

Talent Development Schedule

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Day Classes: 9:00 AM - 4:00 PM					
Customer Service (CS)	Price	Days	Jan	Feb	Mar
Dealing with Challenging Customer Interactions - Work with upset and hostile people	\$325	1			
NEW! Customer Service Skills in the Information Age - Deliver 21st century customer care	\$325	1	23		19
NEW! Telephone Skills A to Z - Comprehensive skills and techniques for all levels of skill	\$325	1		10	
Excellence in Service: Advanced - Create service standards	\$325	1	6		
Leadership and Supervision	Price	Days	Jan	Feb	Mar
NEW! Appreciative Inquiry - Implement change through positivity	\$325	1		14	7
Building Better Teams - Create effective, motivated, productive teams	\$325	1		19	
Change Management - Handle all phases of the transition process	\$325	1		21	
Coaching & Mentoring - Know how and when to coach or mentor	\$325	1			
Creating a High Performance Team - Collaborate for maximum effect	\$325	1	3		
Delegation Skills for Leaders - Get work done through others	\$325	1		27	24
NEW! Disaster Preparedness - Planning, response and recovery				17	
NEW! Diversity, Equity, & Inclusion - Diversity in the workplace	\$325	1			5
Emotional Intelligence - Understand and work with different styles	\$325	1			3
Leadership Institute: Essentials for Supervisors (3 days) - Leadership, Performance Reviews, Team Building, Motivation, Communication, Time Management, Managing Conflict and Change	\$895	1			26-28
NEW! Leadership Institute: More Essentials (2 days) - Stress Management, Emotional Intelligence, DEI & Belonging, Coaching, Managing Difficult People & Conversations, Delegation	\$695	1		12 & 13	
Leadership Skills for Women - Unique challenges in the workplace	\$325	1		6	
Leading Virtual Teams - Support vteam cultures	\$325	1		10	
NEW! Managing the Virtual Workplace - Supervise remote employees	\$325	1	6		
Managerial Leadership -Lead to vision fulfillment	\$325	1	7		21
Managing Conflict - Turn confrontation into cooperation	\$325	1	10		10
NEW! Managing Difficult Conversations - Talk about what matters most	\$325	1			
Managing Difficult People - Address problems directly and effectively	\$325	1		5	
Managing Innovation & Creativity - Support new ideas	\$325	1	13		
Managing Multigenerational Teams - Intergenerational issues	\$325	1	28		
Positive Staff Development - Develop talent	\$325	1	29		
NEW! Retaining Your Employees - Use respect, recognition and rewards for positive results	\$325	1			27

Talent Development Schedule

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Day Classes: 9:00 AM - 4:00 PM						
Project & Business Management		Price	Days	Jan	Feb	Mar
Project Management Fundamentals - Principles and methodology of managing many moving parts		\$325	1	14		13
Process Improvement - Continuous evolution in how you work		\$325	1		20	
Personal Development		Price	Days	Jan	Feb	Mar
NEW! AI and Critical Thinking - Best practices to use this cutting-edge resource effectively		\$325	1			14
Attitude - Manage your own and others' attitudes		\$325	1			6
NEW! Creative Thinking and Innovation - Develop and advance new ideas		\$325	1	30		12
Effective Business Writing - Practical writing		\$325	1		4	11
Effective Office Communication Strategies - Learn different communication styles, give feedback		\$325	1	16		
Writing Effective Email - Make the most of your email		\$325	1			26
Managing Anger - Managing the causes & effects of anger		\$325	1		7	
Managing Upward - Guide to upward professional mobility		\$325	1		3	
Organizational Skills - Applied balance of time & information		\$325	1			
Problem Solving Skills - Resolution strategies		\$325	1	20		28
Stress Management - Understand your stressors and build resilience		\$325	1	21		20
Time Management - Productive time use		\$325	1		25	
Working with Groups		Price	Days	Jan	Feb	Mar
NEW! Collaboration - Get the right solution to tough problems		\$325	1		18	17
Facilitation - Gain tools for facilitation		\$325	1	17		
NEW! Mission, Vision and Values - DIY toolkit to build your organizational compass					17	
Presentations: Prepare, Develop and Deliver - Create and deliver effective presentations		\$325	1	24		
REVISED! Train the Trainer - Training strategies & methods		\$325	1		26	

PC Applications Schedule

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Day Classes: 9:00 AM - 4:00 PM						
Word Processing and Note Taking		Price	Days	Jan	Feb	Mar
Word Level 1 - Basic documents, tables & graphics		\$325	1		5	
Word Level 2 - Styles, Sections & Templates		\$325	1			
Word Level 3 - Long documents, forms, macros & Mail Merge		\$325	1		26	14
Office M365 OneNote - Develop digital note-taking skills		\$325	1		20	
Spreadsheets		Price	Days	Jan	Feb	Mar
Excel Level 1 - Worksheet essentials		\$325	1	4	11	5
Excel Level 2 - Multiple workbooks, subtotals & advanced charts		\$325	1	8		25
Excel Level 3 - Auditing & analysis tools/importing & exporting data		\$325	1	22		
Amazing Macros in Excel - Automating repetitive functions		\$325	1	13		
Analyzing and Presenting Data with Excel - Power Query, data model, visualization & presentation		\$325	1			10
Excel: Dashboards - Analyze, extract and present data visually		\$325	1		10	
UPDATED! Excel Functions and Formulas - Unpacking advanced functions		\$325	1			
Excel: Tips & Tricks - Time saving shortcuts and skills		\$325	1		12	27
Maximizing PivotTables in Excel - Hone this highly valued skill		\$325	1		6	
Presentations		Price	Days	Jan	Feb	Mar
PowerPoint Level 1 - Creating & Modifying Presentations		\$325	1	13		18
PowerPoint Level 2 - Graphics, Multimedia, Interactive elements		\$325	1		10	
Contact Management & Email		Price	Days	Jan	Feb	Mar
Outlook Level 1 - Email, Calendar & Contact Basics		\$325	1		3	
Outlook Level 2 - Customizing, filters, folders		\$325	1			11
Databases		Price	Days	Jan	Feb	Mar
Access Level 1 - Managing data, table relationships & reports		\$325	1	7		19
Access Level 2 - Controlling data, queries & customized reports		\$325	1		5	
Access Level 3 - SQL Queries, macros & database management		\$325	1	30		
Diagrams and Project Management		Price	Days	Jan	Feb	Mar
MS Project 1 - Create project plans, add and manage tasks, add resources, share plans		\$325	1			
MS Project 2 - Update plans, project views, create reports,manage multiple projects		\$325	1	30		
Visio Level 1 - Design, modify, and manage basic diagrams		\$325	1		20	
Visio Level 2 - Advanced graphic features for greater effect		\$325	1			24

PC Applications Schedule

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Day Classes: 9:00 AM - 4:00 PM						
Office 365 (Microsoft 365)		Price	Days	Jan	Feb	Mar
Getting Started with Microsoft 365 - Apps and Services, OneDrive		\$325			7	
Microsoft Office 365 - Outlook Web app, Teams, OneDrive, SharePoint		\$325	1		18	
OneDrive and SharePoint - Manage files, stay organized and work with others		\$325	1			21
Microsoft Teams (Desktop and Browser) - Collaborate and connect in the native MS environment		\$325	1		19	12
Using Windows 11 - Make the most out of the new Windows				27		
Google G Suite		Price	Days	Jan	Feb	Mar
Using Google G Suite - Gmail, Docs, Sheets, Slides, Calendar and more		\$325	1		14	
Knowledge Worker		Price	Days	Jan	Feb	Mar
Analyzing and Presenting Data with Excel - Power Query, data model, visualization & presentation		\$995	1			10
Power BI Fundamentals - Knowledge and skills to analyze data		\$1,195	1	Scheduled Upon Request		
NEW! Power BI Report Builder - List and report controls, sub reports		\$1,195	1			
Excel VBA Level 1 - Macros, variables, module structure, coding blocks		\$895	1			
Excel VBA Level 2 - Combine and split worksheets and workbooks, query data, create objects in Excel		\$895	1			
Access VBA Level 1 – Forms and Controls - Data entry and search forms, 1-to-many relationships, security strategies		\$495	1			

Graphics, Internet & Professional Applications Schedule



Day Classes: 9:00 AM - 4:00 PM					
Graphics		Price	Jan	Feb	Mar
Adobe Illustrator Level 1 - Paths, Objects, Layers and Type		\$495		3	7
Adobe Illustrator Level 2 - Patterns/Brushes, Advanced Type, Trapping		\$495	2	10	
Adobe InDesign Level 1 - Basics of Creating Documents		\$495			
Adobe InDesign Level 2 - Master Pages, Styles, Text Control, Sectioning		\$495	23		17
Adobe Photoshop Level 1 - Layers, Color, Formats, Masking		\$495		17	
Adobe Photoshop Level 2 - Filters, Layers, Lighting, Shadow Effects, Scripts		\$495		24	
Publisher 2016 - Create, Manage, Format, Revise, and Distribute Publications		\$325		28	
Internet		Price	Jan	Feb	Mar
Adobe Acrobat Level 1 - Modify PDF Documents, Create Workflows		\$325	9		28
Adobe Acrobat Advanced - Enhancing PDFs, Interactive PDF Forms		\$325			
Introduction to JavaScript - Fundamentals, core elements and libraries, best practices, program debugging and testing.		\$1,495	Scheduled upon request		
HTML Programming: Level 1 - html coding and webpage basics		\$395			
Professional Applications		Price	Jan	Feb	Mar
QuickBooks for Windows: Introduction - Sales, expenses, inventory, and customer & vendor profiles		\$325	Scheduled upon request		
QuickBooks for Windows: Advanced - Estimates, Assets and Liabilities, Reporting options, Payroll, Data integrity, integration		\$325			
Crystal Reports 2016 Designer 1 - Reports, formatting, joins, filters, groupings, formulas, conditional formatting, charts, exporting, wizards		\$695			
Crystal Reports 2016 Designer 2 - Power formatting, running totals, parameters, advanced formulas, sub reports, crosstab reports, alerts		\$695			
Crystal Reports 2016 Designer 3 - Custom functions, efficient reports, advanced crosstab design, tips and tricks		\$695			

Technical Education Schedule

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Day Classes: 8:30 AM - 5:00 PM

Administration, Security & Tools							Price	Days	Jan	Feb	Mar	Apr
Certified Ethical Hacker - Exam Included							\$3,495	5	27-31		17-21	
Certified Ethical Hacker - Evenings - Tuesday & Thursday - 6:00 PM to 9:30 PM ET							\$3,195	10	Ask about Scheduling			
Certified Information Systems Security Professional - Exam Included							\$3,495	5		3-7	24-28	
Certified Information Systems Security Professional: Evenings - Monday & Wednesday - 6:00 PM to 9:30 PM ET							\$3,495	10	Ask about Scheduling			
Certified Information Security Manager - Exam Included							\$2,995	3	13-15	12-14	17-19	23-25
Computer Hacking Forensic Investigator (CHFI) - Exam Included							\$3,495	5		3-7	24-28	
Computer Hacking Forensic Investigator : Evenings - Tuesday & Thursday, 6:00 PM to 9:30 PM ET							\$3,495	10	Ask about scheduling			
Certified Network Defender - Exam Included							\$3,495	5	Ask about scheduling			
Project Management Professional - Exam Included							\$3,495	5		24-28		7-11
CompTIA Certification Boot Camps							Price	Days	Jan	Feb	Mar	Apr
A+ (1101 & 1102) Certification Bootcamp - Exam Included							\$2,495	5	6-10, 27-31	17-21	10-14	3/31 - 4/4
A+ Bootcamp: Evenings - Monday & Wednesday - 6:00 PM - 9:30 PM ET							\$2,495	10		3-14		
Cloud+ Bootcamp - Exam Included							\$2,494	5	Ask about scheduling			
CompTIA Advanced Security Practitioner CASP+ Bootcamp - Exam Included							\$2,995	5	13-17	3-7	17-21	7-11
Cybersecurity Analyst+ Bootcamp - Exam Included							\$2,495	5	20-24	10-14	3-7, or 24-28	14-18
Linux+ Bootcamp - Exam Included							\$2,495	5		10-14		14-18
Network+ Bootcamp - Exam Included							\$2,495	5	13-17	3-7, 24-28	17-21	7-11
Network+ - Bootcamp: Evenings - Tuesday & Thursday, 6:00 PM - 9:30 PM ET							\$2,495	10			3-14	
Security+ Bootcamp - Exam Included							\$2,495	5	20-24	10-14	3-7, or 24-28	14-18
Security+ -Bootcamp: Evenings - Monday & Wednesday, 6:00 PM - 9:30 PM ET							\$2,495	5	6-17			7-18
PenTest+ (Highest level Security class from CompTIA) - Exam Included							\$3,295	5	20-24	10-14	24-28	14-18
SQL							Price	Days	Jan	Feb	Mar	Apr
SQL Database Design							\$495	1	Scheduled upon request			
SQL Querying Fundamentals							\$495	1				
SQL Querying Advanced							\$495	1				
Administering Microsoft Azure SQL Solutions Exam Included							\$2,395	4		4-7		1-4
Cisco							Price	Days	Jan	Feb	Mar	Apr
Implementing and Administering Cisco® Solutions Bootcamp (CCNA) - Exam Included							\$2,995	5	6-10, or 27-31	17-21	10-14	3/31 - 4/4
Implementing Cisco Enterprise Network Core Technologies Bootcamp - Exam Included							\$2,995	5	13-17	24-28		7-11
Implementing Cisco Enterprise Advanced Routing and Services Bootcamp (ENARSI) - Exam Included							\$3,495	5	20-24	10-14	3-7	14-18
Implementing and Operating Cisco Security Core Technologies Bootcamp - Exam Included							\$3,795	5			17-21	
Implementing Secure Solutions with Virtual Private Networks Bootcamp - SVPN Exam included							\$3,495	5			24-28	

Technical Education Schedule

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Day Classes: 8:30 AM - 5:00 PM

Windows Server							Price	Days	Jan	Feb	Mar	Apr	
Windows Server Hybrid Administrator Associate							\$3,995	5	13-17	17-21	3/31-4/4		
Administering Windows Server Hybrid Core Infrastructure (AZ-800)							\$2,495	4		17-20		15-18	
Configuring Windows Server Hybrid Advanced Services (AZ-801)							\$2,495	4		17-20		15-18	
Automating Administration with Windows PowerShell							\$1,995	3	6-10, or 27-31	24-28	17-21	7-11	
Azure							Price	Days	Jan	Feb	Mar	Apr	
Microsoft Azure Administrator (AZ-104) - Exam Included							\$2,495	4	7-10, or 21-24	10-13	3-6	8-11	
Microsoft Azure Security Technologies (AZ-500) - Exam Included							\$2,495	4	21-24	17-21	24-27	7-11	
Designing and Implementing Microsoft Azure (AZ-700) - Exam Included							\$1,995	3	Scheduled upon request				
Microsoft Certified Azure AI Fundamentals (AZ-900) - Exam is included							\$695	1	20	17	24	28	
Microsoft 365							Price	Days	Jan	Feb	Mar	Apr	
Administering Office 365							\$2,995	5		3-7	3/31-4/4		
Microsoft 365 Endpoint Administrator MD-102							\$2,995	5	13-17	10-14	10-14		
Microsoft 365 Administrator Essentials MS-102							\$2,995	5	20-24	24-28	24-28	21-25	
Microsoft 365 Fundamentals							\$3,995	5		7		18	
MS-700: Managing Microsoft Teams - Exam Included							\$2,495	4		24-27		14-17	
MS-900: Microsoft 365 Fundamentals - Exam Included							\$695	1		7		18	