

CEB 282 Great Resumes & Interviews

Create a resume that will make you stand out in a crowd while also learning the best interview techniques that will get you in the door, to the interview and a new job! Bring resume.

Summer	Mon Aug 9	6-9pm \$29 Francine Furstenua
Fall	Mon Nov 1	

Medical Claims Analyst Program

NOTE: Customer Service class is required for both MCA Program and NP Manager.

CEB 102 Medical Terminology

Learn prefixes, suffixes, root words, combining forms and how to apply to medical terminology. Same book for CEB102 & CEH560.

Summer	Thurs June 3-July 8	6-9pm \$125 Carol Gough
Fall	Thurs Oct 28-Dec 9 No class Nov 25	
Fall-Waynesville	Mon Sept 13-Oct 25 No class Oct 11	6-9pm \$125 Frances Hargis

CEH 560 Anatomy & Physiology

Identify and locate bones, organs, muscle and other tissue in the human body.

Summer	Sat June 12 - July 24 No meeting July 3	9a-12p \$99 Lynn Becker
Fall	Fri Sept 10-Oct 15	5:30-8:30p \$99 Lynn Becker
Fall-Waynesville	Wed Sept 15-Oct 20	6-9pm \$125 Frances Hargis

CEB 192 Medical Front Office

Guides students through duties of medical receptionists/clerical workers in an office, clinic or hospital setting. Book required.

Summer	Wed June 9 - July 14	6 - 8:30pm \$99
Fall	Wed Oct 13 - Nov 17	
Fall-Waynesville	Wed Oct 27-Dec 8 No class Nov 24	6-8:30pm \$99 Frances Hargis

CEB 275 Medical Coding

This class will teach application of principles of coding diagnoses and procedures using ICD-9-CM, CPT and HCPCS classification systems to use for filing medical insurance claims. Books provided.

Fall ONLY	Sat Sept 11 - Oct 23 No class Oct 9	9a-12p \$135 Lynn Becker
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CEB 277 Claims Adjudication

Basic laws/regulations that govern filing medical insurance claims; guidelines and procedures to understand/file claims, EOBs, and maintain accurate records. Book required.

Fall Only	Sat Oct 30 - Dec 11 No class Nov 27	9a-12p \$135 Lynn Becker
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CEB 272 Fundamentals of Managed Health Care

Introduction to the health insurance business including industry terminology, reinsurance, third party liability and ethics.

Summer ONLY	MT Nov 15-16	6-9pm \$59 Debra Volcko
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CEB 274 Insurance Communications

Learn the importance of clear and concise communication as well as good writing skills, formatting letters and correspondence. Book.

Fall ONLY	Thur Sept 9 - Oct 14	6-9 pm \$99 Beverly Lange
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CEB 010 10 Key Computer

Emphasis will be on proper use of and building speed/accuracy on 10 key pad on computer keyboard. Book required. Held in Graff 103.

Summer	Wed July 21 - Aug 25	6 - 8 pm \$99 Dawn Irvine
Fall	Wed Sept 1 - Oct 6	

CEB 273 Customer Service

NOTE: required for both NP Manager AND Medical Claims Analyst
Improve your customer service, time management, phone etiquette and basic customer service principles.

Summer	Friday Jun 18	9a-3:30pm \$59 Colleen Neill
Fall	Friday Sept 17	

Nonprofit Manager Certificate
Classes can be taken as certificate but also as individual/stand alone classes.

CEB 570 Overview of HR Roles

Learn HR roles: staffing, compensation, labor relations, planning, training, performance reviews, and employee relations. Not a legal workshop.

Summer	Mon June 21	9a-12p \$45 Colleen Neill
Fall	Mon Sept 20	

CEB 396 Performance Reviews

Learn to avoid common mistakes while earning trust and confidence of your staff when reviewing performance.

Summer	Mon June 21	1-4pm \$45 Colleen Neill
Fall	Mon Sept 20	

CEB 374 Organizing for Success

Learn to deal with today's "interruption-prone" atmosphere and regain control of time.

Summer	June 7-18	ONLINE class \$55 Colleen Neill
Fall	Sept 6-17	

CEB 509 Effective Decision Making

Improve your decision making skills to be more productive while you learn to identify and avoid dysfunctional decision-making tendencies.

Summer	June 21 - July 2	ONLINE class \$45 Colleen Neill
Fall	Sept 20 - Oct 1	

CEB 562 Team Building

Explore how effective teams can be formed and empowered, how they can be successfully managed and how they can make any organization more effective.

Summer	June 21 - July 2	ONLINE class \$45 Colleen Neill
Fall	Sept 20 - Oct 1	

CEB 273 Customer Service

NOTE: required for both NP Manager AND Medical Claims Analyst
Improve your customer service, time management, phone etiquette and basic customer service principles.

Summer	Friday Jun 18	9a-3:30pm \$59 Colleen Neill
Fall	Friday Sept 17	

CEB 507 Improving Morale in a Nonprofit Organization

Gain insight into the unique characteristics that make morale a key issue in the operation of nonprofits.

Summer	July 5 - July 16	ONLINE class \$45 Colleen Neill
Fall	Oct 4 - Oct 15	

CEB 508 Developing Vision

Learn six approaches to strategic thinking, how to design processes for vision, strategize and implement creative plans, and sell the strategy to constituents to gain support.

Summer	July 5- July 16	ONLINE class \$45 Colleen Neill
Fall	Oct 4-Oct 15	

CEB 455 Basic Grant Writing

Learn actual grant writing practice that will help you win awards. Covers a variety of proposals and fund raising techniques that will improve your nonprofit organization's potential.

Summer	Sat June 19	8:30a-4pm \$79 Sylvia Persky
Fall	Sat Oct 16	
Summer WAY	Fri June 25	8:30-4pm \$89

CEB 456 Funding A Nonprofit

Explore additional fundraising methods and how to build up a repeat donor base that will keep you funded for years to come.

Summer	Sat July 31	8:30a-4p \$79 Sylvia Persky
Fall Spfd	Sat Nov 6	
Summer Waynesville	Fri July 16	8:30a-4pm \$89

CEB 560 Special Project Mgmt.

This course will demonstrate effective ways to successfully organize a project producing only positive outcomes. Learn tips and tricks of the trade, key terms and how to avoid costly mistakes.

Fall Only	Sat Oct 2	8:30a-4pm \$59
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NEW! CEB 460

Roles & Duties of Nonprofit Boards

An introductory review of boards that oversee nonprofit organizations. You will better understand the roles and duties of the board while also learning how to better align your role with the expected standards and outcomes that boards typically look for in nonprofit organizations. Intended audience includes nonprofit managers, staff and volunteers.

Summer	Mon June 14	5:30-8:30pm \$49
Fall	Mon Sept 27	Mark Lassman-Eul

NEW! CEB 451

The Management Team of Nonprofit Organizations

The roles of managers, staff and board members can crossover at times - learning to navigate the system and ensuring that the outcomes are being met means that everyone needs to do their part. In this workshop, we will explore leadership, management and the roles of various staff members. Better understanding leads to more effectiveness.

Summer	Thur July 15	5:30-8:30pm \$49
Fall	Thur Oct 21	Mark Lassman-Eul

CEB 225 Improving Your Work Environment

Tired of the same old situation at work? We'll show you how to improve the place you spend a third of your life by developing new and improving existing personal skills.

Summer	Mon Aug 2	1:30-4:30pm \$49
Fall	Mon Oct 25	Francine Furstenau Senior Rate \$20

NEW! CEB 214 How to Get That Job, Keep It and Get Promoted!

Unemployed and job hunting? Besides having the ability, skill and knowledge to do the job for which you are applying, there are 7 things you must know and do in order to get the job; 7 qualities you must have if you expect to keep your job; and 7 attributes to acquire in order to get that promotion.

Summer	Mon June 7 - June 28	5:30-8:30pm \$89
Fall	Mon Sept 13 - Oct 4No	Allan Young

TRDP 401 Leadership/Customer Service

These programs focus on giving individuals the skills they need to get out of the daily "fire fighting" role. and into a proactive position for leadership.

For more information go to www.otc.edu/workforce.

TRDP 402 Priority Management

Learn to identify and manage the seven key result areas of your department or company, how to prioritize and manage your time effectively, give employees a sense of empowerment while creating accountability.

For more information go to www.otc.edu/workforce.

TRDP 403

Establishing and Reaching Goals

Learn to implement appropriate measurements to indicate key performance, how to set goals and create strategic plans that align personal, departmental and corporate growth within your department for a better fit.

For more information go to www.otc.edu/workforce.

TRDP 328 Positive Workforce Culture

Learn how to identify and manage stress and anger, create a positive culture within your department or company and define corporate values.

For more information go to www.otc.edu/workforce.

TRDP 315 WorkKeys®

ACT WorkKeys® System is a job skill assessment tool designed to provide quick comparisons between a person's skill level and job requirements—to identify skill gaps.

For more information go to www.otc.edu/workforce.

TRDP 250 Managing Four Generations

For the first time, there are four generations working side-by-side in the workplace. Each generation has distinct attitudes, expectations, habits and motivational buttons. Learn to communicate with the different generations to eliminate major confrontations and misunderstandings.

For more information go to www.otc.edu/workforce.

TRDP 250 APICS

This training focuses on the areas of prioritizing and sequencing work, executing work plans and implementing controls. Topics include techniques for scheduling and controlling production processes, quality initiatives and continuous improvement, inventory control, authorizing and reporting activities for push and pull systems.

For more information go to www.otc.edu/workforce.

TRDP 275 Ozark Mtn Service Academy

Ozarks Technical Community College's Center for Workforce Development & the Employment Catalyst Group developed the Ozark Mountain Service Academy, a series of Service and Leadership workshops that provide the tools for a business to develop a service culture and increase customer retention.

For more information go to www.otc.edu/workforce.

NEW! CEB 255 Bridging the Misunderstanding Gap

This popular workshop blends humor with wisdom in the exploration of personality traits and styles. Learn to use this information to build stronger and more effective teams and departments.

Fall Only	M/W Oct 18 & 20	5:30-8:30pm \$59 Colleen Neill
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NEW! CEB 256 Chaos:Cutting Edge of Change

Learn to use this information to restructure your perspective on change and embracing the chaos in growth. Learn the stages of change,using it to change to improve our lives and influence others to make changes.

Fall Only	M/W Nov 15 & 17	5:30-8:30pm \$59 Colleen Neill
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