



A Division of South Central College

Live Online Course Catalog

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Business

Business Communications for the Workplace

8 weeks, 2 hours/week

This course is designed to assist students in developing professional communication skills for the work environment. Course content includes determining appropriate methods of communication dealing with internal and external groups, individually with team members and supervisors, and as a department or company. Students will examine and practice the development of oral communication skills required in a business environment. Skill development includes an understanding of verbal and non-verbal communication, barriers to communication, and appropriate medium usage. This course will also emphasize composing, writing, and editing a variety of business communications such as email, letters, memos, and reports. Students will continue to develop the fundamentals in grammar.

Course Outcomes:

- Understand the importance of appropriate verbal and nonverbal communication in the workplace by successfully participating in the classroom setting
- Research communication styles to build an understanding of the diversity within a team setting
- Demonstrate communication skills for working effectively in a team setting
- Demonstrate communication skills by successfully creating and/or presenting a classroom activity
- Understand the different types of business correspondence and the appropriate use of each by creating and editing various documents

Career Success Skills (CMAE 1528)

8 weeks, 2 hours/week, 1 credit (if applicable through enrolling college)

Students will be introduced to skills that will help them succeed in the workplace, including communication skills, productivity, teamwork, conflict resolution, and critical thinking. Students will learn how to identify professional skills, assess their abilities, and identify ways to improve.

Course Outcomes:

- Identify appropriate and inappropriate professional behavior
- Identify and improve areas of personal strengths and weaknesses related to career success skills
- Identify ways to discourage inappropriate professional behavior in coworkers
- Demonstrate the ability to be a productive, positive employee for a business
- Demonstrate the ability to work online and be self-motivated to meet deadlines for assignments and tests
- Demonstrate effective use of resources including faculty, reference materials, industry sources, and the Internet

Diversity of Personality Styles – Creating a Positive Work Culture

3 weeks, 2 hours/week

Leaders and teams in all organizations now have the most diverse workforces ever. Different races, ages, religions, cultures, and genders are all mixed in the workplace and expected to easily blend and magically create high performance teams... This is not reality. All people need new communication skills and principles to understand their own personal traits and bias, and then respect for the diverse workforce that they are in. This class covers methods to create a positive, respectful workplace culture regardless of "differences". It is based on understanding core personality styles and how to work with each style to create a more positive workplace culture, recognizing the fact that all people respond to courtesy, respect for their opinions, and natural traits. Includes a personality assessment.

Course Outcomes:

- Learn how to create a positive work culture
- Understand the differences in core personality styles
- Know how to work with various personality styles
- Utilize a personality assessment for self-awareness
- Recognize the effects of courtesy and respect

Introduction to Servant Leadership

1 week, 2 hours/week

This course provides an introduction to servant leadership and will define what it is and is not. Participants will compare and contrast traditional leadership styles with servant leadership and look at the business case for servant leadership. Participants will begin to explore the nine servant leadership behaviors that, when practiced, will bring about organizational change.

Course Outcomes:

- Understand the definition of servant leadership, the qualities and behaviors of a servant leader, and why it matters
- Learn the behaviors necessary to practice servant leadership and the outcomes of practicing this type of leadership
- Gain an understanding of the definition of each behavior and how they are practiced
- Identify similarities and differences in traditional leadership styles

Sales and Customer Service Techniques

1 week, 2 hours/week

Most sales people are trained in a one dimensional "pitch" for one type of customer. This class provides specific techniques allowing great flexibility in dealing with different types of people. This will boost the self-confidence and sales numbers of any sales professional by providing them with new tools to deal with "difficult customers" and those that are hard to close the sale. Each participant will take a personality survey giving them great insights into who they will be able to easily deal with and those that will be a challenge. Multiple techniques for customized presentations, building sales grids, ongoing communications, follow-up, and closing tactics will be provided.

Course Outcomes:

- Learn techniques for customized presentations
- Understand how to build sales grids
- Apply follow up and closing tactics

Supervision – Learn to Lead Skill Builder

3 weeks, 2 hours/week

Learn the critical skills of supervisors in this practical, direct application class. Gain the tools of: proper delegation protocol to avoid misunderstanding, how to make critical decisions with a ten point checklist, resolve conflict with a multi-step proven formula, assign roles, responsibilities and tasks based on natural talents of your team members, understand how to use situational leadership styles to broaden your scope and ability to lead diverse groups of people, instill an attitude of high work ethic and performance on your team, become liked and respected by your co-workers. This class is designed to be a skill builder for new and experienced supervisors and managers. It will boost the confidence of anyone in a leadership role by providing techniques that have immediate application back on the job!

Course Outcomes:

- Learn a multi-step delegation process to avoid costly errors
- Use a 10-point checklist to make quick critical decisions
- Understand talent-based team building by tapping into each members' talents
- Set the bar high with staff using work ethic principles and role models
- Learn a proven strategy for resolving conflict fairly

The Business of Drones

1 week, 2 hours/week

Drones or unmanned aerial vehicles have had a significant impact on our world. This seminar will look at the industry of drones, uses in industry, rules and business cases for those interested in using this technology for their business. Business owners in agriculture, real estate, photography, construction, insurance, public safety, scientific or marketing who are considering the use of aerial vehicles to operate their business would benefit from this seminar. Individuals considering entering the drone industry will also benefit from this overview of the market. This seminar will be hosted by Sean Stevens of Sky Eye Films. Sean is a certified FAA unmanned aerial vehicle pilot and educator.

Course Outcomes:

- Identify opportunities for drones
- Understand current and future drone rules
- Learn how to begin using drones
- Understand growth, market cap, and economic impact
- Learn gear recommendations

Workplace Diversity

8 weeks, 2 hours/week

This course is designed to develop a stronger understanding of the ever-changing demographics of the country, the increase in cultural diversity in the workplace, and the substantial effect on the workplace and on the individual professionals within it. Students will learn new ways of thinking, understand different points of view, and create innovative workplace solutions they may not have otherwise come to. Topics will include cultural differences, generational differences, gender differences, birth order, and unconscious bias.

Course Outcomes:

- Understand the impact of cultural diversity in the workplace
- Research the influence of culture on communication and how that effects the team setting
- Demonstrate intercultural resolution strategies
- Identify their own beliefs about work values and identify work values of others from different cultural backgrounds
- Demonstrate communication skills exemplifying how cultural and ethnic differences shape the conflict process
- Understand how the synergy of cultural differences can create innovative workplace solutions

Workplace Violence Prevention and Active Threat Safety Awareness

3 weeks, 2 hours/week

This class creates awareness on what some of the common factors are that cause workplace violence and how to prevent it! Learn the importance of mandatory reporting with the see something, say something motto. Learn what managers can do to alleviate triggers by following specific guidelines, understand the common traits of active shooters. This class also teaches the U.S. Department of Homeland Security's Run, Hide, Fight Methodology providing every employee with practical action steps they can take to protect themselves and their coworkers in case of an on-site active threat situation. Also, learn what to do and what not to do when law enforcement arrives. Learn about workplace escape routes, best places to shelter in place, securing doors, building barricades, improvised safety tools on your desk and non-lethal protective devices. Know what to do with the information in this important safety class.

Course Outcomes:

- Learn basic mental triggers that cause workplace violence in employees and how to avoid them
- Understand the Dept. of Homeland Security's: Run, Hide, Fight methodology in case of an active shooter incident
- Know proper procedures when law enforcement arrives
- Conduct drills in planning escape routes and barricade building
- Learn the best places to hide and how to shelter in place

Computers & Technology

Introduction to Computers (CMAE 1506)

8 weeks, 2 hours/week, 2 credits (if applicable through enrolling college)

This is an introductory course in Microsoft Office computer applications for technical fields. The primary goal of this course is to help individuals acquire a hands-on working knowledge of current personal computer applications including word-processing, spreadsheets, database, presentation, learning management and internet browser software.

Course Outcomes:

- Demonstrate knowledge of the basic components of a computer including file management, security, external devices, software, and hardware
- Gain a basic understanding of Microsoft Office programs and basic D2L features
- Ability to understand and utilize Microsoft Outlook for email, contacts, calendar, tasks, and notes
- Demonstrate knowledge of Microsoft Word document creation, spell check, grammar tools and formatting tools
- Demonstrate knowledge of the major components of Microsoft Excel and the formatting tools
- Understand the basic concepts of Microsoft PowerPoint and create presentations with various features

Introduction to Excel

4 weeks, 2 hours/week

Introduction to Excel provides students with a working, fundamental understanding of how to use Microsoft Excel in the office and home setting. The course will focus on the basics of spreadsheets, utilizing formulas, creating several types of charts, using imported data, and printing spreadsheets. Additionally, students will learn best practices such as how to create useful and visually appealing charts, identifying which formulas to use in various situations, using conditional formatting to easily identify patterns, and linking multiple pages of a workbook.

Course Outcomes:

- Understand the basics of Microsoft Excel
- Create a mock payroll using formulas
- Identify which formulas to use and potential errors
- Create bar, horizontal, pie, line, and scatter x-y charts
- Utilize conditional formatting to identify patterns
- Ability to import data, link workbook pages, and print

Introduction to Word

4 weeks, 2 hours/week

Introduction to Word provides students a working, fundamental understanding of how to use Microsoft Word in the office and home setting. The course will focus on the basics of Word, advanced formatting, creating several types of tables, and using mail merge to create a form letter and address labels using information from a Microsoft Excel workbook. In addition, students will learn best practices such as how to use table styles to create aesthetically pleasing tables, working with comments and reviewing others' documents, and exploring basic references such as footnotes and captions.

Course Outcomes:

- Understand the basics of Microsoft Word
- Utilize advanced formatting features including styles
- Create a basic data table of information
- Utilize tables to format a resume
- Create a form letter and address labels using Excel data
- Understand how to review and comment on documents
- Identify and use basic reference features in Word

Health Care

Mentally Strong: Resilience and Stress Management

8 weeks, 2 hours/week

Throughout the course of our lives we will all experience stress. From homework and work deadlines, to relationship troubles and financial woes, it's easy to be stressed. Research shows that people who have high mental resilience and bring a mindful awareness to the way they live their lives are more likely to achieve success, have a higher level of personal fulfillment, and are generally happier. This illustrates the importance of developing a resilient mindset and cultivating a mindful awareness. Having these tools will help us keep control and bounce back in the face of stress and adversity. In this course you will learn about the science and practices of developing a resilient mindset and creating mindful awareness through short lectures, in-class discussions, individual and guided practice of stress-reduction techniques and mindfulness exercises, along with reflection activities. Topics covered will include the psychological and physiological effects of stress on a person, research supported stress-management techniques, fostering mindful awareness, traits for developing a resilient mindset, science-based methods of goal setting, and tools to promote a positive perspective.

Course Outcomes:

- Define key components of a resilient mindset
- Recognize the physiological and psychological effects of stress
- Identify scientifically supported stress-reduction techniques
- Practice performing guided and individual stress-reduction activities
- Cultivate skills to promote a mindful awareness
- Create goals and action plans using research-based methods
- Develop a “mental toolkit” for positive perspective

Manufacturing

CNC Machining Basics

6 weeks, 2 hours/week

The CNC Machining Basics course is designed to give students the fundamental knowledge of how CNC Lathes and Milling Machines work. Each two-hour class session will have a mixed media format, combining lecture presentation with professionally made YouTube videos and machine brochures from various machine tool manufacturers. Topics include the multi-plane Coordinate Systems, overview of standard CNC programming commands, machine maintenance, similarities and differences between machine models, work holding and cutting tools, and some details on machine setup activities. A short refresher on shop math (in particular, trigonometry) will also be covered, as this is essential for being a good machinist.

Course Outcomes:

- Understand the capabilities and basic operating concepts of typical CNC milling machines and lathes, including multi-axis systems
- Identify the differences between single and multi-turret CNC lathes and understand how “live tooling” works
- Know the standard EIA command codes (G, M, T, S, D etc)
- Understand how a CNC machine is programmed
- Learn common canned cycles
- Read a CNC program and describe what it’s doing

Geometric Dimensioning & Tolerancing (CMAE 1542)

8 weeks, 2 hours/week

This course provides foundational interpretation of mechanical drawings using linear tolerancing and GD&T in the design, manufacture, and inspection of parts, which have geometric controls applied per national standards. In this course, students will engage in learning how to read prints with Geometric Dimensioning and Tolerancing applications. Each of the geometric controls will be examined so the student may determine the allowable variation in form and size between part features.

Course Outcomes:

- Understanding of ANSI Y14.5 standards that affect geometric dimensioning and tolerancing applications.
- Proficiency in using geometric dimensioning and tolerancing symbols and controls
- Decipher how piece-parts must be inspected if the features have GD&T controls and symbols
- Interpret a sketch or print with pertinent feature control frame and its contents based on written geometric requirements
- Decipher the correct precision tool(s) to inspect geometric requirements on a piece-part
- Determine the Total tolerance of a feature using bonus and non-bonus tolerances

Interpreting Symbols (CMAE 1560)

8 weeks, 2 hours/week, 2 credits (if applicable through enrolling college)

The welding profession requires a good working knowledge of the fundamental component of welding prints that make up structures in the welding industry. To accurately layout and fabricate parts, the welder will need basic knowledge of print lines, dimensions, notes and welding symbols. Students will breakdown welding prints to develop the skills necessary to fabricate individual component parts that will make-up welded structures.

Course Outcomes:

- Interpret basic elements of a drawing or sketch
- Interpret welding symbol information and placement guidelines
- Nondestructive Examination (NDE) methods/symbol use
- Calculate weight and cost of welding consumables and materials
- Prepare an applicable bill of materials

Maintenance Awareness (CMAE 1526)

8 weeks, 2 hours/week, 2 credits (if applicable through enrolling college)

Introduces the concepts of Total Productive Maintenance (TPM) and preventive maintenance. Students are introduced to lubrication, electricity, hydraulics, pneumatics, and power transmission systems. This course is designed to align with the Manufacturing Skill Standards Council's (MSSC) assessment and certification system for Maintenance Awareness.

Course Outcomes:

- Understand the concepts of preventative maintenance and routine repair
- Describe the importance of monitoring indicators to ensure correct operations
- Perform all housekeeping to maintain production schedule
- Recognize potential maintenance issues with basic production systems
- Recognize the importance of documentation within a maintenance system
- Understand the system components of Total Productive Maintenance (TPM)

Manufacturing Processes and Production (CMAE 1518)

8 weeks, 2 hours/week, 2 credits (if applicable through enrolling college)

Emphasizes Just-In-Time (JIT) manufacturing principles, basic supply chain management, communication skills, and customer service. This course is designed to align with the Manufacturing Skill Standards Council's (MSSC) assessment and certification system for Manufacturing Processes.

Course Outcomes:

- Identify customer needs
- Determine resources available for production process
- Set up equipment for the production process
- Set team production goals
- Make job assignments
- Coordinate work flow with team and other work groups
- Communicate production and material requirement and product specifications
- Perform and monitor the process to make the product

MSSC-CPT Refresher

4 weeks, 2 hours/week

This course is designed to align with the Manufacturing Skill Standards Council's Certified Production Technician (MSSC-CPT) assessment and certification system for Manufacturing Processes & Production, Quality Practices, Safety Awareness, and Maintenance Awareness. The course curriculum is based upon federally-endorsed national standards for production workers. Emphasis will be placed on production processes, manufacturing principles, communication skills, and customer service. Upon successful completion of this course, the student will have a review of the information provided in Manufacturing Processes, Quality, Safety, and Maintenance classes. The review will prepare them to take the MSSC-CPT assessment in each subject.

Course Outcomes:

- Review and understand information provided in Manufacturing Processes & Production, Quality Practices, Safety Awareness, and Maintenance Awareness courses
- Become prepared to take the MSSC-CPT assessments

Print Reading (CMAE 1510)

8 weeks, 2 hours/week, 2 credits (if applicable through enrolling college)

This course will orient students in the basic skills and abilities required for understanding prints utilized in a manufacturing/industrial environment and will cover techniques of basic shop sketching and interpretation of three-dimensional drawings. Emphasis will be on interpretation of geometric dimension and tolerance symbols/principles; alphabet of lines; multi-view drawing (including orthographic projection, isometric views, and perspective drawing); title blocks; revision systems; identification of general/local notes; dimensions and tolerances; basic principles of math/geometry in relation to mechanical print reading; and, interpretation of basic weld symbols.

Course Outcomes:

- Define basic blueprint terminology
- Differentiate between general and local notes
- Interpret common abbreviations and terminology
- Determine tolerances associated with dimensions on a drawing
- Identify types of lines within a drawing
- List essential components found in title and revision blocks
- Identify isometric views
- Identify positions of views: top, front, side, auxiliary, and section
- Visualize 1+ views from a given isometric or pictorial representation of an object, or from an actual object
- Determine the scale of the view or section
- Check for revisions

Quality Practices (CMAE 1522)

8 weeks, 2 hours/week, 2 credits (if applicable through enrolling college)

Introduction to quality, including emphasis on corrective actions, preventative actions, control of documents, control of quality records, internal auditing of processes and control of non-conforming product. This course is designed to align with the Manufacturing Skill Standards Council's (MSSC) assessment and certification system for Quality Practices.

Course Outcomes:

- Participate in periodic internal quality audit activities
- Check calibration of gauges and other data collection equipment
- Suggest continuous improvements
- Inspect materials and product/process at all stages to ensure they meet specifications
- Document the results of quality tests
- Communicate quality problems
- Take corrective actions to restore or maintain quality
- Record process outcomes and trends
- Identify fundamentals of blueprint reading

Technical Math (CMAE 1502)

8 weeks, 3 hours/week, 3 credits (if applicable through enrolling college)

The primary goal of this course is to help individuals acquire a solid foundation in the basic skills of math, shop algebra and geometry. Math instruction to include fundamentals of math, fractions and decimals, units of measure, lines and angles, triangles, shop geometry, circles and polygons, shop algebra and the Pythagorean Theorem.

Course Outcomes:

- Solve practical problems in all topic areas
- Demonstrate and apply critical thinking skills to solve a variety of problems
- Utilize a systematic approach to problem solving
- Exhibit the use of a scientific calculator
- Demonstrate effective use of resources including faculty, reference materials, industry sources, and the Internet
- Demonstrate the ability to work online and be self-motivated to meet deadlines for assignments and tests

Workplace Safety

Fundamentals of Safety Leadership

1 week, 2 hours/week

Are you leading for safety? Discover your leadership style and decode your SafetyDNA to find out how you can reduce the risk of injury to your team. Learn how your direct reports are wired and what you can do to prevent workplace injuries -- and the costs associated with it. Fundamentals of Safety Leadership is a must for frontline leaders in all industries and includes a comprehensive safety leadership assessment (\$100 value.)

Course Outcomes:

- Decode personal SafetyDNA
- Discover personal leadership style
- Understand how your direct reports are wired
- Learn what you can do to reduce the likelihood of injury to your team

Safety Awareness (CMAE 1514)

8 weeks, 2 hours/week, 2 credits (if applicable through enrolling college)

Introduction of OSHA standards relating to personal protective equipment, HAZMAT, tool safety, confined spaces and others. The course curriculum is based upon federally-endorsed national standards for production workers. This course is designed to align with the Manufacturing Skill Standards Council's (MSSC) assessment and certification system for safety.

Course Outcomes:

- Work in a safe and effective manufacturing workplace
- Perform environmental safety inspections
- Perform emergency drills
- Identify unsafe condition and take corrective action
- Provide safety orientation for other employees
- Train personnel to use equipment safely
- Suggest processes that support safety in the workplace
- Fulfill safety and health requirements for maintenance, installation and repair
- Monitor equipment and operator performance
- Utilize effective safety enhancing workplace practices
- Identify customer needs
- Determine resources available for production process
- Set up equipment for the production process
- Set team production goals
- Make job assignments
- Coordinate work flow with team and other work groups
- Communicate production and material requirement and product specifications
- Perform and monitor the process to make the product