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WORKFORCE TRAINING PROGRAMS
AT THE SHAH CENTER

ONGOING LEARNING IS ESSENTIAL AS ROLES CHANGE AND EVOLVE FASTER THAN EVER BEFORE

// Open Enrollment Training:
Workplace Fundamentals and Professional Development
www.mchenry.edu/workforcetraining
Our engaging classes are structured to allow learners to immediately transfer new skills from the classroom to the workplace and cover a broad range of technical, employability, and managerial skills needed for success in today’s fast-paced business world. We offer flexible modes of instruction including in-person, online, and remote.

// Customized Workforce Training:
Tailored to Your Business
www.mchenry.edu/workforcetraining
We will work with you to design training programs that fit your specific situation. Call on us to help assess workplace skills or identify development opportunities. Our network of experienced industry trainers and consultants are prepared to deliver curriculum at your location or at our training center.

- Health and Safety
- Technology
- Leadership/Talent Management
- Essential Skills
- Risk Prevention
- Manufacturing/Workplace
- Production Skills
- Occupational Language
- Workforce Assessments
- Consulting and Facilitation Services

// Small Business Development:
One-on-One Assistance Where You Need it Most
www.mchenry.edu/isbdc
Whether you’re developing a business plan or formulating a strategy for a new-product launch, the Small Business Development Center (SBDC) is an excellent resource for learning how to own and run your small business.

Services:
- No-cost business counseling
- Seminars where you can network with other small-business owners
- Assistance obtaining funding

To register, or for more information about our scheduled classes or customized training, call (815) 455-8593 or email us at shahcenter@mchenry.edu.
To reach the Illinois Small Business Development Center (SBDC), call (815) 455-6098 or email us at sbdc@mchenry.edu.

McHenry County College Shah Center
4100 W. Shamrock Lane, McHenry, IL 60050

We look forward to working with you!

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MODES OF INSTRUCTION
In Person
Face-to-face instruction at MCC Shah Center (SCC) or other specified location.
REMOTE
Synchronous online training via Zoom led by Workforce Training instructors. Classes will take place at a specific time/date. Zoom links with security/passwords and training materials will be sent in advance of each class.
ONLINE
Asynchronous online training offered in partnership with our third-party educational vendors. Learn from expert instructors at your own pace within a timeframe of completion.

McHenry County College does not discriminate on the basis of race, color, sex, national origin, or disability. Visit www.mchenry.edu/nondiscrimination for more information.
LEADERSHIP AND TALENT MANAGEMENT

LEADERSHIP AND TALENT MANAGEMENT

SUPERVISORY LEADERSHIP SERIES

Making a successful transition from individual contributor to leader requires strong interpersonal skills. The DDI leadership curriculum accelerates development of these vital people skills. Studies indicate that if leaders are offered a development program earlier in their tenure, their leadership strategies are measurably more successful throughout their careers.

Take the entire DDI Supervisory Leadership Series (8 sessions) and save!
Series # SER-DDI Series Fee: $1,368 1/24–5/2

COMMUNICATION: CONNECT THROUGH CONVERSATIONS » SUPERVISORY SERIES
This foundation course helps leaders communicate effectively so they can spark action in others. The course teaches leaders the Interaction Essentials they need to handle the variety of challenges and opportunities they encounter every day in the workplace and beyond.
Fee: $192
# 4615 T 1/24 12:30–4:30 p.m. SCC

RESOLVING WORKPLACE CONFLICT » SUPERVISORY SERIES
Learn how to recognize signs of escalating conflict and take appropriate action to minimize damage. Leaders are introduced to two resolution tactics—coach and mediate—and are given the opportunity to practice interaction essentials as they coach, then mediate, to resolve a conflict.
Fee: $192
# 4616 T 2/7 12:30–4:30 p.m. SCC

DELEGATION: ENGAGE & EMPOWER » SUPERVISORY SERIES
In this course, leaders learn the skills required to gain the commitment of team members, develop individual skills and abilities, and enhance the overall capability and capacity of their teams and, ultimately, the organization. Identify the tasks that can be delegated, select the most appropriate individuals, assess capabilities and commitment, and plan the delegation discussion. The delegation discussion includes the level of decision-making authority, amount of support, and methods for monitoring progress and measuring results.
Fee: $192
# 4617 T 2/21 12:30–4:30 p.m. SCC

SETTING GOALS AND REVIEWING RESULTS » SUPERVISORY SERIES
Learn the positive effect of shifting the traditional role of planner and evaluator from the leader to a shared responsibility between leader and employee. This shift builds employee ownership and allows the leader to focus on coaching and developing throughout the performance cycle. Use effective (SMART) goals to help you and your employees track progress and fairly evaluate outcomes.
Fee: $192
# 4618 T 3/7 12:30–4:30 p.m. SCC

COACHING: MOVE PEOPLE FORWARD » SUPERVISORY SERIES
Effective coaching is one of the most important drivers of team member performance. Whether leaders are guiding people toward success in new or challenging situations or helping people improve their work performance, their ability to coach and provide feedback makes the difference between mediocrity and high performance.
Fee: $192
# 4619 T 3/21 12:30–4:30 p.m. SCC

BUILDING AND SUSTAINING TRUST » SUPERVISORY SERIES
Leaders who demonstrate trust and trustworthiness inspire higher levels of performance and commitment to team and organizational success. This course introduces Trust Builders, actions leaders can take to build and sustain trusting relationships, as well as common Trust Breakers that can erode or quickly break trust.
Fee: $192
# 4620 T 4/4 12:30–4:30 p.m. SCC

DEVELOPING YOURSELF AND OTHERS » SUPERVISORY SERIES
In this course learners are introduced to a practical process to guide their own and their direct reports’ development-planning efforts. The outcome is a meaningful development plan that supports the organization’s current and future business needs.
Fee: $192
# 4621 T 4/18 12:30–4:30 p.m. SCC

YOUR LEADERSHIP JOURNEY » SUPERVISORY SERIES
This course arms new or prospective leaders with the knowledge and skills required to confront the challenges they face early in their leadership career. Explore the transitions newer leaders face and discuss how to handle those challenges. Discover three leadership differentiators that are most important to building a positive reputation and contributing to the organization’s success.
Fee: $192
# 4622 T 5/2 12:30–4:30 p.m. SCC
THE VANISHING WORKFORCE

Where have all the workers gone? The Covid-19 pandemic has exerted a profound effect on the dynamics of the employment market in the United States. Companies are facing new, extraordinary challenges in locating, recruiting, hiring, and retaining a workforce to grow their businesses. Terms like, “The Great Resignation”, “The Great Reshuffling”, “Quiet Quitting” and “The Vanishing Workforce” have become common parlance in the employment economy discussion. But in reality, economic, demographic and social trends have been generating burdens on the employment market for decades, pressures only exacerbated by the pandemic. So, what are they and what can you do?

In this unique seminar, we’ll uncover these trends and discuss strategies to align with the changes and challenges in the marketplace, and answer such questions as:

- Is this temporary or has this become the new normal?
- Has power within the workforce shifted?
- What changes and challenges can you control?
- What are near-term and long-term strategies for attracting workers, and keeping them?

FRIDAY, MARCH 10 | 8–9:30 A.M.
Fee: $29
includes continental breakfast (registration is required)
MCC Shah Center
# 4496

ARE YOU A SELF-TAUGHT EXCEL USER?

Taking an Excel class can greatly improve your knowledge and efficiency.
We offer in-person and online classes!
See pages 19-20
INTRODUCTION TO PROJECT MANAGEMENT
In today’s business environment, there is a need for good project management. Project management provides visibility of project health to the business and the customer. Through continuous monitoring, early detection of variations to plan, schedule, and budget can be communicated to the stakeholder for quick resolution—even if it includes project cancellation. Project management is one of the fastest paths to promotion as it can increase your network through greater exposure. You will have the skills, tools and templates to confidently develop and maintain a project. An overview of salaries, certification costs, education and experience requirements are provided.

Fee: $195
# 4874  2/6–3/3  16 Hours  Online
# 4875  4/3–4/28  16 Hours  Online

MANAGING CUSTOMER SERVICE
It is more important than ever that organizations remain very good at attracting, satisfying and retaining customers. Customer service has moved beyond being merely transactional to being highly relational. In this course, you will discover a number of dynamite methods to bring out your best and also do the same for the people you work with. You will learn how to measure customer service from your company’s point of view, your customer’s point of view, and discover how to anticipate the needs of your customers. Participants will receive an email with login information 24-48 hours after registering.

Fee: $119
# 4572  1/18–3/10  24 Hours  Online
# 4573  3/15–5/5  24 Hours  Online

MANAGING GENERATIONS IN THE WORKPLACE
Learn how to effectively manage different generations in the workplace. Discover what motivates Boomers, Gen Xers, and Gen Yers at work, what incentives they respond to, and what messages they value. Then identify practical, how-to tips and techniques for managing these diverse generations.

Fee: $175
# 4771  4/3–4/28  16 Hours  Online

HEALTHCARE PROVIDER CPR AVAILABLE AT TWO LOCATIONS!
MCC Main Campus, Crystal Lake
MCC Shah Center, McHenry
See pg. 31 for scheduled classes
**COLLABORATIVE MANAGEMENT**

Collaborative skills are essential for harnessing a group’s maximum performance and productivity. These important skills will enable you to gain participation quickly, get input and buy-in for building consensus, and encourage cooperation to complete crucial projects. This course will help you explore the principles of collaborative management and gain insight on how to expand your collaborative skills for the success of your team or organization.

Fee: $245  
# 4895  3/6–3/31  16 Hours  Online

**EMPLOYMENT LAW FUNDAMENTALS**

Learn the basics of employment law so you can legally hire, evaluate, and manage employees as a manager, supervisor, small business owner, human resource specialist, or corporate executive. This course will explain the difference between an employee and independent contractor; the basic types of employee benefits; effective hiring techniques; evaluation and termination procedures; methods to resolve employment disputes in and out of court; discrimination and union laws; and workplace safety rules. Participants will receive an email with login information 24-48 hours after registering.

Fee: $149  
# 4574  1/18–3/10  24 Hours  Online  
# 4575  3/15–5/5  24 Hours  Online

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**TRAIN the TRAINER**

This powerful workshop will help to bring managers, team leaders, subject matter experts and other non-trainers quickly up-to-speed in the basic skills required to develop and conduct training—confidently, competently, and with ease. This two-part workshop is designed primarily for delivering functional and technical training required for new employee or new assignment onboarding. For onboarding to be successful, new employees need to be supported before, during, and after the training. First-time trainers will walk through the process of developing and delivering effective training and evaluating training effectiveness. This workshop provides participants with the opportunity to better understand adult learning principles and the required components of training so that effective training can be designed and delivered to optimize the new employee onboarding process.

Fee: $395  
# 4624  W  1/25, 2/1  8 a.m.–Noon  SCC
WORKPLACE SKILLS

ACTIVE LISTENING: IMPROVE YOUR ABILITY TO LISTEN AND LEAD
Active listening is a person’s willingness and ability to hear and understand. Listening in this way can make a huge difference in your interactions with others. Working relationships become more solid with trust, respect, and honesty.
Fee: $69
# 4609 W 1/25 3–5 p.m. Remote

TIME MANAGEMENT
Time management is not very difficult as a concept, but it’s surprisingly hard to do in practice. Learn how to get the most from your day using prioritization, scheduling, goal setting, and other tools and techniques.
Fee: $69
# 4610 W 2/1 3–5 p.m. Remote

ASSERTIVENESS
Assertive people tend to seek out and create win-win scenarios. In general, they are better problem solvers, are good communicators, and are less stressed. This course is designed to enable participants to use a more confident approach in the workplace.
Fee: $69
# 4611 W 2/8 3–5 p.m. Remote

ACCOUNTABILITY
You are accountable for what you do and don’t do. Learn how to shift yourself away from excuses, learn from mistakes, and start achieving goals.
Fee: $69
# 4612 W 2/15 3–5 p.m. Remote

MANAGING CONFLICT WITH PEERS
Peer conflicts that arise from incompatible goals or work processes can typically be resolved—but peer conflicts that involve personal values, office politics, and emotional reactions can be challenging. Learn several peer conflict tactics that will deliver the most productive results for you and your organization.
Fee: $69
# 4613 W 2/22 3–5 p.m. Remote

PROFESSIONALISM AT WORK
Your professionalism encompasses the way you carry yourself, your attitude and the ways you communicate with others. These behaviors affect your work life. With a focused commitment on your professional skills, you can ensure a positive first impression, successful interpersonal relationships, and a respected reputation within your organization and industry.
Fee: $69
# 4614 W 3/1 3–5 p.m. Remote

WORKPLACE ESSENTIALS and EMPLOYABILITY SKILLS SERIES
The techniques employees need to do their jobs are rapidly changing. These two-hour sessions provide job seekers, newly employed, and even seasoned employees with the skills necessary for workplace success. Register for individual classes that target specific skills or take the entire series to receive the most benefit.

Take the entire Workplace Essentials and Employability Skills Series (6 sessions) and save!
Series # SER-WES Series Fee: $369 1/25–3/1

The Catalyst | January–March
Register online at www.mchenry.edu/workforcetraining // 13
CERTIFICATE IN BUSINESS WRITING
Discover the keys to successful writing for the workplace. Whether you are writing a report, memo, letter or publicity notice, business writing has some defined characteristics for success. Enhance your career by improving this critical communication skill. Begin with understanding the format, construction, and successful techniques of writing good business reports and proposals. Then improve your skills with editing and proofreading. Finally, discover what good journalists know. Learn how to write a news story, press release or other publicity notice that zings.

Take each class individually — or register for the entire series and save!
Certificate Series Fee: $495
# 4866 2/6–4/28 48 Hours Online
BUSINESS WRITING
Fee: $195
# 4860 2/6–3/3 16 Hours Online
EFFECTIVE COPYWRITING
Fee: $195
# 4813 3/6–3/31 16 Hours Online
WRITING NEWS AND PRESS RELEASES
Fee: $195
# 4889 4/3–4/28 16 Hours Online

CERTIFICATE IN CUSTOMER SERVICE
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. Improve your customer service skills to enhance your career skill set, become more productive, and increase your organization’s success. You will also take away some extraordinary customer service techniques you won’t find anywhere else.

Take each class individually — or register for the entire series and save!
Certificate Series Fee: $245
# 4804 2/6–3/31 32 Hours Online
KEYS TO CUSTOMER SERVICE
Fee: $145
# 4807 2/6–3/3 16 Hours Online
EXTRAORDINARY CUSTOMER SERVICE
Fee: $145
# 4810 3/6–3/31 16 Hours Online

ADMINISTRATIVE ASSISTANT FUNDAMENTALS
This course will help you discover and master the essentials of managerial and staff support, information and records management, communications technology, travel and meeting coordination, business writing skills, research and presentation skills, and more. You will become an indispensable member of your team by identifying opportunities and implementing solutions to turn your office into a highly productive machine. Participants will receive an email with login information 24-48 hours after registering.
Fee: $119
# 4556 1/18–3/10 24 Hours Online
# 4557 3/15–5/5 24 Hours Online

NEGOTIATION: GET WHAT YOU WANT
Negotiation is a key skill for success in business and everyday life. Knowing strategies to clarify what you want and how to prioritize needs will ensure you get more of what’s essential. Having the skills to help others get what they want will improve relationships and increase your odds of success in the future. Work with a pro to learn how to plan, implement and win in the bargaining process. Save time, grow your business network and gain confidence when dealing with even the shrewdest of deal-makers. Invest in these skills now and reap a lifetime of rewards.
Fee: $195
# 4822 3/6–3/31 16 Hours Online

SPANISH IN THE CLASSROOM
Learn essential Spanish for teachers so that you can bridge the communication gap with your Spanish-speaking students and parents! By the end of this course, you will be well on your way to becoming a Spanish speaker and effectively communicating with the Spanish-speakers all around you. Participants will receive an email with login information 24-48 hours after registering.
Fee: $119
# 4558 1/18–3/10 24 Hours Online
# 4559 3/15–5/5 24 Hours Online

SPANISH FOR MEDICAL PROFESSIONALS
With increasing numbers of Spanish-speaking patients entering the healthcare system every year, it’s more crucial than ever for health professionals to learn medical Spanish. Prepare for any situation by bridging the communication gap between you, your patients, and their family members. In addition, adding Spanish skills to your resume can broaden your career horizons and give you an advantage over other healthcare workers. This course provides knowledge of basic medical phrases to help you better communicate with the Spanish-speaking community. Participants will receive an email with login information 24-48 hours after registering.
Fee: $119
# 4584 1/18–3/10 24 Hours Online
# 4585 3/15–5/5 24 Hours Online
### BOOKKEEPING CERTIFICATE

How do you manage the finances of a business? Whether you are an entrepreneur, running a family business, or just looking to advance your career and add to your skill set, this Bookkeeping Certificate will provide you with the knowledge needed to measure—and manage—the financial health of your business. Even if you plan to outsource your bookkeeping needs, you should still understand how the process works.

*Take each class individually — or register for the entire series and save!*  
Certificate Series Fee: $495

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### UNDERSTANDING DEBITS AND CREDITS

Fee: $195

- #4904 2/6–3/3 16 Hours Online

### CLOSING PROCEDURES AND FINANCIAL STATEMENTS

Fee: $195

- #4950 3/15–5/5 24 Hours Online

### GENERAL LEDGER AND MONTH END PROCEDURES

Fee: $195

- #4956 2/6–4/28 16 Hours Online

### THE BASICS OF BOOKKEEPING

How do you keep track of the day-to-day financial transactions of a business? The Basics of Bookkeeping course will show you how to record every penny that comes into (and goes out of) your business. You’ll explore what it means to create a chart of accounts, review the concepts of debits and credits, and learn how to label accounts. Even if you outsource your bookkeeping needs, you should still have a basic understanding of your own finances.

Fee: $195

- #4904 3/6–3/31 16 Hours Online

### ACCOUNTING AND FINANCE FOR NON FINANCIAL MANAGERS

Every successful person in the workplace utilizes financial information to aid effective decision making. Accounting and Finance for Non-Financial Managers explains the financial concepts and accounting processes used in most businesses, and will provide practical techniques for increasing your effectiveness and improving your career. Get a foundational understanding of the seven steps in the accounting cycle and learn how to use financial information in decision making. Come away with the knowledge to analyze resource allocation and evaluate financial performance.

Fee: $195

- #4753 2/6–3/3 16 Hours Online
- #4754 4/3–4/28 16 Hours Online

### FINANCIAL ANALYSIS AND PLANNING FOR NON-FINANCIAL MANAGERS

With the demands of daily operations, non-financial managers may put financial reports on the shelf. This course will help you build on your understanding of financial concepts and help you establish your role in the financial success of your organization. Designed for non-financial managers, business owners, entrepreneurs, and other decision-makers, this advanced course will take the mystery out of money matters. Throughout this course, the financial information that drives your organization will be assessed and analyzed. An understanding of this information will help you make smart decisions when it comes to budgeting, setting goals, and assessing performance within your own area of influence.

Fee: $195

- #4880 4/3–4/28 16 Hours Online

### INTRODUCTION TO QUICKBOOKS 2019

Introduction to QuickBooks 2019 is designed for those new to QuickBooks or those wanting a refresher with the latest version. You will learn how QuickBooks makes it easy to set up a chart of accounts; create and print invoices, receipts, and statements; track your payables, inventory, and receivables; and generate reports. Participants will receive an email with login information 24-48 hours after registering. This course must be taken on a PC. Macs are not compatible. Software requirements: Desktop QuickBooks Pro 2019 or Desktop QuickBooks Premiere Edition 2019 (not included in enrollment).

Fee: $129

- #4570 1/18–3/10 24 Hours Online
- #4571 3/15–5/5 24 Hours Online

### INTRODUCTION TO QUICKBOOKS ONLINE (QBO)

Learn to manage the financial aspects of your small business quickly and efficiently with this powerful accounting software program. QuickBooks Online (Cloud-based version) is designed especially for the small to mid-sized business owner who needs a fully functional accounting system that’s also easy to use. In 12 lessons, you will gain hands-on experience as you master the tools you need to set up a chart of accounts; reconcile your checking account; create and print invoices, receipts, and statements; track your payables, inventory, and receivables; create estimates; and generate reports. Participants will receive an email with login information 24-48 hours after registering. This course can be taken on either a PC or Mac. You do not need to purchase a subscription or additional software to complete this course.

Fee: $119

- #4560 1/18–3/10 24 Hours Online
- #4561 3/15–5/5 24 Hours Online

### INTERMEDIATE QUICKBOOKS ONLINE (QBO)

Learn to manage the financial aspects of your small business quickly and efficiently using QuickBooks Online (Cloud-based version). With this online version, you get all the advantages of computing in the cloud, which means that your accounting files will be available to you virtually anytime, anywhere. This course dives deeper into the software’s intermediate features, such as tracking product and service items, managing inventory, and customizing sales forms. Participants will receive an email with login information 24-48 hours after registering. This course can be taken on either a PC or Mac. You do not need to purchase a subscription or additional software to complete this course.

Fee: $119

- #4562 1/18–3/10 24 Hours Online
- #4563 3/15–5/5 24 Hours Online
### MICROSOFT EXCEL SERIES

This series includes Microsoft Excel Level 1, 2, and 3 and is offered at a discounted rate. Taking all three courses within a few weeks allows the learner to start with a solid foundation and then follow a progression of learning that builds on each skill. If you use Excel on a daily basis or are looking to upskill your resume, this Excel Series will greatly enhance your knowledge and productivity.

**Take the entire Microsoft Excel Series (3 sessions) and save!**

**Series Fee: $477**

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### MICROSOFT EXCEL LEVEL 1 (BASIC)

Learn the basic concepts and skills needed to start being productive with Excel. Topics include creating and saving worksheets; entering, moving and manipulating data; using formulas and functions; formatting text, numbers and cells; creating charts; data entry shortcuts; and managing, printing and sharing workbooks.

**Fee: $179**

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### MICROSOFT EXCEL LEVEL 2 (INTERMEDIATE)

Build upon your foundational knowledge of Excel by learning more advanced tools for analysis and presentation of data. Topics include managing complex workbooks; building more complex functions; using data analysis tools like PivotTables and PivotCharts; making an impact with powerful chart and presentation features; and collaborating with other users. The course assumes students know how to use a computer, that they’re familiar with Microsoft Windows, and that they’ve taken the Level 1 course or have equivalent introductory experience with Excel.

**Fee: $179**

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### MICROSOFT EXCEL LEVEL 3 (ADVANCED)

You will benefit most from this class if you want to use Excel to perform tasks such as getting information from large amounts of data sources inside and outside of Excel, creating output that varies according to conditions, manipulating dates and texts and automating repetitive tasks. Topics include lookup and decision-making functions; auditing and error-handling; array functions; special functions such as date, time and text functions; importing and exporting; what-if-analysis; automating repetitive tasks by recording and running macros; and forms.

**Fee: $179**

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### INTRODUCTION TO MICROSOFT EXCEL 2019/OFFICE 365

Explore Microsoft Excel's basic functions and uses. Through hands-on lessons, you’ll learn numerous shortcuts to set up worksheets quickly and efficiently. We’ll discuss using the function wizard to calculate statistics and future values, and give tips on sorting and analyzing data, creating three-dimensional workbooks, and automating frequently repeated tasks with macros and buttons. Participants will receive an email with login information 24-48 hours after registering.

**Fee: $129**

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### INTERMEDIATE MICROSOFT EXCEL 2019/OFFICE 365

You will learn how to harness the power of Excel’s data analysis tools and AutoFilter commands and how to create macros that eliminate repetitive tasks. Set yourself apart from the casual Excel user by adding VLOOKUP, INDEX & MATCH, and other intermediate functions to your professional skill set. In addition, you will learn to create macros that let you manipulate data with the push of a button. You will also discover how to use Goal Seek and Solver and apply them to real-world problems. Participants will receive an email with login information 24-48 hours after registering.

**Fee: $129**

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### ADVANCED MICROSOFT EXCEL 2019/OFFICE 365

Learn the secret to using formula-based conditional formatting as a creative solution to common issues and discover how to leverage Excel’s Power Query tool to import and transform data from just about any source. Participants will receive an email with login information 24-48 hours after registering.

**Fee: $129**

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<th>Course</th>
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<tr>
<td># 4659</td>
<td>T</td>
<td>3/15–5/5</td>
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MICROSOFT WINDOWS 10
Learn how to get started with the latest version of Microsoft’s operating system. Discover desktop features, personalization options, File Explorer, and multitasking. We’ll also demonstrate Cortana, OneDrive, and Microsoft Edge.
Fee: $99
# 4648 M 2/27 12:30–4:30 p.m. SCC

INTRODUCTION TO WINDOWS 11
Learn to use Windows 11, a powerful new operating system, to customize your desktop, manage and protect files and folders, and navigate the web with the latest Microsoft Edge browser. You’ll discover how File Explorer can help you manage your files, create text documents using WordPad, and update Windows 11. From editing photos to working with external drives, you’ll learn everything you need to know to get the most from this operating system. Participants will receive an email with login information 24-48 hours after registering.
Fee: $115
# 4604 1/18–3/10 24 Hours Online
# 4605 3/15–5/5 24 Hours Online

COMPUTER SKILLS FOR THE WORKPLACE
Learn the fundamental computer competencies you need to survive and prosper in today’s quickly evolving workplace. You’ll learn how to implement the powers of modern office software (Microsoft Outlook, Word, Excel, Access, and PowerPoint) to work faster and more efficiently. This course will also focus on practical applications for software most common in the workplace, utilizing the internet, and transferring and protecting data. By the time you finish, you’ll see why technological literacy is so critical to the success of any organization. This course must be taken on a PC. Macs are not compatible. Software Requirement: Any edition of Microsoft Office with desktop apps: Excel, Word, Outlook, PowerPoint, and Access (not included in enrollment). Participants will receive an email with login information 24-48 hours after registering.
Fee: $115
# 4599 1/18–3/10 24 Hours Online
# 4603 3/15–5/5 24 Hours Online

KEYBOARDING
Become faster and more confident at the keyboard. This course will help you learn how to touch-type the alphabetic, numeric, and symbol keys; create, save, and edit word processing documents; and successfully take a timed writing test during a job interview. When the class starts, you’ll receive instructions for downloading and installing a working copy of Keyboarding Pro 5. Please do not purchase or download the software from another source. This course must be taken on a PC or Chromebook. Macs are not compatible. Software requirement: PC: Windows 11 or later. Participants will receive an email with login information 24-48 hours after registering.
Fee: $115
# 4606 3/15–5/5 24 Hours Online
# 4607 1/18–3/10 24 Hours Online

NEW! GETTING STARTED WITH GOOGLE WORKSPACE
In this Google Workspace training course, you will learn about the many free apps (Gmail, Docs, Sheets, Slides, Drive, Contacts, Calendar, Meet, and Chat) that Google makes available on the web and how to put them to work for business as well as personal projects. You will find out how to use each of the most popular Google apps and how they fit together to support each other and make things easier for you—from sending email messages to creating business and personal documents to sharing files and more. Participants will receive an email with login information 24-48 hours after registering.
Fee: $139
# 4654 1/18–3/10 24 Hours Online
# 4655 3/15–5/5 24 Hours Online

MICROSOFT OUTLOOK
Learn the basics of Microsoft Outlook, an information management program used to manage e-mail, calendar, contacts, tasks, and notes.
Fee: $79
# 4649 W 3/1 12:30–4:30 p.m. SCC

INTRODUCTION TO MICROSOFT WORD 2016
One of the most basic skills needed in any job is the ability to write reports and letters using Microsoft Word. You will learn the basics required to write and edit text and discover the best ways to create, format, and organize documents. This course must be taken on a PC. It is not suitable for Macs. Software requirement: PC Windows 8 or later, Microsoft Word 2016 edition of Microsoft Office with desktop apps: Excel, Word, Outlook, PowerPoint, and Access (not included in enrollment). Participants will receive an email with login information 24-48 hours after registering.
Fee: $129
# 4608 1/18–3/10 24 Hours Online
# 4641 3/15–5/5 24 Hours Online

MICROSOFT WORD LEVEL 1 (BASIC)
Microsoft Word is a powerful word processing program that gives you the ability to create and share documents with a comprehensive set of writing tools.
Fee: $179
# 4650 M 2/6 12:30–4:30 p.m. SCC

INTRODUCTION TO MICROSOFT PROJECT 2016
From sequencing tasks, producing a baseline, and assigning resources and costs, to tracking progress, analyzing variances, and revising your project plan, Microsoft Project can help you organize all your project’s details quickly and effectively. Using the program’s different views, such as the Calendar and Gantt chart views, you’ll be able to manage your project information and produce effective reports. After completing the course, you’ll know how to develop, implement, and control a project plan that meets organizational and customer objectives. Participants will receive an email with login information 24-48 hours after registering.
Fee: $129
# 4597 1/18–3/10 24 Hours Online
# 4598 3/15–5/5 24 Hours Online
MICROSOFT POWERPOINT BASIC
Microsoft Office PowerPoint enables users to quickly create high-impact, dynamic presentations while integrating workflow and ways to easily share information.
Fee: $179
# 4652 Th 2/23 8 a.m.–4:30 p.m. SCC

POWERPOINT 2016 TIPS, TOOLS, TIMESAVERS
This class is for the PowerPoint user who wants to learn how to make presentations more effective. Over 50 valuable PowerPoint tips, tools, and timesavers will be covered along with general presentation guidelines.
Fee: $89
# 4651 M 3/20 12:30–4:30 p.m. SCC

MICROSOFT EXCEL TIPS, TOOLS, AND TIMESAVERS
This course highlights 82 features for editing, formatting, printing, and customizing Excel. The tips included will give a back door approach to accomplishing tasks quickly and efficiently. Prerequisite: Excel 2016 Basic or equivalent experience.
Fee: $89
# 4653 W 3/22 12:30–4:30 p.m. SCC

CERTIFICATE IN DATA ANALYSIS
Data Analysis is quickly becoming one of the most sought-after skills in the workplace. Companies have vast amounts of data, but it is rare to have someone with the ability to analyze that data to see trends and make predictions. Add a whole new skill set to your portfolio, and make a big difference in the success of your organization by acquiring data analysis skills.
Take each class individually — or register for the entire series and save!
Certificate Series Fee: $495
# 4989 2/6–4/28 48 Hours Online
# 4783 2/6–3/3 16 Hours Online
# 4786 3/6–3/31 16 Hours Online
# 4789 4/3–4/28 16 Hours Online

POWER BI CERTIFICATE
Gain insights into your data using business intelligence software – Power Business Intelligence. Power BI is a widely used business analytics service offered by Microsoft. Discover the process of creating interactive reports; integrate financial, marketing, or any other source data in your accounting system, Excel, or on the Web; streamline your data; and create charts, maps, and other visuals to see your data in real time. Delve further into Power Query to ETL (Extract, Transform, and Load) your data; utilize time Intelligence functions to view YoY or YTD reports; and add user-friendly features to enhance your reports and analyze your results.
Take each class individually — or register for the entire series and save!
Certificate Series Fee: $495
# 4989 2/6–4/28 48 Hours Online
# 4975 2/6–3/3 16 Hours Online
# 4986 3/6–3/31 16 Hours Online
# 4972 4/3–4/28 16 Hours Online

Looking for more information about our ONLINE COURSES?
Request a course outline for any class: shahcenter@mchenry.edu.
CODING CERTIFICATE
Coding is becoming one of the most in-demand skills in the workplace today. As a result, coding has become a core skill that bolsters one’s chances for becoming a higher value to organizations. The highest demand is for programming languages with broad applicability. Begin with an introduction to the basics of computer programming and various programming languages. Then, go to the next level and acquire all the basics of HTML and CSS. You will learn the relationship between these two industry-standard web page coding languages and the step-by-step process of hand-coding and building web pages. Finally, discover the advanced features of CSS and learn how to use this very powerful language.
Fee: $595
# 4948 2/6–4/28 48 Hours Online
# 4949 4/3–6/30 48 Hours Online

SQL CERTIFICATE
Structured Query Language (SQL) is the industry standard database programming language. Proficiency in SQL is one of the most in-demand skills in occupations that require interaction with data and data analysis. In this course, you’ll learn about relational database structures, the history and uses of Structured Query Language, and how to use SQL to create a database, add records to database tables, and extract meaningful data from database tables.
Fee: $595
# 4992 1/2–3/31 48 Hours Online
# 4993 2/6–4/28 48 Hours Online
# 4994 3/6–5/26 48 Hours Online

CERTIFICATE IN WEB DESIGN
Understanding what it takes to produce effective web design is essential in today’s market of highly saturated digital competition. First discover the basics of web design using HTML and CSS. No prior knowledge of HTML or web design is required. After the first course you will have the info you need to plan and design effective web pages. Then find out how to create effective and dynamic websites/applications. Take away a functioning web application hosted on a web server that is both accessible and Search Engine Optimized. Finally, learn about responsive design process, advanced layout and design features using the Bootstrap framework. In addition, explore CMS frameworks and industry standard technologies and frameworks.
Take each class individually — or register for the entire series and save!
Certificate Series Fee: $595
# 4933 2/6–4/28 48 Hours Online

INTRODUCTION TO WEB DESIGN
Fee: $245
# 4930 2/6–3/3 16 Hours Online

INTERMEDIATE WEB DESIGN
Fee: $245
# 4939 3/6–3/31 16 Hours Online

ADVANCED WEB DESIGN
Fee: $245
# 4936 4/3–4/28 16 Hours Online
INTEGRATED MARKETING CERTIFICATE
Discover best practices in integrated marketing, an increasingly popular strategy that combines traditional print marketing with digital marketing for even greater success. Younger generations are embracing print as well as online media, creating exciting opportunities to connect with audiences in new ways. Find out the keys to success in printed collateral, including catalogs, direct mail letters, and postcards. Learn advanced marketing concepts and principles such as RFM analysis, AIDA, and the 3-30-3 principle, and understand how digital and print marketing complement and enhance each other. You’ll come away with new marketing expertise that will increase your value in any workplace.

Take each class individually — or register for the entire series and save!
Certificate Series Fee: $495
# 2588 2/7–4/29 48 Hours Online

ADVANCED MARKETING CONCEPTS
Fee: $195
# 5020 2/6–3/3 16 Hours Online

SUCCESSFUL PRINT MARKETING
Fee: $195
# 5035 3/6–3/31 16 Hours Online

INTEGRATED MARKETING BEST PRACTICES
Fee: $195
# 5023 4/3–4/28 16 Hours Online

GRAPHIC DESIGN SOFTWARE ESSENTIALS CERTIFICATE
The Adobe software tools are the leading software for graphic design. Adobe Illustrator is the industry standard computer illustration software. Use Illustrator to draw shapes and design logos, flyers, posters, banners, business cards, or any other vector graphics for print or web. Adobe InDesign is the industry standard page-layout program that works with Adobe Illustrator and Photoshop seamlessly. InDesign allows you to create simple or complex multi-page documents such as brochures, flyers, books, and magazines. Use Adobe Photoshop to effectively work with selection and editing tools, layers, and masks to edit, retouch, and enhance existing images or create your own composite digital artwork. Access to the Adobe software tools is required.

Take each class individually — or register for the entire series and save!
Certificate Series Fee: $545
# 4945 2/6–4/28 48 Hours Online

ADOBE ILLUSTRATOR ESSENTIALS
Fee: $225
# 4963 2/6–3/3 16 Hours Online

ADOBE PHOTOSHOP ESSENTIALS
Fee: $225
# 4969 3/6–3/31 16 Hours Online

ADOBE INDESIGN ESSENTIALS
Fee: $225
# 4966 4/3–4/28 16 Hours Online
### DIGITAL MARKETING CERTIFICATE

Get a fundamental yet advanced introduction to eMarketing, including improving email promotions, analyzing your website traffic, implementing search engine optimization, and successfully employing online advertising. Relevant for any type of organization, including businesses, companies, non-profits, and government agencies. No eMarketing experience or expertise is necessary. If you are already at an advanced level, your instructors are experts and can provide the latest, most advanced information and answer your toughest questions.

*Take each class individually — or register for the entire series and save!*

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### IMPROVING EMAIL PROMOTIONS

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### BOOSTING YOUR WEBSITE TRAFFIC

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### ONLINE ADVERTISING

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### SOCIAL MEDIA FOR BUSINESS CERTIFICATE

Get in on this exciting and growing way to communicate, market, and serve your customers and clients. From Facebook and Twitter to blogging, YouTube, LinkedIn, and more, discover the new principles of communication that apply across all networks. Discover how these specific social networks work and identify possible uses for your organization. For businesses, nonprofits, government, and other organizations.

*Take each class individually — or register for the entire series and save!*

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### INTRODUCTION TO SOCIAL MEDIA

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### MARKETING USING SOCIAL MEDIA

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### INTEGRATING SOCIAL MEDIA INTO YOUR ORGANIZATION

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Register online at www.mchenry.edu/workforcetraining // 29
Not a week goes by without several incidents of workplace violence being reported. Employee-on-employee, personal relationships, bullying, retaliation, and the list goes on. Like all issues, prevention is the best plan—but how do you handle the situation if prevention doesn’t work? Join retired police detective and OSHA-authorized instructor John Vaughan as he shows you how to start your research and develop your action plans.

** sharing strategies, trends and best practices**

**friday, january 13 | 8–10 a.m.**
Fee: $39 includes continental breakfast (registration is required)
MCC Shah Center
# 5103

**bls healthcare provider cpr**
This course meets the requirements for recognition as a Basic Life Support Rescuer for healthcare providers by the American Heart Association (AHA) and is intended for those entering or those currently working in healthcare settings. After successfully completing this course, you’ll receive a certification in BLS CPR. Cost of the book and materials are included in the course fee. 4.0 contact hours will be issued.

Fee: $75

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**heartsaver® first aid cpr/aed/bbp**
Practice critical skills needed to respond to and manage a first-aid, choking, or sudden cardiac arrest emergency until emergency medical services (EMS) arrives. Learn skills such as how to treat bleeding, sprains, broken bones, shock, and other first-aid emergencies. This course also teaches adult CPR and automated external defibrillator (AED) use. It is appropriate for participants with limited or no medical training who need a course completion card in first aid, CPR, and AED use to meet job, regulatory, or other requirements. The BBP (blood-borne pathogens) portion teaches employees how to protect themselves and others from exposure to blood or blood-containing materials. This course is designed to meet Occupational Safety and Health Administration (OSHA) requirements and is designed for anyone with a reasonable chance of coming into contact with blood-borne pathogens as a first responder in the workplace.

Fee: $125

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**forklift operator training**
This hands-on class will focus on both the didactic and practical training following OSHA guidelines for the Powered Industrial Trucks Standard. In the classroom we will discuss the various types of trucks, their controls, steering and maneuvering, capacities, load stabilities, pre-use inspection safety checklists, and any other safe operating instruction. Once didactic instruction is complete, there will be an operator performance evaluation on completion of the safety pre-check, mounting the vehicle, expressing knowledge of each control, and showing ability to safely operate the vehicle through a required task course. Attendees will be provided a Certificate of Completion.

Fee: $195

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<td>F 3/17</td>
<td>8 a.m.–4 p.m.</td>
<td>Woodstock Center</td>
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**SERVSAFE FOOD PROTECTION MANAGER CERTIFICATION**

This 8-hour course uses ServSafe (an ANSI-CFPM accredited exam provider) which meets the Illinois Department of Public Health requirements. The ServSafe Manager Certification verifies that a manager/person-in-charge has sufficient food safety knowledge to protect the public from a foodborne illness. All food service operations that prepare and serve food are required to have a certified food safety manager on the premises when food is being handled. The course covers all critical principles including personal hygiene, cross-contamination, time and temperature, receiving and storage, food safety management systems, training, cleaning and sanitizing. The certification is valid for five years. You must arrive promptly by 8:00 a.m. Book is included in class fee. Bring photo ID to class.

**Fee:** $189

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**SERVSAFE FOOD PROTECTION MANAGER CERTIFICATION (SPANISH)**

This 8-hour course, taught in Spanish, uses ServSafe (an ANSI-CFPM accredited exam provider) which meets the Illinois Department of Public Health requirements. The ServSafe Manager Certification verifies that a manager/person-in-charge has sufficient food safety knowledge to protect the public from a foodborne illness. All food service operations that prepare and serve food are required to have a certified food safety manager on the premises when food is being handled. The course covers all critical principles including personal hygiene, cross-contamination, time and temperature, receiving and storage, food safety management systems, training, cleaning and sanitizing. The certification is valid for five years. You must arrive promptly by 8 a.m. Spanish language book is included in class fee. Bring photo ID to class.

**Fee:** $189

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**OSHA 10 HOUR VOLUNTARY COMPLIANCE IN GENERAL INDUSTRY**

What are your rights and responsibilities under the OSHA Act? This 10-hour course includes an introduction to general industry standards and an overview of the requirements of the more frequently cited standards. Upon successful completion of this course, participants will receive a certificate of attendance and an OSHA 10-hour card.

**Fee:** $299

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**OSHA 10-HOUR FOR CONSTRUCTION**

This program provides construction workers with important information about their rights and their employer’s responsibilities. Participants will learn how to file a complaint as well as how to identify, abate, avoid, and prevent job-related hazards on a construction site. Emphasis will be on hazard identification, avoidance, control, and prevention. Topics include: Introduction to OSHA, Falls, Electrocutions, Struck-By, Caught-In or between, Personal Protective Equipment, Health Hazards, and more.

**Fee:** $299

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**OSHA LADDER SAFETY/FALL PROTECTION**

The Ladder Safety segment of this course provides information from the 1910.23 and 1910.30 OSHA regulations regarding ladder safety. Topics covered include: proper use of ladders, set up, inspection, climbing, balancing and hazard avoidance. When reviewing Fall Protection, the course will cover the importance of personal fall protection systems, the difference between fall protection and fall suppression, fall prevention for stairways, clock boards, scaffolds and rope decent systems, powered and vehicle-mounted platforms, and man lifts. General Industry OSHA regulations for both employer and employee and special industry requirements will be discussed.

**Fee:** $89

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**FLAGGER CERTIFICATION**

The National Safety Council (NSC) Work Zone Flagger Program incorporates classroom instruction, hands-on training and a flagging skills test to teach roadway personnel how to minimize confusion with standard flagging procedures and provide safe passage of traffic through and around Temporary Traffic Control Work Zones. This four-hour NSC Certification program meets federal industry guidelines and includes a manual on Uniform Traffic Control Devices. This certificate is valid for three years.

**Participants will learn:**
- Key flagging procedures
- Critical do’s and don’ts for flaggers
- How to maintain safety for themselves, roadway users, and their crew

**Fee:** $150

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<tr>
<td>#4629</td>
<td>F</td>
<td>4/14</td>
<td>8 a.m.–Noon</td>
<td>SCC</td>
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Register online at www.mchenry.edu/workforcetraining
SIX SIGMA GREEN BELT CERTIFICATE

Six Sigma professionals are in strong demand by organizations around the world. On the front-lines of Six Sigma efforts are Green Belts. LERN’s Green Belt training teaches participants problem-solving skills, using the DMAIC (Define, Measure, Analyze, Improve and Control) model. After completing this challenging course, Six Sigma Green Belts serve their organizations as a trained specialist able to work on Six Sigma projects that benefit the organization. Although not required, participants are strongly encouraged to have a project during the course. The instructors and mentors work closely with the class to not only teach the material, but to guide candidates as they work through projects.

Take each class individually — or register for the entire series and save!

Certificate Series Fee: $495

**INTRODUCTION TO SIX SIGMA GREEN BELT**

Fee: $195

- # 4927 2/6–4/28 48 Hours Online

**INTERMEDIATE SIX SIGMA GREEN BELT**

Fee: $195

- # 4915 2/6–3/3 16 Hours Online

**ADVANCED SIX SIGMA GREEN BELT**

Fee: $195

- # 4898 4/3–4/28 16 Hours Online

BLUEPRINT READING BASICS

This five-hour print reading course will enable participants to interpret basic in-house drawings. Topics covered include dimensioning, tolerances, lines, and drawing views. Lecture will be supplemented with individual class exercises to provide actual practice for participants. This course is designed for inspectors, maintenance, and shop floor personnel in need of skill enhancement in this topic.

Fee: $209

- # 4627 W 3/22 8 a.m.–1:30 p.m. SCC

NUMBERS AT WORK: MANUFACTURING MATH

This hands-on course is designed to introduce basic math required on the shop floor. Course objectives include understanding whole numbers; working with fractions and decimals; and identifying and using measuring tools including steel rule, micrometer, caliper, and dial indicator.

Fee: $159

- # 4625 W 1/25 12:30–4:30 p.m. SCC

**PRECISION MEASUREMENT**

The purpose of this eight-hour course is to provide students with an understanding of the basics of measurement and proper techniques using basic hand measuring instruments. Topics include sources of measurement error and methods to reduce the effects of measurement errors. Discussion will be supplemented with class exercises to provide hands-on practice for participants.

Fee: $199

- # 4626 W 2/15, 2/22 12:30–4:30 p.m. SCC

**DISTRIBUTION AND LOGISTICS MANAGEMENT**

This course will not only show you how to create and operate a logistics function, but also how to achieve success through a combination of strategies and tactics. All elements of distribution and logistics management will be covered, including physical distribution, warehouse selection, material handling, packaging, order fulfillment, customer service, inventory management, receiving, production stores, and returned goods. The course will also address key technology issues such as enterprise resource planning (ERP), bar coding, electronic data interchange (EDI), electronic commerce (e-commerce), and distribution resource planning (DRP). Participants will receive an email with login information 24-48 hours after registering.

Fee: $199

- # 4580 1/18–3/10 24 Hours Online
- # 4581 3/15–5/5 24 Hours Online

**MANUFACTURING FUNDAMENTALS**

Learn the basic skills required to work in the manufacturing field. Discover the role of production design, process planning, and the heart of 13 different manufacturing processes. Master product development concepts such as the voice of the customer (VOC), quality function deployment (QFD), and failure mode and effects analysis (FMEA). Learn how performance measurements and standardization improve manufacturing operations. Participants will receive an email with login information 24-48 hours after registering.

Fee: $119

- # 4576 1/18–3/10 24 Hours Online
- # 4577 3/15–5/5 24 Hours Online

**PURCHASING FUNDAMENTALS**

Improve your company’s bottom-line profitability by learning and implementing key concepts such as negotiation, supplier sourcing and qualification, outsourcing, and make-or-buy analysis. Learn the basics of supplier partnerships, capital budgeting, and green buying. You will learn about business law, contracts, leasing, Six Sigma, and total quality management (TQM). You will also learn how to recruit, select, and evaluate purchasing personnel, and learn the importance of business ethics. Participants will receive an email with login information 24-48 hours after registering.

Fee: $119

- # 4582 1/18–3/10 24 Hours Online
- # 4583 3/15–5/5 24 Hours Online

**SUPPLY CHAIN MANAGEMENT FUNDAMENTALS**

Learn what it takes to be a successful supply chain manager. This course will prepare you for internationally recognized certification examinations by teaching you how to create demand forecasts, develop schedules, manage inventory, control production orders, and ensure customer satisfaction. Participants will receive an email with login information 24-48 hours after registering.

Fee: $119

- # 4578 1/18–3/10 24 Hours Online
- # 4579 3/15–5/5 24 Hours Online
WORK ON YOUR BUSINESS, NOT IN IT

The Illinois Small Business Development Center at McHenry County College is your partner for confidential, trusted business advising.

Our no-cost, one-on-one consulting services can help you:

- Prepare and review a thorough business plan
- Attract customers, improve operations, and increase sales
- Craft a winning financial strategy and marketing plan
- Master personnel and business management policies
- Manage data analysis and make essential technology updates

For more information, visit www.mchenry.edu/isbdc or email us at sbdc@mchenry.edu.

The SBDC at McHenry County College is funded in part through a cooperative agreement with the U.S. Small Business Administration, the Illinois Department of Commerce and Economic Opportunity, and McHenry County College.

STARTING A BUSINESS IN ILLINOIS

Are you ready to follow your passion and start your own business? Entrepreneurship is a satisfying endeavor, however getting there isn’t always simple. This complimentary seminar will provide information and resources to guide you through the pre-venture stage of your business. Topics include: attitude of the entrepreneur, business plan preparation, legal structures, financing sources, and lender eligibility criteria.

No fee but registration is required. This workshop is available monthly. Please register for only one of the dates below.

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INTERESTED IN LEARNING QUICKBOOKS?

We offer online classes—learn when it is convenient for you from home or office.

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CANCELLATION POLICY
If an offering is canceled by McHenry County College, registrants will be notified by phone and/or email and tuition will be fully refunded. A course registration canceled by participant or company one business day in advance is subject to a full refund or the tuition can be applied to enrollment in another class. Failure by a participant or company to cancel a registration one business day in advance of the date of the offering will necessitate full payment of tuition and fees.

INCLEMENT WEATHER
Please be aware that inclement weather could cause McHenry County College facilities to close. You may call our main campus number at (815) 455-3700, check our website at www.mchenry.edu, or listen to local news stations for closings.

SMOKING
The Shah Center is a smoke-free environment in compliance with MCC’s tobacco-free policy. No smoking is allowed in the building or on the property.

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- Join us the Wednesday evening before spring break to explore everything MCC has to offer.
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