



Staff Development Academy

**Course Offerings
2002/2003**



- ◆ **Customer Service –** This course will provide an overview of the Customer Service process as it relates to the educational environment. Emphasis will be placed on City Colleges of Chicago customer service philosophy, the art of listening, and the role of consistency and quality in customer service delivery.

Length: 1 Day
Facilitator: Office of Human Resource
Who Should Attend? All Employees



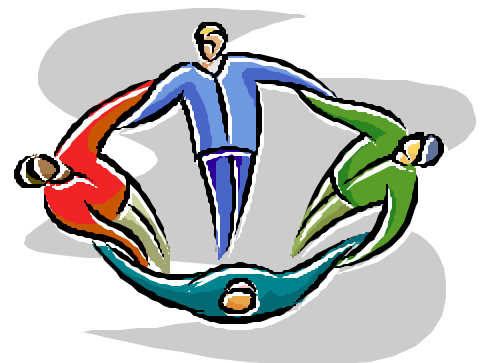
- ◆ **Excel 97 Level 1 –** This seminar will provide basic Microsoft Excel 97 training. Areas to be covered include navigating the Excel user interface, creating a workbook and worksheet, working efficiently with ranges of data, using built-in formulas and functions, copying and moving data, changing the appearance of the worksheet data, printing and creating charts.

Length: 3.5 Hours
Facilitator: Office of Information Technology
Who Should Attend? New Users only, no advanced users please



- ◆ **Managing and Benefiting From Workforce Diversity –** This course will focus on the advantages of diversity in work teams, how diversity impacts the bottom line and other diversity issues.

Length: 3.5 Hours
Facilitator: Office of Human Resource
Who Should Attend? Management Personnel



◆ **Performance Review, Discipline and Grievance Procedures –**

This course will provide a general overview of effective performance reviews, City Colleges of Chicago's (CCC) disciplinary process and grievance procedures. Emphasis will be placed on CCC's disciplinary philosophy, levels of discipline, documentation process, and impact of consistency and uniformity in discipline administration.

Length: 6 Hours
Facilitator: Office of Human Resource/Office of General Counsel
Who Should Attend? Management Personnel



◆ **Sexual Harassment –** This full-day seminar is geared toward managers and supervisors. Recent case law and liability avoidance will also be reviewed.

Length: 1 Day
Facilitator: Office of General Counsel
Who Should Attend? Management Personnel



◆ **Word 97 Level 1 –** This seminar will provide trainees with basic Microsoft Word 97 training including email use. Other topics will include creating and saving a document, editing a document, applying and removing character formatting, paragraph formatting, modifying tables, adjusting margins, creating headers and footers and creating, attaching and retrieving email documents.

Length: 3.5 Day
Facilitator: Office of Information Technology
Who Should Attend? New Users

