CENTER FOR
Workforce Solutions
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Anne Arundel Community College
Glen Burnie Town Center
101 N. Crain Highway
Glen Burnie, Maryland 21061-3060
www.aacc.edu/cws

General Service Administration
Federal Supply Service
Authorized Federal Supply Schedule Price List

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA *Advantage!*, a menu-driven database system. The INTERNET address for GSA *Advantage!* is:
www.GSAAdvantage.gov

Schedule Title: 874 Mission Oriented Business Integrated Services (MOBIS)
Training Aids & Devices, Instructor-Led Training; Course Development;
Test Administration

Special Item Number: 874-4 – Instructor Led Training, Web Based Training and Education
Courses, Course Development and Test Administration

Contract Period: April 27, 2006 – April 27, 2011

Contract No: GS-02F-0140S

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at: www.fss.gsa.gov

Contractor:

Anne Arundel Community College
101 College Parkway
Arnold, MD 21012-1895

Phone: 410-777-2732
Fax: 410-777-2037
http://www.aacc.edu/cws
POC: Laura Weidner

Business Size: Other than small

Customer Information:

1a. Table of awarded special item number(s) with appropriate cross-reference to item descriptions and awarded price(s).

FSC: 874 SIN(s) Awarded: 4 Instructor Led Training, Web Based Training and Education Courses, Course Development and Test Administration

1b. Refer to GSA price list.

1c. Refer to GSA price list

2. Maximum Order: $1,000,000.00

3. Minimum Order: $100.00

4. Geographic coverage (delivery area). Domestic Delivery for 48 contiguous United States

5. Point(s) of production: Anne Arundel Community College facilities located at:

Glen Burnie Town Center
101 N. Crain Highway
Glen Burnie, MD 21061

or

AACC at Arundel Mills
7009 Arundel Mills Circle
Hanover, MD 21076

Or

AACC
101 College Parkway
Arnold, MD 21012

6. Discount from list prices of statement of net price: Prices shown here in are net (discount deducted).

7a. Quantity discounts:

7b. An additional 4% will be discounted when 3 or more courses are purchased within the same calendar year equaling an 8% discount.

7c. An additional 2% will be discounted when 2 or more courses of the same are purchased and paid in full within the same calendar year equaling a 6% discount.

8. Prompt Payment Terms: Net 30 days.

9a. Notification that Government purchase cards are accepted at or below micro-purchase threshold: Accepted

9b.   Notification whether Government purchase cards are accepted or not accepted above the micro- purchase threshold: Accepted

10. Foreign items: None

11a. Time of delivery: 21 days within the Maryland and D.C. region. 28 days outside the Maryland and D.C. region.

11b. Expedited Delivery: Items available for expedited delivery are noted in this price list.

11c. Overnight and 2-day delivery: Not available

11d.   Urgent Requirements: When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering agency, agencies are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering agency, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

12. F.O.B. point(s): Destination

13a.   Ordering Address: Anne Arundel Community College
                               101 College Parkway
                               Arnold, MD 21012-1895
                               Phone: 410-777-2732
                               Fax: 410-777-2037

13b. Ordering Procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's), and a sample BPA can be found at the GSA/FSS Schedule homepage (fss.gsa.gov/schedules).

14. Payment Address: Anne Arundel Community College
                               Accounts Receivable
                               101 College Parkway

Arnold, MD 21012-1895
410.777.2236

15. Warranty Provisions: Not Applicable

16. Export Packing Charges: Not Applicable

17. Terms and conditions of Government purchase card acceptance (any threshold above the micro purchase level). Same as stated in 9a and 9b

18. Terms and conditions of rental, maintenance, and repair (if applicable): Not Applicable

19. Terms and conditions of installation (if applicable): Not Applicable

20a. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable): Not Applicable

20b. Terms and conditions for any other service (if applicable): Not Applicable

21. List of service and distribution points (if applicable): Not Applicable

22. List of participating dealers (if applicable): Not Applicable

23. Preventive maintenance (if applicable): Not Applicable

24a. Special attributes such as environmental attributes: Not Applicable

24b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology: Not Applicable

25. Data Universal Number System (DUNS) number: 069398444

26. Notification regarding registering in Central Contractor Registration (CCR) database: Anne Arundel Community College is registered in the Central Contractor Registration database.

Anne Arundel Community College Course List
Schedule 874, SIN 4

An additional 4% will be discounted when 3 or more courses are purchased within the same calendar year equaling an 8% discount.

An additional 2% will be discounted when 2 or more courses of the same are purchased and paid in full within the same calendar year equaling a 6% discount.

Effective Date: July 2009

Rate Per Course							
SIN	**Number**	**Name**	**Description**	**Length**	**Awards**	**#of Students**	**Final GSA Rate Per Course**
874-4	AGL400	Basic Principles for a Collaborative Workplace	This continuing education course provides instruction on how collaboration positively impacts productivity, quality, customer expectations, and overall organizational performance. Topics include the importance of collaboration and shared values, identifying values and putting values into action.	4 hrs	Achieve Global Certified	8 to 16	$1,934.40
874-4	AGL401	Reaching for Stellar Service	This continuing education course provides instruction on the type of exceptional service that creates true customer loyalty, as well as interpersonal skills and how to make excellence the everyday service standard in an organization. Topics include the creating customer loyalty, service and interpersonal skills, can-do attitude, understanding the larger organizational picture and commitment to making excellence an everyday standard.	4 hrs	Achieve Global Certified	8 to 16	$1,934.40
874-4	AGL402	Establishing Performance Expectations	This continuing education course provides instruction on methods for focusing employees on the right targets so they can implement strategies, keep goals in view, and make better decisions. Topics include outcomes, measurable performance criteria, identifying skills and priorities and setting standards.	4 hrs	Achieve Global Certified	8 to 16	$1,934.40

874-4	AGL403	Giving and Receiving Constructive Feedback	This continuing education course provides instruction on constructive approaches to giving and receiving feedback. Topics include how and why to engage in constructive feedback, mutual respect and key actions to giving constructive feedback, as well as various applications.	4 hrs	Achieve Global Certified	8 to 16	$1,934.40
874-4	AGL404	Managing Your Priorities	This continuing education course provides instruction on techniques that help participants deal with complex interpersonal interactions, build strong work relationships and increase their overall productivity. Topics include how to handle competing priorities, shifting gears smoothly and coordinating and negotiating responsibilities, schedules and resources with others.	4 hrs	Achieve Global Certified	8 to 16 students	$1,934.40
874-4	AGL405	Solving Problems: Tools and Techniques	This continuing education course provides instruction on demonstrations of twenty-four practical ways to simplify data analysis and stimulate creative solutions to problems in individual and team settings. Topics include understanding the categories of problem-solving, key actions in selections and application and applying tools and techniques.	4 hrs	Achieve Global Certified	8 to 16 students	$1,934.40
874-4	AGL406	The Leader In Each Of Us	This continuing education course provides instruction on the challenges of leadership in today's marketplace and making leadership a responsibility of everyone in the organization. Topics include leadership strategies, individual effectiveness, increasing involvement, managing work horizontally vs. vertically, and building personal credibility and trust.	4 hrs	Achieve Global Certified	8 to 16 students	$1,934.40
874-4	AGL407	Making Training Pay Off	This continuing education course provides instruction on helping managers and supervisors better understand the important role they play in training and helps them develop a tactical plan to support a training initiative.	4 hrs	Achieve Global Certified	8 to 16 students	$1,934.40

874-4	AGL408	Identifying Work Priorities and Setting Verifiable Goals	This continuing education course provides instruction on common-sense approaches to identifying work priorities and verifiable goals from a leadership perspective. Topics include formulating clear goals, adding objective terms to verify results and limiting goals to those with high payoffs for the entire organization.	4 hrs	Achieve Global Certified	8 to 16 students	$1,934.40
874-4	AGL409	Clarifying Team Roles And Responsibilities	This continuing education course provides instruction on how to tap the expertise of all team members, thus gaining output from a collaborative effort. This process is appropriate for both ongoing and temporary work efforts. Topics include team purpose and impact, results and standards, roles and responsibilities, and follow-up plans.	4 hrs	Achieve Global Certified	8 to 16 students	$1,934.40
874-4	AGL410	Resolving Team Conflict	This continuing education course provides instruction on how to handle conflicts between individuals in group situations, and it gives tools for rebuilding relationships between team members. Topics include recognizing cues and signals that indicate conflict and how it affects team performance, incorporating plans of action, and demonstrations on key actions.	4 hrs	Achieve Global Certified	8 to 16 students	$1,934.40
874-4	AGL412	Managing Your Priorities	This continuing education course provides instruction on techniques that help participants deal with complex interpersonal interactions, build strong work relationships and increase their overall productivity.	6 hrs	Achieve Global Certified	8 to 16 students	$2,901.60
874-4	AGL414	Hallmark Of Supervisory Success	This continuing education course provides instruction on effective supervision being the heart of strong business. Whether you're a vice president or first-line supervisor, you must grapple with strategy, strive for customer satisfaction and deliver concrete results. Topics include managing the transition to a supervisory role, building credibility, gaining commitment, and building constructive relationships.	6 hrs	Achieve Global Certified	8 to 16 students	$2,901.60

874-4	CNT452	A+ Certification	Prepare for the CompTIA A+ Essentials and IT Technician 220-602 Examinations which evaluate skills needed by entry-level service technicians. Review basic computer hardware and operating systems. Discuss installing, building, upgrading, repairing, configuring, troubleshooting, optimizing, diagnosing and maintaining systems. Review security and software. Learn about personal computer components, laptop and portable devices, and operating systems. Discuss printers, scanners, networks and security plus safety and environmental issues.	80 hrs	CompTIA	8 to 15 students	$15,475.20
874-4	CNT453	Net + Certification	Prepare for the CompTIA Network+ certification examination. Gain a better understanding of networking technology for local area networks (LAN), wide area networks (WAN) and the Internet from basic cable installation through advanced system configuration. Identify various media used for network connections, differentiate between various network standards, protocols and access methods, Discuss network security and develop a plan to implement a network.	40 hrs	CompTIA	8 to 15 students	$10,639.20
874-4	CNT454	Security + Certification	Prepare for the CompTIA Security+ examination. Increase and validate knowledge of systems security, network infrastructure, access control, assessments and audits, cryptography and organizational security.	40 hrs	CompTIA	8 to 15 students	$10,639.20
874-4	CNT455	Certified Information Security Manager (CISM)	Prepare for the ISACA CISM certification examination. Review and discuss the five exam modules: Information Security Governance, Information Risk Management, Information Security Program Development, Information Security Program Management, and Incident Management & Response.	40 hrs	ISACA	8 to 15 students	$25,147.20

874-4	CNT456	Certified Information Systems Auditor (CISA)	Prepare for the ISACA CISA examination through the review of the six exam modules: IS Audit Process, IT Governance, Systems and Infrastructure Life Cycle Management, IT Service Delivery and Support, Protection of Information Assets, and Business Continuity and Disaster Recovery.	40 hrs	ISACA	8 to 15 students	$25,147.20
874-4	CNT457	Security Certified Network Specialist (SCNS) Tactical Perimeter Defense	Focus on the critical defensive technologies that are the foundation of securing network perimeters, such as firewalls, intrusion detection, and router security. The SCP SCNP Tactical Perimeter Defense certification tests the candidate's ability to work with, and implement, real world security technology.	40 hrs	SCP	8 to 15 students	$25,147.20
874-4	CNT458	Security Certified Network Professional (SCNP) Strategic Infrastructure Security	Focus on important infrastructure elements in the network, including the security of Windows and Linux systems. Thd SCP SCNP Strategic Infrastructure Security certification tests the candidate's ability to secure essential components of the network.	40 hrs	SCP	8 to 15 students	$25,147.20
874-4	CNT459	Security Certified Network Architect (SCNA) Advanced Security Implementation	Focus on advanced areas of building trusted networks, such as digital certificates, digital signatures, and securing email, through advanced concepts, such as forensics and biometrics. Advanced Security Implementation examines and explains the technologies required to build a trusted network.	40 hrs	SCP	8 to 15 students	$25,147.20
874-4	CNT460	Security Certified Network Architect (SCNA) Enterprise Security Solutions	Focus on advanced areas of building trusted networks, such as digital certificates, digital signatures, and securing email, through advanced concepts, such as forensics and biometrics. Enterprise Security Solutions stresses the need for and the requirements of building a trusted network.	40 hrs	SCP	8 to 15 students	$25,147.20

874-4	CNT461	Cisco Certified Network Administrator (CCNA) Part 1	This focuses on providing the skills and knowledge necessary to install, operate, and troubleshoot a small branch office Enterprise network, including configuring a switch, a router, and connecting to a WAN and implementing network security. A Student should be able to complete configuration and implementation of a small branch office network under supervision.	40 hrs	CISCO	8 to 15 students	$20,311.20
874-4	CNT462	Cisco Certified Network Administrator (CCNA) Part 2	This focuses on providing the skills and knowledge necessary to install, operate, and troubleshoot a small to medium-size branch office Enterprise network, including configuring several switches and routers, connecting to a WAN and implementing network security.	40 hrs	CISCO	8 to 15 students	$20,311.20
874-4	CNT463	Systems Security Certified Practitioner (SSCP)	The SSCP is ideal for those working towards positions such as Network Security Engineers, Security Systems Analysts, or Security Administrators. This is also the perfect course for personnel in many other non-security disciplines that require an understanding of security but do not have information security as a primary part of their job description. This large and growing group includes information systems auditors; application programmers; system, network and database administrators; business unit representatives, and systems analysts.	40 hrs	(ISC)^2	8 to 15 students	$25,147.20
874-4	CNT464	Certified Information Systems Security Professional (CISSP)	Explore all areas of the security Common Body of Knowledge (CBK). Learn and discuss all ten security domains essential for the protection of information systems and corporate and national infrastructures.	40 hrs	(ISC)^2	8 to 15 students	$25,147.20

874-4	CNT405	Microsoft Word, Level I	This continuing education course provides instruction on using basic features of Microsoft Word. Topics include character and paragraph formatting, editing text, creating numbered and bulleted lists, using various proofing tools, creating tables, working with page layout and document management.	7.5 hrs	MCAS Credential	8 to 16 students	$967.20
874-4	CNT406	Microsoft Word, Level II	This continuing education course provides instruction on using Microsoft Word. Topics include working with sections, columns and tables, importing data, using styles and AutoText and inserting graphics into documents	7.5 hrs	MCAS Credential	8 to 16 students	$967.20
874-4	CNT407	Microsoft Word, Level III	This continuing education course provides instruction on using advanced features of Microsoft Word. Topics include mail merging letters and labels, creating forms, working with large documents including master documents and table of contents and automating actions with macros.	7.5 hrs	MCAS Credential	8 to 16 students	$967.20
874-4	CNT408	Microsoft Word, Level IV	This continuing education course provides instruction on Microsoft Word Visual Basic for Applications. Topics include using the Microsoft Word Visual Basic Editor, programming with Microsoft Visual Basic for Applications, utilizing Microsoft Visual Basic objects and control structures.	7.5 hrs	MCAS Credential	8 to 16 students	$967.20
874-4	CNT409	Microsoft PowerPoint, Level I	This continuing education course provides instruction on using basic features of Microsoft PowerPoint to create presentations. Topics include creating, enhancing and printing presentation slides, using various views, learning to move, copy and edit text, working with proofing tools and inserting tables, WordArt, charts and clipart.	7.5 hrs	MCAS Credential	8 to 16 students	$967.20

874-4	CNT410	Microsoft PowerPoint, Level II	This continuing education course provides instruction on advanced features within Microsoft PowerPoint. Topics include using templates, slide masters and AutoLayout, using animations and special effects, inserting sounds and movies into presentations, advanced chart, table and clipart options and adding slide show options.	7.5 hrs	MCAS Credential	8 to 16 students	$967.20
874-4	CNT411	Microsoft Access, Level I	This continuing education course provides instruction on basic features of Microsoft Access. Topics include database concepts and terminology, database objects, tables and field properties, table data, queries for data analysis and forms and reports.	7.5 hrs	MCAS Credential	8 to 16 students	$967.20
874-4	CNT412	Microsoft Access, Level II	This continuing education course provides instruction on using Microsoft Access. Topics include creating advanced tables, queries, forms and reports, creating relational databases, working with related tables, using advanced query features, using advanced form design, utilizing advanced report features and creating charts.	7.5 hrs	MCAS Credential	8 to 16 students	$967.20
874-4	CNT413	Microsoft Access, Level III	This continuing education course provides instruction on using Microsoft Access to customize and automate databases. Topics include working with PivotTables and PivotCharts, creating advanced forms, developing macros, customizing advanced macros and managing databases including database utilities and security.	7.5 hrs	MCAS Credential	8 to 16 students	$967.20
874-4	CNT414	Microsoft Access, Level IV	This continuing education course provides instruction on using Microsoft Access for Windows application development. Topics include designing an application, automating forms, working with switchboards and splash screen forms, creating custom toolbars and menus, working with Visual Basic Application (VBA) code and advanced VBA programming features.	7.5 hrs	MCAS Credential	8 to 16 students	$967.20

874-4	CNT415	Microsoft Project, Level I	This continuing education course provides instruction on using Microsoft Project to create simple projects. Topics include review of Project management concepts, working with tasks, scheduling tasks, managing resources, working with different task views, finalizing the task plan and using filtering, grouping and sorting tools.	7.5 hrs	MCAS Credential	8 to 16 students	$967.20
874-4	CNT416	Microsoft Project, Level II	This continuing education course provides instruction on advanced features within Microsoft Project to manage schedules and projects. Topics include tracking project work, analyzing and adjusting schedules, using project communication tools, managing multiple projects, exchanging project data and customizing the project environment.	7.5 hrs	MCAS Credential	8 to 16 students	$967.20
874-4	CNT417	Microsoft Publisher, Level I	This continuing education course provides instruction on how to create publications and basic Web pages using Microsoft Publisher. Topics include page setup adjustments, inserting text and pictures, creating and modifying text frames, utilizing various printing options and using multi-page publications, objects, graphics and tables.	7.5 hrs	MCAS Credential	8 to 16 students	$967.20
874-4	CNT418	Microsoft Publisher, Level II	This continuing education course provides instruction on advanced features of Microsoft Publisher. Topics include custom layout and design elements, multiple page publications, creating a Web site using Microsoft Publisher and working with mail merge tools.	7.5 hrs	MCAS Credential	8 to 16 students	$967.20
874-4	CNT419	Microsoft Office Integration	This continuing education course provides instruction on the integration features of Microsoft Office. Topics include working with shortcut bar, sharing and linking data between applications, using clipart and embedded objects, creating dynamic data links and importing/exporting data between applications.	7.5 hrs	MCAS Credential	8 to 16 students	$967.20

874-4	CNT437	Microsoft Excel, Level I	This continuing education course provides instruction on basic Microsoft Excel. Topics include creating worksheets, formulas, functions and charts, moving and copying data, using document management tools, working with data editing and formatting tools to improve worksheets appearance.	7.5 hrs	MCAS Credential	8 to 16 students	$967.20
874-4	CNT438	Microsoft Excel, Level II	This continuing education course provides instruction on Microsoft Excel. Topics include working with large workbooks, multiple worksheets and linking formulas, viewing options, consolidating data, managing workbooks, linking worksheets, advanced chart option and advanced formatting tools.	7.5 hrs	MCAS Credential	8 to 16 students	$967.20
874-4	CNT439	Microsoft Excel, Level III	This continuing education course provides instruction on advanced tools within Microsoft Excel. Topics include data analysis tools, advanced formulas, creating lookup and data tables, work with database tools and pivot tables, import and export data and use of goal seeker and solver tools.	7.5 hrs	MCAS Credential	8 to 16 students	$967.20
874-4	CNT440	Microsoft Excel, Level IV	This continuing education course provides instruction on using Visual Basic Application (VBA) programming to customize operations within Microsoft Excel. Topics include using the Visual Basic Editor, programming basics, controlling program flow, working with custom dialog boxes and debugging programs.	7.5 hrs	MCAS Credential	8 to 16 students	$967.20
874-4	DDI400	Trust: Strengthening The Foundation	This continuing education course provides instruction on how to build awareness of common trust traps and strategies, helping leaders create an environment in which people take risks, identify and solve problems, and work together. Topics include defining a trusting work environment, influencing others, open communication, on-the-job strategies for strengthening trust, and interdependent environments.	4 hrs	DDI Certified	8 to 16 students	$1,934.40

874-4	DDI401	Leading Your Team To Optimal Performance	This continuing education course provides instruction on how to build leaders' abilities in the role of developer, coach, and influencer to help ensure optimal performance for their teams and organization. Topics include best practices of each role, skill gaps, understanding roles and when to apply each role, and gaining commitment.	4 hrs	DDI Certified	8 to 16 students	$1,934.40
874-4	DDI402	Coaching: Developing High Performance	This continuing education course provides instruction on identifying techniques for developing self-leadership among individuals and teams. Topics include guiding others to think for themselves, encouraging involvement, developing team members, and motivation.	4 hrs	DDI Certified	8 to 16 students	$1,934.40
874-4	DDI403	Creating A Service Culture	This continuing education course provides instruction on how to make a service culture a reality. Topics include identifying barriers to service excellence, choosing opportunities to improve service, ensuring service excellence and increasing customer loyalty.	4 hrs	DDI Certified	8 to 16 students	$1,934.40
874-4	DDI404	Personal Empowerment: Taking Initiative	This continuing education course provides instruction on individual empowerment, the ability for an individual to take ownership for their actions, take initiative to solve problems, and improve processes. Individuals open up to the idea that they create the competitive edge for their organization. Topics include the idea of personal empowerment, organization effectiveness and success, individual value to the organization, and taking responsibility to initiate action.	4 hrs	DDI Certified	8 to 16 students	$1,934.40

874-4	DDI405	Essentials Of Leadership	This continuing education course provides instruction on the essence of being an effective people leader. The core competencies of an effective leader lie in establishing good interpersonal working relationships and having the ability to spark action in others. Topics include how to get results through people, acquiring a set of proven interaction skills, discover seven leadership imperatives key to meeting today's challenges, and realize the individuals' role as a catalyst leader who inspires others to act.	4 hrs	DDI Certified	8 to 16 students	$1,934.40
874-4	DDI406	Optimizing Team Performance	This continuing education course provides instruction on how to utilize teams to bring innovation and productivity to your organization. Topics include recharging teams by providing a framework to diagnose strengths and weaknesses, tools to continually improve performance, and a process to build action plans that optimize performance.	6 hrs	DDI Certified	8 to 16 students	$2,901.60
874-4	DDI407	Building An Environment Of Trust	This continuing education course provides instruction on trust being the key ingredient of employee engagement and loyalty, yet it's easy for leaders to inadvertently fall into trust traps. Because of the crucial link between trust and business success, leaders must realize the power of trust as a business tool. Topics include leaders learning how to avoid the trust breakers and take action to create an environment in which people take risks, identify and solve problems, and work together to create and sustain high levels of trust.	6 hrs	DDI Certified	8 to 16 students	$2,901.60
874-4	DDI408	Thunderbolt Thinking, Building An Innovative Workplace	In this continuing education course participants will learn how to use proven techniques to build a workplace that sparks and fosters innovation. Generating innovative ideas and solutions doesn't have to be haphazard. Company success and survival depend on employees who can think about and address issues.	6 hrs	DDI Certified	8 to 16 students	$2,901.60

874-4	DDI409	Developing Others	This continuing education course provides instruction on developing organizational talent as a key leadership responsibility, critical to an organizations' success. Topics include providing leaders, coaches, and mentors with the necessary skills and a practical process to develop internal talent. It focuses on a leaders critical role before, during, and after the development plan.	6 hrs	DDI Certified	8 to 16 students	$2,901.60
874-4	DDI410	Achieving Your Leadership Potential	This course bridges the widening gap between what is needed and required of today's leaders. A three step-process—Diagnose, Plan, and Execute—helps the participants stretch their capabilities and accelerate their leadership development.	6 hrs	DDI Certified	8 to 16 students	$2,901.60
874-4	DDI411	Reviewing Performance Progress	This continuing education course provides instruction on how to conduct effective discussions with employees that recognize people's success and plan for their future development. This course helps leaders drive performance and accountability by replacing the 'dread' of performance review with the 'human touch' that builds trusting relationships with the people who report to them. Topics include using progress reviews, sustaining good performance, handling challenging situations, and building competency in monitoring, collecting, and analyzing performance data	6 hrs	DDI Certified	8 to 16 students	$2,901.60

874-4	DDI412	Essentials Of Leadership	This continuing education course provides instruction on the essence of being an effective people leader. The core competencies of an effective leader lie in establishing good interpersonal working relationships and having the ability to spark action in others. Topics include how to get results through people, acquiring a set of proven interaction skills, discover seven leadership imperatives key to meeting today's challenges, and realize the individuals' role as a catalyst leader who inspires others to act.	6 hrs	DDI Certified	8 to 16 students	$2,901.60
874-4	DDI413	Influencing Others	This continuing education course provides instruction on how flattened, high-involvement organizations increasingly rely on team members and individual contributors to lead various initiatives. Often these employees need to influence people over whom they have no formal authority. Their skill at influencing others often determines the success or failure of their efforts. Topics include helping participants create and follow a plan for influencing others.	4 hrs	DDI Certified	8 to 16 students	$1,934.40
874-4	DDI414	Rapid Decision Making	Participants will learn how to accelerate the decision-making process yet still make quality decisions in fast-paced environments with limited time and information. They will also learn how to determine when it is appropriate to use this approach and when to slow down the process and apply a more traditional, analytical approach.	4 hrs	DDI Certified	8 to 16 students	$1,934.40
874-4	DDI415	Adaptive Leadership	Participants will learn how to tailor their approaches based on their team members' motivations, personality styles, the organizational environment, and the situation. By better meeting the needs of each individual, the participant will create higher levels of engagement and organizational results.	4 hrs	DDI Certified	8 to 16 students	$1,934.40

874-4	DDI416	Getting Started As A Leader	This continuing education course provides instruction on equipping leaders with the knowledge and skills needed to achieve results and succeed in a leadership role. Topics include team building, giving and receiving feedback, interpersonal relationships and managing former peers.	4 hrs	DDI Certified	8 to 16 students	$1,934.40
874-4	DDI417	Coaching For Success	This continuing education course provides instruction on how too many leaders cannot let go of the misguided concept that good coaches help their teams learn from mistakes They focus on improvement and correct performance after mistakes happen. In today's environment, organizations can't afford trial and error; they need things to be done right the first time.	4 hrs	DDI Certified	8 to 16 students	$1,934.40
874-4	DDI418	Setting Performance Expectations	This continuing education course provides instruction on identifying performance expectations that align with organizational goals. This course helps leaders drive performance and accountability by helping people understand what is expected of them and gaining their commitment to achieving business results.	4 hrs	DDI Certified	8 to 16 students	$1,934.40
874-4	DDI419	Reviewing Performance Progress	This continuing education course provides instruction on how to conduct effective discussions with employees that recognize people's success and plan for their future development. This course helps leaders drive performance and accountability by replacing the 'dread' of performance review with the 'human touch' that builds trusting relationships with the people who report to them.	4 hrs	DDI Certified	8 to 16 students	$1,934.40

874-4	DDI420	Coaching For Improvement	This continuing education course provides instruction to individuals who need to take responsibility for addressing unacceptable performance or work habits that impact others and the organization. Topics include helping leaders to conduct effective improvement discussions and provide the feedback and ongoing support people need to improve performance.	4 hrs	DDI Certified	8 to 16 students	$1,934.40
874-4	DDI421	Delegating For Results	This continuing education course provides instruction on the need for leaders to be catalysts that transfer responsibility and authority to achieve key results and enhance the capabilities of their teams. While most leaders understand the need to delegate, they are often hesitant to invest the time and effort up front. In this course, leaders overcome their hesitation for delegation by learning skills for successfully matching people, responsibility, and authority. This allows them to maximize involvement, productivity, motivation, and growth for individuals, groups and the organization.	4 hrs	DDI Certified	8 to 16 students	$1,934.40
874-4	DDI422	Resolving Conflict	This continuing education course provides instruction on how differences of opinion can quickly escalate into an out-and-out battle. In the workplace, it's the leaders role to recognize the signs of conflict and then to quickly choose the appropriate level of involvement to help resolve the issue.	4 hrs	DDI Certified	8 to 16 students	$1,934.40
874-4	LGE420	Spanish for Custodial Supervisors	This continuing education course provides instruction on Spanish-language skills to allow non-Spanish-speaking supervisors to manage Spanish-speaking employees with routine employment, medical, and safety issues. Topics include Spanish pronunciation of cleaning procedures and maintenance terms.	16 hrs		8 to 16 students	$2,804.88

874-4	LGE422	Spanish for Nurseries, Landscaping, and Groundskeeping	This continuing education course provides instruction on Spanish language skills, to better manage Spanish-speaking employees with routine employment, medical and safety issues, as well as worksite specific commands. Topics include pronunciation of basic Spanish commands, landscaping and groundskeeping commands, nursery commands and equipment operation, safety and maintenance terms.	16 hrs		8 to 16 students	$2,804.88
874-4	LGE425	Survival Spanish for Probation Officers	This continuing education course provides instruction on Spanish language skills, to provide non-Spanish-speaking probation officers, supervisors and their staff with basic, functional skills in Spanish. Topics include pronunciation of basic Spanish commands in order to conduct initial and subsequent interviews, announce fines, restitution, court dates and appointments, greet and direct clients, complete drug screening and obtain information.	16 hrs		8 to 16 students	$2,804.88
874-4	LGE427	Spanish for Office Personnel	This continuing education course provides instruction on Spanish-language skills to allow non-Spanish-speaking medical, school, and office secretaries and receptionists to assist their Spanish-speaking customers and clients more effectively. Topics include greeting customers and clients, making appointments, gathering data, receiving and making calls, handling payments, returns and refunds, assisting walk-in customers and clients and dealing with disgruntled clients.	8 hrs		8 to 16 students	$1,934.40
874-4	LGE405	Workplace Spanish	This continuing education course provides instruction on functional Spanish language skills for non-Spanish-speaking supervisors and employees to enable them to communicate better with contract staff and clients. Topics include Spanish pronunciation, communication strategies, general supervisor phrases and medical emergencies.	8 hrs		8 to 16 students	$1,934.40

874-4	LGE406	Doing Business In Latin America	This continuing education course provides instruction on functional Spanish skills to survive in a Latin American setting. Topics include the use of titles, currency, Hispanic surname system, the business lunch, class distinctions, tips, concept of time and business etiquette.	16 hrs		8 to 16 students	$2,804.88
874-4	LGE408	Spanish In A Healthcare Setting	This continuing education course provides instruction on learning to speak more than 2,500 essential words and phrases in Spanish in healthcare-related areas. Topics include the Spanish alphabet, the vocabulary of professionals and medical procedures.	24 hrs		8 to 16 students	$4,836.00
874-4	LGE409	Spanish For Supervisors	This continuing education course provides instruction on functional language skills and pronunciation of the most important Spanish (commands, questions and phrases) used between supervisors and employees.	16 hrs		8 to 16 students	$2,804.88
874-4	LGE411	Spanish for Industry, Manufacturing, and Warehousing	This continuing education course provides instruction on specific Spanish-language skills so that non-Spanish-speaking supervisors will be able to better manage their Spanish-speaking employees with routine employment, medical, and safety issues. Topics include employment issues, medical emergencies and work rules and regulations.	16 hrs		8 to 16 students	$2,804.88
874-4	LGE412	Spanish for Business Professionals	This continuing education course provides instruction on translating the English language to Spanish. Topics include greetings and goodbyes, telephone etiquette and ordering food and drinks in Spanish.	16 hrs		8 to 16 students	$2,804.88
874-4	LGE417	Spanish/Custodial and Maintenance Supervisors	This continuing education course provides instruction on Spanish language skills to better manage Spanish-speaking employees with routine employment, medical, and safety issues.	8 hrs		8 to 16 students	$1,934.40

874-4	LGE418	Spanish for the Physician's Office	This continuing education course provides instruction on Spanish-language skills to train non-Spanish-speaking physician's office staff to communicate with Spanish-speaking patients. Training includes patient registration, payment issues, and diagnosis of patients. Topics include physician's exam, laboratory procedures and treatment procedures.	16 hrs		8 to 16 students	$2,804.88
874-4	LGE419	Spanish for Nursing	This continuing education course provides instruction on aiding nurses to better interact with and provide medical care and attention to Spanish speaking hospital patients. Topics include using the Spanish language in assisting the physician with exams and medicine injections, obtaining basic information and patient history, obtaining vital signs and performing routine medical procedures.	16 hrs		8 to 16 students	$2,804.88
874-4	LGE426	Spanish for Paramedics and EMTs	This continuing education course provides instruction on Spanish-language skills to teach non-Spanish-speaking paramedics and EMTs the Spanish commands, questions, and phrases that are necessary to manage emergency situations involving Spanish-speaking patients.	16 hrs		8 to 16 students	$2,804.88
874-4	LGE429	Spanish for Construction Sites	This continuing education course provides instruction on functional Spanish language skills for non-Spanish-speaking construction site supervisors to enable them to better manage their Spanish-speaking employees and clients. Topics include routine employment, medical and safety issues, construction commands-thereby promoting better employer/employee relations, a more efficient and safe workplace and quality workmanship.	24 hrs		8 to 16 students	$4,836.00
874-4	LGE439	Spanish for Firefighters	This continuing education course provides instruction on Spanish-language skills to prepare non-Spanish-speaking firefighters to utilize Spanish commands and questions that allow them to better manage emergency situations.	16 hrs		8 to 16 students	$2,804.88

874-4	LGE440	Spanish for Restaurant Staff	This continuing education course provides instruction on Spanish-language skills to teach restaurant management and staff who supervise Spanish-speaking employees to better communicate with them.	8 hrs		8 to 16 students	$1,934.40
874-4	LGE441	Spanish for Requesting Personal Information and Data	This continuing education course provides instruction on specific Spanish-language skills to allow non-Spanish-speaking persons to better assist their Spanish-speaking customers and clients with routine questions about themselves and others. Topics include Spanish pronunciation of personal information including proof or copies of specific documents, names, addresses, phone numbers and various other personal documents.	8 hrs		8 to 16 students	$1,934.40
874-4	MEN498	Exploring the Future	Investigate the future in a changing world. Using tools and perspectives across fields of study and cultures, students expand foresight and build the future. Learn to appreciate the complexity of our global society and its diversity.	38 hrs		8 to 15 students	$3,868.80
874-4	MEN499	Globalization and Its Future	Surveys globalization in today's world and introduces futuring tools. Examines the current state, the positive and negative points of view and future trends in global economics, business, culture and politics.	38 hrs		8 to 15 students	$3,868.80

Classes are held at contractor's facilities located in Hanover Maryland or Glen Burnie, Maryland.
Additional charges will incur for travel & per diem.