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Leading a New Workforce in 2010

By Yolanda Levell-Williams
Executive Director of The Centers for Continuing Education @ Hillsborough Community College

Did your company lay-off workers in 2009? Are you willing to provide your **LEADERS** with the necessary tools to be successful? You need to be - because improvement in productivity and morale is paramount in the new economic era.

Today's **LEADERS** need the right skills to successfully motivate employees and set the right tone and direction to keep your company moving forward. That's why it is more important than ever to invest in a training program designed to develop effective **LEADERS** who understand what it takes to create workplace synergy amid lagging productivity and low morale.

Companies with weak or ineffective **LEADERS** waste time and create significant barriers that can impede forward movement. Creating and nurturing **LEADERS** is a critical strategy for 2010!

I challenge you to build a workforce of strong and dynamic **LEADERS**. By doing so, you will create a dynamic team to guide your company to new heights.



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,

What is One Note?

OneNote is an excellent, easy to use tool for students, writers, and people looking for a way to organize notes, or anyone who needs more flexibility than Word. In its simplest form, OneNote is an electronic version of a paper notebook where you can write down notes, thoughts, ideas, scribbles, reminders, and all kinds of other information. Unlike the traditional document page format of other programs such as word processing or spreadsheet programs, OneNote offers a free-form canvas where you can type, write, or draw notes in the form of text, graphics, and images wherever and however you want them.

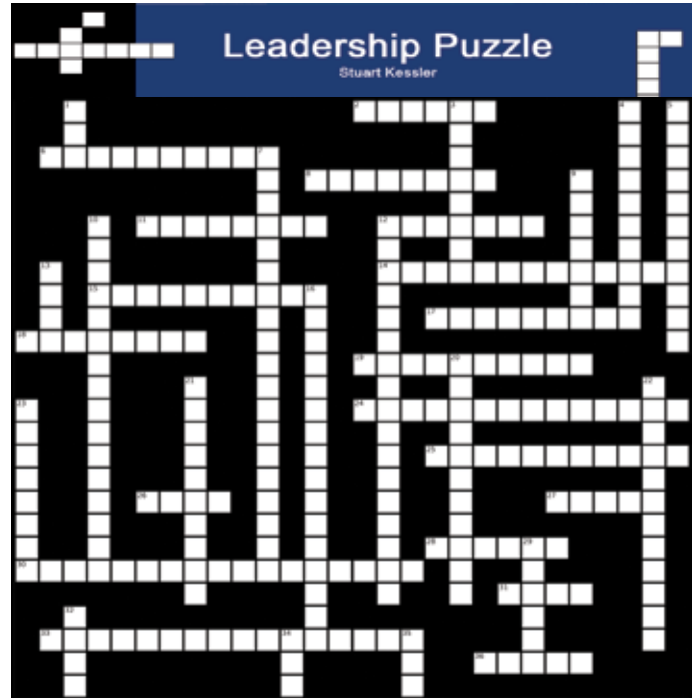
How do I save my PowerPoint file as a show?

If you want to really impress people with your PowerPoint, save the file as a .pps This is a PowerPoint Show. Most people save them as a PowerPoint Presentation (PPT). A PPT shows the slides and the work that can be done on the presentation. By saving as a PPS (PowerPoint Show), when you double-click it, it will auto launch into the show mode. It makes it look so much more professional. I've always seen presentations where people open the PPT, then go to Slide Show > View Show. This cuts off that step.

Need Answers,

Ask Liz a Question.

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



Across

- 2 Information stored on a user's computer after he or she visits a website
- 6 Describes the use of a combination of audio, video, animation, text, images and/or graphics in some form of presentation
- 8 A network of computers belonging to an organization (university/school), accessible only by the organization's members, employees, or others with authorization
- 11 A process that aims to improve knowledge, skills, attitudes, and/or behaviors in a person to accomplish a specific job task or goal
- 12 Device that converts a printed page or image into a digital representation that can be viewed and manipulated on a computer
- 14 The awarding of a credential acknowledging that an individual has demonstrated proof of a minimum level of knowledge or competence as defined by a professional standards organization
- 15 The clarity of an image on a video display screen (monitor)
- 17 A system that links text, pictures, and programs in a file so that clicking on a link automatically displays a related file
- 18 A common security measure used by individuals to access protected computers or computing systems
- 19 Internet based learning
- 24 An image created based on mathematical formulas rather than an array of dots
- 25 Allows users to view, display and interact with web-sites and web-pages on the Internet
- 26 A small picture on a computer screen representing something
- 27 A destructive type of computer program that attempts to disrupt the normal operation of a computer
- 28 The process of periodically storing computer data (files) off-line as redundant copies in the event of data loss from a computer or network breakdown
- 30 The on-going acquisition of knowledge or skills throughout one's lifetime
- 31 Generally refers to a public journal that is published to the web
- 33 The software on a computer that controls the basic operation of the machine

- 36 A device that enables computers to connect to a network such as the internet via a telephone line via dial-up service

Down

- 1 The brain of a computer system
- 3 A publicly assessable, global network linking millions of computers
- 4 Microsoft's content management systems
- 5 A combination of desktop training and information systems and technical training
- 7 Protects a computer from infection by destructive computer programs (viruses)
- 9 Software that gathers information about a user's web-surfing habits for marketing purposes
- 10 Microsoft's Business Application Software Suite
- 12 Interactive communication in which participants in online communities such as Facebook share thoughts, photos
- 13 Transmittable and storable computer information
- 16 Refers to the measures taken to protect a set of computers from threats posted by hackers, viruses, thieves and other destructive forces
- 20 Software development by Macromedia to create animations for websites in a re-sizable format
- 21 Refers to material objects of use to humanity, such as machines, hardware or utensils
- 22 Swapping music, movies, games, and other media files with other users on a local network
- 23 A system designed to prevent unauthorized access to or from a private network
- 29 To copy data from your computer to another computer over a computer network; the opposite of download
- 32 Junk e-mail that is sent, unsolicited and in bulk, to advertise products or services or publicize a message
- 34 Language for accessing information in a database and updating entries
- 35 A digital audio format providing near-CD quality sound with relatively small file sizes

	February	March	April
Microsoft Certified Application Specialist Certification (MCAS)			
MCAS - Microsoft Word 2007			4/20-5/1
MCAS - Microsoft Excel 2007			4/6-4/17
MCAS - PowerPoint 2007	2/1 - 2/22		
MCAS - Outlook 2007		3/2 - 3/13	4/5-4/26
MCAS - Access 2007	2/16 - 2/27	3/8 - 3/29	
New Courses for 2010			
Quickbooks Level 1			4/8
Professional Development Certificate Programs			
Business Communication Certificate.	2/16 - 2/25		
Leadership and Management Certificate Program			
New Manager Certificate Program.		3/10 - 3/31	
Allied Health Training			
CPR for Childcare Workers and Everyone	2/19		4/28
BLS Instructor Certification Course	2/13		4/10
Certified Nursing Assistant (CNA) - Traditional	2/9 - 5/8		
First Aid with CPR & AED Trainig		3/6	
Alzheimer's Disease for Assisted Living Facilities Level I		3/13	
Alzheimer's Disease for Assisted Living Facilities Level II		3/13	
Adobe Creative Suite Training			
Adobe Illustrator Level 1	2/22		4/23
Adobe Illustrator Level 2	2/23		4/22
Adobe Dreamweaver Level 1	2/2 - 2/3		
Adobe Photoshop Level 1		3/3 - 3/4	
Adobe Photoshop Level 2		3/17	4/6
Adobe InDesign Level 1	2/9		4/10
Adobe InDesign Level 2	2/10		4/16
Adobe Flash Level 1		3/5	
Insurance and Real-estate			
Real Estate Course I			
Accredited Claims Adjusters (ACA) 6-20 License	2/23 - 3/25		4/14-4/26
Senior Suitability	2/2		
Hurricane Loss Mitigation & Ethics		3/19	
Microsoft Windows 7 Training			
Microsoft Windows 7 Overview		3/23	
Microsoft Windows 7 Basic	2/9	3/9	4/13
Microsoft Windows 7 Transition from XP	2/17	3/16	4/27
Project Management Training			
Strategic Project Management	2/2		4/6
Microsoft Project 2007 Level 1	2/16		
Microsoft Project 2007 Level 2		3/16	
Microsoft SharePoint Training			
Microsoft SharePoint 2007 Introduction			4/29
Microsoft SharePoint Designer 2007 Level 1	2/25		
Microsoft SharePoint Designer 2007 Level 2		3/11	
Green Training			
LEED Green Associate Exam Prep	2/22		4/22
A Green Lifestyle The Green Concept	2/20	3/16	
The Economics of Green Builders and Developers			4/13 and 4/1
A Green Lifestyle Health			4/13 and 4/1
The Economics of Green Business Owners	2/16 and 2/20		
A Green Lifestyle Reduce, Reuse, Recycle, and Rethink	2/16 and 2/20		



What's Hot

MCAS
(Microsoft Certified Application Specialist)

Leadership and Management Certificate Program

QuickBooks

Microsoft SharePoint

CNA/Phlebotomy Technician Training

Monday Morning Women's Leadership Workshop Starts 3/1/10

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



TOP 8 Leadership New Year's Resolutions!

1. Learn how to be an effective coach and mentor.
2. Seek input from the Team before making major decisions.
3. Learn when to respond to emails and when to get other work done.
4. Limit the number of meetings.
5. Work towards a better work-life balance...and do it!
6. Become a life-long student.
7. Set professional development goals for you and your Team.
8. Trust more.



Lunch & Learn Seminars

11:30 am - 1:30 pm

- | | |
|---------|--|
| 2/09/10 | 25 Things You Should Know in Espanol |
| 2/23/10 | Tips to Provide Stellar Customer Service |
| 3/09/10 | Employee Survival Guide to Change |
| 3/23/10 | Microsoft Windows 7 Overview |
| 4/13/10 | MS Office 2007 Overview |
| 4/27/10 | Introducing...Social Media |
| 5/11/10 | Simplifying Your Workplace |
| 5/18/10 | Microsoft Windows 7 Overview |
| 5/25/10 | Dressing for Success |
| 6/22/10 | The Pitch and How to Make it |



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