



San Jose Evergreen Community College District
40 South Market Street, San Jose CA 95113

Online Professional Development Course Catalog FY 2020



WORKFORCE INSTITUTE
SAN JOSÉ - EVERGREEN - COMMUNITY COLLEGE DISTRICT

San Jose Evergreen Community College District - Workforce Institute
Workforce and Economic Development Department

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WEBSITE

<https://www.wi-sjeccd.org/>

Short Term Webinars (1 or 2, 90 Min. Sessions)	No. of 90 Min. Sessions
7 Quality Assurance Tools	2
Administrative Skills	2
Agile Methodology/SCRUM	2
Basic Accounting: First Step for Future Accountants	1,2
Basic Electrical/Electronics for ETA Certification	1,2
Blueprint Reading - Importance and Applications	1,2
Blueprint Reading - Introduction	2
Blueprint Reading - Assembly Drawings and Fasteners	2
Blueprint Reading - Geometric Dimensions and Tolerancing (GD&T)	2
Blueprint Reading - Multi-view Drawings	2
Brainstorming (Creativity and Innovation)	2
Business Writing	2
Change Management Introduction	2
Coaching & Team Building	1,2
Coaching Skills for Managers	1
Design for Manufacturing	2
Designing: Applications in Manufacturing Industry	1,2
Effectiveness vs. Efficiency	1
Finding Opportunities for Improvement	2
How to Have Difficult Conversations	2
How to Make Measurements	2
How to Sample Data	2
Intro to Business Writing	2
Introduction to AI	1
Introduction to Block Chain Technology	1
Introduction to Cybersecurity	1
Introduction to Data Analysis	2
Introduction to Data Backup and Retrieval	1
Introduction to Decision Making (Statistics)	2
Introduction to Help Desk Mgmt.	1,2
Introduction to Logistics	1,2
Introduction to Managing Improvements	1
Introduction to Renewable Energy Resources	1,2
Introduction to Six Sigma	1
Leadership and Influence	2
Lean Approach to Process Improvement	1
Making Decisions in the Face of Uncertainty	2
Meeting Management	1
Meeting Management w/Zoom	2
Negotiating with Integrity	1
People and Communication	2

Personal Branding	1
Problem Solving and Decision Making	1
Problem Solving Overview	2
Process Mapping	1
Root Cause Analysis	2
Sensors Technology: Measuring Pressure, Temperature, and Humidity	1,2
Separating Fact from Fiction	1
SMART Goals/Objectives	1,2
Statistical Analysis for Engineering and Medical Applications	1,2
Statistical Analysis of Data	2
Technical Writing: Tips for Improvement	1,2
Time Management	1
Zoom Tutorial	1, 2

Long Term Webinars (Several Sessions)	Total Hours
<p>Administrative Support</p> <p>In this webinar students will learn the core skills that will help use their resources efficiently, manage their time wisely, communicate effectively, and collaborate with others skillfully. Other things that students can expect to be covered are:</p> <ul style="list-style-type: none"> • Advanced secretarial skills • How to support an organization during troubled economic times • Help manage projects and balancing deadlines • Target professionals' networks • Take advantage of social media as a tool to market yourself 	20
<p>Blueprint Reading</p> <p>This lecture series will cover various aspects of Blueprint Reading and will be offered as an integrated course that will include lectures, assignments, simple quizzes, and practical examples. All assignments and relevant material on various topics will be provided. The lecture series will start by introducing basic concepts like dimensions and units, unit conversion, measuring tools, difference between accuracy, precision, and resolution. Significance of various types of lines and their patterns, and their symbols will be discussed. Engineering drawings will be introduced by looking at various sectional views through class practice assignments. Symbols for surface finish and engineering tolerances will be covered. Specifications and callout for machining processes including drills, reamers, counterbore, countersink, and surface textures will be discussed. Types of holes, threaded sections, chamfers, and various type of weld symbols will be introduced. Last part of the course will cover topics related to the documentation emphasizing the title block, bills of material, and drawing notes that always appear on the final blueprint of the design. This course is specially designed for students who do not have background in this subject and want to join manufacturing industry as a blueprint reader. Advance aspects of the course will be added for students who already have some experience in this field.</p>	24
<p>Business Math</p> <p>Business Math deals with money! Who can't benefit from having a better understanding of money and finance? Business Math is mathematics used by financial, manufacturing, construction, commercial industries to record and manage business operations in accounting, inventory management, marketing, measurements, sales forecasting, financial analysis and more. Business Math is information everyone needs no matter the industry.</p>	12

<p>Business Writing</p> <p>This workshop addresses both beginning & advanced business writing. Sales proposals, meeting minutes, reports, employee announcements—your written communication can make or break your professional reputation. Communication happens only when you write something that somebody else can read and understand. Students will learn:</p> <ul style="list-style-type: none"> • The stages of writing • The Proposal • The three C's • Dealing with specific requests 	16
<p>Google Drive</p> <p>Google Docs is a free Web-based application in which documents and spreadsheets can be created, edited and stored online. Files can be accessed from any computer with an Internet connection and a full-featured Web browser. Users of Google Drive can import, create, edit and update documents and spreadsheets in various fonts and file formats, combining text with formulas, lists, tables and images. Google Drive it's compatible with most presentation software and word processors.</p> <p>Students will learn:</p> <ul style="list-style-type: none"> • All about GoogleDrive • Getting started with Google Drive • Creating Google documents & spreadsheets • Uploading files to Google Drive • Managing files • How to share files and collaborate • How to import, convert and print documents • Create files, folders and labels • Insert shapes and text boxes 	15
<p>Leadership Bootcamp</p> <p>You are in for an exciting journey. As a general rule, supervisors have more responsibility and make more money than other employees. Supervising also involves more work and greater stress. Supervisory positions are challenging because you become responsible for more results even though you don't do all the jobs. That's the opportunity. If you can improve performance through your efforts with a small group, you can do it with larger groups as you learn more, develop your skills, and progress in your career.</p>	20
<p>Personal Branding</p> <p>This webinar is an exploration about the impact we want to have in life and in work. Participants will consider and define the influence that they can have on their life and work. They will also learn skills for success and how to create those circumstances.</p> <p>Students will learn:</p> <ul style="list-style-type: none"> • Importance of a personal brand, looking at the outside and the inside • Setting goals • Networking for success • Communication strategies • Building personal credibility • Managing your social media presence • Dealing with challenging people • Presentations and meetings 	16

<p>Project Management Fundamentals</p> <p>Project management isn't just for construction engineers and military logistics experts. Today, in addition to "regular" job duties, managers, supervisors, and team leads are often expected to take on extra assignments—and to get that additional job done well, under budget, and on time. This course will familiarize you with the most common terms and the most current thinking about project management.</p>	30
<p>Supreme Customer Service</p> <p>Building a reputation as an organization that provides exceptional customer service doesn't happen by accident. It requires understanding your customers, interdepartmental teamwork, professional communications, and continuous process improvement. Growth and success are contingent upon developing a customer service culture that is consistent, action oriented, collaborative, and demonstrated by individual and collective efforts. Students will:</p> <ul style="list-style-type: none"> • Explore how important customer service is at any level or organization through role-play, activities and self-exploration • Be able to demonstrate their knowledge and skills in work areas that employers value and exhibit commitment to professional growth. 	20
<p>Technical Writing</p> <p>Have you ever purchased furniture requiring assembly that contained an overwhelming number of pieces that fit compactly into a box? If, after unloading all the pieces, including the hardware, it assembled easily, then you have a good technical writer to thank. If not, you have gained an appreciation for what good technical writers do, albeit the hard way. Technical writers make our lives easier through much of the work they do. The most common examples of technical writing are user manuals, software installation guides, Standard Operating Procedures, Service Level Agreements, Request for Proposal, legal disclaimers, company documents (memos, reports, policies, procedures, product information, etc.), annual reports, and help files. Often technical writing documents contain a lot of complexity. For example, user manuals that come with every-thing from televisions to washing machines to gaming devices often contain photographs, dis-claimers, numbered diagrams, sequenced instructions, flow charts, a troubleshooting guide, the warranty, and contact information for customer support.</p>	24

Certification Class: <i>Problem Solving for Results: Using Lean and Six Sigma tools to achieve Business Effectiveness and Efficiency</i>	
Topic Session	No. of 90 Min. Sessions
Introduction to Six Sigma	1
Finding Opportunities for Improvement	2
Coaching & Team Building	1
Process Mapping	1
Introduction to Data Analysis	2
7 Quality Assurance Tools	2
Introduction of Decision Making (Statistics)	2
Statistical Analysis of Data	2
Root Cause Analysis	2
Project Management	1
Introduction to Managing Improvements	1