PRO 151B Business Attitude  
February 7  
$28  
Learn how to recognize and manage your attitude as well as those of your co-workers, employees and even your manager! Attitude is the underlying current that overrides our performance and sets the tone for how your messages and actions will be received and interpreted.

PRO 102A ~ Business Writing  
February 14  (Held in Room 5)  
$28  
How you communicate in writing is a key factor to your success in the workplace - with clients, co-workers and your boss. Learn the ins and outs of written business communication using letters, charting, memos and emails to be persuasive and politically correct in your writing style.

PRO 104C ~ Workplace Communication (Vital Communication)  
February 21 & 28  
$51  
New Course Offering!  
This two-day class gives you the framework to successfully navigate and deliver those difficult conversations where the stakes are high and emotions may be volatile. Many of us avoid these tough conversations, much to our detriment, or stumble through and fail to accomplish what was intended. Learn to deliver important and sensitive messages effectively, enabling you to accomplish your goals without damaging relationships or prompting defensive reactions.

PRO 133 ~ Supervisor’s Institute  
March 14 & 21  
$51  
Develop and fine-tune your management skills including; delegating, giving feedback, communicating with employees, motivating and evaluating performance. Techniques for handling problem employees and giving constructive feedback will be explored using case analyses.

PRO 141A ~ Using Good Judgment  
April 4  
$28  
Using good judgment is difficult especially when under pressure or the emotions are high. Explore different models for applying good judgment and making decisions and learn to use good judgment when dealing with co-workers and workplace challenges.

PRO 124B ~ Meetings  
April 18  
$28  
Meetings can either be wonderfully effective or terribly inefficient. Learn to manage productive meetings resulting in action items and remove meeting barriers and time-wasters. Develop the proven techniques to lead or facilitate concise and effective meetings assuring individual participation and group decision making.

PRO 115B ~ Making Teams Work  
May 2  
$28  
Nothing is more critical to an organization than the ability of its members to work together in well-functioning teams. Learn the simple steps and actions you can take to make your workgroup into a high performing team, both for organizational success and motivating your workers.

PRO 144B ~ Assertiveness  
May 9  
$28  
Learn the best communication style for the workplace and also personal life. Assertive communication is respectful, effective and clear; enabling you to stay true to yourself, make your needs known and develop strong and supportive relationships.

Registration is easy!! Email or call Kathy Rowley: rowley@sbcc.edu or 683-8284  
All classes meet 8:30-4:30 at the Wake Center, 300 N. Turnpike, Room 28 (except 2/14 Business Writing is in room 5)  
Pre-registration is required. Each class earns .5 units of college credit except PRO 133 & PRO 104C earn 1 unit.  
www.sbcc.edu/pdc