REGISTER BEFORE JANUARY 27th FOR DISCOUNTED FEES ON SELECT CLASSES!

REGISTER ONLINE: cabrillo.edu/extension
OR CALL: (831) 479-6331
COMMUNICATION FOR BETTER RESULTS

**Essential Communication Skills**

As a leader, your communication style and habits have a disproportionate impact on the “climate” of the organization. The way you communicate can heavily influence employee motivation, the quality of information shared, and employee engagement. In this course you will:

- Practice essential skills for creating the organization you want
- Understand the functions & channels of communication in an organization
- Understand communication barriers and practice overcoming those barriers

**Building Trust**

As a supervisor, your ability to create and sustain a climate of trust is critical to your team’s satisfaction and success. But how can you demonstrate that you’re worthy of your direct reports’ trust? Come to this class to:

- Explore why trust matters, and the high cost of low-trust work groups
- Define trust and identify specific behaviors
- Practice communicating with both caring and candor to build trust, and never to diminish it
- Make a plan for improving trust with your team

**Building Emotional Intelligence and Self-Awareness**

To be Emotionally Intelligent means to have and demonstrate self-awareness and to be able to self-regulate, so that you can communicate with a higher degree of competence. Emotional Intelligence and self-awareness are critical skills in work and in everyday life. In this module you will:

- Learn about “Above the Line” leadership and practice claiming a space above the line.
- Understand the four components of Emotional Intelligence.
- Practice two powerful techniques for developing greater self-awareness.
- Explore the brain’s negativity bias and the impact that it (potentially) has on our leadership.
- Learn three ways to “prime” yourself for greater success and being a resilient leader.

**Collaborative Thinking**

In order to enhance creativity and collaboration, we must be able to discuss issues from multiple perspectives. We become more efficient, make better decisions, and collaborate when we have a common language and process to work through ideas and conflict. Build trust, commitment and results in your organization through collective thinking. In this course you will:

- Learn a thinking process that enables multiple perspectives and collaboration
- Utilize this process to generate ideas, solve problems, and make decisions
- Arrange your thinking in a pattern to encourage comparable perspectives

**Dynamic Listening and Questioning**

Do you often get frustrated in conversation with certain people? Do you ever feel embarrassed about how you reacted or responded to a situation? Have you found yourself upset because your voice has not been heard? Are you ready to go to the next level in your communication skills?

Our communication challenges stem from how we receive and give information. In order to improve our communication skills, we have to become engaged listeners and ask better questions so that intentions and information are clear. In this course, you will learn how to activate your listening, probe for more information with valuable questions and give information so everyone gets the message. You will practice and learn to:

- Develop awareness of listening skills and difficulties
- Be conscious of how others receive and give information
- Ask value-add questions to deepen your understanding
- Articulate and express the information you have received from another person

**Dynamic Listening**

- Thu., April 2
  - 6:00 – 9:00 pm
  - Room: 1522
  - Register before Jan. 27: $52
  - Register after Jan. 27: $58

**Building Emotional Intelligence and Self-Awareness**

- Wed., April 15
  - 1:00 – 4:30 pm
  - Room: 1522
  - Fee: $68

Jennifer Mount has over 15 years of experience in the design and facilitation of leadership development programs throughout the world. She has worked with Fortune 500 Companies such as Microsoft, 3M, and Amgen as well as non-profits, small businesses and entrepreneurs to help enhance employee skills and work performance.

**Registration is Easy!**

Register online at:
cabrillo.edu/extension
or by phone: (831) 479-6331
or mail in your registration (see page 27)
COMMUNICATION FOR BETTER RESULTS

Giving and Receiving Feedback
To truly improve performance, we need to create a culture of continuous feedback.

In this class, you will:
• Learn and practice the 1-minute praise and 1-minute redirect models of feedback
• Practice asking for feedback and building receptivity
• Learn and practice a simple and powerful way of giving feedback regularly
• Learn and practice a model for anticipating challenges, and diverting them before they become performance issues

Mon., April 20 OR Tue., April 21
5:00 – 8:00 pm
Room: 2100B
Fee: $64

Coaching for Results
Coaching, a crucial leadership skill for successful supervisors, combines building relationships, providing support and monitoring progress. Coaching empowers your employees to develop the skills they need to succeed. Come to this course to:
• Learn and practice the precursors to coaching: being curious and asking good questions
• Review and practice a powerful 4-step model for coaching
• Develop a detailed plan to coach a specific person on your team

Mon., May 4 OR Tue., May 5
5:00 – 8:00 pm
Room: 2100B
Fee: $64

Managing Conflict
Conflict can’t be avoided, but the way we handle it can be improved. In fact, handling conflict constructively can build trust in your relationships and increase your credibility. It can also stimulate new and better ideas and keep your workforce engaged. In this practice-based class you will:
• Understand the tension we feel between showing that we care and addressing tough topics
• Identify signs that you need to speak up and get involved
• Practice listening and giving powerful (yet supportive) feedback in times of stress
• Practice mediating a conflict between two others who are in a conflict at work

Mon., May 11 OR Tue., May 12
5:00 – 8:00 pm
Room: 2100B
Room: 1522
Fee: $64

Behavioral Communication
People give and receive information in unique ways. In order to communicate most effectively, we need to adapt our behaviors and communication to others. Learn how to recognize the communication style of others in order to clearly deliver your message for best receipt. In this class you will:
• Identify your unique style of behavioral communication
• Understand individual preference for giving and receiving information
• Adjust your communication to meet the preference of others

Thu., May 14
5:00 – 8:00 pm
Room: 2100B
Fee: $64

Persuasive Presentations
Within organizational life, we are often called to give presentations that motivate others to take action. Enhance your delivery by understanding the key aspects of persuasive presentations. In this workshop you will:
• Captivate the audience with a good story and easy to follow structure
• Utilize information that is logical, appealing and influential
• Prepare a script that is clear, compelling, and memorable.

Thu., May 7
5:00 – 8:00 pm
Room: 2100B
Fee: $64

Motivating Others to Commit
In order to reach goals and achieve results, we need others to support our ideas and to commit to action. Learn to utilize proven persuasion tools that help to identify opposition and gain influence. In this class you will:
• Apply persuasion techniques to influence others
• Recognize and address opposition
• Obtain commitment or agree on next steps

Thu., May 21
5:00 – 8:00 pm
Room: 2100B
Fee: $64

Jennifer Mount has over 15 years of experience in the design and facilitation of leadership development programs throughout the world. She has worked with Fortune 500 Companies such as Microsoft, 3M, and Amgen as well as non-profits, small businesses and entrepreneurs to help enhance employee skills and work performance.

CABRILLO CORPORATE TRAINING

Do you want a more productive and effective workforce?

Today’s fast-paced business environment demands a highly-trained and effective workforce. If you want to stay in business, you need to help your workforce perform at their best.

Leaders… need to establish direction and communicate effectively both internally and out in the community.

Managers and Supervisors… need to define work, manage people and teams, create a positive and productive organizational culture and lead engaging meetings.

Staff… needs to work effectively together, provide exceptional customer service, meet quality standards, and deliver on deadlines.

All these things are possible when you have effective and affordable workforce training at your fingertips!

At Cabrillo Corporate Training, we can help you...
• Define your direction based on your values and your strengths.
• Develop standards and identify competencies that will guide and align all of your training efforts.
• Identify the performance you need from your workforce and the training gaps that need attention.
• Deliver targeted training programs on site, based on your schedule, to meet your needs.
• Evaluate the training to ensure a return on your investment

Why invest in employee training & development?
It’s simple. Effective employee training means increased productivity and organizational effectiveness. It means you are better able to cope with the demands of today’s competitive business environment.

Plus: Improved employee morale, greater job satisfaction and motivation. Long-term employee development efforts keep an organization vital and successful.

Our expert trainers deliver dynamic training programs to your location!

Visit us at: cabrillo.edu/corporatetraining
For more information call: 831-479-6331

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CABRILLO CORPORATE EDUCATION
Interviewing and Selecting Great Team Members
Have you ever looked around the office and wondered how certain people were chosen for the position they hold? If so, you know that hiring the wrong person can impact the business results and office morale. The problem is that traditional interviewing methods do not tell us what we need to know about potential job candidates. Dynamic behavioral interview techniques can help us find the right people for the right jobs. Come to this course to:
- Discuss common obstacles to effective employee recruitment & development
- Learn the basics of behavioral interviewing
- Practice writing and asking behavioral interview questions
- Compare a candidate and a position for “fit”

Mon., April 6 OR Tue., April 7
5:00 – 8:00 pm
9:00 am – 12:00 noon
Room: 1522
Fee: $58

Developing as a Leader: Your Personal Story
To be a great leader is a very personal journey. It starts with a rich understanding of the role of a leader, and continues as you clarify your personal values, strengths and challenges. In this half-day class, you will:
- Understand the stages of leadership development and the competencies needed for success in various stages.
- Develop an understanding of different leadership styles and the impact of each.
- Clarify your personal values, and compare those to your work values.
- Revisit the 5 Practices of Exemplary Leaders and create behavioral goals to guide your development.

Wed., April 8
1:00 – 4:30 pm
Room: 1522
Fee: $68

Five Practices of Exemplary Leaders
What makes a great leader? You’ll have many answers of your own, but in some very critical ways, your answers are very likely to overlap with the answers discovered by Kouzes and Posner in the 25+ years of research they have conducted that has become, “The Leadership Challenge.” In this dynamic first session, you will:
- Write your story about a “personal best” leadership experience
- Compare your experience with the 5 Practices of Exemplary Leaders described in “The Leadership Challenge”
- Understand the importance of the 5 Practices to you, your organization, and success.
- Explore the critical importance of credibility as a leader, and make a plan to enhance your own.
- Assess yourself according to the 5 practices and make a plan to improve.

Wed., April 1
1:00 – 4:30 pm
Room: 1522
Fee: $68

Supplement with these additional online courses:

Understanding the Human Resources Function
No matter what role we play in an organization, human resources affect us all. This course is designed to help people without experience in human resources understand this very vital link in the organizational chain. It will prepare both managers and business owners to handle basic human resource functions in a way that ensures the best possible result. In particular, attention is given to the hiring process, including ways to locate quality employees in a competitive labor market. Employee rights and the legal side of the human resource field are also covered.

Employment Law Fundamentals
Learn the basics of employment law so you can legally hire, evaluate and manage employees as a manager, supervisor, small business owner, human resource specialist, or corporate executive. Learn the difference between an employee and independent contractor; the basic types of employee benefits; effective hiring, evaluation, and termination procedures; methods to resolve employment disputes in and out of court; discrimination and union laws; and workplace safety rules.

Achieving Success with Difficult People
Do you know people whose behavior makes completing even the simplest tasks difficult? Would you like to learn how to have more successful relationships with difficult bosses, co-workers, students, neighbors or family members? Join this class and get helpful information for understanding yourself, solving people problems, and improving your relationships and personal and professional productivity.

These online classes start once each month for ease and convenience. Classes this term begin February 12, March 18, April 15, and May 13.

For more information, or to register: Visit us at: www.ed2go.com/cabrillo
If you can’t take the time to go to school, our online classes are here to help you study and learn at home. Our instructor facilitated online courses are informative and highly interactive, and our instructors are famous for their ability to create warm and supportive communities of learners. These classes are available to anyone with a computer, internet access and e-mail. Most courses are six weeks long (with an optional two-week extension). Courses include lessons, quizzes, hands-on assignments, discussion areas, supplementary links, and more. You can complete any of these courses from your home or office, any time day or night.

All courses require Internet access and e-mail. Some courses may have additional requirements. Please visit our Online Instruction Center for more information.

How to Get Started:
1. Visit our Online Instruction Center: www.ed2go.com/cabrillo
2. Select your class and follow the prompts.

Start Dates
New sections of Ed2Go classes begin on the following dates:
February 12, March 13, April 17, & May 13

Welcome to www.ed2go.com/cabrillo

Over 500 courses are available on our ed2go redesigned website!

Cabrillo Extension’s Most Popular Online Courses:
- Microsoft Excel
- A-Z Grantwriting
- Speed Spanish
- Project Management
- GRE Test Preparation
- Intro to QuickBooks Online
- Grammar Refresher
- Effective Business Writing
- Designing Effective Websites
- Mac, iPhone, and iPad Programming
- Writing Effective Grant Proposals
- Write Effective Web Content
- Intro to Python 3 or Ajax Programming
- Microsoft Excel
- Web and Computer Programming
- Writing Effective Grant Proposals
- Writing & Publishing
- Building Effective Websites
- Computer Applications
- Basic Computer Literacy
- Computer Skills for the Workplace
- Effective Business Writing
- Introduction to InDesign
- Introduction to Illustrator CS6
- Database Management & Programming
- Graphic and Multimedia Design
- PC Troubleshooting, Networking, and Security
- Wireless Networking
- Advanced PC Security
- Introduction to MS Access 2016
- Introduction to SQL
- CompTIA Security+ Certification Prep
- Intermediate A+ Certification: Operating Systems
- Nature Photography
- Digital Photography & Digital Video
- Introduction to Lightroom
- Introduction to Digital Scrapbooking
- Speed Spanish I, II, III
- Spanish for Medical Professionals I, II
- Italian, French or Japanese
- Grammar for ESL
- Discover Sign Language
- Beginning Writer
- Writing & Publishing
- How to Get Started in Game Development
- Introduction to Final Cut Pro X
- A to Z Grant Writing
- Writing Effective Grant Proposals
- Nonprofit Fundraising Essentials
- Marketing Your Business on the Internet
- Introduction to Crystal Reports
- Intro & Intermediate Quickbooks 2014
- Keys to Successful Money Management
- Introduction to InDesign
- Genealogy Basics
- Merrill Ream Speed Reading
- Teaching Students With Learning Disabilities
- Still Life Drawing
- Introduction to Stock Options
- Homeschool With Success
- Teaching Students With Learning Disabilities
- Singapore Math Strategies
- Marriage and Relationships: Keys to Success
- Homeschool With Success
- Law & Legal Careers
- Introduction to Criminal Law
- Employment Law Fundamentals
- Real Estate Law
- Elements of Forensic Science
- The Human Brain
- Health Care—Continuing Education
- Certificate in Spirituality, Health, and Healing
- Certificate in Stress Management
- HIPAA Compliance
- Certificate in Brain Health

Please visit our online catalog for complete class descriptions, instructions and requirements.
Microsoft Excel: Level 1
This introductory class is for the computer user who wants to become proficient in Excel 2016. Topics introduced include the ribbon interface, entering and editing data, selecting cells and ranges, printing worksheets, creating formulas and functions, using absolute and relative cell references, formatting cell contents, inserting and deleting columns, rows, and cells, creating charts, and more.

This introductory class will also include a brief overview of Excel 2013.

Required: Essential Computer Skills (see previous page) or equivalent knowledge.

A comprehensive manual/textbook is included

Microsoft Excel: Level 2
This intermediate level class covers more complex skills than those presented in Excel: Level 1. Topics include working with lists of data, filtering and sorting data, displaying subtotals in a list, formatting and printing multi-page workbooks, using advanced functions in formulas, auditing formula errors, and more.

Required: Microsoft Excel: Level 1 or equivalent

A comprehensive manual/textbook is included

Microsoft Excel: Level 3
This advanced level class introduces highly complex Excel skills. Topics covered include: creating pivot tables, pivot charts, and macros, using financial functions, using data analysis and validation tools, advanced formatting techniques, sharing workbooks and tracking changes, merging multiple workbooks, integrating Excel with other programs, and more.

Required: Microsoft Excel: Level 2 or equivalent

A comprehensive manual/textbook is included

Microsoft Word – Level 1
This introductory class is for the computer user who wants to become proficient in Word 2016. Topics include using the ribbon interface and toolbars, creating, editing and formatting text, text selection, the Clipboard, page layout and printing commands, using proofreading tools, custom line spacing and indents, creating custom tab stops, bulleted and numbered lists, working with tables and forms, adding borders and shading, using Find and Replace, and more.

This introductory class will also include a brief overview of Google Docs.

Required: Essential Computers Skills or equivalent knowledge.

A comprehensive manual/textbook is included in the course fee.

Microsoft Word – Level 2
This intermediate level class covers more complex skills than those presented in Level 1. Topics introduced include creating newsletters using columns, section and column breaks, inserting WordArt and clipart, basic picture editing, formatting text consistently by using styles, Mail Merge documents, creating and working with templates, and more.

Required: Microsoft Word: Level 1 or equivalent

A comprehensive manual/textbook is included

Essential Computer Skills
Whether you want to update your skills, need to review the basics before progressing to another technology-based class, or are new to computers, this one-day class will give you a solid foundation and clear understanding of essential tools and basic functions. If you’ve ever saved a file but couldn’t find it later, or wanted to cry or curse because your computer was doing something you couldn’t understand, this class will help! If you’ve been using computers for quite some time, but find yourself frustrated when you try to learn new technology tools, this class will help!

First, we’ll present a brief overview of computer components and their functions. Become familiar with the Windows interface for PCs, and then work on how to manage your files. You will leave with an understanding of the roles of computer hardware and software, operating systems and applications, how to navigate your Windows desktop and control windows, move and copy files, create folders and folder hierarchy, use the recycle bin, and many more essential tools for stress-free success!

A comprehensive manual/textbook is included in the course fee.

Two dates to choose from:

Fri., February 21 OR Sat., April 4
9:00 am – 5:00 pm
Room: S16
Register before Jan. 27: $128
Register after Jan. 27: $142
David Nagid - see bio

Microsoft Word – Level 1
This introductory class is for the computer user who wants to become proficient in Word 2016. Topics include using the ribbon interface and toolbars, creating, editing and formatting text, text selection, the Clipboard, page layout and printing commands, using proofreading tools, custom line spacing and indents, creating custom tab stops, bulleted and numbered lists, working with tables and forms, adding borders and shading, using Find and Replace, and more.

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To register, visit us online at cabrillo.edu/extension or call 831-479-6331
**Become a Notary Public**

Establish yourself as a Notary Public, earn additional income and provide a service to your community. Successful Notaries provide a valuable service to their company, friends and private clients. Notary skills are valuable in almost any industry: real estate, legal, medical, and banking to name just a few. After becoming a Notary, train to become a Loan Signing Agent and make $200 to $400 per signing. You’ll be part of a rewarding and lasting career.

Our 6-hour state approved seminar gives you the knowledge to pass the exam and practice as an effective Notary. You’ll receive 2 practice tests and you’ll take the official Notary exam directly following this seminar.

**Must be at least 18 years of age. Serious conviction may disqualify applicant.**

There will be a short break for lunch. We suggest that you bring your lunch, as there is no Saturday food service on campus.

Please arrive early. Due to State Regulation, no one will be admitted after the class begins. You must also be on time when returning after the break. No refunds for late arrivals.

Register for the exam from 4:00 – 4:30 pm. Exam is from 4:45 – 6:00 pm. For the exam, bring a $40 check payable to “Secretary of State,” current driver’s license or state-issued ID (you must be a legal resident of California), a 2” x 2” passport color photo, and a few #2 pencils. LiveScan fingerprints required after you pass the exam.

Sat., March 14
8:00 am – 6:00 pm
Room: 435
Register before Jan. 27: $95
Register after Jan. 27: $110
Plus $35 materials fee paid at registration
Carrie Christensen - see bio

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**Renew Your Notary Commission**

Need to renew your Notary Commission? A three-hour refresher course is required. You must also be Live Scanned and pass the official Notary exam again. We’ll feature the new state laws passed last year and give you a brush-up on general law to make sure you haven’t fallen into any bad habits.

Please arrive early. Due to State Regulation, no one will be admitted after the class begins. You must also be on time when returning after the break. No refunds for late arrivals.

**Your commission must be current to be eligible for a renewing seminar.**

Sat., March 14
12:45 – 6:00 pm
Room: 435
Register before Jan. 27: $50
Register after Jan. 27: $58
Plus $35 materials fee paid at registration
Carrie Christensen - see bio

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**Starting Your Own Nonprofit**

If you are thinking of starting a nonprofit business this class will demystify and explain the nonprofit start-up process for you. After learning the advantages and restrictions of running a nonprofit, you can decide if a nonprofit start-up is the best choice for you.

You’ll learn about the privileges and restrictions nonprofits face, how to deal with government agencies, alternatives to a nonprofit and an understanding of the application and approval process.

Instructions on the new streamlined IRS exemption process will be included.

Sat., April 11
10:00 am – 1:00 pm
Room: 432
Register before March 30: $65
Register after March 30: $74
Plus a $15 material fee paid at registration
Josh Wagner - see bio

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**Nonprofit Compliance Made Easy**

Keeping your nonprofit in compliance with the agencies it must report to can be challenging, and failure to do so may have disastrous consequences. This 2-hour workshop will offer hands-on tools to help you remain in ongoing compliance, and show how to return to compliance if it’s been lost. We’ll review the agencies most California nonprofits must report to and what these agencies require. You will leave with an understanding of the roles of the IRS, the Secretary of State, the Franchise Tax Board, and the Attorney General’s office in relationship to your nonprofit organization, and how to communicate with these agencies and satisfy their requirements.

The class will take place in a computer lab and the instructor will be available for individual guidance as you access key government websites during the workshop.

A workbook with class resources, including web site links and contact information for agencies, is included in your materials fee.

Tue., May 19
6:00 – 9:00 pm
Room: 318
Register before March 30: $65
Register after March 30: $74
Plus a $10 material fee paid at registration
Josh Wagner runs the Santa Cruz consulting firm PlanRight, which provides a user-friendly approach to nonprofit start-up. PlanRight serves hundreds of client organizations around the country.

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**Dynamic Listening & Questioning**

Do you often get frustrated in conversation with certain people? Do you ever feel embarrassed about how you reacted or responded to a situation? Have you found yourself upset because your voice has not been heard? Are you ready to go to the next level in your communication skills?

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- Develop awareness of listening skills and difficulties
- Be conscious of how others receive and give information
- Ask questions to deepen your understanding
- Articulate and express the information you have received from another person

Thu., April 2
6:00 – 9:00 pm
Room: 1522
Register before March 30: $52
Register after March 30: $58
Jennifer Mount - see bio

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**Building Emotional Intelligence and Self-Awareness**

To be Emotionally Intelligent means to have and demonstrate self-awareness and be able to self-regulate, so that you can communicate with a higher degree of competence. Emotional Intelligence and self-awareness are critical skills in work and in everyday life. In this module you will:

- Learn about “Above the Line” leadership and practice claiming a space above the line
- Understand the 4 components of Emotional Intelligence
- Practice 2 powerful techniques for developing greater self-awareness
- Explore the brain’s negativity bias and the impact that it (potentially) has on our leadership
- Learn 3 ways to “prime” yourself for greater success and being a resilient leader

Wed., April 15
1:00 – 4:30 pm
Room: 1522
Fee: $68

Jennifer Mount has over 15 years of experience in the design and facilitation of leadership development programs throughout the world. She has worked with Fortune 500 Companies such as Microsoft, 3M, and Angen as well as non-profits, small businesses and entrepreneurs to help enhance employee skills and work performance.

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How to Become a Loan Signing Agent

Already a Notary? Now what? Learn how you can easily turn being a Notary into a “flexible” part or full-time career! A Loan Document Signing Agent is a Notary with expertise in signing and notarizing loan documents within the real estate community. Because you are a Notary, you are halfway there! You can earn $50 to $300 per signing. It takes about an hour to complete a signing.

Unlike most online loan signing classes that only teach you to recognize documents, our seminar also gives you hands-on, practical experience that is invaluable to new agents. You will learn how to recognize each document in a loan package, how to handle tricky situations, how to interact with clients and signers, and how to find business! Bring a highlighter and a sack lunch.

Sat., March 21
9:00 am – 4:00 pm
Room: 435
Register before Jan. 27: $95
Register after Jan. 27: $110
Plus $60 for materials fee & certification paid in class
Carrie Christensen is the Director of Notary Public Seminars, Inc., a leading notary public course provider for more than 15 years. She teaches the course at colleges, universities and vocational schools throughout California.
**Supervisory Academy Training Series**

Being a successful supervisor can be a challenge: You have a lot of responsibility, and usually, very little supervisory training. Designed to deliver results, the Cabrillo College Supervisory Academy is a 12-week program that helps you develop your skills and make a positive difference in your organization. Choose which modules are best for you, or attend all 12!

Throughout this 12-week program, you will learn and practice the skills that will make your job easier and your team more efficient. Come to know yourself better as a supervisor and make effective choices about your leadership development.

Jennifer Mount has over 15 years of experience in the design and facilitation of leadership development programs throughout the world. She has worked with Fortune 500 Companies such as Microsoft, 3M, and Amgen as well as non-profits, small businesses and entrepreneurs to help enhance employee skills and work performance.

Rosario Montes-Arena, MBA, is a Management Consultant, trainer and former Senior Manager in the high tech industry. She has 30+ years experience in developing teams and leaders. Her coaching skills include effective communication, facilitation, and team performance.

**SUPERVISORY ACADEMY COURSE MODULES**

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<td><strong>Building Trust</strong></td>
<td>Mon., March 16</td>
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<td><strong>Essential Communication Skills</strong></td>
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**Assessing Your Team’s Effectiveness**

**Mon., March 30 OR Tue., March 31**

Leading a team has its challenges but it’s an inescapable reality of today’s organizations. When we understand the principles of effective teamwork, we can harness the power of interdependence to create a powerful work team that achieves the right results. Come to this class to:

- Understand the stages of team development and growing through each phase.
- Assess your team’s effectiveness by applying six elements of successful teams.
- Use the power of a team charter for getting, and keeping, the team on track.

**Conducting Quality Interviews and Selecting the Best Candidates**

**Mon., April 6 OR Tue., April 7**

Hiring the wrong person can impact the business results and office morale. Traditional interviewing methods do not tell us what we need to know about potential job candidates. Dynamic behavioral interview techniques can help us find the right people for the right jobs.

Come to this course to:

- Discuss common obstacles to effective employee recruitment & development.
- Learn the basics of behavioral interviewing.
- Practice writing and asking interview questions.
- Compare a candidate and a position for “fit”.

**Managing Conflict**

**Mon., May 11 OR Tue., May 12**

Conflict can’t be avoided, but the way we handle it can be improved. In fact, handling conflict constructively can build trust in your relationships and increase your credibility. It can also stimulate new and better ideas and keep your workforce engaged.

In this practice-based class, you will:

- Understand the tension we feel between showing that we care and addressing tough topics.
- Identify signs that you need to speak up and get involved.
- Practice listening and giving powerful (yet supportive) feedback in times of stress.
- Practice mediating a conflict between two others who are in a conflict at work.

**Supervisory Academy Roundtable**

**Mon., May 18 OR Tue., May 19**

For all of those who have participated in the series, please plan to attend our final class where we will review the themes and concepts from the course, answer all outstanding questions, and use a case-study to apply all that we have learned. Of course, we will also celebrate! Don’t miss this capstone experience!

To register, visit us online at cabrillo.edu/extension or call 831-479-6331
In order to be an effective people leader, you need to continuously grow and change. It’s important to embrace your role as a leader—creating clarity for your work team, facilitating involvement, leading team process, leading your team through change, and getting results both with and through others.

This new series focuses on the leadership and supervisory skills that sustain organizational success. We look at key competencies that will develop the next generation of organizational leaders such as organizational knowledge, problem solving and decision making, persuasive communication, and managing strategic relationships. The curriculum will enhance professional development, accelerate organizational projects, and secure organizational sustainability through practical learning tools and engaging methods.

Join our new Advanced Supervisory Academy to learn more about transforming your work team, achieving goals together, and unleashing the creative power of your group. This Academy is delivered in seven modules; choose which best meet your needs or attend them all!

### Is this Academy for me?
This is for you if you supervise or manage others and have a desire to get better results with your team. This Academy will prepare you to tap into the energy of each group member, creating a higher degree of satisfaction and fulfillment for all—while getting great results!

**ADVANCED SUPERVISORY ACADEMY COURSE MODULES**

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<td><strong>Collaborative Thinking</strong></td>
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<tr>
<td><strong>Problem-Solving &amp; Decision Support</strong></td>
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</tr>
<tr>
<td><strong>Motivating Others to Commit</strong></td>
<td>Thu., May 21 5:00 – 8:00 pm</td>
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</tbody>
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**What are you Paying Now?**
We know it can be difficult to be out of the office for any reason—even to support your own development. But the cost of NOT leveraging the power of your team is also at stake. Low engagement, dissatisfaction, and wasted energy all act like invisible drains on your systems. Don’t let this happen to your work team! Take advantage of this flagship course.

**Join us today!**

Jennifer Mount has over 15 years of experience in the design and facilitation of leadership development programs throughout the world. She has worked with Fortune 500 Companies such as Microsoft, 3M, and Amgen as well as non-profits, small businesses and entrepreneurs to help enhance employee skills and work performance.
Leadership Academy Training Series

Your development as a leader is a journey, and those who succeed are the ones who have a clear destination, an inner compass, and a map of the territory to guide them. Our Leadership Academy focuses on helping you develop as a leader.

To be successful, you need to understand what others expect of you, and your personal leadership strengths and challenges. You also need to be able to mobilize and motivate groups of people to achieve results, and drive organizational change.

You’ll learn the necessary skills in this 8-week certificate program, which is designed to demonstrate and teach the importance of credibility, accountability, and responsibility for individuals at all levels. We provide a performance-based approach to learning the skills you need to become leaders within your organization and your personal life.

Come to Cabrillo Extension’s NEW Leadership Academy and transform into the leader you want to be!

8 Wednesdays, April 1 – May 20
1:00 – 4:30 pm

Classes are held on the Aptos Campus in the 1500 Bldg., 2nd Floor, Room: 1522

Take ALL EIGHT MODULES for just $480 or $68 per module

Jennifer Mount has over 15 years of experience in the design and facilitation of leadership development programs throughout the world. She has worked with Fortune 500 Companies such as Microsoft, 3M, and Amgen as well as non-profits, small businesses and entrepreneurs to help enhance employee skills and work performance.

LEADERSHIP ACADEMY COURSE MODULES

Five Practices of Exemplary Leaders
Wed., April 1 1:00 – 4:30 pm

What makes a great leader? You’ll have many answers of your own, but in some very critical ways, your answers are very likely to overlap with the answers discovered by Kouzes and Posner in the 25+ years of research they have conducted that has become, The Leadership Challenge.*

In this dynamic first session, you will:
• Write your story about a “personal best” leadership experience.
• Compare your experience with the 5 Practices of Exemplary Leaders described in The Leadership Challenge.
• Understand the importance of the 5 Practices to you, your organization, and success
• Explore the critical importance of credibility as a leader, and make a plan to enhance your own.
• Assess yourself according to the 5 practices and make a plan to improve.

Developing as a Leader: Your Personal Story
Wed., April 8 1:00 – 4:30 pm

To be a great leader is a very personal journey. It starts with a rich understanding of the role of a leader, and continues as you clarify your personal values, strengths and challenges. In this half-day class, you will:
• Understand the stages of leadership development and the competencies needed for success in various stages.
• Develop an understanding of different leadership styles and the impact of each.
• Clarify your personal values, and compare those to your work values.
• Revisit the 5 Practices of Exemplary Leaders and create behavioral goals to guide your development.

Effective Delegation
Wed., April 29 1:00 – 4:30 pm

One of the primary responsibilities of a developing leader is to delegate effectively. You need to be able to identify an employee’s strengths and weaknesses, select and delineate work tasks clearly, and appropriately monitor the execution of the tasks throughout the employee development process. Come to this half day class to:
• Be introduced to situational leadership and how to apply it to your work team
• Learn when to delegate, when to coach, when to support and when to direct.
• Identify tasks that you can safely delegate.
• Practice delegating effectively using a “conversation planner.”
• Practice following-up with employees to ensure tasks are done completely, and the skills they need to succeed are learned.

Building Emotional Intelligence and Self-Awareness
Wed., April 15 1:00 – 4:30 pm

To be Emotionally Intelligent means to have and demonstrate self-awareness and to be able to self-regulate, so that you can communicate with a higher degree of competence. Emotional Intelligence and self-awareness are critical skills in work and in everyday life. In this module you will:
• Learn about “Above the Line” leadership and practice claiming a space above the line.
• Understand the 4 components of Emotional Intelligence.
• Practice 2 powerful techniques for developing greater self-awareness.
• Explore the brain’s negativity bias and the impact that it (potentially) has on our leadership.
• Learn 3 ways to “prime” yourself for greater success and being a resilient leader.

Setting Goals and Achieving Results
Wed., April 22 1:00 – 4:30 pm

One of your primary responsibilities as a leader is to drive your team toward results. This involves being crystal clear about where you are heading, and why, and then managing the needs, expectations and workload of your team in order to achieve those results. Come to this class to:
• Explore the common barriers to achieving goals.
• Compare your top organizational goals to your own daily activities as a way to assess credibility.
• Practice writing clear outcome statements that can guide a project.
• Develop a plan to track progress as a team.

Making Meetings Work: The Essentials
Wed., May 6 1:00 – 4:30 pm

In today’s workplace, we use meetings to get work done. Unfortunately, many of those meetings are a waste of time, energy and money! In this essential leadership course, you will learn to make the most of your meeting time by learning how to:
• Write an effective agenda
• Design a meeting process that gets results using the 3P method
• Engage the right people, at the right time
• Set effective “rules of engagement” that bring out the best in your meeting participants
• Stimulate the “right kind” of conflict in a meeting
• Capture action items effectively

Leading Organizational Change
Wed., May 13 1:00 – 4:30 pm

As a leader, you are called upon to lead yourself and others through the change process. Do you have the tools you need? In times of change, it is important for us to deepen our capacity to act with presence, purpose and awareness as we lead others toward new horizons. In this workshop you will:
• Develop a deeper understanding of your role as a change leader, and the characteristics of effective change leadership.
• Learn valuable communication skills that will inspire and motivate your team.
• Explore and apply a dynamic model for leading organizational change.

Coaching for Improvement and Development
Wed., May 20 1:00 – 4:30 pm

Developing others is one of our primary responsibilities as leaders. Identifying the strengths and challenges of our team members, and then creating opportunities for them to develop is essential to our team’s success. In this class you will:
• Identify situations in which you need to coach for improvement or coach for development.
• Learn the 4 critical factors that support performance improvement and how to use them while coaching.
• Use the GROW feedback model to provide specific and balanced feedback.

To register, visit us online at cabrillo.edu/extension or call 831-479-6331
Starting a New Business
Starting a business in Santa Cruz? We’ve condensed our “10 Page Checklist of Must Knows” down to this one-hour workshop. Run through the logistics of starting a new business in the county of Santa Cruz in this brand new workshop for 2020. Our “Start-Up” specialist, Keith Holtaway, will lead you through the topics below and more!
- Legal Structures • Fictitious Business Name
- Business Licenses • Possible Permits Needed
- Employer Identification Numbers • Required Tax Documents
- Employee Classification
- Business Insurance • Business Funding

Sat., May 2
9:00 – 10:00 am
Room: 1604
OR
Tue., March 3
2:00 – 3:00 pm
Santa Cruz Police Dept. Community Room
155 Center Street, Santa Cruz
Fee: $10
Keith Holtaway has been a Santa Cruz resident and entrepreneur for the past 35 years. He has been a small business consultant specializing in business planning for start-ups, turnaround strategies for struggling businesses, and obtaining financing for business growth.

Writing Your Best Business Plan
This seminar helps you identify the most appropriate business planning format for starting or expanding a business, marketing basics, and a strategic plan to put your business on the road to success. Learn how to establish realistic goals and objectives and determine startup costs, as well as various methods of financing your startup.

Drafting a Business Plan is the first step to obtaining free of charge counseling from the SBDC.

Sat., April 24
9:00 am - 12:00 noon
Room: 1604
Fee: $35
Karen Kefauver has over 10 years’ experience teaching social media marketing and coaches business owners on effective social media marketing strategy. She has been a freelance journalist for 20 years and her travel and sports stories have appeared in numerous publications.

Recordkeeping for Small Business
Every small business owner needs to understand the numbers! This class will teach the basics of good recordkeeping. We cover the bookkeeping cycle, accrual vs. cash vs. tax accounting, the chart of accounts, journals and general ledger, double entry and single entry bookkeeping.

This class provides an introduction to helping you maintain your accounting records manually or with computerized systems.

Tue., April 21
3:00 – 6:00 pm
Santa Cruz Police Dept. Community Room,
155 Center Street, Santa Cruz
Fee: $35
Cathy Van Loon, MA, is an Intuit Certified QuickBooks Pro Advisor and has been teaching accounting courses at Cabrillo College for over 30 years.

LinkedIn Essentials: How To Grow Your Network and Get More Leads
Do you have a LinkedIn profile that just sits there? Think LinkedIn is only for job seekers? You’re not alone! Learn how to leverage your LinkedIn profile to gain a powerful advantage in building your brand and your business using the world’s most powerful business to business social media platform. This three-hour seminar is a deep dive into LinkedIn, that will transform your basic LinkedIn profile to a powerful tool to connect with top level LinkedIn decision makers and promote your goods and services with superior strategies. We’ll cover: LinkedIn personal profiles, business profiles, video content, groups, recommendations, the little known steps to the sales funnel and how to use video content for posts and ads. And that’s just the tip of the iceberg!

Sat., April 24
9:00 am - 12:00 noon
Room: 1604
Fee: $35

Advanced Social Media: Marketing to Boost Your Business with Facebook & Instagram
A solid social media strategy is essential to marketing your business, but it’s hard for busy people to find time to do it right. This class is designed to help small business owners, entrepreneurs and nonprofits demystify social media, boost brand visibility and determine what platforms are best for their unique business.

First, you’ll get the big picture of what’s happening in the world of social media with an overview of important developments within the most relevant social media platforms. Next, we’ll explore the basics of Facebook, including Messenger, groups and how to leverage a Facebook personal page for business. We’ll identify how Facebook integrates with Instagram and why Instagram matters so much. Participants will leave motivated, more confident and equipped with a checklist of clear, actionable steps to take their social media marketing to the next level.

Sat., February 22
9:00 am - 12:00 noon
Room: 1604
Fee: $35
Karen Kefauver - see bio

To register, visit us online at cabrillo.edu/extension or call 831-479-6331
If you are looking for another career or supplementary income, our Certificate Program in Medical Insurance Billing can make you a valued professional in the fast-growing healthcare field.

Participation in the Certificate Program is not required. Courses may be taken individually as long as you meet the prerequisites.

**Certificate Program**

- **Introduction to Medical Insurance Billing**
- **Advanced Medical Insurance Billing, Part II**
- **CPT, ICD9, ICD10 & HCPCS Coding**
- **Workers’ Compensation & Personal Injury**
- **Computerized Medical Insurance Billing (A Home Study Course)**

Course materials and texts are NOT included in the registration fee. Material fees are payable to instructor at the first class meeting of each course. Please see each course description for the appropriate fees.

Those who complete the Certificate Program will receive a Certificate of Completion issued by the college.
66% of employees are not engaged with their work. Employees are often bored or overworked and feel disconnected from their job. If you want a successful organization, you need your workforce to be engaged and bring their best to the organization. However, managers and supervisors are not properly trained to coach employees and have a difficult time supporting their teams with competing priorities. Employees often do not feel comfortable asking their supervisor for support and development opportunities. The response is often to send employees to training, however training does not provide the unique and ongoing support necessary to implement the tools learned. This is where Cabrillo Extension Coaching can help!

Coaching is a confidential and judgement-free conversation between a coach and a coachee. The purpose of the conversation is to support the coachee in clarifying goals, setting appropriate expectations and overcoming challenges. The coachee learns vital communication and commitment tools to stay engaged, develops a clear action plan, and learns to be flexible as the process unfolds. At the completion of the coaching process, the coachee will gain confidence and the resources to accomplish what they want and support others along the way. These tools and confidence last a lifetime!

Coaching cultivates the employee’s unique growth and development plan so they feel heard and deeply connected to their work, team and organization. Common Workplace Performance Challenges that Cabrillo Extension Coaching can assist with include but are not limited to:

- Setting clear expectations and goals to prioritize and work efficiently.
- Building relationships that are founded on trust, collaboration and effective conflict resolution.
- Responding to challenges, negative feedback or poor performance evaluations with professionalism.
- Communicating transparently so others hear your voice, understand and take action.
- Developing a strong sense of accountability.
- Cultivating high performance and effective teams.
- Balancing competing priorities and time management.

College Planning: Finding Colleges That Fit and How to Afford Them

Are you concerned about your child’s path to college? Do the application requirements and deadlines seem confusing? Is it hard to imagine how you can afford to pay for one (or more) college educations? If you are a parent with a middle or high school student, this class will help you and your student prepare for college. We’ll discuss how to search for colleges that fit, understand what admission committees are looking for, write that dreaded essay and create an excellent résumé.

Even if your child gets into the college of their choice, paying for college is the one of the largest expenditures most parents face in their lifetimes. In this class we will discuss strategies that can help you reduce college costs through planning, various savings methods, and tax strategies. We will also discuss how you can maximize potential financial aid with some advanced planning.

This class will help you understand the selection and application process, and avoid many of the common mistakes that can cost your family hard-earned money.

High school students are encouraged to attend Session 1 with their parent(s) at no extra cost.

Visit us at: cabrillo.edu/extension or call us at: 831-479-6331

Keys to Successful Money Management

If you’re interested in discovering how most wealthy people amassed their fortunes, this is the course for you. Contrary to popular opinion, most of us don’t achieve true wealth through luck or an accident of fate. Just about anybody can build wealth. All it takes is organization, discipline, and a firm knowledge of how to proceed. If you’re serious about accumulating a sizeable nest egg and living the life of your dreams, this course will supply you with the knowledge and skills you’ll need to succeed.

In this course, a certified financial planner will walk you through the steps you need to take in order to achieve true financial success. If you’re serious about living a better life by tapping into your unfulfilled potential, we’ll show you the way.

This course is taught online and is offered each month. Please see page 6 for more information.
Looking for a convenient and affordable location to hold a meeting, event or conference? Cabrillo College can help!

Centrally located in the heart of Santa Cruz County, Cabrillo College offers state-of-the-art facilities and outdoor spaces to rent for any special occasion, meeting, corporate event, or performance. Small or large. Dressed up or down. Night or Day. Weekday or Weekend. Cabrillo College is easily accessible by public transportation and major highways, making it an ideal place to host your next event.

Facilities include smart classrooms, lecture halls, state-of-the-art theaters, a sports complex, weddings in the historic Sesnon House, and parking lots for ancillary community events. Both Watsonville and Aptos campuses offer a range of facilities, rental equipment, and support services all provided at reasonable rates.

General Facility Rentals including the Horticulture Center
Phone: (831) 479-6332 • Web: cabrillo.edu/extension

VAPA Performing Arts Complex including
Crocker Theater & Samper Recital Hall
Phone: (831) 479-6146 • Web: cabrillovapa.com

Historic Sesnon House located on the Aptos Campus
Phone: (831) 479-4629 • Web: cabrillo.edu/sesnonhouse

PARKING
Everyone parking on the Cabrillo campus must have either a semester permit or day pass—parking regulations are enforced 24/7. Day passes cost $4 and are available in vending machines located in student lots. These vending machines only accept credit/debit cards. Parking is permitted ONLY in spaces that are marked “STUDENTS.”

PLANNING YOUR TRIP TO CAMPUS?
Check out the link below for maps, directions, and parking info online (including downloadable PDFs!)

http://www.cabrillo.edu/services/extension/resources.html

LOOKING FOR CABRILLO EXTENSION?
Office Location: Building 2100A (on lower campus)
Office Hours: Monday – Friday, 9:00 am – 5:00 pm
Phone: (831) 479-6331
Online: cabrillo.edu/extension
Motorcycle Safety Training

Our award-winning motorcycle safety class is the only CMSP (California Motorcycle Safety Program)-approved class in Santa Cruz County!

Our program received CMSP Awards for Excellence of Rider Coaches and Range Safety.

Successful completion of the Motorcyclist Training Course fulfills the DMV requirement for under-21 riders. Riders over 21 also benefit, since successful completion of the course may waive the riding skills test at the California DMV, and insurance discounts may be available.

**Class size is extremely limited, and classes fill early!**

**SCHEDULE:**
Each class consists of 4 meetings total:
2 consecutive Thursday evenings (6:30pm to 10pm) and 2 consecutive Saturdays.

Due to limited daylight in late fall and winter, we offer only Saturday morning range classes. Please plan accordingly. The times for the range portion of the class are listed below:

**Saturday MORNING sessions:**
1st Saturday 7:30 am – 11:45 am
2nd Saturday 7:00 am – 12:00 pm

**Saturday AFTERNOON sessions:**
1st Saturday 12:45 pm – 5:00 pm
2nd Saturday 1:00 pm – 6:00 pm

**FEES:**
- Fee for students under 21: $295
- Fee for students 21 and older: $350

For Class Schedule and online registration, see:
http://www.cabrillo.edu/services/extension/motorcycle.html

The Cabrillo Extension program strives to deliver a wide variety of programs and services to supplement the college’s instructional program. Classes offered through the Extension program are responsive to community need and interest, although they do not generate college credit, grades, transcripts, nor are they transferable. These fee-supported classes are presented for information and enjoyment and do not necessarily reflect the views of the Cabrillo College District. The college does not endorse any product or the services of any presenter.

**Registration is Easy!**
- The fastest way is to use our online registration at: cabrillo.edu/extension which is available 24 hours a day, 7 days a week.
- Or, charge by phone using Visa or MasterCard. Call: 831-479-6331
- Or, fill out the form below and mail it with your check or credit card information.

**Discounts & Registration**
All classes have regular fees listed. Some have “Early Bird” or “Bring a Friend” discounts. Discounts do not apply to all classes, and only one discount may be applied per registration. Registrations that are mailed in must include the appropriate fee, based on how many people you register, and any materials fees.

Late registrants may find a class full, and delayed registration may result in a cancelled class. Late arrivals or missed classes please see the FAQ section on our website, or call Extension. We would be happy to help!

**MAIL-IN FORM for ADULT REGISTRATION ONLY**—please send the completed form below to:
Cabrillo College Extension, Bldg. 2100A, 6500 Soquel Drive, Aptos, CA 95003

**Mail-in form:**

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**If you are mailing in a registration please choose the appropriate fee based on date of registration. Late registrants may find a class already filled, and delayed registration may result in canceled classes.**
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OUR WEBSITE:
Cabrillo.edu/extension

An elegant historic mansion, located on the Cabrillo College campus, this spectacular facility is an ideal setting for weddings, receptions, meetings, conferences, holiday parties, and other special events.

WEDDINGS & RECEPTIONS
SPECIAL EVENTS
HOLIDAY PARTIES • CATERING

PINO ALTO RESTAURANT

FOR SESNON MEETINGS AND EVENTS:
Please contact Eden Ganley at
831-479-6229 or edganley@cabrillo.edu

PINO ALTO RESTAURANT RESERVATIONS:
Please call 831-479-6524

SEE MORE DETAILS AT:
cabrillo.edu/sesnonhouse

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Graphic Design & Production | Nancy McKeown

Cabrillo College Governing Board | Ed Banks, Christina Cuevas,
Leticia Mendoza, Dan Rothwell, Rachael Spickler,
Donna Ziel, Madison Raasch, Student Trustee

President and Superintendent | Dr. Matthew Wetstein
PROFESSIONAL DEVELOPMENT
SPRING 2020
cabrillo.edu/extension

Professional Development
Enhance existing skills, or acquire new ones, with our Leadership Academy, new Advanced Supervisory Academy, Building Emotional Intelligence, Become a Notary Public, and many more!

Online Classes/ED2GO
Over 450 classes to choose from, including self-paced options. New classes begin each month. Work at your own pace, any time, anywhere!

Communication for Better Results
Join us this Spring to take your communication skills and professional development to the next level.

Supervisory Academy
Join our Supervisory Academy to learn more about transforming your work team, achieving goals together, and unleashing the creative power of your group.