Continuing Education and Regional Development

Spring 2017
Continuing Education Classes

Classes held in:
Bradford • St. Marys • Warren • Coudersport
Welcome!

Welcome to our Spring 2017 class offerings. Companies and organizations that invest in their employees through training are those companies that are more successful! Ask your supervisor/manager to make an investment in you.

We offer computer training, management and supervision training, and Lean Manufacturing training. All of our training programs can be customized and brought on site for your company or organization.

Our personal enrichment programs give you the opportunity to relax and explore new talents. Register early to ensure that class will be held. Many fill quickly so don’t wait. Register today.

All the best,

Ray Geary, Executive Director

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The mission of the Division of Continuing Education & Regional Development is to assist individuals, organizations and businesses in our region to become more successful by providing education and training opportunities for workforce development, professional development, personal enrichment, youth programming, and community engagement and to provide exceptional conferencing facilities and services to attract camps, conferences, and events to the Pitt-Bradford campus.
Workforce and Professional Development Classes

Blue Print Reading Level 1 - NEW*
This introductory course will cover the basics of understanding how to read and interpret information from blueprints. You will learn how to prepare a "bill of materials" and "quality takeoffs," as well as how to read and follow specifications. You also will learn the various drawing techniques available to communicate ideas. You will complete hands on exercises. This course is designed for shop personnel, quality control technicians and engineering professionals.
4 sessions
M & W, 2/13 – 2/22, 4 – 8 PM, $425
Room 200, Seneca Building

Blueprint Reading for Manufacturing Level 2 - NEW*
This course will build on the previous training from the Level 1 class and will show you how to interpret section views and section cuts. We will discuss training on traditional dimensioning and tolerancing techniques. We also will discuss quality-control formats utilizing the blueprints.
4 Sessions
M & W, 3/13 – 3/22, 4 – 8 PM, $425
Room 200 Seneca Building

ISO 9001:2015 Overview - NEW*
Organizations that use and/or certified to ISO 9001:2008 will be required to be compliant to ISO 9001:2015 within three years of the last certification date. Even with this three-year transition period it is recommended that organizations begin their transition as soon as possible. This course will provide an overview of the ISO 9001:2015 revision with the purpose of explaining the major changes between the current revision ISO 9001:2015 and past revision ISO 9001:2008. The course will also provide suggestions on how to get started on an implementation plan, whether you are transitioning to the 2015 version or just beginning to consider becoming ISO 9001 compliant. Quality managers with executive management should attend.
1 Session
T, 2/28, 8:30 AM – Noon, $155
Room 200, Seneca Building

Lean Six Sigma Training – Green Belt Certification - NEW*
Individuals taking the course are trained to use the Six Sigma methodology (DMAIC). You will learn statistical and lean manufacturing tools to become high-impact problem solvers for your organization. You will participate in 48 hours of lecture and hands-on training. Each session consists of eight hours of training once every three weeks spanning a sixteen-week period. This schedule will allow you time to apply the training you have received by working on your projects. The projects are based on problems specific to your organization, which you are required to complete. The completed projects will demonstrate understanding and application of the knowledge you have gained as part of the training. Upon successful completion of the training and a project, you will be certified as Six Sigma Green Belts. You will receive a training manual and access for mentoring from a certified Six Sigma Master Black Belt instructor. Continental breakfast and lunch is included.
6 Sessions
T, 3/14, 4/4, 4/25, 5/16, 6/6, 6/27, 8 AM – 4:30 PM, $2,500
Room 200, Seneca Building

Lean Six Sigma Overview Workshop - NEW*
Are you considering Lean Six Sigma for your organization but you are not sure what it is or where to get started? In this course you will gain a broad understanding of the Lean Six Sigma methodology for continuous improvement. The course provides an overview of Six Sigma concepts, language and insight into the DMAIC (Define – Measure – Analyze – Improve – Control) process for problem solving. The objective of this course is to provide the information needed to make an informed decision and lay the foundation for successfully implementing Lean Six Sigma in your organization. This course is geared toward executive management looking to or having attempted to implement Lean Six Sigma in their organization.
1 session
T, 2/7, 8:30 AM – Noon, $155
Room 200, Seneca Building

Changeover Reduction using SMED - NEW*
Learn the basic concepts of how to significantly reduce changeover time using the Single Minute Exchange of Dies technique. You will learn the SMED process and how it is used to document the current changeover process and analyze the changeover by identifying wastes and internal and external tasks of the changeover process. You also will learn when it is appropriate to reduce changeover time, how to tie the actions to overall improved company performance, and when it is not appropriate to reduce changeover time and the logic associated with this thinking. You will review other techniques required to support the improved changeover process, such as 5S, standard work and visual management. You will apply the principles to hands-on exercises to reinforce learning.
3 sessions
T, 3/17 - 3/31, 8:30 AM – Noon, $299
Room 200, Seneca Building

800.872.1787 : 814.362.5078 : CONTINED@PITT.EDU : www.UPb.PITT.EDU/CONTINUINGED
Total Production Maintenance (TPM) - NEW*
Learn and review the basic concepts of how to significantly improve overall process effectiveness using Total Production Maintenance techniques. You will understand the elements of the TPM process and how it is used to reduce downtime related to breakdowns, extend the life of equipment by reducing accelerated wear, and improve the overall equipment effectiveness by improving availability, performance and quality. You will learn where it is appropriate to apply TPM and how to tie the actions to overall improved company performance. You will review the other techniques required to support the TPM process, such as 5S, standard work, and visual management and problem solving. You will apply the principles to hands-on exercises to reinforce the learning.
3 Sessions
F, 3/17 – 3/31, 1 – 4:30 PM, $299
Room 200, Seneca Building

Feedback & Communication Skills for Highly Effective Supervisors - NEW*
The quality of the conversations that supervisors and managers have with their employees directly impacts their performance and productivity. This will be a highly interactive and skill-based program, not a PowerPoint presentation, which delivers these six essential feedback and communication skills: giving employees performance feedback to minimize defensiveness and gain cooperation instead; resolving defensiveness if it occurs and the issues that are often behind it; developing two-way manager-employee communication skill so both know the needs and expectations they have of each other; working together effectively, a coaching skill that emphasizes what employees are doing right; effectively listening to defuse negative emotions and avoid misunderstandings; and giving positive feedback effectively, which most supervisors and managers don’t. You will learn through demonstrations, discovery and skill practices, and may contact the trainer after the program for skill reinforcement help.
3 Sessions
TH, 3/2 – 3/16, 9 AM – Noon, $365
Room 200, Seneca Building, 2 Main Street

Emotional Intelligence
What are some behaviors that you use to master your self-awareness, self-management, social awareness and relationship management in your day-to-day dealings with others? This workshop looks at how to practice and master a series of personal competencies (self-awareness, self-regulation and motivation) and social competencies (handling relationships and eliciting desirable responses in others) at the core of our emotional intelligence. The focus is on the inter-relatedness of thoughts, feelings and behaviors, and thinking about what you want, what you’re doing to get what you want, and how it’s all working.
1 Session
TH, 3/23, 1 – 4 PM, $179
Room 200, Seneca Building

Harnessing the Power of Workplace Diversity, Inclusion and Culture - NEW*
Diversity and inclusion affect not only a business’ people and operations internally, but also their customers, suppliers and other external stakeholders. This program is designed to give you a series of specific ideas to harness the power of a diverse workforce to increase productivity, creativity and problem-solving; attract and retain talent; build synergy in teams and enhance communication skills; and increase market share and create a satisfied diverse customer base. Discussions of workplace diversity and inclusion tend to start with the topics of race, ethnicity, gender, sexual orientation and disability. This workshop also addresses generational diversity and how the different generations approach work, work/life balance, employee loyalty, authority and other important issues.
1 Session
TH, 3/23, 8:30 AM – Noon, $179
Room 200, Seneca Building, Bradford

Foundations of Grant Writing
This will be a three-part series class focusing on performance and sustainability, emphasizing developing measurable goals and objectives and creating a project that is sustainable after the grant funding is complete; from competition to collaboration, approaching collaborative and maintaining control of your project with those partners; and a grant writing practicum, working on a grant with assistance from a grant consultant with 35 years’ experience.
3 Sessions
M, 4/3, W, 4/5, M, 4/10 $119
5:30 – 8:30 PM
Room 200, Seneca Building

Doing Business in China
Any business manager, sales, marketing or development staff members who do business in China should attend this fun, informative workshop. You will learn about cultural differences in business, business communications, gift giving, and common Chinese phrases to break the ice. The instructors are faculty from the Confucius Institute.
1 session
W, 4/5, 8:30 – 11:30 AM, $55
Room 200, Seneca Building

Principles of Mediation for Workplace Conflict
Learn how the fundamentals of mediation can be applied to the conflicts that occur in most workplaces. We’ll review the process of mediation and various ideas, tools and techniques that will allow for successful conflict management. We’ll also discuss how to address difficult people and varying cultural differences in the context of workplace disputes. Topics will include conflict type, perception and meaning differences, background and starting point considerations, short-term and long-term solutions and processes, and mediation samples. You will learn how to apply the fundamentals of mediation to successfully resolve disputes. This course is perfect for HR managers, operation managers, team leaders, executives, and other staff members working in teams.
1 session
T, 1/31, 9 AM – Noon, $99
Room 200, Seneca Building

Super Charge Your Leadership Skills - NEW*
Leadership is required to achieve success in any endeavor, yet we rarely analyze the weaknesses that impede us. This lively interactive workshop is 100% focused on YOU, using teamwork exercises guaranteed to make a difference in your life and work. We will address four core leadership skills: effective speaking and listening, delegation, time management and meeting management. The principles taught in this class are applicable for anyone involved with or aspiring to a leadership position in for-profit or nonprofit enterprises.
1 session
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Violent Workplace Emergencies - The Active Shooter
Unfortunately violent workplace emergencies are happening around the country every day. Is your business prepared? Have you thought of your company’s risk and liability in an event such as this? If you think “this can’t happen to you,” you’re wrong. This course is designed to help you prevent, prepare for and react to a violent emergency at the workplace. We’ll discuss steps to identify and mitigate risk, action planning, policy review, and incident response protocol along with additional table-top exercises.
1 Session
F, 4/7, 8 – 11 AM $45
Room 200, Seneca Building

Excel 1 2013
This course will cover basic Excel screen overview, understanding and developing formulas, basic functions (sum, average, max, min), absolute and relative cell referencing, basic formatting, and working with worksheets (inserting, renaming, deleting) and worksheet layout. This will be a fun-filled, fast-paced course.
1 Session
T, 1/24, 1 – 5 PM, $69
Room 200, Seneca Building

Excel 2 2013
In this course you will learn more advanced functions (IF, COUNTIF, SUMIF, VLookup, HLookup, etc.), more complicated formulas such as 3D formulas, and list processing, pivot tables and charting. You should have previous Excel experience or have taken the Excel I course.
1 Session
T, 2/1, 1 – 5 PM, $69
Room 200, Seneca Building

Excel 3 2013 – Advanced Workshop
Increase your mastery of Excel with more complex functions such as nested IF statements, conditional IFs, IIF statements, transposing data, Lookups (VLookup, HLookup), data conversion to/from Access tables, financial functions, text operations, data validation, range names and error checking.
1 Session
T, 2/1, 1 – 5 PM, $69
Room 200, Seneca Building

Microsoft OneNote 2013
OneNote is a place for gathering, organizing, searching, and sharing notes, clippings, thoughts, reference materials, and other information. OneNote is an idea processor, a notebook, an information organizer. Some even call it an "add-on pack for your brain." OneNote can help if you need to immediately jot down important information; organize these scraps of information; gather and refer to notes from meetings and lectures; collect and annotate web research and other data; tag and track your data and not miss a thing; and collaborate with others to share notes and files. OneNote will complement your activities in Microsoft Outlook, Word, and other Office programs. Make sure you don't lose any information that is important.
1 Session
T, 2/21, 8:30 AM – 12:30 PM, $69
Room 200, Seneca Building

Intro to Microsoft Word 2013
Using MS Word 2013, this course will provide you with an overview of Microsoft Word. Learn how to navigate and make the most of the tool bars. Learn how to create, edit, manipulate and save documents using this powerful software. Your instructor will help you explore this program so that you’re more efficient and productive at work and home.
1 Session
T, 1/24, 8:30 AM – 12:30 PM, $69
Room 200, Seneca Building

Collaborate and Share Data with Ease with Microsoft Access
Today’s businesses operate with increased competition in an ever-increasing need for instant data acquisition in order to stay ahead. They cannot afford to wait for the mountains of data to be processed in order to make vital, game-changing decisions. Learning the benefits of Microsoft Access is a first step toward reining in all that data and making sense of it. This class will focus on how to import data from other sources, such as Excel, into an Access database; how to transform that data into usable information; and how to export and share Access data with others. This project-based course will enable you to create and design an Access database by importing, creating, and exporting data with other software and by creating actionable reports.
1 Session
T, 3/21, 1 – 5 PM, $69
Room 200, Seneca Building

Intro to Social Media for Business
Which social networks should you use for your business to be successful? Where do you start with Facebook, Pinterest, LinkedIn, Twitter and Google Plus? Learn the best practices for your business to maximize revenues and grow your business. We will discuss how to create content that will get you more followers, grow your reach on each of the networks, and review the differences between each network so you can determine which will work best for your business.
1 Session
M, 4/3, 10 AM – Noon, $55
Room 200, Seneca Building

ServSafe Certification
The Pennsylvania Department of Agriculture regulations require the food service establishments employ at least one certified supervisory employee who has completed and passed an approved certification course. This ServSafe course, which meets that regulation, is for both new certifications and re-certifications of ServSafe. If your certification has expired, you will need to take the full course and exam.
2 Sessions
T, 1/31 & 2/7, 5 – 9 PM, $199
Registration Deadline: 1/23 / Room 200, Seneca Building

800.872.1787 : 814.362.5078 : CONTINED@PITT.EDU : WWW.UPB.PITT.EDU/CONTINUINGED 4
Tai Chi for Everyone
Learn Tai Chi from our Confucius Scholars faculty. Tai Chi has gentle stretching and circular movements, integrates the body and mind, has many different forms, and is enjoyable to practice. All previous students are welcome to attend this class for a refresher and advanced instruction. Wear comfortable, loose-fitting clothing and soft-soled shoes.
10 Sessions
M, 1/23 – 04/10, 6 – 7 PM, $59
5th Floor Ballroom, Seneca Building

Line Dancing
Line dancing consists of learning basic steps arranged in patterns that are repeated throughout the music. A variety of music is used; it is no longer exclusively country western. Beginner dances will be taught and reviewed each week. Dancing is a great way to relax while getting some exercise. Unlike ballroom dancing, you do not need a partner. Dancers should have fun and enjoy moving to the music. This popular class will keep you moving with fun dance steps performed to a variety of music. No special footwear is required; just whatever is comfortable for you.
6 Sessions
M, T, 1/30 – 03/6, 7:15 – 8:15 PM, $49
5th Floor Ballroom, Seneca Building

TURBO Kick LIVE
Turbo Kick LIVE combines traditional kickboxing moves with high-intensity interval training (HIIT) for an unbelievable calorie burn. You’ll have a blast getting into knockout shape, learning hard-hitting combos and edgy dance moves while torching fat and carving lean, sexy muscle in the most empowering class you’ve ever taken. Think you need a sparring partner to reap the benefits of kickboxing? Think again. In every Turbo Kick LIVE class, you’ll incorporate real kickboxing moves with proper form and technique to get totally sculpted; no bags or gloves necessary. Designed for all fitness levels.
12 Sessions
T, TH, 1/17-2/23, 5:30 – 6:30 PM, $69
5TH Floor Ballroom, Seneca Building

Pound Rockout Workout
Using Ripstix, lightly weighted drumsticks engineered specifically for exercising, Pound transforms drumming into an incredibly effective way of working out. Instead of listening to music, you become the music in this exhilarating full-body workout that combines cardio, conditioning, and strength training with yoga and Pilates-inspired movements. After you’re done rocking out in a 45-minute Pound class, you’ll have completed up to 15,000 reps, performed more than 30 extended interval peaks, and zipped through more than 70 techniques. Designed for all fitness levels. All equipment will be provided.
6 Sessions
T, 2/28 – 4/4, 5:15 – 6 PM, $45
5th Floor Ballroom, Seneca Building

Essential Oils 101
Essential oils are serious business. They can help heal and soothe, but they can also do damage if not understood and used properly. The current and fast-moving “trend” of essential oils today brings about many questions regarding use, safety, marketing and quality. This class helps to shed some light on what to look for when choosing an oil and how to safely administer its use to people of different ages and with various ailments. Not all oils are created equal nor are all companies forthcoming and honest. We will attempt to make the decision process easier for you by answering frequently asked questions and sample a few of the popular and long-standing quality oils out there today.
1 Session
TH, 2/9, 5:30 – 7:30 PM, $19
Room 200, Seneca Building

Watercolor Painting
In this two-night class in beginning watercolor painting, we will explore the use of color and technique. The instructor will share her process of selecting the proper materials to get started and teach you how to create a unique color palette. This class will get you started applying watercolor to different surfaces using various techniques. No experience necessary, and all supplies will be provided. Seating is limited.
2 Sessions
M, T, 3/20- 3/21, 6 – 8 PM, $45
4TH Floor Art Room, Seneca Building

Ukrainian Egg Decorating
Just in time for Easter. The tradition of decorating eggs using wax and colorful dyes has been passed down from behind closed doors for generations within the Ukrainian culture. These decorated eggs, called “Pysanka” hold a great deal of power and symbolism in the traditional Ukrainian culture. You will learn the history and the meaning behind many traditional symbols and patterns, and you will be guided through a hands-on experience exploring traditional as well as more modern techniques and designs. Pysanka make beautiful keepsakes or gifts. All materials will be provided. Limited seats available.
1 Session
TH, 3/23 –4/6, 6 – 8 PM, $69
4th Floor Art Room, Seneca Building

Origami and Paper Cutting – Adult and Youth
Learn the basics of Origami and paper cutting with our Confucius Scholars from China. You will fold and crease paper into many shapes and learn to use scissors to create paper art. They will explain how these art forms are part of the Chinese culture. All materials will be provided.
2 Sessions
W, 3/29- 4/5, 6 – 8 PM, $29
4st Floor Art Room, Seneca Building
Window Design Painting Class
Join us for a full-filled evening as we create a beautiful design painted on an old rustic window using enamel based acrylic paints. You’ll transfer the design provided for this spring-inspired creation with step-by-step instructions. All supplies including window provided.
1 Session
T, 3/7, 6 – 9 PM, $45
4th Floor Art Room, Seneca Building

Improve Your Outdoor Photography Skills
Join professional photographer Ron Keeney to learn the methods and best practices to capture the outdoors in all lighting situations. Using the equipment you already have, you will learn about exposure, composition and light. You will learn both the technical side of photography and the artistic side to create truly stunning images of your world. Class size is limited to allow for one-on-one and small-group instruction. It is recommended that you have a basic understanding of your camera and its functions. Inclement weather may require rescheduling of the Saturday field trip to Marilla Reservoir.
2 Sessions
TH, 4/20, 5:30 – 8:30 PM and S, 4/22, Noon – 3 PM, $75
Room 200, Seneca Building. Saturday field work at Marilla Reservoir

Total Production Maintenance (TPM) - NEW*
Learn and review the basic concepts of how to significantly improve overall process effectiveness using Total Productive Maintenance techniques. You will understand the elements of the TPM process and how it is used to reduce downtime related to breakdowns, extend the life of equipment by reducing accelerated wear, and improve the overall equipment effectiveness by improving availability, performance and quality. You will learn where it is appropriate to apply TPM and how to tie the actions to overall improved company performance. You will review the other techniques required to support the TPM process, such as 5S, standard work, and visual management and problem solving. You will apply the principles to hands-on exercises to reinforce the learning.
3 Sessions
F, 2/3 – 2/17, 1 – 4:30 PM, $299

Principles of Mediation for Workplace Conflict
Learn how the fundamentals of mediation can be applied to the conflicts that occur in most workplaces. We’ll review the process of mediation and various ideas, tools and techniques that will allow for successful conflict management. We’ll also discuss how to address difficult people and varying cultural differences in the context of workplace disputes. Topics will include conflict type, perception and meaning differences, background and starting point considerations, short-term and long-term solutions and processes, and mediation examples.
1 Session
T, 3/21, 9 AM – Noon, $99

Wellness Program
We are pleased to continue to offer our popular Wellness Program, which includes a focus on physical education classes* and have full access to all the facilities offered in the Richard E. and Ruth McDowell Sport and Fitness Center. This program is open only to participants 18 and older. All participants are required to complete a one-hour student orientation program to become familiar with the facility, rules and proper use of equipment.
*Enrollment in any of the physical education classes is optional.
$225 per participant
Spring Term, 1/4 – 4/29

Microsoft Office 2013 Classes
These Microsoft Office 2013 application classes will be offered in St. Marys at the CEC. Level 1 classes will focus on beginners’ skills and will move at a slower pace. Level 2 classes will focus on more advanced skills with less individual assistance.

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<tr>
<th>CLASS</th>
<th>DATE</th>
<th>TIME</th>
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<tbody>
<tr>
<td>Excel 1</td>
<td>Tues. 2/16</td>
<td>5 – 9 PM</td>
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<td>Excel 2</td>
<td>Thurs. 3/9</td>
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ST. MARYS / Off-Campus Classes — continued

Changeover Reduction using SMED - NEW*
Learn the basic concepts of how to significantly reduce changeover time using the Single Minute Exchange of Dies technique. You will learn the SMED process and how it is used to document the current changeover process and analyze the changeover by identifying wastes and internal and external tasks of the changeover process. You will also learn when it is appropriate to reduce changeover time, how to tie the actions to overall improved company performance, and when it is not appropriate to reduce changeover time and the logic associated with this thinking. You will review other techniques required to support the improved changeover process, such as 5S, standard work and visual management. You will apply the principles to hands-on exercises to reinforce learning.
3 sessions
T, 2/3 – 2/17, 8:30 AM – Noon, $299

Basic Digital Photography
If you are interested in learning more about how to use your digital camera besides just “pointing and shooting,” then you will want to take this course. You will learn about framing, composition, and creativity in taking great pictures. Topics will include taking not just good, but great pictures; introducing basic camera functions and their uses; taking pictures beyond the ordinary; and handling special scenes, including backlit scenes, sports and action photos, family and children portraits, landscapes, close-ups, and macro photography. You will need to bring your own digital camera.
2 Sessions
T, 4/4 and TH, 4/6, 5:30 – 8:30 PM, $75

Advanced Digital Photography
Learn the creative side of using an adjustable 35mm digital SLR camera. You will learn how to use manual features of your camera, and create custom compositions, set your own exposure settings (f-stops and shutter speeds), and ISO and modes, manual focus vs. autofocus, use lenses available for your camera (wide, telephoto, zoom, macro, etc.) and how to use basic filters, close-up lenses, macro and flash photography. Also covered is composition and framing, such as the rule of thirds, using diagonals, etc. Students will be required to bring to bring their own Digital SLR cameras.
2 Sessions
T, 4/11 and TH, 4/13, 5:30 – 8:30 PM, $75

Warren
Off-Campus Classes
(All classes are held at the Warren-Forest Hi-Ed Council located in the Curwen Building on the Warren State Hospital grounds.)

Conflict Management
This course is for new and experienced supervisors, mid level managers and anyone who wants to improve their ability to handle conflict. Learn how to manage people in conflict, how to recognize potential conflict, identify conflict resolution styles you can use in dealing with people and the importance of identifying the real cause before trying to resolve a conflict.
1 Session
T, 2/14, 8:30 AM – Noon, $179

Customer Service
In this jam-packed interactive session you will learn why organizations lose customers and the cost of losing them, customer-service skills, what customers want and need, and the dos and don’ts of customer service. You will also learn the importance of a positive attitude, how to add value to a transaction, the four kinds of customers, handling difficult customers and much more. Learn how to be a P.E.A.K. performer: Professional, Efficient, Always friendly and Knowledgeable.
1 Session
T, 2/14, 1 – 4:30 PM, $179

ServSafe Certification
The Pennsylvania Department of Agriculture regulations require the food service establishments employ at least one certified supervisory employee who has completed and passed an approved certification course. This ServSafe course, which meets that regulation, is for both new certifications and re-certifications of ServSafe. If your certification has expired, you will need to take the full course and exam.
2 Sessions
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Registration Deadline: 2/10/17

Foundations of Grant Writing
This will be a three-part series class focusing on performance and sustainability, emphasizing developing measurable goals and objectives and creating a project that is sustainable after the grant funding is complete; from competition to collaboration, approaching collaborative and maintaining control of your project with those partners; and a grant writing practicum, working on a grant with assistance from a grant consultant with 35 years’ experience.
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1 Session
T, 2/21, 9 AM – Noon, $99
The New Supervisor
You will learn how to transition to become a supervisor, organizational and planning skills negotiation, delegation skills, how jobs are designed, job rotation and evaluation, and how to lead and manage employees. You will also learn methods to motivate and empower people, communications and the importance of being positive. Both new and current supervisors are encouraged to attend.
1 Session
TH, 2/9, 9 AM – 4:30 PM, $249 (Register four employees and the fifth is FREE)

Problem Solving and Root Cause Analysis
Learn the basic concepts of problem solving and root cause analysis. By the end of this course you will understand the PDCA process and how it is used to define the problem, analyze the problem, develop a plan to fix the problem, and implement the solution and conduct proper follow-up. The course will focus on the 5W2H process for problem investigation, use of cause and effect diagrams, five-why techniques, and how to determine root cause and to develop permanent countermeasures that address the root cause. Learn the different sources of variation and how to use cause-and-effect logic to validate the problem analysis was done properly. You will apply the principles to hands on exercises to reinforce the learning. Engineers, operators, supervisors and managers should attend.
3 Sessions
F, 4/21 – 5/5, 8:30 AM – Noon, $299

Feedback & Communication Skills for Highly Effective Supervisors - NEW*
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1 Session
F, 3/17, 9 AM – Noon, $45

Intro to Social Media for Business
Which social networks should you use for your business to be successful? Where do you start with Facebook, Pinterest, LinkedIn, Twitter and Google Plus? Learn the best practices for your business to maximize revenues and grow your business. We will discuss how to create content that will get you more followers, grow your reach on each of the networks, and review the differences between each network so you can determine which will work best for your business.
1 Session
M, 4/10, 10 AM – Noon $49
Online Classes - Ed2Go

We have developed a partnership with Ed2Go to offer countless online classes if you prefer that type of learning or if you are too busy for in-person classes. Through Ed2Go, we offer more than 300 highly interactive courses that you can take entirely online, several of which are featured in this book.

All of the courses are led by expert instructors, many of whom are nationally known authors.

These online courses are affordable, fun, fast, convenient and geared just for you. Visit the Ed2Go website at www.ed2go.com/upb/

find the class you’d like to take, register online and call us to finalize your registration. Most classes are only $90, and you learn at your own pace.

The following courses are available any time:
- Pharmacy Technician / Tuition: $1,299
- Clinical Medical Assistant / Tuition: $2,499
- Dental Assisting / Tuition: $1,299
- Medical Billing & Coding / Tuition: $1,399
- EKG Technician / Tuition: $1,299
- Electronic Health Records Management / Tuition: $1,299
- Medical Administrative Assistant / Tuition: $1,299
- Dialysis Technician / Tuition: $1,299
- Medical Terminology / Tuition: $499
- ECG / EKG Course for Nurses / Tuition: $699

Visit us online at www.healthedtoday.com/upb for a course demo and to learn more about these exciting new programs.

For additional information, contact us at 814.362.5017, email rds54@pitt.edu or call toll free 1.888.963.5967.

The Health Ed Today courses were developed through a partnership with leading education organizations including Pearson Education, E-College and Condensed Curriculum International.

Additional Continuing Education Services

Continuing Education and Regional Development is much more than just noncredit classes. Contact us for more information about these additional services:

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- Training that meets your specific companies/organizational needs
- Offered on site or off site at times that are convenient to your work process
- Customized to meet your specific training needs
- Taught by Industry experts
- Call 814.362.5198

Computerized CLEP Testing
Pitt-Bradford is a CLEP site. Take your test here, get a satisfactory score, and earn 3 to 12 college credits toward your college degree for each CLEP exam you take, depending on the subject. To schedule an exam, call us today. Most exams cost $100

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Are you looking for a first-class facility to hold your next event or conference? Pitt-Bradford's Conference Services can help you. Our Conference Services team offers the personal attention you want. In addition to our experienced program planners, we offer

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- Premier in-house catering services with diverse menu selections
- Top-tier housing for convenient overnight stays
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Contact Conference Services to start planning your event today.

814.362.0990

Online Healthcare Courses

We have new online health care courses from Health Ed Today. These courses are highly interactive and will give you an enriched learning experience. Each course includes:

- 24-hour a day instructor support and course mentors
- engaging labs, exercises and course videos
- all textbooks, workbooks and materials
- a new secure student website, including career resources and other training

The Health Ed Today courses were developed through a partnership with leading education organizations including Pearson Education, E-College and Condensed Curriculum International.

The University of Pittsburgh, as an educational institution and as an employer, values equality of opportunity, human dignity, and racial/ethnic and cultural diversity. Accordingly, the University prohibits and will not engage in discrimination or harassment on the basis of race, color, religion, national origin, ancestry, sex, age, marital status, familial status, sexual orientation, gender identity and expression, genetic information, disability, or status as a veteran. The University also prohibits and will not engage in retaliation against any person who makes a claim of discrimination or harassment or who provides information in such an investigation. Further, the University will continue to take affirmative steps to support and advance these values consistent with the University's mission.
Spring 2017 Registration Form

Continuing Education & Regional Development
800.872.1787 / 814.362.5078 / CONTINED@PITT.EDU

Easy Ways to Register

Mail:
University of Pittsburgh at Bradford
Division of Continuing Education & Regional Development
300 Campus Drive, Bradford, PA 16701

Phone: (814) 362.5078 or 1.800.872.1787
Fax: (814) 362.0914
Email: contined@pitt.edu

Office Location:
Pitt-Bradford - Continuing Education & Regional Development
Seneca Building, Room 229
2 Main Street
Bradford, PA 16701

Payments, Refunds and Cancellations:
Payments and/or billing arrangements must be made at the time of registration. You can pay for the program using check, money order or credit card. Refunds will be issued if the course is cancelled by the University or if the course is dropped before the cancellation deadline.

Noncredit programs are subject to cancellation by the University for justifiable reasons such as insufficient enrollment. If you need to cancel your registration for a noncredit program, please notify Continuing Education 10 business days before the start of the program. If cancellation occurs fewer than 10 business days before the start of the program, no refund will be issued.

Registrations will be accepted on a first-come, first-served basis and are subject to class availability.

Name

Address

City/State/Zip

Home Phone  Work Phone

Cell Phone

Email Address

Course Name  Date  Time  Cost

Payment Method (Payment is due at time of registration)

☐ Mastercard  ☐ Visa  ☐ Discover

Card #    Expiration Date

Name on Credit Card    Security Code (on back of card)

☐ Check (payable to University of Pittsburgh at Bradford)  Check #

☐ Company payment:  Name of Company

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We Offer:

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