Microsoft Word: 2010 (8 hours)  $139
You already use Word to create, edit and format letters, memos and reports. Now, you want to do more. This course reviews the basics and moves quickly into topics such as graphics, text/paragraph formatting, styles, multi-level lists, table of contents, captions, tracking changes, and templates. This course is taught at the intermediate level.

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Microsoft 2010: Excel1 (8 hours)  $139
This entry level Excel course is designed for students who are already doing basic work with Microsoft Excel. By the end this course, students will know the Microsoft Excel environment, be able to use all the formatting tools for both numeric and non-numeric data, perform calculations, modify a worksheet, manage the Excel screen and perform print operations.

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Microsoft 2010: Excel 2 (8 hours)  $139
In this intermediate level Excel course, students will learn more advanced formulas, absolute references, naming techniques and the reasons for using them and linking worksheets and workbooks together. The student will spend a substantial time learning Excel charting as well as sorting, subtotaling and filtering. Finally, the student will be familiarized with Excel tables.

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Microsoft 2010: Excel 3 (8 hours)  $139
This course starts with basic functions such as AVERAGE, MIN, MAX, MODE and MEDIAN. It progresses through a discussion of data distribution and probabilities as they pertain to the use of standard deviations calculations. The student will use functions to calculate percentiles, frequencies, and standard deviations. They will also use basic Pivot Tables and Pivot Charts to group and chart data for visual analysis. The student will use charts and functions to do linear projections and the Analysis Toolpak add-in to do basic correlations.

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MICROSOFT ACCESS

Microsoft 2010: Access I (8 hours) $139
This course concentrates on familiarizing the student with the reasons for using databases as opposed to spreadsheets. It emphasizes the need for good database design as a basis for creating databases, as well as the details behind table creation and the creation of table relationships.

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Microsoft 2010: Access II (8 hours) $139
This course concentrates on the use and creation of queries and forms. The student will become familiar with the purpose and creation of a variety of queries and the SQL that is generated by these queries. In addition, the student will learn how to create forms and sub forms based on tables or queries. The student will learn how to create calculated values in both queries and forms.

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Microsoft 2010: Access III (8 hours) $139
This course concentrates on the basics of creating and implementing reports and macros. It also reviews the operational aspects of implementing a production database system. The student will learn the purpose of reports and the various ways to create them. They will also learn how to create macros and all the various uses of them, especially in forms and reports. Finally, the student will review all of the operational aspects of implementing an Access database.

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MICROSOFT POWERPOINT

Microsoft 2010: Basic PowerPoint (8 hours) $139
Though most organizations use templates for PowerPoint presentations, this course introduces some simple tricks to automate your design and creation process, create flowcharts and graphics, and understand and create layouts. Learn to reuse slides and know the various ways to incorporate pictures.

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Microsoft 2010: Advanced PowerPoint (8 hours) $139
This course is designed for professionals who want to become more proficient in the use of PowerPoint and enhance the appearance of their projects. Learn to work design templates, organizational charts, special effects, and more.

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MICROSOFT SHAREPOINT

Microsoft SharePoint Level 1 (8 hours) $299
Learn to work with lists and libraries, how to communicate with team members, work remotely with SharePoint content, customize your SharePoint environment, create a team site, and perform basic site administration.

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Microsoft SharePoint Level 2 (8 hours) $299
This course provides many other tools for productivity. Learn how to create a site collection. Discover how to manage lists, a discussion board, document libraries, a form library, site access permissions, WSS content, and a workflow. Learn how to work with indexing and searching, manage a SharePoint application using central administration, manage security options in WSS, manage site usage, and perform site maintenance.

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CCNA - Part 1 (ICND1) (40 hours)  $1,395
This course 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. Upon conclusion students should be able to describe how networks function, identifying major components, function of network components and the Open System Interconnection (OSI) reference model.

CCNA - Part 2 (ICND 2) (40 hours)  $1,395
This course 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. Upon conclusion should be able to review how to configure and troubleshoot a small network. Expand the switched network from a small LAN to a medium-sized LAN with multiple switches, supporting VLANs, trunking, and spanning tree.

CCNA Security - Implementing Cisco IOS Network Security (IINS) (40 hours)  $1,695
This course focuses on the necessity of a comprehensive security policy and how it affects the posture of the network. Learners will be able to perform basic tasks to secure a small branch type office network using Cisco IOS security features available through web-based GUIs (Cisco Router and Security Device Manager [SDM]) and the command-line interface (CLI) on the Cisco routers and switches. Upon completing this course, the learner will be able to: develop a comprehensive network with Cisco IOS Software security features; Configure a Cisco IOS zone-based firewall to perform basic security operations on a network, configure site-to-site VPNs using Cisco IOS features; configure IPS on Cisco network routers; configure LAN devices to control access, resist attacks, resist attacks, shield other network devices and systems, and protect the integrity and confidentiality of network trafficing.

Deploying Cisco ASA Firewall Features (FIREWALL) (40 hours)  $1,695
This five-day course aims at providing network security engineers with the knowledge and skills needed to implement and maintain Cisco ASA adaptive security appliance-based perimeter solutions. Successful graduates will be able to reduce risk to the IT infrastructure and applications using Cisco ASA adaptive security appliance features, and provide detailed operations support for the Cisco ASA adaptive security appliance.

A+ Certification (40 hours)  $1,395
This course prepares students to perform computer hardware tasks such as installation, configuration, diagnosing, preventive maintenance, and basic networking. The course also covers domains such as security, safety and environmental issues, communication, and professionalism.

Network+ Certification (40 hours)  $1,395
Participants will learn to describe the features and functions of networking components. Content also includes protocols and services, and students will learn the layers of the OSI model, features and functions of network components and the skills needed to install, configure, and troubleshoot basic networking hardware peripherals and protocols.
Security+ (40 hours)  $1,395
This course covers general security concepts, communication security, infrastructure security, infrastructure security, basics of cryptography, and operational/organizational security. Students will recognize and be able to differentiate and explain the access control models, authentication, recognize attacks and how to respond, suspicious code and appropriate actions, understand remote access technologies, security concerns of concepts such as wireless routers, etc., identify and explain cryptographic algorithms, and understand the concepts of physical security.

DATES DAYS TIME LOCATION
Oct. 28-Nov. 1, 2013 M-F 8-5 PM CATE 208

CISSP Exam Prep (40 hours)  $1,395

DATES DAYS TIME LOCATION
Oct. 28-Nov. 1, 2013 M-F 8-5 PM CATE 208

PMI Certification Test Prep (40 hours)  $995
Topics include initiating, planning, executing, controlling and closing a project. Participants will understand the tools and techniques leading to a successful project. The PMP is a globally recognized credential demonstrating the holder has knowledge, skills and abilities needed to successfully complete projects. It is also used to show your dedication to the profession and the professional development needed to earn and keep the certification. This course is designed to give students the information they'll need to tackle the 4 hour, 200 question tests. The coursework is comprised of lecture, case studies and practice tests to help prepare the student for parsing the questions and help navigate the tricky exam. By the end of the course the student should feel more prepared yet also have an understanding of what areas require more attention before they schedule the exam.

DATES DAYS TIME LOCATION
Sept. 23-27, 2013 M-F 8-5 PM CATE 107
Nov. 18-22, 2013 M-F 8-5 PM CATE 107

Qualifications that must be met before you sit for the PMP certification from (pmi.org):
- A four-year degree (bachelor’s or the global equivalent
- At least three years of project management experience, with 4,500 hours leading and directing projects
- 35 hours of project management education
  OR
- A secondary diploma (high school or the global equivalent)
- At least five years of project management experience, with 7,500 hours leading and directing projects
- 35 hours of project management education.

Ethical Hacker
Curriculum is being updated.
New classes will be coming
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We offer a wide variety of professional development, Microsoft applications, and IT certification courses. We also provide customized training to develop employee knowledge, skills, and abilities or prepare for advancement into more challenging roles.

**MANAGEMENT AND LEADERSHIP**
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- Emotional Intelligence for Managers
- Employee Relations
- Giving/Receiving Performance Feedback
- Harnessing Innovations within Teams
- Hiring Outstanding Teams
- Hiring Top Performers
- HR Optimizing
- Interviewing Skills for Management
- Knowledge Management
- Leadership Skills
- Leading From the Front: Leader in All
- Leading Virtual Teams
- Managing Innovation and Creativity
- Managing Multigenerational Teams
- Managing Organizational Goals
- Managing Project Teams
- Mentoring
- Motivating Your Employees
- Performance Management
- Positive Work Environment
- Practical Leadership
- Recruiting the Workforce of the Future
- Strategic Planning Skills
- What Good Managers Do: First 100 Days
- Winning with People at Work

**SALES AND MARKETING**
- Client Relationship Management
- Consulting Skills
- Dealing with Customer Interactions
- Marketing Essentials
- Sales Negotiation
- Writing for a Global Audience

**INFORMATION EXCHANGES**
- Business Case Writing
- Developing and Presenting Successful Training for Non-Training Professionals
- Effective Facilitation Skills
- Financial Essentials
- Grammar Essentials
- Managing Information Effectively
- Using Data to Communicate

**CUSTOMER SERVICE**
- Customer Services
- Customer Service via Phone/Email
- Excellence in Technical Customer Service

**GENERAL PRODUCTIVITY**
- Change Management for Employees
- Change Management for Managers
- Communicating Across Cultures
- Effective Time Management
- Results Done without Authority
- Managing Conflict
- Performance under Pressure
- Problem Solving Skills
- Creating and Maintaining Life Balance

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2012 State of Industry Statistics

- Employees on average participate in 30.5 hours of training annually.
- 59.4% Of professionals prefer a face-to-face, instructor-led classroom delivery method for training.

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Tivy Whitlock, CPP, M.A, Director
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twhitlock@alamo.edu
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Learn how to improve focus, communication, and balance. Turn ineffectiveness to effectiveness with *The 7 Habits®*. Problems caused by ineffectiveness cannot be solved with the same ineffective thinking that created them.

The 7 Habits Maximizer
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