalog and Student Handbook.

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