

Fall 2010 Schedule of Classes (July – December)

(**M** = Monday, **T** = Tuesday, **W** = Wednesday, **R** = Thursday, **F** = Friday & **S** = Saturday)

Business Related Classes

Intro to Customer Service

8 hrs

\$39

Jessica Kolman

This is an introductory course on understanding the basics of customer service. The point of this course is to help students understand what customer service is and how to make it better, whether doing it for a living or dealing with it at the customer level. \$3 materials fee collected first class.

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|------|---------------|-----|-----------------|--------|
| 1419 | Sep 14-Sep 23 | T R | 09:00am-11:00am | HC204A |
| 1421 | Oct 5-Oct 14 | T R | 09:00am-11:00am | HC204A |
| 1422 | Nov 2-Nov 11 | T R | 09:00am-11:00am | HC204A |

Listening...That's the Key

12 hrs

\$52

Dick Harlow

People only listen when they want to, and they only want to when they are involved. Learning to speak well is important, but understanding the needs of the listener is vital. Learn and practice the "listener fundamentals" to improve your personal and business relationships. Listen, can you hear me now? \$3 materials fee collected first class.

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|------|---------------|---|-----------------|--------|
| 1391 | Sep 13-Oct 18 | M | 10:00pm-12:00pm | HC1003 |
|------|---------------|---|-----------------|--------|

Manager's Guide to HR

8 hrs

\$39

David Houk

Documentation is the key to a peaceful life in HR management. In this interactive class through lecture, discussion and activities, you'll learn about the many aspects of the hiring process—recruitment, orientation, policies & procedures, compensation, benefit administration, training, performance evaluations, and termination—and that the more you document up front, the easier these processes become. \$3 materials fee collected first class.

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|------|---------------|-----|-----------------|--------|
| 1143 | Jul 20-Jul 29 | T R | 02:00pm-04:00pm | HC1003 |
| 1144 | Jul 20-Jul 29 | T R | 06:00pm-08:00pm | HC1003 |

Supervisory Development

8 hrs

\$39

David Houk

In this interactive class through lecture, discussion, and activities, you'll learn about the roles of management and supervisors; training, coaching, and motivating employees; evaluating employees; and identify tools for developing employees. \$3 materials fee collected first class.

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|------|---------------|-----|-----------------|--------|
| 1123 | Sep 21-Sep 30 | T R | 02:00pm-04:00pm | HC1003 |
| 1125 | Sep 21-Sep 30 | T R | 06:00pm-08:00pm | HC1003 |

Conversational Spanish

12 hrs

\$52

Dr. Richard "Dick" Murie

This conversational course in Spanish is designed for and phrases useful for trades and daily conversation. Vocabulary, pronunciation and conversational skills (listening and speaking) will be enhanced by taking this course. A slide presentation about Mexico is included in this class. Spanish for Gringos by William C. Harvey, Barron's is publisher and is available through Amazon.com (ISBN-13:9780764139512 or Barnes and Noble (ISBN: 13:9780764139512) (\$11-\$20).

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|------|---------------|---|-----------------|--------|
| 1139 | Aug 31-Oct 5 | T | 06:00pm-08:00pm | HC1003 |
| 1142 | Oct 12-Nov 16 | T | 06:00pm-08:00pm | HC1003 |

NWACC College at the Crossing — Fall Schedule of Classes

Microsoft Publisher 2007

12 hrs

\$59

Dawn Harpell

You'll use a library of hundreds of customizable design templates to create newsletters, postcards, business cards, labels, flyers, and more. \$3 materials fee collected first class.

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|------|---------------|---|-----------------|--------|
| 1402 | Aug 20-Sep 10 | F | 10:00am-01:00pm | HC1004 |
| 1403 | Dec 03-Jan 8 | F | 10:00am-01:00pm | HC1004 |

QuickBooks Pro 2009

16 hrs

\$71

Dawn Harpell

You'll learn how the power of QuickBooks can help you keep your financial records in order and help your business run smoothly. You'll complete tasks like bill payment and management, invoicing and ordering, inventory management, and running financial reports. \$3 materials fee collected first class.

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|------|---------------|-----|-----------------|--------|
| 1404 | Aug 09-Sep 01 | M W | 10:00am-12:00pm | HC1004 |
| 1405 | Oct 05-Oct 28 | T R | 06:30pm-08:30pm | HC1004 |
| 1406 | Oct 25-Nov 17 | M W | 10:00am-12:00pm | HC1004 |

File Management & Computer Security

4 hrs

\$32

Chuck Billman

Think of the computer as an electronic file cabinet. If you are unable to store the information you create in a logical and organized manner, it can be frustrating and time consuming trying to find your work. This course will provide you with the knowledge you can use to get organized. Not knowing how to protect your computer can lead to costly repair charges. Computer security should be your highest priority. Learn what programs you can use and the procedures you need to follow to reduce the risk of infection. \$3 materials fee collected first class.

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|------|---------------|-----|-----------------|--------|
| 1373 | Jul 20-Jul 22 | T R | 10:00am-12:00pm | HC1004 |
| 1374 | Sep 7- Sep 9 | T R | 10:00am-12:00pm | HC1004 |
| 1372 | Oct 9 | S | 10:00am-03:00pm | HC1004 |
| 1377 | Nov 9-Nov 11 | T R | 01:00pm-03:00pm | HC1004 |

College at the Crossing

(lower level of the Highlands Crossing Center)

1801 Forest Hills Blvd., Bella Vista, Arkansas 72715

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www.nwacc.edu/catc