

2021 Business & Industry Training

To register for any of the training sessions on this schedule please contact Renee Drouillard at rdrouillard@monroeccc.edu or (734) 384-4229.

** Please see Inclement Weather Policy at bottom of this schedule for questions regarding the closure of MCCC.*

CUSTOMIZED TRAINING & RETRAINING PROGRAMS

In collaboration with your company, Monroe County Community College can create training and retraining programs to meet the changing dimensions of skills in today's workplace. Whether your company needs training in supervision/management, a new manufacturing process, software applications or basic skills, representatives from the college can work with members of your staff to develop a customized training program tailored to meet the specific needs of your employee groups. The list of potential programs is virtually endless, offering the greatest flexibility. The training can take place at your office or plant, at the college, or in many cases virtually; on a time schedule convenient to your company and employees. The customized programs provided locally by MCCC are high quality and very cost-effective way to train your employees.

BUSINESS OPERATIONS

ALL WORKSHOPS ARE INSTRUCTOR LED AND PRESENTED VIA ZOOM

Conflict Resolution

When: February 17 and 18 1 - 3 p.m.

Cost: \$29

This training will focus on the fundamentals of conflict resolution and negotiation skills to enhance the interaction held between two individuals to address issues, review and resolve. Participants will review presentations and take part in role-play/real-life scenarios to gain the knowledge and confidence to keep a positive relationship and a productive personal or business arrangement moving forward. The cost for this workshop is \$59.

Returning to Work After a Crisis: Lessons Learned and How to Apply Them

When: February 18 9 - 11 a.m.

Cost: \$29

This course presents research-driven processes and steps that have been proven effective for organizations resuming operations after a business disruption due to traumatic events. Through presentation, discussion, and small group exercises, this training provides a defined 'person-centered'



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approach for how to bring back staff safely and efficiently. The processes discussed can be applied to any industry and any size organization.

Project Management Professional (PMP) Certification Exam Prep

When: Tuesdays and Thursdays, March 2 - 30, 1 - 5 p.m.

Cost: \$599

This intensive exam preparation course will provide participants with the knowledge needed to pass the Project Management Institute's (PMI's) Project Management Professional (PMP) examination. Test-taking tips, study strategies and review of critical materials that will directly assist participants in passing the PMP exam will be provided. The course will be delivered through a live online portal and will learn about project management through the live instruction, read about it through the current Project Management Body of Knowledge Guide (included) and perform aspects of it through assignments between classes. The course will conclude with a sample exam.

Power Hour: Sales and Customer Relationships

When: March 3 noon - 1 p.m.

Cost: FREE

This discussion will provide an overview of the full Sales and Customer Relationships course being offered March 23, 24, 30 and 31, including the sales process, tools in which to seal the deal and ways to enhance customer relationships once the deal is complete.

How to Identify and Manage Trauma: Best Practices for the Workplace

When: March 4 9 - 11 a.m.

Cost: \$29

This training is designed to present the basic elements of a crisis intervention model in the workplace. This course prepares participants to understand a wide range of crisis intervention services including pre- and post-incident crisis education, significant other support services, on-scene support services, crisis intervention for individuals, demobilizations after large-scale traumatic incidents, small group de-fusing and group interventions known as Critical Incident Stress Debriefing (CISD).

Human Trafficking: Signs, Myths and Trends

When: March 19 9 - 11 a.m.

Cost: 22

This training will help participants gain a better understanding of contemporary human trafficking and modern-day slavery. Attendees will learn terminology, the types of human trafficking and the scope of the problem, both domestically and globally. The course will also cover the physical, emotional, psychological, and trauma experienced by victims and the methods used to recruit and control them. Participants will learn the signs of potential human trafficking behaviors, basic assessment strategies



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and tools, and the roles that entities such as government, the media, public-facing employees, and culture play in this complex issue.

Sales and Customer Relationships

When: Tuesdays and Wednesdays, March 23, 24, 30 and 31 1 - 3 p.m.

Cost: \$119

The course will provide participants the background on the basic sales process, tools in which to seal the deal and ways to enhance the customer relationships once the deal is complete. Participants will become more confident, learn additional information about effective sales as well as enhancing their trust and relationship with the existing client to enhance further business.

Computer/Software Training – Offered Virtually via Zoom

ALL WORKSHOPS ARE INSTRUCTOR LED AND PRESENTED VIA ZOOM

Microsoft Excel Basic

When: Tuesdays and Thursdays, April 6, 8, 13 and 15 9 am to 10:45 am

Cost: \$99

This class is for students who are interested in learning one of the most powerful spreadsheet programs on the market. Topics to be covered include: building and editing worksheets; formatting a worksheet; and working with charts, formulas and functions.

Microsoft Excel Intermediate

When: Tuesdays and Thursdays, April 20, 22, 27 and 29 9 am to 10:45 am

Cost: \$29, reduced from \$99

This follow-up to the basic class will introduce some of Excel's more advanced tools. Students will learn how to manage workbooks and preparing them for the Web; automate worksheet tasks; use lists; analyze list data; and enhance charts and worksheets.

Microsoft Excel Advanced

When: Tuesdays and Thursdays, May 4, 6, 11 and 13 9 am to 10:45 am

Cost: \$99

This is an accelerated, advanced class for individuals who have previously enrolled in Excel Intermediate or who have extensive experience working with Excel. Participants are encouraged to bring in real-life problems for review in the lab.



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How to Use TEAMS, More than Just Meetings

When: Tuesday and Thursday, May 18 and 20

9 am to 10 am

Cost: \$29

Microsoft Teams works with Office 365 applications to integrate Word, Excel, PowerPoint, SharePoint and Outlook together to improve efficiency in the workplace.

All courses will be delivered virtually, via Zoom.

MIOSHA TRAINING INSTITUTE

PARTS 472 AND 554 MEDICAL SERVICES AND FIRST AID, BLOODBORNE PATHOGEN INFECTIOUS DISEASES PERS 856-71

When: Thursday, April 15

9 am to 4 pm (check in 8:30 to 9 am)

Where: Virtual via TEAMS

Cost: \$130 per person

What you will learn

Exposure to bloodborne infectious diseases is identified as a significant source of occupational illness. The lack of first aid and medical services can lead to serious physical harm or death. This full day course was developed to teach participants: the requirements of Part 472 - Medical Services and First Aid, and Part 554 - Bloodborne Infectious Diseases; to determine if facilities and employees are covered by the standards; to prepare a written exposure control plan; and, to ensure employees receive proper care following an occupational exposure or injury. This course is designed for general industry with emphasis for healthcare facilities.

MCCC is pleased to be part of the MIOSHA TRAINING INSTITUTE and offer a wide variety of safety training courses. Most of the safety training topics can be delivered at your worksite or on campus. To receive a detailed brochure of the safety training classes available, contact the Office of Workforce Development or visit the Division of Corporate and Community Services' Web site at <https://www.monroeccc.edu/business-industry-training>.

Usually, contracted training is delivered in a much shorter time frame than regular college classes and, typically, no college credit is earned towards a degree. However, if a company would want a program for college credit, this can be delivered at your site or at either of our campus locations.

For more information contact Barry Kinsey, director of workforce development, at 734.384.4124.

Sign up to receive e-mail notices of upcoming training events, and check the current schedule of training sessions at <https://www.monroeccc.edu/business-industry-training>.



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INDUSTRIAL, ENVIRONMENTAL AND FOOD SAFETY

HEALTHGUARD PROFESSIONAL FOOD MANAGER CERTIFICATION CSM 718 – CHOOSE ONE

When: Only Need to Attend 1 Day of Training Tuesday, March 9, Tuesday, May 11, Tuesday, June 8, Tuesday, July 13, Tuesday, August 10, Tuesday, September 14, Tuesday, October 12, Tuesday, November 9 or Tuesday, December 7

Time: All classes 8 a.m. to 5 p.m.

Where: Room A-173bc in the Administration Building

Cost: \$155 per person, includes NSF HealthGuard Certified Professional Food Manager Manual, Exam, lunch and refreshments

Monroe County Community College is offering one-day HealthGuard Professional Food Manager Certification Training in conformance with the Michigan Food Law. The Michigan Food Law requires all licensees must have a certified food manager. This course, along with a passing score on the exam, meets that requirement.

Owners and managers of food service establishments have a responsibility to provide safe food to their customers. Operators need to understand that the consequences of inadequate food safety knowledge or poor hygienic practices can be very serious. Participants will learn their responsibilities as they relate to providing safe food to customers. The course will include hazards and sources of contamination, employee health and personal hygiene, safe food handling, equipment, facilities and HACCP. It includes the nationally accredited Professional Food Manager Certification exam developed by the National Registry of Food Safety Professionals.

Fiber Optics Training

Monroe County Community College is offering three courses in Fiber Optics, beginning Monday, May 3 and ending on Sunday, May 9. (*the days could be shortened if we have less than 8 students) With these three sessions you can become a Certified Fiber Optic Technician with specialist designations in Testing and Splicing. All training is presented by BDI DataLynk, www.bdidatalynk.com. All three courses are sanctioned by the Fiber Optic Association (FOA) and accredited by BICSI, a professional association supporting the information transport systems industry. This partnership offers an unprecedented opportunity for students to learn about fiber optics networking through an internationally recognized fiber optic training company.

The three classes are:

Basic Certified Fiber Optic Technician

ELEC-721-71 - Course description below

May 3-5, 2021

8 a.m. to 5 p.m.



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Room TBD

Cost: \$819 per person, includes materials

Certified Fiber Optic Specialist/Testing (CFOS/T)

ELEC 732-71 - Course description below

May 6-7, 2021

8 a.m. to 5 p.m.

Cost: \$719 per person, includes materials

Certified Fiber Optic Specialist/Splicing (CFOS/S)

ELEC 722-71 - Course description below

May 8-9, 2021

8 a.m. to 5 p.m.

Room TBD

Cost: \$719 per person, includes materials

Course Descriptions

Basic Certified Fiber Optic Technician

This introductory 3-day fiber optics course is designed for anyone interested in becoming a Certified Fiber Optics Technician. This program combines theory and 75% hands-on activities to prepare the student to take the CFOT (Certified Fiber Optics Technician) test that is sanctioned by the FOA (Fiber Optics Association) and given and graded the final class day. This course also introduces the student to industry standards governing FTDD (Fiber To The Desk), FTTH (Fiber To The Home), LAN/WAN fiber networks, and further introduces the student to basic fusion and mechanical splicing. Students will learn how to identify fiber types, recognize various connectors used in fiber installation; and install, terminate, splice, and properly test installed fiber cable to existing standards. This program explores the history and future of fiber optics and fiber optics capabilities, and cost of installation. Standards covered: NECA/FOA-301-2004, EIA/TIA 568-B.3, ANSI/TIA/EIA 607-A, and NEC Article 770-50. Anyone interested in becoming a Certified Fiber Optics Technician should attend this class. **This program is recognized for BICSI CECs (Continuing Education Credits): RCDD 21, Installer Level/2 Technician 12 CECs. Course fee includes all books study materials.**

Certified Fiber Optic Specialist/Testing (CFOS/T)

This 2-day (16-hour) program is designed to offer advanced training to anyone involved with the testing and maintenance of fiber optics networks. A focal point in the program is to offer a general, easy to understand, approach to fiber optics testing standards with little theory and considerable hands on activities. This comprehensive program explains the variety of testing standards, equipment and



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technological approaches used in fiber network testing and splicing and how to choose among them. This 75% hands on course explores the overall spectrum of testing and maintenance of single and multi mode fiber optics networks and provides a detailed overview and demonstration of various pieces of equipment used in testing and maintenance. Subject matter includes a detailed study of ANSI/TIA/EIA-526-14(7)A, OTDR fundamentals and uses, OTDR vs. Insertion Loss Testing, Return Loss Testing, and Attenuation testing using the Power Source and Light Meter. **This course is approved by BICSI for 14 RCDD CECs and 12 Installation CECs.**

Prerequisites: CFOT Course or another Formal Fiber Optics Training Course within preceding 6 months, or 1 Year Fiber Optics Related Experience. Specifically: Experience with fiber preparation, termination, and testing and a thorough knowledge of fiber optic safety practices.

Note: Anyone can attend this program. However, those wishing to become registered with the FOA as a Certified Fiber Optic Specialist in Splicing (CFOS/S) must have taken and passed the Basic CFOT Exam which can be administered during this class period. If the student is not a registered CFOT with the FOA, the 100-question exam is available to “test out” of the basic, CFOT Course requirement. The fee for this exam is \$145.00.

Certified Fiber Optic Specialist/Splicing (CFOS/S)

This 2-day program includes a complete PowerPoint presentation explaining the importance high performance splicing and further details the points necessary to achieve these splices. The depth of this presentation is much greater than most textbooks and provides background information about splicing that is very important to the student. An overview of OTDR functions and trace understanding is also provided during this presentation. **75% hands-on classroom activities will provide training in both fusion and mechanical splicing of both single and multi mode fiber optic cables.** Both inside and outside plant fiber optic cable types will be utilized during these hands-on sessions along with inside and outside plant enclosures and splice trays. The student will be responsible for successfully making and testing both single mode and multi mode mechanical and fusion splices. In addition to the basic splicing activities outlined above, the student will further be required to correctly and efficiently install spliced fibers into splice trays and trays in enclosures. These enclosures will include rack and wall mounted splice enclosures, as well as, outside plant enclosures. The student will further be required to achieve a splice loss of less than 0.15 dB for all splices and demonstrate proficiency in interpretation of splice loss using OTDR splice traces. **This program is approved for BICSI CECs (Continuing Education Credits): RCDD 14 CECs and INS, Level 2/Technician CECs - 14**

Prerequisites: CFOT Course or another Formal Fiber Optics Training Course within preceding 6 months, or 1 Year Fiber Optics Related Experience. Specifically: Experience with fiber preparation, termination, and testing and a thorough knowledge of fiber optic safety practices.

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Computer/Software Training Online

Monroe County Community College has partnered with ED2GO (www.ed2go.com/monroe) to provide the following Microsoft Online Classes for additional information please visit the website or call us at (734) 384-4127. *Classes begin monthly.*

INTRO TO EXCEL 2019 AS WELL AS OLDER VERSIONS

Work with numbers? Discover dozens of shortcuts and tricks for setting up worksheets quickly. CEUs: 2.4

Intermediate Excel 2019 AS WELL AS OLDER VERSIONS

Master advanced features of Excel, including charting and PivotTables. Discover how this powerful program can boost your productivity. CEUs: 2.4

ADVANCED EXCEL 2019 AS WELL AS OLDER VERSIONS

In this practical and information packed course, you'll see how to maximize Excel's functions and capabilities. CEUs: 2.4

INTRO TO WORD 2019 AS WELL AS OLDER VERSIONS

Learn to use the word processor PC Magazine ranked as one of the strongest and most intelligent programs ever written. CEUs: 2.4

INTERMEDIATE WORD 2019 AS WELL AS OLDER VERSIONS

Learn Word's more advanced features, which can make writing easier, faster, and more fun. CEUs: 2.4

INTRODUCTION TO ACCESS 2019 AS WELL AS OLDER VERSIONS

Learn how this powerful database can help you store and manage information you've collected about your business or home. CEUs: 2.4

INTERMEDIATE ACCESS 2019 AS WELL AS OLDER VERSIONS

Learn how to build more intuitive and powerful databases. CEUs: 2.4

INTRODUCTION TO POWERPOINT 2019 AS WELL AS OLDER VERSIONS

Learn how to create exciting slide presentations with SmartArt, multimedia, animation, sound and clip art. CEUs: 2.4

To view start dates and receive information on how to register, please see the inside back cover. For a complete listing of all Microsoft classes offered through ED2GO, visit www.ed2go.com/monroe.



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****Inclement Weather Policy****

Our intent is to hold classes as long as the sidewalks, parking lots, and the main roadways are reasonably passable. If a decision is made to open late or close, the announcement from the Office of the Vice President of Student and Information Services will be communicated in the following order:

1. A message will be sent via the MCCC AlertNow emergency notification system. Visit the MCCC home page at www.monroeccc.edu for registration instructions.
2. The "College Closing Status" link on the homepage will be updated.
3. An announcement will be placed on the MCCC Snow Line (734) 384-4223.

1. ***In the event of a late opening***, students should go to their class normally in session at the time of opening. If the training began at prior to the late opening, consider the class **CANCELLED**.

2. ***If the College is closed***: all classes, workshops and activities are cancelled. All offices are closed unless otherwise noted.