



PROFESSIONAL DEVELOPMENT WORKSHOPS



2018-2019

Florida Gulf Coast University
Office of Continuing Education & Off Campus Programs
10501 FGCU Blvd. South
Edwards Hall, Suite 313
Fort Myers, FL

(239) 745-4700 | fgcu.edu/ced

Florida Gulf Coast University

Office of Continuing Education & Off Campus Programs

OFFICES

FGCU Main Campus
10501 FGCU Blvd. South
Edwards Hall, Suite 313
Fort Myers, FL 33965
(239) 745-4700

FGCU Naples Center
1010 Fifth Ave. South
Naples, FL 34102
(239) 434-4737

Herald Court Centre
117 Herald Court, Suite 211
Punta Gorda, FL 33950
(941) 505-0130

ADMINISTRATION

Dr. Paul C. Thornton
Executive Director, Continuing Education

Dr. Robert Peterson
Manager, New Business Development

I'Riel Williams
Internet Marketing Specialist

Brenda DePasquale-Gerson
Administrative Coordinator—FGCU Campus

John J. Guerra
Director, Continuing Education

Nancy Staub
Program Coordinator—Punta Gorda

Barbara Stewart
Business Manager

Mary Louise Mondello
Program Assistant—FGCU Campus

Susan Kronenberger
Office Manager—Naples

register online: registerCE.asapconnected.com | website: fgcu.edu/ced | email: continuinged@fgcu.edu

CLASS LOCATIONS

FGCU Main Campus, 10501 FGCU Blvd. South, Fort Myers, FL 33965 (239) 745-4700

FGCU Naples Center, 1010 Fifth Ave South, Naples, FL 34102 (239) 434-4737

Herald Court Centre, 117 Herald Court, Suite 211, Punta Gorda, FL 33950 (941) 505-0130

CANCELLATION POLICY

If a program is canceled, you will be notified by email and phone and issued a full refund within 20 business days.

If you wish to withdraw from a program, please notify the Office of Continuing Education at (239) 745-4700 no later than 5:00pm three (3) business days prior to the first session of the program to receive a refund.

Individuals who cancel after the start of a program will not receive a refund.

The views, analysis, findings, and opinions expressed by Continuing Education instructors are theirs alone and do not necessarily reflect those of Florida Gulf Coast University. In all its operations, including admissions, employment, and access to its programs and services, Florida Gulf Coast University does not discriminate on the basis of race, color, national origin, ethnicity, gender identity/expression, sex (including sexual harassment/assault), sexual orientation, religion, creed, disability, marital status, veteran status, genetic predisposition or age.

Florida Gulf Coast University Office of Continuing Education & Off Campus Programs



Florida Gulf Coast University Office of Continuing Education is Southwest Florida's premier provider for Professional Education and Training. This 2018-2019 catalog presents our featured programs offering enrollment open to the public. Professional Development and Training plays a critically important role in workforce and economic development. Thousands of area professionals have chosen FGCU's non-credit programs and services as the best option for advancing their career goals. Take advantage of our resources to improve existing skills, stay current with cutting-edge

business strategies and network with colleagues and other professionals.

We provide high quality, integrated, and innovative programs that enable participants to achieve their career and learning objectives through access to in-person and online education opportunities delivered by regionally and nationally recognized trainers and consultants. Continuing education offerings are available at our state-of-the-art facilities in Lee, Collier, and Charlotte counties, online, or as custom designed, on-site programs to address the unique needs and culture of any organization.

In addition to our professional programs, Office of Continuing Education provides Southwest Florida communities with a comprehensive lifelong learning program for adults, seniors, and retirees through The Renaissance Academy. Its name evokes historical times of great intellectual and creative energy.

Renaissance Academy is based on the premise that learning never ceases, that keeping the mind intellectually, creatively and culturally active fundamentally enriches and invigorates our lives. Lectures, short courses, day trips, computer classes, film series, life enrichment, and travel abroad are just some of what Renaissance Academy offers. To request a Renaissance Academy catalog contact us at 239-745-4600 or view/download online at www.fgcu.edu/racademy.



Thank you for your interest in Florida Gulf Coast University!

ATTENTION TRAINERS AND SUBJECT-MATTER EXPERTS!

The FGCU Office of Continuing Education (CE) is looking for individuals and firms that can help us pursue our mission ***to meet public, private, and non-profit sector training and development needs and provide educational opportunities that enrich the intellectual, civic, economic, and cultural life of the region.***

We may be able to collaborate with you to offer Professional Development topics that meet the demands of our constituency at CE locations in Naples, Punta Gorda, online, and at the FGCU Campus, as well as on-demand at workplaces throughout Southwest Florida.

Professional Develop programs are offered year-round, and can range from a couple of hours, to all day, to periodic meetings over several weeks or months. Most programs are offered evenings or weekends; we also offer programs on weekdays that have direct business/organizational demand.

To inquire about collaborating with CE to bring your programming to the community members and organizations we serve, contact Dr. Robert Peterson, New Business Development Manager, at rpeterson@fgcu.edu, 941-626-9134; or Dr. Paul Thornton, Executive Director, at pthornton@fgcu.edu, 239-745-4511.

CUSTOM TRAINING

We can customize professional development programs specifically for your organization and/or with an industry focus. On-demand offerings including topics pertaining to, or part of your organization's:

- Team Building
- Retreats
- Staff Meetings
- Leadership Meetings
- Organizational Development
- Technical Assistance and Consulting
- Conferences, Symposia, Seminars (program management including logistics, registration, and customer service)

FGCU's Office of Continuing Education offers high quality training facilitated by regional and nationally recognized consultants and subject-matter experts, including FGCU faculty and trainers. Post-assessments are conducted on all of our programs to gauge success and ensure continuous improvement.

Custom training is available at the following locations: FGCU Main Campus, FGCU Naples, FGCU Punta Gorda, your workplace, off-site location of your choice or online.

To inquire about customized training, contact Dr. Robert Peterson, New Business Development Manager, at rpeterson@fgcu.edu, 941-626-9134; or Dr. Paul Thornton, Executive Director, at pthornton@fgcu.edu, 239-745-4511.

ONLINE CLASSES



FGCU offers hundreds of online classes through partnerships with national curriculum providers.

[REGISTER HERE!](#)



THE CENTER FOR
LEGAL STUDIES



Bachelors Degree Completion



Bachelors Degree Completion

- Have some college credit?
- Interested in completing your bachelors degree?
- Are work or family responsibilities preventing you from attending college full-time?



Want to receive updates as this program progresses at FGCU?

Email FGCUComplete@fgcu.edu

Renaissance Academy Seeks New Lecturers & Topics

Become a presenter and join our vibrant lifelong learning community. Share your knowledge, expertise and passion with others.

To keep our programs fresh, interesting and challenging each year the Renaissance Academy reaches out to the SWFL community in search of new lecturers and new topics from existing presenters.

We welcome people who would like to walk in at our Naples and Charlotte offices:
1010 Fifth Ave. South
Naples, FL 34102 &
117 Herald Court, Suite 211
Punta Gorda, FL 33950

Visit our website at
fgcu.edu/racademy
or call us to get involved
(239) 434-4737



Communication & Collaboration



English as a Second Language for Professionals

Succeeding in a job with minimal English communication skills can be challenging and may hinder career advancement opportunities. Gain empowerment for navigating the workplace when you learn how to communicate effectively. Develop all the skills you will need in order to speak English confidently in the workplace with ease. Enhance job search skills including: building a proper resume, creating or updating a LinkedIn profile, sourcing job opportunities and interviewing for prospective jobs. Employment opportunities in Florida are abundant for confident, bi-lingual professionals. *Students will receive a Business English Certificate upon successful completion of the course.*

As a result of taking part in this workshop, participants will:

- Utilize advanced English business vocabulary and grammar
- Effectively communicate with customers
- Practice precise phone and eMail language
- Improve interviewing skills

Date, Time, Location: TBA/On-Demand Offering

Audience: Employees, Managers, Professionals

Presenter: Barbara White Crockett

Fee: Varies

**We can customize this professional development and training program specifically for a company, organization or association allowing us to focus on your workplace/industry environment. Presentations can be held at your premises, the FGCU campus or FGCU Continuing Education facilities in Collier and Charlotte County.*

Art and Science of Winning Presentations

Why do some ideas catch on and others flounder? The secret lies in storytelling, what many experts say is THE most important business skill in today's competitive environment. Multimedia Producer and Journalist Ken Sneed combines modern research with ancient wisdom to unlock the secrets in his workshop: "The Art and Science of Persuasive Presentations." While this is NOT a "How-To-Use-PowerPoint" (or Keynote or Prezi) workshop; you WILL learn the fundamentals of how to create visual presentations that cut through the clutter to inspire, educate and motivate.

Date, Time, Location: TBA/On-Demand Offering

Audience: Salespeople, Marketers, Professionals

Presenter: Ken Sneed

Fee: Varies

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Certificate in Workplace Communication

Good communication in the workplace is more important than ever, and critical to your career advancement and success. Come get a comprehensive and intensive preparation with skills and techniques you can put to use on Monday morning. Take back a workable conflict management model, along with successful and practical conflict management strategies. Then work with a pro to learn how to improve your negotiation skills for a win-win outcome, including helping others to get what they want, so you get what you want. Finally, find out more about yourself and others using personality profiles for better work performance. You will be learning from some of our more popular instructors, and taking away new how-to skills that work.

As a result of taking part in this workshop, participants will:

- Discover a workable conflict management model
- Explore case studies and utilize successful strategies that can be applied to your workplace
- Learn how to prioritize the essentials and negotiate successfully
- Increase effectiveness with others at work and home by learning about your personality
- Enhance communication skills to accurately convey ideas and recognize when others' have different principles

Date: Sept 4-Nov 30, 2018

Time: 24 hrs/day

Location: Online

Audience: Employees, Managers, Professionals

Presenter: UGotClass

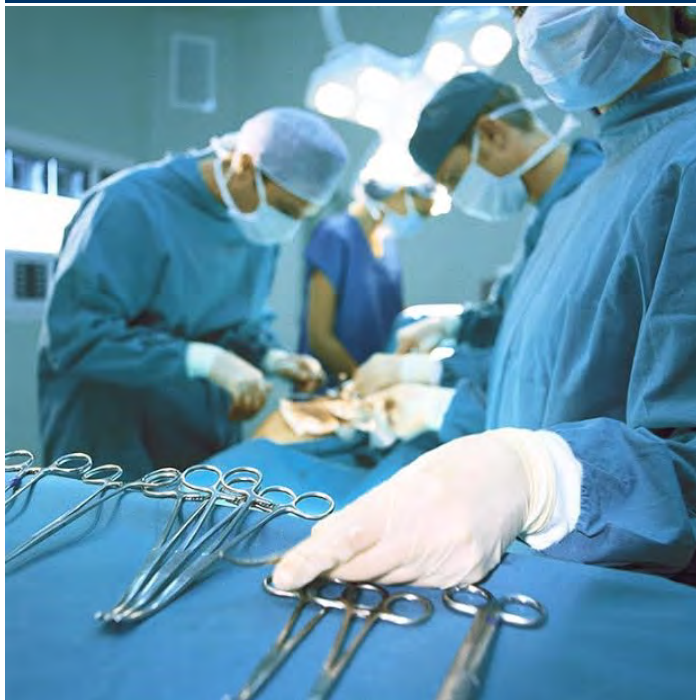
Fee: \$595

Course #: N/A

Register by: 9/7/2018

Register: <http://www.yougotclass.org/courses.cfm/FGCU/Certificate-in-Workplace-Communication>

Healthcare



Central Sterile Processing Online

Many healthcare workers are considered essential, but few are as fundamentally important as sterile processing technicians. Without them, hospitals would not be able to function. Patients would not receive necessary surgeries. And many more people would lose their lives from preventable infection or untreated medical conditions. Their work impacts nearly every department within modern hospitals and surgical centers. You'd be hard-pressed to discover workers who make more of a critical difference at such a basic level.

Sterile processing is the act of carrying out a specific set of procedures in order to decontaminate and sterilize used medical instruments so that they can be placed back into appropriate sets and safely reused on new patients.

As a result of taking part in this course, participants will:

- Learn the knowledge and skills about tools and processes regarding decontamination
- Serve as a resource for safety protocols and quality assurance
- Maintain inventory and explore tracking systems
- Work with low and high temperature sterilization methods
- Adhere to standards for surgical instrument tray assembly

Date: Start ANYTIME

Time: 24 hrs/day

Location: Online

Audience: Career seekers with at least a high school diploma

Presenter: MK Education

Fee: \$649

Course #: CE3156

Register by: Anytime

Register: <https://registerce.asapconnected.com/#EventID=1195930>



Dental Assistant Online

Dental assistants are professionals who are confident and well trained from a qualified program. Dental assisting is one of today's fastest growing careers, according to the US Bureau of Labor Statistics. The main responsibilities of a dental assistant is to assist with and provide direct patient care alongside dentists and dental hygienists.

Dental assistants can work in a variety of specialties within dentistry, primarily in general or pediatric dentistry, or with orthodontists, endodontists, oral pathologists, and oral/maxillofacial surgeons, but with opportunities in insurance companies, hospital dental departments and dental supply manufacturers, among other places.

As a result of taking part in this course, participants will:

- Learn the knowledge and skills of an entry-level dental assistant
- Serve as a resource within a dental team
- Adhere to professional standards including legal and ethical responsibilities of a dental assistant
- Understand front office procedures

Date: Start ANYTIME **Time:** 24 hrs/day
Location: Online
Audience: Career seekers with at least a high school diploma
Presenter: MK Education **Fee:** \$899
Course #: CE3074 **Register by:** Anytime
Register: <https://registerce.asapconnected.com/#EventID=1120010>

Medical Coding Online

An invaluable part of every healthcare team, medical coders translate patients' medical documents into codes that determine the amount of reimbursement healthcare providers receive from insurance companies.

This comprehensive online course prepares students for three national certification exams administered by the AAPC and AHIMA boards. Students view video lectures, take quizzes, a midterm and final exam online.

As a result of taking part in this workshop, participants will:

- Analyze patients' medical chart to determine diagnoses and procedures performed
- Categorize diagnoses according to a national classification system
- Serve as a resource for physicians and other health providers
- Prepare for a career in one or more of the following organizations: hospital, clinic, physician's office, medical insurance company, nursing home, medical practice billing service

Date: Start ANYTIME **Time:** 24 hrs/day
Location: Online
Audience: Career seekers with at least a high school diploma
Presenter: MK Education **Fee:** \$649
Course #: CE3055 **Register by:** Anytime
Register: <https://registerce.asapconnected.com/#CourseID=152227>

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Spanish for Medical Professionals

Are you frustrated by the communication gap that can occur between you and your Spanish-speaking patients? If you answered yes, this Spanish class - designed specifically for healthcare professionals - will help you bridge that gap.

Whether you speak some Spanish and need a refresher, or speak no Spanish, you will improve the barrier between you and your patients.

As a result of taking this course, participants will:

- Learn basic, practical language skills needed to effectively communicate with Spanish-speaking patients
- Explore the basics of the language and gain an understanding for the culture in Latin American countries
- Effectively be able to ask crucial medical questions

Date: Sept 4-Oct 26, 2018 **Time:** 24 hrs/day
Location: Online
Audience: Healthcare professionals seeking assistance in communicating with Spanish-speaking patients
Presenter: UGotClass **Fee:** \$290
Course #: N/A **Register by:** 9/3/2018
Register: <http://www.yougotclass.org/courses.cfm/FGCU/Spanish-for-Medical-Professionals>

Pharmacy Technician Online

The health care field is technically complex and requires individuals with dynamic thinking and problem-solving skills. Enjoy a rewarding career in the evolving field of health care as a Pharmacy Technician by completing comprehensive courses that blend medicine, math, chemistry and hands-on experience through a 120-hour externship. As a pharmacy technician, you can work in a variety of settings including, but not limited to, retail, hospitals, public and government agencies.

As a result of taking part in this course, participants will be prepared to:

- Take the Pharmacy Technician Certification examination which is administered by the Pharmacy Technician Certification Board (PTCB) or NHA. Successfully completing this exam makes you a "Certified Pharmacy Technician" giving you the designation of "CPhT"

Date: Start ANYTIME **Time:** 24 hrs/day
Location: Online
Audience: Career seekers with at least a high school diploma
Presenter: MK Education **Fee:** \$649
Course #: CE3054 **Register by:** Anytime
Register: <https://registerce.asapconnected.com/#CourseID=152457>

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Phlebotomy Technician Online

Phlebotomy is more than just taking blood—you will study proper laboratory procedures and be well prepared for emergencies. The Phlebotomy Training program is designed to prepare students for entry level competencies as phlebotomists in hospitals, clinics, blood banks and other health care settings. Students will develop skills in performing phlebotomy procedures through didactic training followed by externships (optional).

As a result of taking part in this course, participants will be prepared to:

- Take the certification examination administered by American Society for Clinical Pathology (ASCP certification exam)

Date: Start ANYTIME **Time:** 24 hrs/day
Location: Online
Audience: Career seekers with at least a high school diploma
Presenter: MK Education **Fee:** \$649
Course #: CE3072 **Register by:** Anytime
Register: <https://registerce.asapconnected.com/#CourseID=152471>

Stress Management

Stress isn't the enemy. It is our perceptions of stress that amp our anxiety and use up all our steam. Events happen every day. How we interpret those events can set the stage for how we feel and how we react to others. Reducing stress is as easy as understanding what stress is, understanding what stress is to you, and using that knowledge to restructure your thoughts. Turn stress into a stepping stone, not a stumbling block!

As a result of taking part in this workshop participants will:

- Understand how stress is defined and give a deeper perception of yourself and how stress affects you
- Analyze how thoughts and beliefs can help or hinder stress levels
- Explore activities that can help reduce stress

Date: Nov 5-30, 2018 **Time:** 24 hrs/day
Location: Online
Audience: Individuals seeking coping skills for stress management
Presenter: UGotClass **Fee:** \$145
Course #: N/A **Register by:** 11/4/2018
Register: <http://www.yougotclass.org/courses.cfm/FGCU/Stress-Management>

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Veterinary Assistant Online

You'll get comprehensive training to be able to work side-by-side with a veterinary team tending to the needs of animals (with optional externship). Students learn more about a number of veterinary assistant duties and jobs dedicated to treating domestic animals – from birds and reptiles to cats and dogs – and believe they all deserve compassionate medical care.

As a result of taking part in this workshop, participants will:

- Assist with surgical and treatment procedures
- Recognize signs and symptoms of animal illness and disease
- Gain a firm understanding of veterinary medical terms
- Experience the reward of caring for animals in a clinical setting

Date: Start ANYTIME **Time:** 24 hrs/day
Location: Online
Audience: Career seekers with at least a high school diploma
Presenter: MK Education **Fee:** \$649
Course #: CE3073 **Register by:** Anytime
Register: <https://registerce.asapconnected.com/#CourseID=156822>

Leadership Skills



Coaching Essentials for Leaders

Organizations need leaders who can guide their colleagues through challenges, lead them through career decisions and aid them in improving performance. Challenge yourself to think, act and express yourself in a way that will model creativity, intuition, and empathy. Learn to coach by practicing essential techniques and integrating feedback. You will become a better leader and help your employees reach their full potential, while supporting the goals of the organization.

As a result of taking part in this workshop, participants will:

- Improve self-awareness and impact in your organization
- Build trust, relationship, and connections with colleagues, senior leadership, and other stakeholders.
- Learn and practice fundamental coaching techniques
- Develop a solid understanding of how to apply familiar skills to your role as a manager

Date, Time, Location: TBA/On-Demand Offering

Audience: Leaders, Managers, Professionals

Presenter: David Langiulli

Fee: Varies

**We can customize this professional development and training program specifically for a company, organization or association allowing us to focus on your workplace/industry environment. This workshop is available exclusively in an online format.*

Ultimate Guide: Work From Your Strengths

Are you heading into retirement and trying to figure out your



next stage of life? Or perhaps you are a Millennial trying to jump start your

career. Maybe you are just interested in better understanding how and why you make the decisions you do. If so, this class is for you. Strengths Finder 2.0 is a tool developed by Gallup used by more than 17 million people to help understand what they do well and how to maximize more positive outcomes by leaning into their strengths.

Learn about the underlying science behind what happens in the brain when we establish long and short term goals while using your strengths to succeed. Prior to the class each participant will take the online Strength Finder Assessment and will receive a listing of each of their top 5 strengths.

As a result of taking part in this workshop, participants will:

- Learn how to establish long and short term goals
- Understand how to position yourself for success by leaning into your top strengths
- Explore the connection between gratitude and happiness and how those things can affect one's brain chemistry in a positive way
- Understand the basements and balconies of each of your strengths and create a plan for goal-setting for your future

Date, Time, Location: TBA/On-Demand Offering

Audience: Employees, Managers, Professionals

Presenter: Mary LaRocque **Fee:** Varies

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Leisure & Hospitality



Personal Fitness Trainer Certification

Start an exciting fitness career as a Certified Personal Trainer. This challenging exam prep course is for candidates looking for LIVE or ONLINE instruction with in-depth, hands-on practical labs to master essential career skills and knowledge. Taught in 5 weeks, the course is great for retention and skill competency. The National Exam is held on the 6th week.



Participants receive:

- Live classroom (or) video from home lecture on key topics like biomechanics, exercise physiology and more
- Live fitness center hands-on practical training labs with role-playing drills
- 200 page student workbook
- Optional employer internship that can walk you into a job!

ONLINE CLASSROOM/LIVE PRACTICAL FORMAT

Date: 2019 TBA **Video Lecture Time:** 24/7

Hands-On Time: 1:00-4:00pm

Location: Online/Around the Clock Fitness

Audience: Career seekers with at least a high school diploma

Presenter: WITS **Fee:** \$749

Course #: TBA

Register: <http://www.fgcu.edu/CEd/fort-myers-personal-fitness-trainer-certification.html>

Wedding Planning Certification



Our goal is to bring a higher level of professionalism to the wedding industry by offering Certification courses that are informative, practical, accessible and affordable to those who are considering a career as a wedding planner.

Knowing that success in the wedding planning industry is achieved through hard work, patience, experience and ongoing education, we strive to offer programs that give our students the best chance at professional and personal growth. The Bridal Society's Certification Course has been developed in cooperation with hospitality professionals from across the country. The *Certified Wedding Venue Professional* designation is for employees at any venue which hosts weddings. The *Certified Wedding Planner* designation is for students and wedding planners with all levels of experience.

Participants receive:

- Direct interaction with a seasoned wedding planner
- One-on-one contact to ensure practical knowledge
- Answers to your specific questions instantly
- 80-page Wedding Planning manual
- Bridal Society certification for life, no expiration date

CERTIFIED WEDDING VENUE PROFESSIONAL

Date, Time: 2019 TBA

Location: FGCU Main Campus, Cohen Center

Audience: Career seekers with at least a high school diploma

Presenter: The Bridal Society **Fee:** \$495 (super early bird)

Course #: TBA

Register: <http://www.fgcu.edu/CEd/fort-myers-wedding-planning-certification.html>

CERTIFIED WEDDING PLANNER

Date, Time: 2019 TBA

Location: FGCU Main Campus, Cohen Center

Audience: Career seekers with at least a high school diploma

Presenter: The Bridal Society **Fee:** \$495 (super early bird)

Course #: TBA

Register: <http://www.fgcu.edu/CEd/fort-myers-wedding-planning-certification.html>



Fundamentals of Project Management

Learn a process and tools for successful management of projects. Workshop is divided into two areas: planning of a project and then implementing and monitoring the project plan. Using actual workplace projects, learn how to construct the project plan; compare actual project schedule and budget with the planned schedule and budget; and, determine any variances which may have occurred. Then determine what actions should be taken given the variances found.

As a result of taking part in this workshop, participants will:

- Gain a strong working knowledge of the basics of project management
- Identify and manage potential risks of a project
- Design project plans to include all necessary information (i.e., project scope, performance measurement baselines, budget, etc.)
- Benefit from developing efficient techniques for managing each phase of the project

Date: TBA **Time:** 8:00am-5:00pm

Location: FGCU Main Campus, Cohen Center Rm-162

Audience: Professionals in service and manufacturing settings

Presenter: Dr. Robert Peterson **Fee:** \$125

Course #: TBA

Register: <https://registerce.asapconnected.com>

Financial Series for New Executive Directors, Supervisors, Staff and Board Members

This series of workshops is related to financial management of non-profit organizations. The series is composed of three programs, which will help individuals in organizations understand how important the financial aspect is. The series will address the needs of executives, supervisors, staff members and board members to ensure every level of an organization has an understanding of financial management.

Workshop Topics and Focus:

- Financial Management for Non-Accountants
- Effective Management and Oversight of a Non-Profit Using Financial and Non-Financial Data
- Presenting Meaningful Financials that Truly Inform the Board

As a result of taking part in this workshop, participants will:

- Gain knowledge on how to review financial reports and data to help their organization grow
- Understand how to examine metrics for financial and non-financial data
- Learn how to understand present financial and non-financial information to higher ups

Financial Management for Non-Accountants

Date: Aug 1, 2018

Time: 9:00am-12:00pm

Location: FGCU Main Campus,

Audience: New executives, supervisors, staff members and board members in non-profit agencies

Presenter: Ike Lichtenstein & Stefani Guterrez

Fee: \$29 session/\$69 series

Course #: CE3043

Register by: 7/26/2018

Register: [https://registerce.asapconnected.com/](https://registerce.asapconnected.com/#EventID=1128301)

#EventID=1128301

Effective Management and Oversight of a Non-Profit...

Date: Aug 8, 2018

Time: 9:00am-12:00pm

Location: FGCU Main Campus

Audience: New executives, supervisors, staff members and board members in non-profit agencies

Presenter: Ike Lichtenstein & Dr. Darlene Andert

Fee: \$29 session/\$69 series

Course #: CE3044

Register by: 8/1/2018

Register: [https://registerce.asapconnected.com/](https://registerce.asapconnected.com/#EventID=1128299)

#EventID=1128299

Presenting Meaningful Financials that Truly Inform...

Date: Nov 19, 2018

Time: 9:00am-12:00pm

Location: FGCU Main Campus

Audience: New executives, supervisors, staff members and board members in non-profit agencies

Presenter: Ike Lichtenstein & Dr. Darlene Andert

Fee: \$29 session/\$69 series

Course #: CE3045

Register by: 8/8/2018

Register: [https://registerce.asapconnected.com/](https://registerce.asapconnected.com/#EventID=1128306)

#EventID=1128306

Programs in Operational Excellence

The Operational Excellence series is applicable to professionals in every industry - healthcare, service, financial, government, construction, education, and manufacturing industries. This workshop will provide you with an understanding and application of key elements of Operational Excellence - strategic approach, cultural leadership, project management tools selection and use, and problem-solving tools selection and use. When you go back to work, you will immediately add value and contribute to the successful achievement of strategies and initiatives resulting in improved customer satisfaction, increased financial and business results, and an engaged workforce!

Workshop Topics and Focus:

- Winning Strategies with a High-Performing Culture
- Lean White Belt for Daily Lean
- Advanced Project Management Tools

As a result of taking part in this workshop, participants will:

- Learn to set up and successfully manage a practice project through all phases
- Receive the instructor's book, *Project Management for Success Handbook*, along with the companion, *Project Management for Success Toolbox*

Winning Strategies with a High-Performing Culture

Date, Time Location: TBA/On-Demand Offering

Audience: Leaders, managers and professionals of every industry

Presenter: Rod Baxter

Fee: Varies

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Lean White Belt for the Daily Lean

Date: Sep 10, 2018 **Time:** 8:00am-5:00pm

Location: FGCU Main Campus, Cohen Center Rm-213

Audience: Leaders, managers and professionals of every industry

Presenter: Rod Baxter

Fee: \$165

Course #: CE3127

Register by: 9/12/2018

Register: <https://registerce.asapconnected.com/>

#CourseID=168855

Advanced Project Management Tools

Date: Nov 19, 2018 **Time:** 8:00am-5:00pm

Location: FGCU Main Campus, Cohen Center Rm-213

Audience: Leaders, managers and professionals of every industry

Presenter: Rod Baxter

Fee: \$165

Course #: CE3128

Register by: 7/11/2018

Register: <https://registerce.asapconnected.com/>

#CourseID=149898

Advanced Tools for Experienced Project Manager

This workshop will guide participants through the seven-step project management process defined in *Project Management for Success Handbook*. Participants will learn and practice setting up and successfully managing a project through all phases, including team recognition and celebration! Topics covered include: constructing project charter; collecting project requirements; creating project resource plan, work breakdown and project schedule; building teams, managing conflict, and gaining consensus; managing issues, risks, and changes; managing project quality and procurement financial reporting; and, conduct lessons-learned session.

As a result of taking part in this workshop, participants will:

- Learn to set up and successfully manage a practice project through all phases
- Receive the instructor's book, *Project Management for Success Handbook*, along with the companion, *Project Management for Success Toolbox*

Date: Nov 19, 2018

Time: 8:00am-5:00pm

Location: FGCU Main Campus, Cohen Center Rm-213

Audience: Professionals possessing a working knowledge of the basics of project management

Presenter: Rod Baxter

Fee: \$165

Course #: CE3128

Register by: 11/14/2018

Register: <https://registerce.asapconnected.com/>

#CourseID=149898

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Planning and Leading Successful Negotiations

Planning and leading successful negotiations is a high-energy, interactive workshop utilizing role-play exercises, experiential discussions, templates, and tools to develop negotiation skills. If you are in a leadership role, sales, procurement, project management, or another role requiring internal or external negotiations, this workshop is for you.

As a result of taking part in this workshop, participants will:

- Add immediate value to their organization as a negotiator.
- Receive Negotiator Workbook

Date, Time, Location: TBA/On-Demand Offering

Audience: Professionalism service and manufacturing settings

Presenter: Rod Baxter

Fee: Varies

**We can customize this professional development and training program specifically for a company, organization or association allowing us to focus on your workplace/industry environment. Presentations can be held at your premises, the FGCU campus or FGCU Continuing Education facilities in Collier and Charlotte County.*



Certificate in Data Analysis

Data Analysis is quickly becoming one of the most sought-after skills in the workplace. Companies have vast amounts of data, but it is rare to have someone with the ability to analyze that data to see trends and make predictions. Add a whole new skill set to your portfolio and make a big difference in the success of your organization by acquiring data analysis skills.

Whether your business is home based or a large company, this certificate will take you to the next level where important decision-making is concerned.

As a result of taking part in this workshop, participants will:

- Gain a basic understanding of how to analyze data in a business setting
- Analyze statistics behind group differences and relationships.
- Learn how to perform inquiries related to your organization and communicate findings through graphs/text for fellow employees to understand

Date: Sept 4-Nov 30, 2018

Time: 24 hrs/day

Location: Online

Audience: Employees, Managers, Business Owners

Presenter: UGotClass

Fee: \$165

Course #: N/A

Register by: 9/3/2018

Register: <http://www.yougotclass.org/courses.cfm/FGCU/Certificate-in-Data-Analysis>

**We also offer a Self Study Option: Start and End Anytime. Students can always transfer into a regularly scheduled class with a teacher.*

Lean Six Sigma Black Belt

The Lean Six Sigma Black Belt body of knowledge: (1.) the lean aspect deals with identifying and reducing/eliminating wastes in organization processes. It also points out the value added and non-value added attributes of a process and how to modify that process to reduce the non-value attributes and enhance the value added aspects. (2.) using the Define, Measure, Analyze, Improve and Control model, the six sigma aspect focuses on reducing defects in products and services while reducing the amount of variation taking place within a process.

As a result of taking part in this workshop, participants will:

- Gain an in-depth understanding of the theory and practice of Lean Six Sigma
- Identify a problem within their own an organization which can benefit from improvement
- Apply the lean six sigma process and tools to that workplace issue in ways that can be used to reduce costs, increase revenues or both

Date, Time, Location: TBA/On-Demand Offering

Audience: Professionalism service and manufacturing settings

Presenter: Dr. Robert Peterson

Fee: Varies

**We can customize this professional development and training program specifically for a company, organization or association allowing us to focus on your workplace/industry environment. Presentations can be held at your premises, the FGCU campus or FGCU Continuing Education facilities in Collier and Charlotte County.*

Six Sigma Green Belt Certificate

Six Sigma professionals are in strong demand by organizations around the world. On the front-lines of Six Sigma efforts are Green Belts. LERN's Green Belt training teaches participants problem-solving skills, using the DMAIC (Define, Measure, Analyze, Improve and Control) model. After completing this challenging course, Six Sigma Green Belts serve their organizations as a trained specialist able to work on Six Sigma projects that benefit the organization.

As a result of taking part in this workshop, participants will:

- Learn critical skills required for Six Sigma practitioners
- Understand the background behind the program and why it works
- Explore process analysis, data collection and analysis, probability and valid statistical conclusions as well as hypothesis testing
- Learn how to improve and control processes

Date: Sept 4-Nov 30, 2018

Time: 24 hrs/day

Location: Online

Audience: Professionalism service and manufacturing settings

Presenter: UGotClass

Fee: \$495

Course #: N/A

Register by: 9/3/2018

Register: <http://www.yougotclass.org/courses.cfm/FGCU/Six-Sigma-Green-Belt-Certificate>

Retirement Planning



Making Retirement the Happiest Time of Your Life

This program is based on a proven system that has worked for CEOs, entrepreneurs, and everyone who strives for the feeling of success in this new chapter of our lives. It takes a structured approach to help you shift your thinking from where you are now to where you want to be so that retirement is the best time of your life. Learn the skills and receive guidance, support, and insight to successfully make the shift from our careers to whatever we want the next phase to be.

As a result of taking part in this workshop, participants will:

- Demystify fears of this post-career phase of your life
- Find maximum fulfillment in all areas of your life
- Truly make this the best part of your life
- Ensure important relationships survive the transition

Date, Time, Location: TBA/On-Demand Offering

Audience: Individuals/couples nearing retirement or recently retired

Presenter: Marianne Oehser **Fee:** \$129 singles/\$159 couples

**We can customize this professional development and training program specifically for a company, organization or association allowing us to focus on your workplace/industry environment. Presentations can be held at your premises, the FGCU campus or FGCU Continuing Education facilities in Collier and Charlotte County.*

Financial Strategies for Successful Retirement

Preparing for retirement is probably the single, most important financial challenge you face today! In the past few years, many workers have postponed retirement due to the changing economy, lack of faith in Social Security and Medicare, or because they can't quite afford to retire due to debt or inadequate retirement savings to meet anticipated needs. Investing a few hours of your time in this course can pay off immediately. Gain confidence in your financial decision-making ability so that later on you may be better prepared to face the challenges and enjoy the rewards retirement can bring.

As a result of taking part in this workshop, participants will:

- Receive a color-illustrated, over 200-page workbook packed with information, questions, exercises, and worksheets
- Receive help answering the following questions:
- How can I plan for a comfortable retirement?
- Can I retire early?
- How can I manage my tax liability?
- How can I use stocks, mutual funds, bonds, and other investment vehicles?
- How can I provide for my heirs?

Date: Feb 5-7, 2019

Time: 6:00pm-8:00pm

Location (2 options): FGCU Main Campus/Naples Center

Course #: CE3141/CE3141

Register by: 2/1/19

Date: Feb 12-14, 2019

Time: 6:00pm-8:00pm

Location (2 options): FGCU Main Campus/Naples Center

Course #: CE3143/CE3144

Register by: 2/8/19

Date: Feb 26-28, 2019

Time: 6:00pm-8:00pm

Location (2 options): FGCU Main Campus/Naples Center

Course #: CE3145/CE3146

Register by: 2/22/19

Date: Mar 5-7, 2019

Time: 6:00pm-8:00pm

Location (2 options): FGCU Main Campus/Naples Center

Course #: CE3147/CE3148

Register by: 3/1/19

Date: Mar 19-21, 2019

Time: 6:00pm-8:00pm

Location (2 options): FGCU Main Campus/Naples Center

Course #: CE3149/CE3150

Register by: 3/15/19

Date: Mar 26-28, 2019

Time: 6:00pm-8:00pm

Location (2 options): FGCU Main Campus/Naples Center

Course #: CE3151/CE3152

Register by: 3/22/19

**There are 12 course offerings available, please view the full list at the link below:*

Audience: Individuals/couples nearing retirement, already retired, or just beginning to develop your retirement plan

Presenter: Kenneth J. Wise and/or Stefan J. Contorno

Fee: \$79/ \$99 couple

Register: <https://registerce.asapconnected.com/#CourseID=149908>

Retire Rich: Smart Retirement Steps for 20 and 30-somethings

Do you want to achieve financial independence and true freedom to indulge in whatever makes you happy? Do you want to live life to the fullest, while only working when you want to? Imagine how great it would be to spend all of your time doing the things that matter most to you, all the while knowing you are financially secure. Imagine a life filled with enjoyment, leisure, and satisfaction. Envision your future free from the typical 9 to 5 grind. This course will show you how.

The course will also help you avoid being one of the many Americans who struggle financially. It takes planning, but it is attainable and the sooner you begin, the better off you will be! Investing can be intimidating – especially if you have never done it before or know what to do. But it is not that complicated and this course will show you how to budget, plan, and invest for a comfortable, successful retirement and future. This course covers tools that will help you set yourself up for financial success. If you follow the simple, easy to follow principles explained in this course, you will achieve success.

As a result of taking part in this workshop, participants will:

- Develop a plan for how you can invest comfortably and successfully, so you can retire rich
- Understand the best ways for investing and saving
- Gain key educational knowledge to help make smart financial decisions

Date: Sept 4-28, 2018

Time: 24 hrs/day

Location: Online

Audience: Career seekers with a high school diploma

Presenter: UGotClass

Fee: \$195

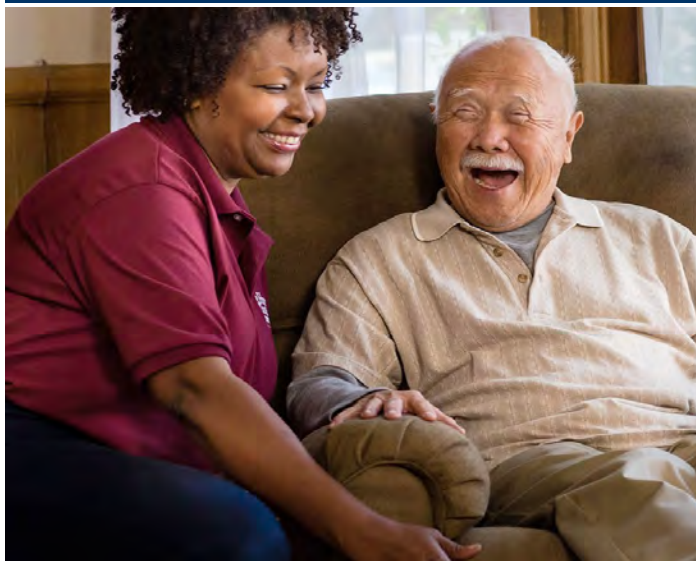
Course #: N/A

Register by: 9/3/2018

Register: <http://www.yougotclass.org/courses.cfm/FGCU/Retire-Rich-Smart-Retirement-Steps-for-20-and-30-somethings>



Senior Living Leadership Certificate



Senior Living Leadership Certificate

As baby boomers retire and growing numbers move into senior living facilities, the need for trained staff will increase exponentially. The industry anticipates a shortfall of qualified workers in a field where starting salaries for professional, administrative and executive personnel range from \$50,000 to more than \$65,000, and with experienced leaders commanding upwards of \$200,000.

Senior Living Leadership Certificate (SLLC) is a non-credit-bearing program that prepares you for a career in the senior living industry. SLLC includes a blend of gerontology fundamentals classes taught by healthcare professionals and FGCU faculty; leadership and professional development classes taught by senior living industry executive leaders and regional/national subject matter experts; and classes about senior living operations taught by facility practitioners.

Developed in consultation with Southwest Florida senior care executive leadership, the program will focus on the following areas:

- Dynamics of Aging and Senior Living
- Professional Development for Senior Living Community Staff
- Orientation into Senior Living Community Operations

Date, Time, Location: On-Demand Offering

Audience: Students with at least two years of college or equivalent appropriate experience

Presenter: Various Instructors **Fee:** Varies

For inquiries, please contact: SLLC@fgcu.edu

**We can customize and deliver this program for employees, organizations, associations, etc., at your premises or ours, face-to-face, via live-streaming or in an online format.*

Social Media & Marketing

Social Media for Business Certificate

Get in on this exciting and growing way to communicate, market and serve your customers and clients. For businesses, non-profits, government, and other organizations. From Facebook to Twitter, blogging, YouTube, LinkedIn, and more, discover the new principles of communication that apply across all networks.

Whether you are new to social networks or already involved, you will come away with both an understanding of social networks and practical, how-to techniques to integrate social networks into your organization or business.

As a result of taking part in this workshop, participants will:

- Discover how social networks are used to develop a two-way communication and marketing strategy for companies
- Create a plan of action to integrate social media into your organization's communication and marketing practices
- Gain knowledge on how different platforms of social media can advance your organization

Date: Sept 4-Nov 30, 2018

Time: 24 hrs/day

Location: Online

Audience: Managers, employees and entrepreneurs

Presenter: UGotClass

Fee: \$495

Course #: N/A

Register by: 9/3/2018

Register: <http://www.yougotclass.org/courses.cfm/FGCU/Social-Media-for-Business-Certificate>

Instagram for Business

With over 100 million users, Instagram is a marketing gold mine. Discover ways to have your audience generate excellent content for you. Build your community while doing it. Learn how to make hashtags work for you, how to make and keep your followers happy and how a small input can cause exponential growth. We'll also explore Do's and Don'ts of Instagram to get you on the fast track to success. Make the most of Instagram and lead your business to unending exposure.

As a result of taking part in this workshop, participants will:

- Learn basic and advanced functions of Instagram
- Gain skills necessary to form a voice for an Instagram account used for business
- Discuss how businesses are using Instagram to increase brand loyalty and awareness
- Discover ways to build an active following
- Learn how to creatively entertain and engage your audience so your customers do the marketing for you

Date: Sept 4-28, 2018

Time: 24 hrs/day

Location: Online

Audience: Managers, employees and entrepreneurs

Presenter: UGotClass

Fee: \$195

Course #: N/A

Register by: 9/3/2018

Register: <http://www.yougotclass.org/courses.cfm/FGCU/Instagram-for-Business>

Digital Marketing Certificate

Come get a fundamental yet advanced introduction to eMarketing, including improving email promotions, analyzing your web site traffic, doing search engine optimization, and how to successfully employ online advertising.

Relevant for any type of organization, including businesses, companies, non-profits, and government agencies. No eMarketing experience or expertise is necessary. If you are already at an advanced level, your instructors are experts and can provide the latest most advanced information and answer your toughest questions.

As a result of taking part in this workshop, participants will:

- Discover how to improve email promotions
- Analyze email response rates through tracking and testing
- Ensure that you are boosting your website traffic
- Understand what makes your website attractive to visitors and how to increase your results
- Gain the skills to make online advertising work for you and your organization
- Learn how pay-per-click advertising works
- Discover the importance within Facebook advertising to determine demographics and the number of people you want to reach

Date: Sept 4-Nov 30, 2018

Time: 24 hrs/day

Location: Online

Audience: Managers, employees and entrepreneurs

Presenter: UGotClass

Fee: \$495

Course #: N/A

Register by: 9/3/2018

Register: <http://www.yougotclass.org/courses.cfm/FGCU/Digital-Marketing-Certificate>



Social Media Marketing Courses

Build relationships, drive repeat business and attract new customers.

Various programs offered online for individual students.

**We can customize and deliver programs for organizations, associations, etc., at your premises or ours.*

Call us to find out more information on course registration

(239) 745-4700



Google Tools Certificate

Increase your online savvy and ability to position yourself and your organization for greater success. Experience the interaction and big takeaways from studying with top notch professionals. Your instructors not only work with these tools every day, but speak at national conferences and train others. Your teachers have tips you have not discovered yet.

As a result of taking part in this workshop, participants will:

- Learn more about Google Analytics, Google apps for business and Google+
- Gain new tips and techniques to help increase productivity, effectiveness and even profitability for your work
- Discover ways to use these tools for networking, marketing and knowledge building
- Expand your social media platforms to newer, emerging platforms

Date: Sept 4-Nov 30, 2018

Time: 24 hrs/day

Location: Online

Audience: Managers, employees and entrepreneurs

Presenter: UGotClass

Fee: \$495

Course #: N/A

Register by: 9/3/2018

Register: <http://www.yougotclass.org/courses.cfm/FGCU/Certificate-in-Google-Tools>

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Facebook for Business

Find out what goes on behind the scenes on Facebook Pages and how to increase the chances that your message is seen and acted on. Discuss how to adapt your marketing message for the Facebook platform and how to integrate Facebook across all marketing areas. This is an advanced class and assumes you have started a Page on Facebook and have some basic knowledge of the platform. It includes the most current updates Facebook has made to Pages.

As a result of taking part in this workshop, participants will:

- Understand how to effectively status, photos, links, tagging and other Facebook features for business
- Discover new tools and proven techniques to increase business and expand your reach
- Learn how to develop a strategy to engage potential customers on Facebook
- Know how to create a marketing campaign and how it keeps people coming back to your business' page

Date: Oct 1-26, 2018

Time: 24 hrs/day

Location: Online

Audience: Managers, employees and entrepreneurs

Presenter: UGotClass

Fee: \$245

Course #: N/A

Register by: 9/30/2018

Register: <http://www.yougotclass.org/courses.cfm/FGCU/Facebook-for-Business>

Supervisory Training

First Time Supervisor Training

Being in a management role for the first time can be overwhelming. The new supervisor is responsible, often for the first time, for the activities of another employee. He or she is often alone, stuck in the middle. Getting promoted to management is a huge accomplishment, however it's also a very big challenge. In this training class you'll learn the skills necessary to motivate others to go out of their way for the team.

As a result of taking part in this workshop, participants will:

- Learn effective coaching skills
- Conduct an effective performance appraisal
- Manage the problem employee; resolve conflict
- Develop a high-performance work team
- Enhance time management and delegation skills
- Understand how to motivate yourself and those who report to you

Date: Oct 10-Dec 5, 2018

Time: 1:30pm-4:30pm

Location: FGCU Main Campus

Audience: New/aspiring supervisors, or experienced supervisors seeking skills enhancement

Presenter: Dr. Robert Person

Fee: \$265

Course #: CE3140

Register by: 10/4/2018

Register: <https://registerce.asapconnected.com/#EventID=1123702>

Date: May 1-Jun 19, 2019

Time: 1:30pm-4:30pm

Location: FGCU Main Campus

Audience: New/aspiring supervisors, or experienced supervisors seeking skills enhancement

Presenter: Dr. Robert Peterson

Fee: \$265

Course #: CE3153

Register by: 4/26/2019

Register: <https://registerce.asapconnected.com/#EventID=1123707>

Date, Time, Location: TBA/On-Demand Offering

Audience: New/aspiring supervisors, or experienced supervisors seeking skills enhancement

Presenter: Dr. Robert Peterson

Fee: Varies

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Dynamics of Supervision I

Designed for the newly promoted supervisor, the aspiring supervisor, or the experienced supervisor desiring to expand their "tool box." Dynamics of Supervision was created to meet the needs of a continuously changing work force and the ever-greater demands upon supervisors. The course includes three distinct modules each focusing on specific skill sets, including role play, case studies, group discussion and projects. Each module is scheduled such that participants attend once a week for 3 hours over 6 weeks. The trainer will visit each participant at his or her work-site.

As a result of taking part in Dynamics of Supervision I, participants will learn about:

- The transition from worker to supervisor
- Understanding delegating and empowering, coaching, and motivating
- Exceptional customer service
- Stages of TEAM growth, and characteristics of an effective TEAM leader

Date: Oct 11-Nov 15, 2018 **Time:** 9:00am-12:00pm

Location: Herald Court Centre, Punta Gorda

Audience: New/aspiring supervisors, or experienced supervisors seeking skills enhancement

Presenter: Dr. Robert Peterson **Fee:** \$185

Course #: HCP179 **Register by:** 10/6/2018

Register: <https://registerce.asapconnected.com/#EventID=1118825>



Dynamics of Supervision II

Designed for the newly promoted supervisor, the aspiring supervisor, or the experienced supervisor desiring to expand their “tool box”. Dynamics of Supervision was created to meet the needs of a continuously changing work force and the ever-greater demands upon supervisors. The course includes three distinct modules each focusing on specific skill sets, including role play, case studies, group discussion and projects. Each module is scheduled such that participants attend once a week for 3 hours over 6 weeks. The trainer will visit each participant at his or her work-site.

As a result of taking part in Dynamics of Supervision II, participants will learn about:

- Listening/communication skills; effective interviewing
- Performance appraisal systems; corrective action and feedback
- Preventing workplace violence
- Continuous improvement through employee involvement

Date: Jan 10-Feb 21, 2019 **Time:** 9:00am-12:00pm

Location: Herald Court Centre, Punta Gorda

Audience: New/aspiring supervisors, or experienced supervisors seeking skills enhancement

Presenter: Dr. Robert Peterson **Fee:** \$185

Course #: HCP180 **Register by:** 1/4/2019

Register: <https://registerce.asapconnected.com/#EventID=1118826>

Dynamics of Supervision III

Designed for the newly promoted supervisor, the aspiring supervisor, or the experienced supervisor desiring to expand their “tool box”. Dynamics of Supervision was created to meet the needs of a continuously changing work force and the ever-greater demands upon supervisors. The course includes three distinct modules each focusing on specific skill sets, including role play, case studies, group discussion and projects. Each module is scheduled such that participants attend once a week for 3 hours over 6 weeks. The trainer will visit each participant at his or her work-site.

As a result of taking part in Dynamics of Supervision III, participants will learn about:

- Ethics
- Quality improvement
- Management styles; quality concept (Kaizen); right brain vs left; Theory X and Theory Y
- Emotional intelligence

Date: Feb 28-Apr 4, 2019 **Time:** 9:00am-12:00pm

Location: Herald Court Centre, Punta Gorda

Audience: New/aspiring supervisors, or experienced supervisors seeking skills enhancement

Presenter: Dr. Robert Peterson **Fee:** \$185

Course #: HCP181 **Register by:** 2/23/2019

Register: <https://registerce.asapconnected.com/#EventID=1118827>

Supervisory and Leadership Certificate

Your employees are your most valuable resources. Ensuring the efficiency of your team is the key to your success and is your most important responsibility. Get practical, easy to understand, and insightful methods for new and even experienced supervisors and managers.

As a result of taking part in this workshop, participants will:

- Learn effective delegation, performance management, and writing performance reviews
- Explore roles and responsibilities of a supervisor
- Learn strategies for improving overall effectiveness as a leader
- Gain practical information, tips and techniques applicable to any leader

Date: Sept 4-Oct 26, 2018 **Time:** 24 hrs/day

Location: Online

Audience: Managers, employees and entrepreneurs

Presenter: UGotClass **Fee:** \$395

Course #: N/A **Register by:** 9/3/2018

Register: <http://www.yougotclass.org/courses.cfm/FGCU/Supervisory-and-Leadership-Certificate>

Workplace Diversity

Attract/Keep Millennials in the Work Environment

Millennials have become the single largest generational segment in the US, having surpassed both Gen-Xers and Baby Boomers. Pinpoint the things millennials want in a career and implement change in your organization to attract and keep them. A Gallup certified coach walks you through ten years of Gallup's data on this ambitious demographic to give you a complete understanding of what makes them tick.

As a result of taking part in this workshop, participants will:

- Adapt to the increasing demands of millennials on employers
- Create engaged employees and save valuable dollars in turn-over costs
- Give bright qualified job candidates the opportunity to benefit your company

Date, Time, Location: TBA/On-Demand Offering

Audience: Business owners, Managers, HR Professionals

Presenter: Mary LaRocque **Fee:** Varies

**We can customize this professional development and training program specifically for a company, organization or association allowing us to focus on your workplace/industry environment. Presentations can be held at your premises, the FGCU campus or FGCU Continuing Education facilities in Collier and Charlotte County.*

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Building a Gender Diverse Workforce

It takes two to Tango. Find out how gender balance affects behavior in the workplace and impacts culture and social environment. Get a clear understanding of what women in the workforce are seeking versus their male counterparts. Hear from a Gallup Certified coach the data and recommendations based on Gallup's 50-year research on women in the workforce. Diversity — a word synonymous with change and difference — is necessary for success in any business environment. Understand how you can implement changes — some surprisingly minor — to attract and retain engaged female employees.

As a result of taking part in this workshop, participants will:

- Provide support to members of your organization
- Build community
- Increase your company's emotional intelligence
- Improve employee well-being through satisfaction

Date, Time, Location: TBA/On-Demand Offering

Audience: Business owners, Managers, HR Professionals

Presenter: Mary LaRocque **Fee:** Varies

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Dealing with Difficult People in the Workplace

Dealing with difficult personalities and broaching challenging subjects is a workplace necessity and takes skill, tact, and confidence. Gain skills to be an effective team member and leader in the workplace by taking control of the conversation, managing your reactions, and navigating problematic interactions with ease. These skills will guide you to find your voice and communicate effectively in workplace interactions, making day-to-day interactions run smoothly.

As a result of taking part in this workshop, participants will:

- Effectively communicate in workplace interactions ensuring that they run smoothly.
- Learn your communication style and how it connects to others' in the workplace.
- Gain skills to promote respect and inclusion with interactions.
- Maintain composure throughout difficult topics and situations.

Date: Sept 4-28, 2018

Time: 24 hrs/day

Location: Online

Audience: Business owners, Managers, HR Professionals

Presenter: UGotClass

Fee: \$245

Course #: N/A

Register by: 9/3/2018

Register: <http://www.yougotclass.org/courses.cfm/FGCU/Workplace-Conflict-Solutions-Certificate/Dealing-with-Difficult-People-in-the-Workplace>

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Female Bullying in the Workplace

Recently we have seen an upsurge of individuals claiming bullying in the workplace. The phenomenon of females being bullied by other females has been discussed in recent years in the media but little has been done to combat or try to deal with the problem. Both females and males need to understand about relational aggression in the workplace.

As a result of taking part in this workshop, participants will:

- Identify elements that constitute workplace bullying and the differences in how men and women express it.
- Distinguish and properly address workplace bullying.
- Understand strategies to counteract workplace bullying.

Date: Oct 1-26, 2018

Time: 24 hrs/day

Location: Online

Audience: Employees, Managers, HR Professionals

Presenter: UGotClass

Fee: \$195

Course #: N/A

Register by: 9/30/2018

Register: <http://www.yougotclass.org/courses.cfm/FGCU/Workplace-Conflict-Solutions-Certificate/Female-Bullying-in-the-Workplace>

FREQUENTLY ASKED QUESTIONS

HOW DO I REGISTER?

1. Online: Register safely and securely via credit card for classes by subject, instructor or location at <https://registerce.asapconnected.com>
2. Phone: Our customer service representatives would be glad to register you via credit card by calling 239-745-4700
3. In Person: Use a credit card or check (sorry no cash accepted) at one of our Office of Continuing Education locations:
 - FGCU Campus, 10501 FGCU Blvd. S., Edwards Hall—Suite 313, Fort Myers, FL 33965, (239) 745-4700
 - 1010 5th Avenue South, Naples, FL 34102, (239) 434-4737
 - Herald Court Centre, 117 Herald Court, Suite 211, Punta Gorda, FL 33950, (941) 505-0130

WHO CAN TAKE CONTINUING AND PROFESSIONAL EDUCATION COURSES?

Courses are open to anyone 18 years of age or older (unless specifically indicated otherwise). There are generally no prerequisites although certain certificate programs/career training may require a high school diploma.

DO YOU RETAIN RECORDS OF PROGRAMS I HAVE TAKEN?

Yes, we can confirm your attendance in our programs. Furthermore, some of our programs include a Certificate of Completion—if included this is mentioned in the course description. We cannot provide transcripts as transcripts are only applicable to college credit programs. Information we can provide about you to a third party, for example, a hiring manager is limited to ***Dates of Attendance***. All third party requests must be made in person or in writing.

WHAT ARE PARKING ARRANGEMENTS?

Programs held on the FGCU main campus during normal school hours require students to obtain a parking permit at the main entrance. There is ample free parking at the Office of Continuing Education locations in Collier and Charlotte county—no parking pass is required.

DOES OFFICE OF CONTINUING EDUCATION OFFER ANY FINANCIAL AID?

All of our programs are non-credit, i.e., cannot be used towards a degree and therefore do not qualify for federal financial aid. However, we do work with Vocational Rehab, Workforce Development and MyCAA that offer assistance in funding these programs for individuals who qualify.

WHAT IS YOUR REFUND POLICY?

If you wish to withdraw from a program, please notify the Office of Continuing Education at 239-745-4700 or continuinged@fgcu.edu no later than 5:00 pm three (3) business days prior to the first session of the program in order to receive a refund. Individuals who cancel after the start of a program will not receive a refund. If a program is canceled by FGCU, you will be notified by phone and email, and issued a full refund within 30 business days.

HOW DO I CONTACT OFFICE OF CONTINUING EDUCATION IF I STILL HAVE QUESTIONS?

Phone: 239-745-4700

Email: continuinged@fgcu.edu

GOLF COURSE MANAGEMENT CERTIFICATE PROGRAM



***A HOLE-IN-ONE WEEKLONG SERIES
DESIGNED FOR YOU!***



Sept. 24 - 28, 2018

(Mon-Thurs: 8am - 5pm)

(Fri: 8am - 3pm)

FGCU Main Campus (Presentations)

Accompanying Lab Sessions held at local golf courses

Fees: \$1425

PRESENTED BY DR. JOHN ROGERS III



Prepare for the Florida's Pesticide Application License Exam

Topics include: Introduction to Turfgrass; Soil Science; Turfgrass Fertility, Weeds, Disease, and Insects; Principles of Irrigation; the Business of Golf; and Leadership and Management

For further information:

call (239) 745-4700 or register online at

<https://registerce.asapconnected.com/#EventID=1195708>

Lifelong Learning & Enrichment for Adults, Seniors and Retirees



Lectures, Short Courses, Day Trips & Special Events for Adults, Seniors and Retirees

Typically \$25 per class

Course topics include:

U.S./World Affairs
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History/Law/Government
Religion/Philosophy
Writing Workshops
Technology Workshops
Ecology/Environment
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