

Harper University Course Descriptions & Schedule October 2008 – April 2009

***All courses will be held at the Harper University classroom at
960 North H.C. Mathis Dr. unless noted otherwise.**

All courses start at 8:00 am (yet subject to change)

A minimum of 8 participants is required or the class will be cancelled.

To register for a class, e-mail [HYPERLINK "mailto:bmogan@harper1.com"](mailto:bmogan@harper1.com)

bmogan@harper1.com or call Bill at

270-442-2753 X1716

Legal Issues in Human Resources– (4 hours) Thursday, October 9th – 8 am – 12 Noon
Course required for the Basic Supervisory Certification.

This course will be conducted by faculty of *West Kentucky Community and Technical College (WKCTC)*. Many people in management and supervisory roles do not realize the HR roles and responsibilities that they have. The course is designed to improve the understanding of the legal issues surrounding working with and managing people that all of us face on a daily basis. The focus of the class will be on key federal legislation with which all organizations must comply and the impact that this should have on each supervisor's and manager's approach. Not being familiar with legal expectations for conduct may be leaving both you and the company at risk. The focus and day to day impact of the following will be discussed:

Title VII, Civil Rights Act of 1964

Pregnancy Discrimination Act

Age Discrimination in Employment Act

Americans with Disabilities Act

Civil Rights Act of 1991

Fair Labor Standards Act

Immigration Reform and Control Act

Family and Medical Leave Act

Drug-Free Workplace Act

Uniformed Services Employment and Reemployment Rights Act

Business Communications – (4 hours) Wednesday, October 15th – 8 am – 12 Noon
Course required for the Basic Leadership Certification.

This course will be conducted by faculty of ***West Kentucky Community and Technical College (WKCTC)***. This training will focus on business writing. For those who must write as part of their job, being able to write well is a real career boost. Participants will learn techniques to capture their thoughts on paper so they are strong and persuasive, but at the same time clear, concise, complete, and correct. Participants will gain a greater appreciation for the process of business writing that works.

Have a better grasp of the basics of writing
Practice the ability to write concisely and clearly
Learn the process of gathering material, putting it in a format that addresses the points under discussion, and bringing closure to the situation, through recommendations or next steps
Develop a writing style in keeping with that used by experienced writers
Participants will focus on writing business letters, reports, memos, and e-mail etiquette

Performance Management – (8 hours) Wednesday, November 12th – 8 am – 4 PM
Course required for the Advanced Supervisory Certification.

This course will be conducted by faculty of ***West Kentucky Community and Technical College (WKCTC and HII Talent Development)***. Performance Management (PM) is a process that ties employee's job performance to the company's goals. PM measures an employee's contribution to the company's success, establishes an ongoing discussion between supervisor and employee more than just once a year during a performance review and identifies an employee's developmental needs for the future.

Define Performance Management
Identify the role of the Performance Management Process
Setting performance expectations
Writing SMART goals
Identifying areas for development
Giving and receiving feedback
Coaching techniques
Using the Plateau system for Performance Reviews and Goal Setting

Developing Entrepreneurial Spirit - (4 hours) Thursday, November 20th – 8 am – 12 Noon
No Certification requirement

This course will be conducted by faculty of *West Kentucky Community and Technical College (WKCTC)*. “Intrapreneurship” is used to describe people who function as entrepreneurs within organizations, the “intra-corporate” entrepreneur. Participants learn that within organizations, intrapreneurs take new ideas and turn them into profitable realities. They introduce new products, processes, and services, which in turn enable the company as a whole to grow and benefit. They take “ownership” of their areas of responsibility. Being an intrapreneur is a “state of mind.”

Understand the principles of intrapreneurship
Learning to think creatively and acting innovatively
Understand the obstacles of intrapreneurship and ways to overcome them
Develop an environment to support intrapreneurship
Understand the benefits of an intrapreneural culture

Motivating Others – (8 hours) Wednesday, December 3rd – 8 am – 4 PM
Course required for the Advanced Supervisory Certification.

This course will be conducted by faculty of *West Kentucky Community and Technical College (WKCTC)*. Employees who feel valued and recognized for the work they do are more motivated, responsible and productive. This training will help supervisors create a more dynamic, loyal, and energized workplace. The training will help participants appreciate and understand what employees want and to provide them with a starting point for creating champions.

Identify what motivation is
Learn about common motivational theories and how to apply them
Learn when to use the carrot, whip, and the plant
Discover how fear and desire affect employee motivation
Explore ways to create a motivational climate and design a motivating job

Microsoft Excel (Intermediate to Advanced level) - (6 hours) Wednesday, December 17th
– 8 am – 2 PM
Course required for the Basic IT Certification. . This course is held at West Kentucky Community and Technical College in the Nemer Building, room 118.

This course will be conducted by faculty of *West Kentucky Community and Technical College (WKCTC)*. Participants use Excel to create, edit, and print spreadsheets. Topics include formatting, business graphics, and use of formulas.

- I. Getting Started with Excel
Defining Spreadsheet Software

- Opening and Saving a Workbook
- Entering Labels and Values
- Using Help
- Previewing and Printing a Workbook
- Building and Editing Worksheets
- Planning and Designing a Worksheet
- Editing Cell Entries and Working with Ranges
- Excel Functions
- Copying and Moving Cell Entries
- Relative and Absolute Cell References
- Copying and Moving Relative and Absolute Cell References
- Naming and moving a sheet
- Formatting a Worksheet
- Formatting Values
- Adjusting Column Widths
- Colors, Patterns, and Borders
- Using Fonts and Font Sizes
- Insert and Delete Rows and Columns
- Working with Charts
- Creating a Chart
- Moving and Resizing a Chart
- Formatting and Enhancing a Chart
- Previewing and Printing a Chart

Microsoft Outlook (Intermediate to Advanced level - (4 hours) Thursday, January 8th – 8 am – 12 Noon

Course required for the Basic IT Certification. This course is held at West Kentucky Community and Technical College in the Nemer Building room, 118.

This course will be conducted by faculty of *West Kentucky Community and Technical College (WKCTC)*. Participants will learn to take advantage of the communication and personal information management power of Outlook. Emphasis will be on management of calendar, contacts, personal information, and messages.

- Introduction to Microsoft Outlook
- Working with e-mail
- Working with contacts and the address book
- Using instant messaging and newsgroups
- Working with the calendar
- Creating tasks, making notes and keeping a journal
- Dealing with Outlook security
- Customizing Outlook

Problem Solving & Root Cause Analysis - (12 hours)

Part I – Wednesday, January 21st – 8 am – 2 PM.

Part II – Thursday, January 22nd – 8 am – 2 PM

Course required for the Basic Leadership Certification.

This course will be conducted by faculty of ***West Kentucky Community and Technical College (WKCTC)***. Problem Solving/ Root Cause Analysis teaches a structured model of problem solving. This model utilizes a team approach to problem solving and provides a structured step-by-step format that is easily implemented in any setting. A variety of problem solving tools are presented. Participants get experience using these tools by working on simulated problems. Participants are also asked to bring a real problem from their work setting; participant's problems are discussed in class and worked through the initial steps of the model so that the participant leaves the class with a work in progress.

*The class is most effective when participants attend in teams who can return to the workplace and implement together. Companies who have implemented this approach have been able to solve many long-standing problems and to significantly improve their financial performance.

Problem resolution
Process Improvement
Key topics in problem solving
Problem Solving Methods
Rules of success
Common Problem Solving Pitfalls
Beyond problem solving

Safety at the Point of Performance – (6 hours) Part I – Tuesday, January 27th – 8 am –

12 Noon. Part II – Wednesday, February, 25th – 10 am – 12 Noon.

Course required for the Safety and Risk Management Certification.

This course was developed and is presented by ***Global Performance Solutions***. To achieve excellence in safety requires managers and leaders to coach safe practices at the “point of performance”. These “moments of truth” allow an organization to demonstrate value for safety consistent with the organizations stated values. Put another way this allows an organization to “walk the talk”.

In this session participants will learn how to recognize these moments of truth and will leave with the knowledge and skills to effectively coach employees to establish critical safe work practices. **This course is delivered in two parts separated by 4 weeks with an**

assignment in between dates. Part I is a prerequisite for Part II. During this session participants will learn;

How to observe for critical safe practices

Pinpointing critical practices

How to identify critical behaviors based on historical accidents

The ideal ratio of positive to corrective feedback on performance

How to provide positive and corrective feedback

How to use recognition, celebration and incentives to support a safety culture

* To be most impactful participants should bring accident reports from the previous 1 – 3 years of accidents for their organization. Ideally participants should bring 3 years of accident reports.

Negotiating Skills - (4 hours) Wednesday, February 4th – 8 am – 12 Noon

Course required for the Advanced Leadership Certification.

This course will be conducted by faculty of ***West Kentucky Community and Technical College (WKCTC)***. This course will provide participants with the negotiating skills they need to secure resources. Participants will complete a variety of individual and group activities, skills practices and large group discussions.

Behaviors for negotiating success

Key actions for negotiating resources and purchasing

Planning for productive exchanges

Exploring options

Practicing the negotiations conversation

Closing the loop

Action Planning

Working in Teams - (4 hours) Thursday, February 19th – 8 am – 12 Noon

Course required for the Basic Supervisory Certification.

This course will be conducted by faculty of ***West Kentucky Community and Technical College (WKCTC)***. This course focuses on teams in the work setting. Different types of teams are explored. Participants learn what teams need to be successful and the stages of team development. Special focus is placed on the role of the leader in team function. Team meetings, discussions, decision making and planning are presented. Participants work in teams through a variety of exercises to enhance learning.

Definition of Teams

When teams work best

When individual efforts work best

Kinds of teams
What teams need to succeed
Team charter statements
Stages of team development
Leader's role in each stage of team development
Working in teams
Maintaining an effective team

Basic Leadership Skills – (24 hours)

Part I - Tuesday, March 3rd – 8 am – 4 PM

Part II – Wednesday, March 4th – 8 am – 4 PM

Part III – Thursday, March 5th – 8 am – 4 PM

Course required for the Basic Leadership Certification.

This course will be conducted by faculty of *West Kentucky Community and Technical College (WKCTC)*. There's nothing basic about this course! This course is designed to provide an array of leadership skills packed into a very experiential format; **it is for the experienced supervisor** who has strong basic supervisory skills and is ready to move up to a leadership style. Participants will have the opportunity to learn more about their own leadership and to experience how this impacts their ability to work effectively with others. Each participant will take a number of personal assessments to learn more about his/her own performance. The class members will be formed into two teams to work on an actual work problem. Each team will have a total of four meetings to come up with a solution to the problem and prepare a presentation. All team meetings will be video-taped so that participants can see the group interactions.

Communication/Behavioral Style
Attitudes and Motivators
The power of the team
Changing Roles
Team Development
Meeting Management
First Team Meeting
Processing First Team Meeting
Team Member Selection
Team Effectiveness
Roles of Team Members
Decision Making
Conflict Resolution
Team Meeting 2
Process Team Meeting
Communicating with Stakeholders --Listening

Stakeholder Management
Resolving Conflict
Team Meeting 3
Dealing with Resistance
Influencing Strategies
Team Meeting 4
Team Presentations and Reconciliation
Next Steps
Evaluation

Time Management - (4 hours) Thursday, March 19th – 8 am – 12 Noon
Course required for the Basic Supervisory Certification.

This course will be conducted by faculty of *West Kentucky Community and Technical College (WKCTC)*. This course focuses on helping participants more effectively use their time through awareness and organization. Special emphasis is placed on recognizing what really needs to be done and when. Tools for holding effective and efficient meetings are presented.

What is time management and why is it important?
Recognizing what you have to do (and what you don't)
Setting priorities
The power of delegation
Creating and using a "TO DO" list
Holding Effective Meetings
Avoiding Time Wasters

Business Ethics – (3 hours) Thursday, March 26th – 9 am – 12 Noon
Course required for the Basic Leadership Certification.

This course will be conducted by Harper Industries, Inc. *Corporate Counsel and Ethic Officer*. Course description under development

*Additional courses may be scheduled and communicated in the upcoming weeks.