

UPCOMING CLASSES

Business & Community Education

Classes At A Glance

Alliance

Becoming a Customer Service Star
Summertime Pinwheels Quilt

Bridgeport

Driver's Education

Chadron

Basic Nursing Assistant
Medication Aide

Chappell - Creek Valley

Driver's Education

Scottsbluff

Basic Nursing Assistant
Beginning Excel
Beginning Photography

Bob Ross Painting Techniques
Building Effective Communication Skills in the Workplace
Building Employee Strengths in the Workplace
Building High-Performance Teams
Building Leadership
Building a Productive Workplace Culture
CPR/First Aide
Digital Camera
Driver's Education
Glass Etching
Golden Oldies Intro to Computers
Microsoft PowerPoint
Publisher
QuickBooks™
Skype
What I've Learned from the Spirit World
ZUMBA®

Sidney

Basic Cake Decorating

If you are at least 60 years of age, we invite you to join our Gold Card Club! Please request a "Gold Card" when you call to register for a credit class. This card entitles you to **FREE TUITION** (up to six credit hours per semester) for WNCC credit classes.

You are still responsible for fees, materials, and books.

Class Descriptions

Alliance

308.763.2002

Summertime Pinwheels Quilt

This class is appropriate for a beginner or intermediate seamstress. The name of the quilt is Summertime Pinwheels and finishes at 56" x 64". The class covers half square triangles, borders, and binding. Learning some applique is optional. Some sewing at home is necessary. Call 308.763.2000 for a list of supplies. The instructor has some kits available if students are unable to purchase fabric for the class.

Date: Jan 21 - Feb 25

Day: T

Time: 6:00 - 8:00 p.m.

Cost: \$43, plus materials

Location: Alliance Learning Center, Room 015

Becoming a Customer Service Star

Dates: Feb 6, 13 & 20

Days: TH

Time: 8:30 a.m. - 12:00 p.m.

Location: Alliance Campus, Rooms 015/017

Cost: \$50.00

Three-Session Program

Everyone wants to receive good service when doing business with others. But very few receive 'good' service. By creating a customer service culture at your place of work, you and your company receive a multitude of benefits. Research shows that consumer expectations on quality customer service are quite low, yet many establishments fail to even meet those standards. By learning how a culture of service can be easily created, implemented and reinforced, your company can start reaping the benefits of great customer service.

The three sessions are segmented to easily allow customization for each individual business or industry, in-depth discussion and analysis, and the development of highly effective strategies for creating a culture. Here is a brief overview of each session:

Session 1 – The Beginning

February 6, 2014

We all have an idea of what we think customer service should be. But is that definition what our customer sees? Is the customer always right? Not always. However, they are always

the customer. Learn what quality, award-winning customer service looks like, and start the process of developing a plan to create great service programs in your worklife. The session begins with definitions, highlights case studies, and helps plant the seeds for future sessions.

- Customer Service Basics
- The Culture Defined
- The Customer Experience

Session 2 – Head to the "Right"

February 13, 2014

No, customer service has nothing to do with political beliefs or even true directions. It does take a focused approach to developing a plan that highlights those who embody the culture, minimize the critics, and create reinforcement techniques. Even if you have no true 'control' over some (or most) elements at work, this session shows you how to make great service work for you.

- Doing the Right Things
- Saying the Right Things
- Getting the Right People on the Bus

Call 308.635.6700 and register today!



Western Nebraska
Community College

Business & Community
Education

UPCOMING CLASSES

Business & Community Education

Session 3 – The Plan February 20, 2014

This final session includes time to create a customized plan. We strategize, discuss, collaborate, and brainstorm to develop plans that work for each individual situation, need, and desire. Those plans include detailed implementation strategies, recovery techniques, and a new awareness of what it is like to be a service leader.

- Building Your Plan
- Implementation Strategies
- Reinforcement Strategies

Bridgeport 308.254.7407

Driver's Education

Course requirements: This session consists of 20 hours of classroom training. Behind the wheel driving time consist of 5 hours. Drive times are arranged between the student and the instructor and may extend past May 22. Parents, please advise your child of any day or time that they cannot participate. **Students must be 14 by Oct 15, 2014.**

Approved driver safety course: Western Nebraska Community College Driver's Education Course is an approved State of Nebraska Driver Safety Course. The drive test route was approved by the Nebraska Department of Motor Vehicles. Ms. Weich is a State of Nebraska Certified Driver's Education Instructor.

Date: May 19 - 22, 2014

Time: 8:00 a.m. - 1:00 p.m.

Cost: \$240

Location: Bridgeport High School

Chadron 308.763.2002

Basic Nursing Assistant

The course offers essential knowledge and skills to provide basic care and skills to residents/clients of health care facilities: including such topics as residents' rights, communication, safety, observation, reporting, and assisting residents/clients in maintaining basic comfort and safety. It's designed to meet the training requirements of the federal and Nebraska state law for nursing assistants working in licensed facilities.

Date: Feb 11 - Apr 10

Days: T, TH

Time: 3:00 - 8:00 p.m.

Cost: \$423, plus book

Location: Chadron State College, Burkhiser Building, Room 200

Medication Aide

Prerequisite: HLTH-1190

This course is designed to instruct the experienced Nurses Aide to assume the role of Medication Aide, who has a beginning knowledge of medication administration and pharmacology. Upon completion of the course, the student will be eligible to sit for an exam administered by the Department of Health. Successful completion of this exam will approve the student as a Medication Aide.

Date: Feb 22 - Apr 26

Days: Sa (every other)

Time: 8:00 a.m. - 4:30 p.m.

Cost: \$298.50, plus book

Location: Chadron State College, Burkhiser Building, Room 200

Chappell - Creek Valley 308.254.7407

Driver's Education

Course requirements: This session consists of 20 hours of classroom training. Behind the wheel driving time consist of 5 hours. Drive times are arranged between the student and the instructor and may

extend past Apr 21. Parents, please advise your child of any day or time that they cannot participate.

Students must be 14 by Oct 15, 2014.

Approved driver safety course: Western Nebraska Community College Driver's Education Course is an approved State of Nebraska Driver Safety Course. The drive test route was approved by the Nebraska Department of Motor Vehicles. Ms. Weich is a State of Nebraska Certified Driver's Education Instructor.

Date: Mar 23 & 30, 2014

Time: 1:00 - 6:00 p.m.

Date: Apr 5

Time: 8:00 a.m. - 1:00 p.m.

Date: Apr 6

Time: 1:00 - 6:00 p.m.

Cost: \$240

Location: Chappell High School

Scottsbluff 308.635.6700

Building Business Skills Series

Dates: Jan 23, Feb 27, Mar 27, Apr 24 & May 15

Time: 8:30 a.m. - 4:30 p.m.

Cost: \$50 per session

Location: Harms Center

SESSION 1 — Building a Productive Workplace Culture

What does your company stand for? What makes your company unique? Workplace culture is based upon your company's purpose and values. A vibrant culture motivates employees to work hard, breeds loyalty and motivation, encourages creativity and increases productivity. Workplace culture can account for nearly 1/3 of a company's financial performance. In this session, participants will explore the building blocks of dynamic culture, which include: living values, nourishing and inspiring environment, great communication, collaborative and cooperative teamwork, dynamic and engaged leadership, creativity and innovation, and workplace diversity.



Call 308.635.6700 and register today!



Western Nebraska
Community College

Business & Community
Education

UPCOMING CLASSES

Business & Community Education

Date: Jan 23
Time: 8:30 a.m. - 4:30 p.m.
Cost: \$50
Location: Harms Center

SESSION 2 — Building High-Performance Teams

We will talk about teamwork, but how do you create it in your business? Building effective teams in the workplace helps businesses achieve their ideals and be more successful. In this seminar, participants will learn how to work with people with different communication and personality styles. They will learn how to build instant rapport with people, communicate with different people, appreciate and value the viewpoints of others, and work together as a team to achieve common goals. Participants will explore multiple intelligences, right brain/left brain, mindsets, and REAL colors personality indicator. Through these explorations, businesses will be able to improve customer service, increase teamwork, and build better communication.

Date: Feb 27
Time: 8:30 a.m. - 4:30 p.m.
Cost: \$50
Location: Harms Center

SESSION 3 — Building Effective Communication Skills in the Workplace

Effective communication is the key to success in professional and personal endeavors. Whether it is making a positive first impression or building a connection with others, effective communication skills ensure that the message gets across. This course will explore the importance of personality style in communication and its application to the workplace. It will also discuss active listening, conflict resolution, and strategies for persuasion and negotiation in communication.

Date: Mar 27
Time: 8:30 a.m. - 4:30 p.m.
Cost: \$50
Location: Harms Center

SESSION 4 — Building Leadership

As the last few years have shown, leaders in today's society are needed to move to new heights as well as to bring their organizations or businesses through frightening and unpredictable times. Today's leaders require a wide variety of skills to lead effectively, and it is up to professionals to develop those skills. In this course, interactive learning strategies have been specifically chosen to teach and apply some of the most critical leadership competencies evolving leaders need. Participants discover their leadership style and learn the necessary skills to lead their businesses or organizations through calm seas or rocky waters.

Date: Apr 24
Time: 8:30 a.m. - 4:30 p.m.
Cost: \$50
Location: Harms Center

SESSION 5 — Building Employee Strengths in the Workplace

Whether you are a large corporation or a small business, incorporating a framework of assets can build employee strengths and productivity. Some benefits of asset building in your organization are happier employees, a strong community in which to do business, and an enhanced positive public image. Infusing asset building into policies and practices dramatically increases morale, which in turn increases productivity. The assets model inspires and energizes people. In this seminar, you will learn about the multiple assets and how to make them a powerful force in building employee strengths in your workplace.

Date: May 15
Time: 8:30 a.m. - 4:30 p.m.
Cost: \$50
Location: Harms Center

Driver's Education

This course is a State approved driver safety course for High school students ages 14-18 years of age. This course is not State approved for Adults 19 years of age and older. Students eligible must obtain a valid learner's permit and be at least 14 years of

age by October 15, 2014 to sign up.

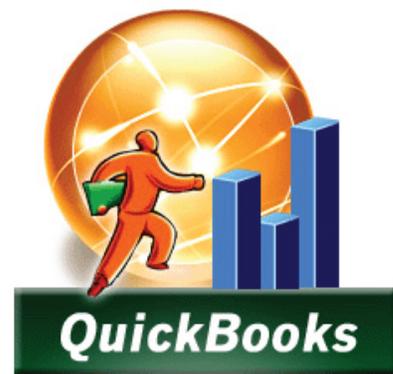
Date: Jan 6 - 21
Days: M - TH
Time: 6:00 - 8:00 p.m.
or

Date: May 28 & 29, Jun 2 - 6
Time: 8:00 - 11:00 a.m.
Cost: \$195
Location: Harms Center

CPR/First Aide

Instruction on the basic information in cardiopulmonary resuscitation and first aide for first responders and initiators to incidents. Results in basic two years certification for the skills required to perform CPR and First Aide skills in the field.

Date: Jan 7, or Feb 4, or Mar 4
Time: 1:00 - 4:00 p.m.
Cost: \$35
Location: Harms Center



QuickBooks™ Basics

Are you new to QuickBooks™? Would you like to learn how to set up QuickBooks™ to make it more effective for you or your business? Please join us for a full day class that focuses on the basics of setting up your QuickBooks™ software. Feel free to attend regardless of the version of QuickBooks™ you currently use. **Please Note:** This class does not cover taxes or payroll deduction.

Date: Jan 16, or Jan 30, or Feb 13, or Feb 27
Time: 8:00 a.m. - 5:00 p.m.
Cost: \$55
Location: Harms Center

Call 308.635.6700 and register today!



Western Nebraska
Community College

Business & Community
Education

UPCOMING CLASSES

Business & Community Education

Basic Nursing Assistant

The course offers essential knowledge and skills to provide basic care and skills to residents/clients of health care facilities: including such topics as residents' rights, communication, safety, observation, reporting, and assisting residents/clients in maintaining basic comfort and safety. It's designed to meet the training requirements of the federal and Nebraska state law for nursing assistants working in licensed facilities.

Date: Jan 20 - Mar 6

Days: M, T, TH

Time: 9:00 a.m. - 1:00 p.m.

or

Date: Feb 4 - Apr 10

Days: T, TH

Time: 4:00 - 9:00 p.m.

or

Date: Mar 17 - May 22

Days: M, W

Time: 9:00 a.m. - 1:00 p.m.

Cost: \$423, plus book

Location: Harms Center

ZUMBA®

Ditch the workout. Join the party! Working out has never been much fun until now. The ZUMBA® Fitness program combines an aerobic workout with Latin-inspired dance moves to create a dance workout that is fun, exhilarating, and certain to firm, tone, and get your body in shape from head to toe. People of any fitness level, from any background, and of any age can have a blast and be successful in a ZUMBA® Fitness class. Get fit and have a great time doing it!

Date: Jan 20 - Mar 12

Day: M, W

Time: 6:00 - 7:00 p.m.

Cost: \$30

Location: Harms Center

Golden Oldies Intro to Computers

This course focuses on learning the fundamentals of using Windows, working on Windows desktop files, document folder management, and Explorer.

Date: Jan 22 - Feb 19

Time: 9:00 a.m. - 12:00 p.m.

Cost: \$99.50 plus book (*Only \$16.50 plus book with Gold Card*)

Location: Harms Center

Bob Ross Painting

Bob Ross believed that everyone who wanted to paint, could paint like a natural with the right tools and a little encouragement. Come and experience the joy and confidence of painting a beautiful landscape using the Ross wet on wet technique.

Date: Jan 25, or Feb 22, or Mar 22, or Apr 26

Time: 9:00 a.m. - 4:00 p.m.

Cost: \$70

Location: Harms Center

Microsoft PowerPoint

This course focuses on the use of presentation media software. Students learn to create high-quality, visually pleasing, and informative presentations. They edit and format slides; work with clip art, pictures, and WordArt; use drawing tools; work with tables and charts; and prepare and run a slide show. Application projects vary to meet the needs of the class.

Date: Feb 4 - Mar 4

Days: T

Time: 9:00 a.m. - 12:00 p.m.

or

Date: Apr 15 - 29

Days: T, TH

Time: 6:00 - 9:00 p.m.

Cost: \$99.50, plus book

Location: Harms Center

Beginning Excel

This course is an entry-level spreadsheet course. Students learn to use simple formulas, format a spreadsheet, create a chart, and link worksheets together. Application projects vary to meet the needs of the class.

Date: Feb 6 - Mar 6

Day: TH

Time: 9:00 a.m. - 12:00 p.m.

or

Date: Feb 21 & 28

Time: 8:00 a.m. - 5:00 p.m.

Cost: \$99.50, plus book

Location: Harms Center

Beginning Photography

Are you tired of your pictures looking blurry, out of focus, too light, too dark, or having people's heads cut off? Learn the basic concepts of taking better pictures and produce memories that you will want to show everyone, whether you have a point-and-shoot camera or a digital SLR. Join local nature photographer Richard Teller for this interesting and fun-filled "Photography 101." Richard's images have been published in *Nebraska Life* magazine and in calendars, and he won Best in Show for the adult division of Best Landscape in Show at the Western Nebraska Arts Council open photography contest the past three years.

Date: Feb 13 & 20

Time: 7:00 - 9:00 p.m.

Cost: \$20

Location: Harms Center

Publisher

This course is designed to enable the student to create flyers, brochures, and a variety of other documents by combining graphics and text. The course is designed for business and



Call 308.635.6700 and register today!



Western Nebraska
Community College

Business & Community
Education

UPCOMING CLASSES

Business & Community Education

individual training. Application projects vary to meet the needs of the the students.

Date: Feb 24 - Mar 24

Day: M

Time: 9:00 a.m. - 12:00 p.m.

or

Date: Apr 7 - May 5

Day: M

Time: 6:00 - 9:00 p.m.

Cost: \$99.50

Location: Harms Center

Skype®

Desktop videoconferencing is one of the most fun and useful ways to use a computer. With the click of a mouse and minimal hardware we can connect with anyone around the world instantly. Explore Skype and Google Video Chat and learn how it can help bridge the gap between you and your clientele or between you and your family and friends.

Date: Mar 19 or Apr 23

Time: 1:00 - 4:00 p.m.

or

Date: May 1

Time: 6:00 - 9:00 p.m.

Cost: \$20

Location: Harms Center



Digital Camera

Develop your skills in composing and taking photographs. Shoot photographs with your digital camera and experiment with zoom lenses, exposure modes, flash, and image quality. This class uses Adobe Photoshop Elements 11.0 to crop, manipulate, improve, print, and email images. Learn to use all features of your camera including basic rules for composition and how to avoid common mistakes. The textbook for this class, ADOBE PHOTOSHOP ELEMENTS 11.0, is used for the follow-up class, Digital Camera 2 and is available through the WNCC Cougar Bookstore.

Date: Apr 16 - May 14

Days: W

Time: 6:00 - 9:00 p.m.

Cost: \$99.50

Location: Harms Center

Glass Etching

Ever wondered how designs are etched or frosted into glass or mirrors? In this fun, hands-on class, learn how to take an image from the web, a family crest, sports logo, graphic design, etc., and etch the image into glass or mirror. Make a customized, high quality, personalized gift for someone special! All supplies are included in the registration fee.

Date: Apr 30

Time: 1:00 - 5:00 p.m.

or

Date: May 6

Time: 5:30 - 9:30 p.m.

Cost: \$22

Location: Harms Center

What I've Learned from the Spirit World

Pam Barber, author and psychic medium presents "What I've Learned from the Spirit World," giving signs and teaching how to know when the spirits are around. Come listen to Pam share some messages she's received to help guide you with your life now. She helps you understand how the universe makes things happen and how its all about energy, whether on this plane or another. The last part of class is reserved for anyone who wants an open psychic reading.

Date: May 8

Time: 6:00 - 9:00 p.m.

Cost: \$20

Location: Harms Center

Sidney

308.254.7407

Basic Cake Decorating

Basic cake decorating with baking, icing, flower making, borders, writing, and more. **Student material list:** Wilton Decorating Basics Kit, one round metal cake pan, pencil, apron, and one plastic bag to take home used tools.

Date: Jan 7 - 28

Days: T

Cost: \$50

Location: Sidney Campus

Do you like to
share your skills
and knowledge
with others?

Help strengthen the
workforce of western
Nebraska by becoming
an Adjunct Instructor
at WNCC.

Call Human Resources to
learn more and tell us how
you can shape the future
of our community!

308.635.6350

Call 308.635.6700 and register today!

wncc.edu

Start here. Get there.



Western Nebraska
Community College

Business & Community
Education