

Oral Communication Skills - 4 hours

Monday, April 18, 2011 9:00 a.m. – 1:00 p.m.

- Verbal and Nonverbal Communication
- Asking good questions
- Effective listening skills
- Meetings and group dynamics
- Body language
- Telephone Skills

Written Communication Skills - 4 hours

Wednesday, April 20, 2011 9:00 a.m. – 1:00 p.m.

- Review of Grammar and Usage
- Review the Mechanics of a Sentence
- Review of Spelling
- Review of Diction
- Summary - Putting it all together

Business Etiquette/Ethics - 4 hours

Friday, April 22, 2011 9:00 a.m. – 1:00 p.m.

- Explore methods of dealing with angry customers, clients or coworkers
- Review strategies for coping with anger
- Practice a model of conflict resolution
- Customer Service
- Generational Challenges

Basic Computer Skills - 8 hours

April 19, 2011 8:00 a.m. – 5:00 p.m.

- Using and changing the Windows desktop
- Downloading software from the internet
- File hierarchy and saving files word processing
- Database and presentation software to create and format documents
- Basics of a network for the office and across the internet
- The use of email; how to attach documents and organize tasks
- Connecting to and using the internet
- How to prevent identity theft when using computers and the internet

Technical Math - 16 hours

April 18, 20, 22, 25, 2011 2:00 p.m. – 6:00 p.m.

- Numerical properties
- Percent calculations

- Calculator usage
- Problem-solving & Estimation
- Data Conversions
- Real Number System
- Geometry
- Ratios and Proportions
- Statistics and Trigonometry

Energy Sales - 12 hours

May 17, 2011 1:00 p.m. – 5:00 p.m.

May 18, 2011 8:00 a.m. – 5:00 p.m.

Residential Energy Auditor Certification

Dunwoody Institute - 40 hours

May 23 – 27, 2011 8:00 a.m. – 4:30 p.m.

The Residential Energy Auditor program is suited for employees or individuals who are performing or interested in utility sponsored residential energy conservation audits and working with the low-income weatherization program. A competency examination will be included with the cost of registration. Successfully passing the examination will allow students to demonstrate that they meet the State of Minnesota's minimum qualifications for residential energy auditors.

- The Principles of Energy
- Energy and the Building Shell
- Air Leakage
- Insulation
- Windows and Doors
- Heating
- Cooling
- Water Heating
- Lighting & Appliances
- Health & Safety

Introduction to Renewable/Sustainable Energy – 3 Credits

April 26 - May 4, 2011 8:00 a.m. – 4:30 p.m.

and May 5, 2011 8:00 a.m. – 12:30 p.m.

This 3-credit technical course is an overview on energy technologies and sustainability. Renewable energy technologies include: solar, wind, geothermal and alternative fuels. Sustainable practices include energy/efficiency,

building performance, energy audits and energy management. 30 hours of this course are lecture, 30 hours are hands-on lab. This course is part of both of Central Lake's College's Renewable and Sustainable Energy Technologies and Green and Retro Construction certificate programs.

Introduction to Green/Retro Construction – 3 Credits

May 6 – 16 8:00 a.m. – 4:30 p.m. and May 17 8:00 a.m. – 12:30 p.m.

This 3-credit technical course is an overview in applying green-building principles to new and existing buildings. Topics include energy conservation, building performance analysis and implementation of green building best practices. 30 hours of this course are lecture 30 hours are hands-on lab. This course is part of both of Central Lake's College's Renewable and Sustainable Energy Technologies and Green and Retro Construction certificate programs.

Tools and Tool Safety (OSHA Construction SAFETY) – 10 hours

May 19 & 20, 2011 8 a.m. – 1 p.m.

This OSHA-required industry training will cover tips on specific regulations, basic electrical safety, fall protection, scaffolding, excavations, stairways and ladders, Personal Protective Equipment (PPE) and tools and equipment.

200 Hours of Internships for up to 10 dislocated workers



Governors Workforce Development Council

RENEWABLE ENERGY & ENERGY EFFICIENCY TRAINING PROGRAM

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