

10 FALL Training Matters

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The Hard Truth About Soft Skills RETAINING TALENT: DON'T TAKE IT (OR THEM) FOR GRANTED

By Barbara Wilson, Professional Development Officer

One benefit for employers in this tight job market is the obvious increase in A-list job applicants. Whether this is a strategic advantage or not depends on how an employer leverages the situation. Unfortunately, some reactions are destined to produce short-term gain at the expense of long-term loss, not to mention the unintended consequences.

WHO'S LOOKING?

If you are an employer, you have dozens maybe hundreds of applicants for any position you post. Don't assume, however, that everyone beating a path to your door is unemployed. A fair number might be better defined as under-employed or otherwise dissatisfied with their current jobs. The hard truth is many of your under-employed or dissatisfied employees may be beating a similar path to your competitors' doors.

The fact that it's a buyer's employment market is obvious. Dig deeper for the shadow side of this scenario. It shows up regularly in conversations I'm having lately: "The first glimmer at the end of this tunnel and I'm out of there." Or worse: "I'd quit tomorrow if I could."

These comments are not from Gen-X or Millennial newcomers. They are from your loyal Boomers,

those workers who have been with your organization long enough to be part of the infrastructure. The ones who really know your business, who have kept your organization afloat in the midst of shortages, cutbacks, RIFs, rollbacks, and furloughs. They have been loyal throughout the turmoil and now? Too many are feeling unappreciated, under-valued, and worse – devalued.

WHAT'S THE ANSWER?

Tweaking your compensation or benefits plans may be needed, but won't insulate your company from this inevitable brain drain. The problem is more human than that. An even less-effective idea is to send a single disgruntled employee to a teambuilding or conflict management workshop on their own without the rest of their team. That's focusing the problem (and the solution) on the wrong side of the equation. If one employee's attitude is the only thing that changes, any positive effect will be only temporary. Send them back to the same environment, and it's just a matter of time before their attitude falls back to an even lower pitch. That doesn't mean, however, that companies should ignore what's going on. After all, the economy is on the upswing and you need your best and brightest on board.

Continued on page 2.

5 Reasons Why you should consider taking a training class:

1. You manage your professional calendar by writing appointments on a post-it note.
2. When a subordinate employee has to coach, mentor and micro-manage you for you to get any work done.
3. If it takes you the entire day to figure out how to open an excel spreadsheet.
4. If your idea of managing conflict is confining the people directly effected in a room together until they shake hands.
5. You work in Finance and you're still using an abacus.

Learning with Liz

By Elizabeth Steacker

Dear Liz,
I need to translate some words in a different language.
Has Microsoft improved its translation feature?

Microsoft has done a better job with their new improved translation feature in version 2010. You can translate text written in a different language, such as phrases or paragraphs, individual words (by using the Mini Translator), or translate your whole file with Microsoft Office 2010. The Translate command is only available in the following Microsoft Office programs: Excel, OneNote, Outlook, PowerPoint, Publisher, Visio, and Word.

How to use the Mini Translator

The Mini Translator displays the translation of one word as you point at it with your cursor. You can also copy the translated text to the Clipboard, paste it into another document, or play a pronunciation of the translated word.

- On the Review tab, in the Language group, click Translate, and then click Mini Translator.
- Point to a word or phrase that you want translated with your mouse.

Dear Liz,
What is MOS and why should I get certified? I know how to use Word and Excel.

The Microsoft Office Specialist (MOS) certification demonstrates proficiency in the Microsoft Office 2007 suite of desktop applications, including Word, Outlook, Excel, PowerPoint, and Access.

Certification provides you with an industry-recognized verification of your computing skills which is great for both career development and continuing education!

Note: Need further information regarding MOS testing, contact The Center of Continuing Education at 813-259-6010 or email us at cce@hccfl.edu.

Need Answers,

Ask Liz a Question.

Email her at cce@hccfl.edu. Your question and name may appear in the next issue of Training Matters.

THE HARD TRUTH ABOUT SOFT SKILLS

Continued from pg 1.

It's time to take a hard-headed, analytical approach to what has long been viewed as a "soft" side of business — the management of people. You may think of it as "soft skills" but, guaranteed, it's the hardest work managers do every day. Invest in honing your team's leadership and management skills, and the payoff will be exponential.

Three new programs being launched this fall by the Center for Continuing Education @ HCC will help you take a proactive approach to retaining talent that will produce win-win results:

20/20 INSIGHT CLIMATE SURVEY - a customized assessment of how your employees view your organization and what changes you need to make.

MANAGEMENT DEVELOPMENT INSTITUTE - A leadership development program that can be tailored to respond to the results of your 20/20 Insight Climate Survey.

SUPERVISORY SKILLS INSTITUTE - The supervisory relationship is the most important one in any workplace. This certificate program focuses on the interpersonal aspects of supervision.

Upcoming course: "RETAINING TALENT" on 10/20/10. This course helps leaders understand their critical role in retaining organizational talent.



Need training classes at your location? Looking for courses customized for your industry? Want someone to help develop a training plan just for your employees? You've got it!

Concierge Service from the Center for Continuing Education can manage all your training development plans for one employee or hundreds. Choose from a broad-base of programs or let us develop a customized curriculum to meet your business needs.

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- Supervisory
- Time and Performance Management
- Spanish
- Conflict Resolution
- Technology Skills

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Training Matters

	September	October	November	December
SHRM - Human Resources Training				
SHRM Essentials of Human Resource Certificate Program			11/4 - 11/11	
PHR/SPHR Certification Exam Prep Course	9/13 - 12/4	10/23 - 12/4		
GPHR Certification Exam Prep Course	9/9 - 11/13			
GPHR 3-day Exam Prep Crash course				12/2 - 12/4
Life Long Learning + Personal Enrichment				
Laughter Yoga Workout (Reduce Stress through Yoga Breathing)	9/9 - 9/30 & 9/11 - 10/9	10/7 - 10/28	11/9 - 11/30	
Zumba Workout	9/7 - 9/30 & 9/11 - 10/30	10/1 - 11/19 & 10/4 - 10/27		
Conversational English 1	9/7 - 9/30 & 9/18 - 11/6			
Spanish Conversation 1	9/11 - 10/30			
Access Your Brain's Joy Center	9/15	10/20	11/17	
Private Pilot (Ground School)	9/11 - 11/6			
Computer and You (No experience necessary whatsoever)	9/11 - 10/30	10/19 - 12/7		
Connected Families Workshop (Social Networking)	9/25	10/16		
Allied Health Training				
Certified Nursing Assistant	9/14		11/1	
Massage Therapy			11/29 - 4/30	
EKG Technician	9/13	10/10		
Medical Spanish 1		10/9		
Basic Life Support (BLS) Instructor	9/10			12/3
IV Therapy	9/28		11/13 & 11/20	
Insurance and Real-Estate				
"RETIRE WISE"	9/9 - 9/30			
Real Estate Appraisal Trainee Courses	9/15 - 10/11		11/17 - 12/1	
Accredited Claims Adjusters (ACA) 6-20 License	9/15 - 10/6	10/11 - 10/15	11/19 - 12/4	
Microsoft Office Specialist (MOS) Certification				
MOS 2007 Word Certification Program	9/11 - 10/2			
MOS 2007 Excel Certification Program		10/9 - 10/30		
MOS 2007 PowerPoint Certification Program			11/1 - 11/6	
MOS 2007 Access Certification Program			11/8 - 11/20	
Microsoft Office 2010				
Microsoft Excel 2010 Overview	9/9			12/9
Microsoft Excel 2010 Level 1	9/16		11/16	12/6
Microsoft Excel 2010 Level 2	9/30			
Microsoft Word 2010 Level 1	9/14		11/3	
Microsoft Word 2010 Level 2	9/28		11/17	
Microsoft Access 2010 Level 1		10/12		
Microsoft Access 2010 Level 2		10/26		
Microsoft PowerPoint 2010 Level 1		10/22		12/3
Microsoft PowerPoint 2010 Level 2		10/29		12/10
Monthly Seminars				
Take Charge of Your Future	9/17			
Introducing Facebook and LinkedIn		10/13		
Microsoft Windows 7 Overview		10/21		
25 Things You Should Know in Espanol			11/5	



What's Hot

TECH @ NITE

Cutting-edge and timely seminars on today's hottest topics.

Every Wednesday night from 6:00 PM - 7:30 PM at our new Ybor Collaboration Studio

First Step into the Cloud - 9/8

What's Up with Google? - 9/22

My PC 5 Star Notebook...MS OneNote - 10/6

Windows LIVE Essentials...Got to have it! - 10/20

Introducing...Social Networking Online - 11/3

Stuck on Windows 7.0 - 11/17

Managing Your Outlook Messages - 12/1

Need a New Look? Get a Word Makeover - 12/15

If you don't see the course you are looking for, contact a CCE representative at 813-259-6010, or by email at cce@hccfl.edu.

Need a course?
We can bring it to your workplace.
Call (813) 259-6010

Note: Additional classes are scheduled and can be viewed at www.TampaTraining.com.
Class dates and times are subject to change.



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NEW CERTIFICATE PROGRAMS



Introducing three new certificate programs. Each consists of a combination of required and elective workshops totaling 36 hours to be completed within 18 months. Individuals must register for the certificate program prior to the completion of the second course.

Management Development Institute

Includes program offerings in three key leadership areas: people skills, organizational strategy, and personal effectiveness.

Train-the-Trainer Certificate

Geared not only for training and development professionals but also for functional managers and designated workplace trainers. Topics range from basic skill-building to more advanced strategies and techniques for creating innovative, effective, and engaging learning experiences.

Supervisory Skills Institute

Focuses on the interpersonal aspects of supervision and provides skills, knowledge, and tools for new or inexperienced supervisors who may be facing supervisory challenges for the first time. It is equally appropriate for seasoned supervisors who want to refresh and advance their skills.

**Need help with a small project?
Have you just taken a course but need
some additional coaching?
Do you have a big presentation coming
up and need help with PowerPoint?**

Project Help links you with an expert in your area of need. Onsite, via webinar, on the phone, or at our location.

Our subject matter experts are here to help.

**For more information visit
TampaTraining.com/Articles-of-Interest.cfm**