

Business & Professional Development

Take a look at what we are offering this semester. We can arrange to deliver any of our open enrollment courses to your work site. If you cannot find a course that meets your training needs, please call us at (302) 855-1665.

We will work with you to develop a results-oriented program that will help your business achieve its professional development goals.



Business & Careers

ADMINISTRATIVE OFFICE PROFESSIONALS

BASIC OFFICE SKILLS CERTIFICATE PROGRAM

This course is designed to provide students with a working knowledge of basic office skills. Topics to be covered in this course include: customer service, ethics in the workplace, telephone techniques, keyboarding, business attire, records management and listening and communication. (\$10 fee payable to instructor for Telephone Techniques booklet) (21 hrs, 2.1 CEUs)

Instructor: Rich Warfield & Patricia Tear

EYD 506 231 200812 7 sess, T&Th, 3/11-4/1, 6-9pm, \$275

LEGAL ADMINISTRATIVE PROFESSIONAL

This class is designed for those seeking to work in the legal field. Learn the skills required to excel in your unique position as a legal secretary. Skills covered: introduction to law, office protocol, understanding of court systems/timelines, legal document formats, e-filing procedures, as well as good office practices and etiquette. \$50 materials fee payable to instructor first night of class. (16 hrs, 1.6 CEUs)

Instructor: Patricia Tear

EYD 268 231 200812 8 sess, T&Th, 3/18-4/10, 6-8pm, \$212

COMPUTER ESSENTIALS:

MS OFFICE 2003 CERTIFICATE

Gain the valuable training necessary to compete in today's job market through instruction in Windows XP and the Microsoft Office applications: Excel, PowerPoint, Word, Access, & Outlook. This training provides a solid foundation of basic business skills for those who want to be an effective employee in an office environment. Required text in bookstore. **Call Dept. of Labor for tuition assistance 302-856-5230.** (30 hrs, 3 CEUs)

Instructor: Dan Hall

EYF 522 231 200812 10 sess, Th, 3/20-5/29 (no class 5/8), 6-9pm, \$390

COMPUTER SKILLS FOR THE WORKPLACE

Designed to provide basic training for students to use in an office or computer driven workplace. Topics: Windows XP, Microsoft Applications. **Call Dept. of Labor for tuition assistance 302-856-5230.** (24 hrs, 2.4 CEUs)

Instructor: Jessica Friedman

EYF 524 231 200812 8 sess, W, 3/26-5/14, 6-9pm, \$315

TELEPHONE TECHNIQUES FOR THE PROFESSIONAL OFFICE

Designed for anyone who spends time on the telephone at work. Who should attend: receptionists, secretaries, entry-level staff, assistants, paralegals, customer service representatives, sales professionals, and supervisors. Topics: create a professional image among clients, turn disgruntled complainers into loyal customers, reduce the amount of time spent on calls, the power of a single phone call, common mistakes and the steps to correct them, and how to be an active participant in improving your phone system. \$10 materials fee payable to instructor first night of class. (2 hrs, .2 CEUs)

Instructor: Patricia Tear

EYD 279 231 200812 1 sess, Th, 5/22, 6-8pm, \$26

ADMINISTRATIVE PROFESSIONALS' DAY

Call 854-6966 for detailed information on this special event to honor Administrative Professionals.

The Corporate and Community Programs Division is seeking qualified and experienced instructors to teach for the Business & Professional Development Department. For more information, please contact Shelley Gabel at **302-855-5905.**