

January – April

# CCWA 2024

**DISCOVER  
YOUR PATH  
THIS SPRING**



[CCWATRaining.org](https://www.ccwatraining.org)



CCWA is the Workforce Development Division of Brightpoint and Reynolds Community Colleges

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JANUARY — APRIL 2024

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### Tuition Assistance

To learn more about funding programs available through CCWA, go to:

- **FastForward** 4-5
- **G3 scholarships** 11

## SPRING CLASSES

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### NEW CCWA SPACES!

CCWA is expanding programs in two newly renovated locations. See details on page 13.

**Community College Workforce Alliance** (CCWA) seeks to be the go-to resource and partner for businesses and economic development organizations seeking workforce solutions and the first stop for job seekers across central Virginia looking for a runway to a career or advancement. As the shared workforce development division of Brightpoint and Reynolds Community Colleges, CCWA supports regional economic advancement and individual financial empowerment through industry sector strategies.

# Coaching Connects



**Combining skills training with coaching and confidence-building, CCWA supports your needs, from enrollment to employment.**

**Network2WorkRVA** connects job seekers with employers looking to fill vital roles within their companies.

Focused on healthcare, IT, manufacturing, logistics and construction and related trades, Network2WorkRVA helps you find a job that leads to a successful career pathway.



## **CAREER EXPLORATION & PLANNING**

Assistance in determining your best job fit and developing a plan for your next steps

## **EMPLOYABILITY SKILLS**

Resume assistance, mock job interviews and employment application support

## **SUPPORT SERVICES**

Access to resources that will help you prepare for and maintain your job (such as transportation and childcare)

## **JOB PLACEMENT**

Connections to employers and jobs that align with the training provided at CCWA

For more information about CCWA career coaching and Network2WorkRVA, email [careercoach@ccwa.vccs.edu](mailto:careercoach@ccwa.vccs.edu)



# Open Doors to In-Demand Jobs with Industry Credentials

**FASTFORWARD PROGRAMS** with TUITION ASSISTANCE include:



## BUSINESS AND LEADERSHIP TRAINING

- Customer Service & Sales Certification
- Project Management Prep (PMP)

## EDUCATION

- Teacher Licensure  
*Through EducateVA*



## INFORMATION TECHNOLOGY

- CompTIA Fundamentals+
- CompTIA Security+
- CompTIA Network+
- CompTIA Linux+
- CompTIA A+
- Python Programming
- AWS Cloud Practitioner
- AWS Certified Solutions Architect (Associate)
- AWS Security Specialist

**PAY ONLY ONE-THIRD OF THE COST FOR SHORT-TERM TRAINING THAT GETS YOU TO WORK**

The Greater Richmond job market is active and credentials are becoming more critical. FastForward credentials open doors to in-demand jobs.

Additional \$1,000 cash award is available through the Virginia Ready initiative for many FastForward course completers.

## TUITION ASSISTANCE

FastForward tuition grants, available to all Virginia residents, pay two-thirds of the tuition costs; students qualifying for financial aid may be eligible for additional funding. Businesses interested in a certified workforce may also benefit from FastForward funds.

## NOW AVAILABLE: Online and Hybrid\* Class Formats

for most FastForward  
Certification Courses

\*combination of  
online classes and  
small in-person  
classroom groups



## TRADES AND MANUFACTURING

- Apartment Maintenance Technician
- Commercial Driver's License (CDL)
- Manufacturing Technician 1 (MT1)  
*Dual credential w/ Manufacturing Specialist (MS)*
- Lean Practitioner
- Certified Logistics Technician  
*Dual credential w/ Certified Logistics Associate*
- VDOT Construction Inspector Series
- NCCER Core Construction
- NCCER Electrician Level 1
- NCCER HVAC Level 1
- NCCER Heavy Equipment Operator Level 1
- NCCER Plumbing Level 1
- Pharmaceutical Manufacturing  
*Triple credential with Manufacturing Specialist (MS)  
and Chemical Manufacturing (ChemMT)*



## HEALTH CARE

- Clinical Medical Assistant
- Nurse Aide
- Certified Professional Biller
- Certified Professional Coder
- Electrocardiograph (EKG) Technician
- Pharmacy Technician
- Phlebotomy Technician
- Emergency Medical Technician (EMT)
- Emergency Telecommunicator  
(9-1-1 Operator)



**FastForward**  
CREDENTIALS FOR A CAREER THAT MATTERS

**Schedule your orientation today!**

**Go to [ccwatraining.org/certifications](https://ccwatraining.org/certifications)**

# Credential Programs

CLASS LOCATIONS — details on page 19

## TECHNOLOGY

### CompTIA A+

Jan 29 – May 20 MTR 6:00 PM – 8:00 PM Online  
Mar 4 – Jun 17 MWR 6:00 PM – 8:00 PM Online  
Apr 29 – Aug 19 MTR 6:00 PM – 8:00 PM Online  
Fee: \$2,802 >>

### CompTIA Network+

Feb 19 – Apr 15 MTR 6:00 PM – 8:00 PM Online  
May 13 – Jul 15 MWR 6:00 PM – 8:00 PM Online  
Fee: \$1,995 >>

### CompTIA Security+

Feb 5 – Apr 1 MTR 6:00 PM – 8:00 PM Online  
Apr 22 – Jun 17 MWR 6:00 PM – 8:00 PM Online  
Fee: \$1,995 >>

### CompTIA IT Fundamentals+

Jan 17 – Feb 28 *See website for schedule details.*  
Feb 13 – Apr 9 TR 6:00 PM – 8:00 PM Online  
Apr 18 – May 30 *See website for schedule details.*  
Fee: \$1,299 >>

### AWS Certified Cloud Practitioner

Jan 22 – Mar 18 MWR 5:30 PM – 7:30 PM Online  
Apr 15 – Jun 10 MWR 5:30 PM – 7:30 PM Online  
Fee: \$1,800 >>

### AWS Certified Solutions Architect-Associate

Apr 8 – Jul 15 MWR 5:30 PM – 7:30 PM Online  
Fee: \$2,313 >>

### Python Programming - Certified Associate (PCAP)

Mar 4 – Jul 1 MWR 6:00 PM – 8:00 PM Online  
Fee: \$2,250 >>

## BUSINESS ADMINISTRATION AND MANAGEMENT

### National Retail Certification in Customer Service & Sales

Jan 24 – Mar 6 MW 6:00 PM – 9:00 PM Online  
Feb 1 – Mar 7 R 9:00 AM – 4:00 PM TB  
Mar 12 – Apr 18 TR 6:30 PM – 9:30 PM Online  
Mar 20 – Apr 24 W 9:00 AM – 4:00 PM TB  
Fee: \$840 >>

### Project Management (PMP) Prep Course

Feb 28 – May 8 W 6:00 PM – 9:30 PM Online  
Apr 16 – Jun 18 T 6:00 PM – 9:30 PM Online  
Fee: \$2,400 >>

## HEALTH CARE

### EKG Technician Certification Program

Jan 12 – Feb 17 F 6:00 PM – 10:00 PM  
& S 10:00 AM – 4:00 PM DTC  
Mar 22 – Apr 27 F 10:00 AM – 2:00 PM  
& S 10:00 AM – 4:00 PM CH  
Mar 22 – Apr 27 F 6:00 PM – 10:00 PM  
& S 10:00 AM – 4:00 PM CH  
May 17 – Jun 29 F 6:00 PM – 10:00 PM  
& S 10:00 AM – 4:00 PM DTC  
Fee: \$1,800 >>

### Clinical Medical Assistant Program

Jan 9 – May 23 TR 10:00 AM – 2:00 PM CH  
Jan 9 – May 23 TR 10:00 AM – 2:00 PM DTC  
Jan 9 – May 23 TR 6:00 PM – 10:00 PM CH  
Feb 13 – Jun 27 TR 6:00 PM – 10:00 PM DTC  
Mar 11 – Jul 31 MW 10:00 AM – 2:00 PM CH  
Mar 11 – Jul 31 MW 10:00 AM – 2:00 PM DTC  
Mar 11 – Jul 31 MW 6:00 PM – 10:00 PM CH  
Mar 11 – Jul 31 MW 6:00 PM – 10:00 PM DTC  
Fee: \$3,267 >>

Expand Your Expertise with an Information Technology Certification in less than two months!

Tuition assistance is available.  
Visit [ccwatraining.org/tech](http://ccwatraining.org/tech)



## Nurse Aide Program

All sections meet M-F, 9:00 AM – 2:30 PM, OS:

Jan 10 – Feb 23	Mar 13 – Apr 26
Jan 31 – Mar 15	Mar 20 – May 3
Feb 14 – Mar 29	Apr 3 – May 17
Feb 28 – Apr 5	Apr 17 – May 31

Fee: \$3,495 >>

## Emergency Telecommunicator Certification

Jan 22 – Feb 21 MW 5:30 PM – 9:30 PM CH

Fee: \$420 >>

## Medical Coding - Certified Professional Coder

Jan 8 – Apr 10	MW 6:00 PM – 9:00 PM	Online
Jan 24 – May 8	WF 8:00 AM – 11:00 AM	Online
May 20 – Sep 9	MW 6:00 PM – 9:00 PM	Online
Feb 20 – May 21	TR 6:00 PM – 9:00 PM	MIDLO
Jun 10 – Sep 18	MW 6:00 PM – 9:00 PM	Online

Fee: \$3,897 >>

## Certified Phlebotomy Technician

All sections meet Saturdays 10:00 AM - 4:00 PM.  
Friday class times vary; see below.

Jan 12 – Mar 2*	CH	Jan 12 – Mar 2**	CH
Mar 8 – Apr 27*	DTC		
May 17 – Jul 20*	CH	May 17 – Jul 20**	CH
*F 10:00 AM – 2:00 PM		**F 6:00 PM – 10:00 PM	

Fee: \$2,334 >>

## Medical Biller - Certified Professional Biller-AAPC

Jan 16 – Apr 9 TR 6:00 PM – 9:00 PM Online  
Apr 16 – Jul 11 TR 6:00 PM – 9:00 PM Online

Fee: \$3,099 >>

## MANUFACTURING AND TRADES

### Pharmaceutical Manufacturing Technician Certification

Jan 16 – Apr 23 TR 5:30 PM – 8:30 PM CH  
May 20 – Jul 1 MTWRF 5:30 PM – 8:30 PM CH

Fee: \$2,916 >>

### Manufacturing Technician Level 1 Certification

Jan 8 – Feb 23 MWF 5:30 PM – 8:30 PM CH  
Mar 18 – May 3 MWF 9:00 AM – 12:00 PM CH  
May 13 – Jul 1 MWF 5:30 PM – 8:30 PM CH  
May 13 – Jul 1 MWF 5:30 PM – 8:30 PM CH

Fee: \$816 >>

>> = FastForward and/or G3 funding available. See pages 4, 5, and 11.

## INSTRUCTOR SPOTLIGHT



## Michael Wilson

### ► Pharma Manufacturing

“ I deliver real-world examples to our students and relate it to my work experience with a local pharmaceutical manufacturing company. While mastering the basics is important, I encourage my classes to learn FDA regulations, and understand them, in order to succeed in roles in this industry. ”

### Certified Logistics Technician (CLT)

Feb 19 – Mar 13 MWF 9:00 AM – 12:00 PM CH  
Mar 18 – Apr 10 MWF 5:30 PM – 8:30 PM OS  
Apr 17 – May 13 MWF 5:30 PM – 8:30 PM CH  
Jun 4 – 24 MTWR 9:00 AM – 12:00 PM CH

Fee: \$1,200 >>

### Certified Logistics Associate (CLA)

Jan 22 – Feb 16 MWF 9:00 AM – 12:00 PM CH  
Feb 19 – Mar 15 MWF 5:30 PM – 8:30 PM OS  
Mar 18 – Apr 15 MWF 5:30 PM – 8:30 PM CH  
May 13 – Jun 3 MTWR 9:00 AM – 12:00 PM CH

Fee: \$900 >>

### Manufacturing Specialist Certification

Jan 8 – Feb 23 MWF 5:30 PM – 8:30 PM CH  
Jan 16 – Apr 23 TR 5:30 PM – 8:30 PM CH  
Mar 18 – May 3 MWF 9:00 AM – 12:00 PM CH  
May 13 – Jul 1 MWF 5:30 PM – 8:30 PM CH  
May 13 – Jul 1 MWF 5:30 PM – 8:30 PM CH  
May 20 – Jul 1 MTWRF 5:30 PM – 8:30 PM CH

Fee: \$1,584 >>



## NEW PHARMACEUTICAL MANUFACTURING CERTIFICATION!

New companies are moving into our region, bringing **pharmaceutical manufacturing careers** for trained job seekers. With this certification, you will help create life-saving medicines as an entry-level technician. Don't miss this opportunity!

 **January 16 - April 23 (Chester)**  
TR 5:30 PM - 8:30 PM

 **May 20 - July 1 (Chester)**  
MTWRF 5:30 PM - 8:30 PM

 Low-to-no cost with FastForward and G3 tuition assistance. See pages 4 and 5 for more information.

**BRIGHTPOINT.EDU/PHARMA**



This program was funded in part by GO Virginia, a state-funded initiative administered by the Virginia Department of Housing and Community Development that strengthens and diversifies Virginia's economy and fosters the creation of higher wage jobs in strategic industries.



### Lean Practitioner Certification

Jan 9 – Feb 20 TR 9:00 AM – 12:00 PM CH  
 Jan 22 – Feb 14 MW 5:30 PM – 8:30 PM OS  
 May 7 – Jun 18 TR 5:30 PM – 8:30 PM CH

Fee: \$1,200 >>

### NCCER Introductory Craft Skills

Each course leads to a Level 1 specialty.

#### Leads to Electrical Level 1:

Feb 27 – Mar 28 TWR 5:30 PM – 9:00 PM DTC

#### Leads to Plumbing 1

Mar 12 – Apr 10 TWR 5:30 PM – 9:00 PM DTC

#### Leads to HVAC 1

Mar 12 – Apr 10 TWR 5:30 PM – 9:30 PM DTC

#### Leads to Heavy Equipment Operator

Mar 26 – Apr 24 TWR 5:30 PM – 9:30 PM CH

Fee for each program: \$1,098 >>

### NCCER: HVAC Level 1

Apr 11 – Jun 4 TWR 5:30 PM – 9:30 PM DTC

Fee: \$1,698 >>

### NCCER: Electrical Level 1

Apr 2 – May 16 TWR 5:30 PM – 9:00 PM DTC

Fee: \$1,500 >>

### NCCER: Heavy Equipment Operator Level 1

Apr 25 – Jun 11 TWR 5:30 PM – 9:30 PM CH

Fee: \$2,748 >>

### NCCER: Plumbing Level 1

Apr 11 – Jun 4 TWR 5:30 PM – 9:30 PM DTC

Fee: \$1,599 >>

**NCCER** National Center for Construction Education and Research

## Spark Your Career

as an

# ELECTRICAL APPRENTICE

CCWA and Independent Electrical Contractors Chesapeake (IECC) offer this unique career-building opportunity\* as a combination of classroom and on-the-job training over a course of four years.

- Hands-on instruction
- Work full-time and attend classes two nights per week
- Newly-renovated labs at the Downtown Campus of Reynolds Community College
- Leads to a Journeyworkers License and careers as project managers, foremen, estimators and business owners



**MORE INFORMATION:**  
[ccwatraining.org/iecc](http://ccwatraining.org/iecc)

\*Open to IECC members and non-members

>> = FastForward and/or G3 funding available. See pages 4, 5, and 11.

## CERTIFICATIONS IN MOTION

### CCWA'S PARTNERSHIP with the VIRGINIA DEPARTMENT OF TRANSPORTATION

Materials and Inspector Certification Courses are available year-round with statewide offerings.

Custom dates for on-site courses are available upon request.

Inspector Courses are offered at a discounted rate (66% off) for all Virginia residents through the FastForward/Workforce Credential Grant (subject to availability).



[ccwatraining.org/VDOT](http://ccwatraining.org/VDOT) / 804-523-2290

### **VDOT: Central Mix Aggregate Plant with Proficiency**

Feb 13 – 15 TWR 8:30 AM – 4:30 PM WDCC  
Mar 26 – 28 TWR 8:30 AM – 4:30 PM WDCC  
May 14 – 16 TWR 8:30 AM – 4:30 PM Online  
Fee: \$600 >>

### **VDOT: Concrete Plant**

Jan 23 – 24 TW 8:30 AM – 4:30 PM WDCC  
Mar 5 – 6 TW 8:30 AM – 4:30 PM WDCC  
Apr 10 – 11 WR 8:30 AM – 4:30 PM Online  
Fee: \$250

### **VDOT: Soils and Aggregate Compaction**

Jan 16 – 19 TWRF 8:30 AM – 4:30 PM WDCC  
Feb 6 – 9 TWRF 8:30 AM – 4:30 PM VD  
Feb 27 – Mar 1 TWRF 8:30 AM – 4:30 PM Ro  
Mar 19 – 22 TWRF 8:30 AM – 4:30 PM VP  
Apr 9 – 12 TWRF 8:30 AM – 4:30 PM WDCC  
Apr 30 – May 2 TWR 8:30 AM – 4:30 PM Online  
Fee: \$350

### **VDOT: Plan Reading for Inspectors**

Jan 30 – Feb 1 TWR 8:30 AM – 4:30 PM MIDLO  
Fee: \$600 >>

### **VDOT: Documentation and Recordkeeping for Inspectors**

Mar 12 – 14 TWR 8:30 AM – 4:30 PM MIDLO  
Fee: \$600 >>

### **VDOT: Surveying for Inspectors**

Mar 26 – 27 TW 8:30 AM – 4:30 PM MIDLO  
Fee: \$624 >>

### **VDOT: Roadway Construction and Drainage for Inspectors**

Feb 20 – 23 TWRF 8:30 AM – 4:30 PM MIDLO  
Fee: \$795 >>

### **VDOT: Intermediate Work Zone Traffic Control (WZTC) Certification**

Feb 12 – 13 MT 8:30 AM – 4:30 PM CH  
May 13 – 14 MT 8:30 AM – 4:30 PM CH  
Fee: \$402 >>

### **VDOT: New Structures and Bridges for Inspectors**

Apr 23 – 25 TWR 8:30 AM – 4:30 PM MIDLO  
Fee: \$750 >>

### **VDOT: Bridge Preservation for Inspectors**

May 7 – 9 TWR 8:30 AM – 4:30 PM MIDLO  
Fee: \$600 >>

**VDOT** Virginia Dept. of Transportation

>> = *FastForward and/or G3 funding available. See pages 4, 5, and 11.*

# Make a Difference: Become a Teacher

**DEADLINE:**  
**MAY 15, 2024**  
FOR COHORT STARTING  
**FALL 2024**

If you are a professional with a bachelor's degree and at least three years of full-time work experience, you may qualify for the EducateVA Career Switcher licensure program. This affordable, fast-track program is approved by the Virginia Department of Education, and provides the academic training and practical experience needed to make an impact in the classroom.

## **FREE WEBINAR:**

To learn more about the program, visit our website to sign up for the monthly hour-long webinar, held on the third Wednesday of each month at 12:00 PM.

### **Upcoming Webinars:**

Jan 17 | Feb 21 | Mar 20 | Apr 17

**Become licensed in 18 weeks through a combination of online and weekend courses.**

>> Offered as a FastForward credential. Participants pay 1/3 or less of the cost.

**Teaching: The most rewarding career you will ever have.**



To learn more, visit the website:  
**educateva.com**

# Truck Driver Training (CDL)

## Classes in CHESTER MANUAL TRANSMISSION

### WEEKDAY / Monday - Friday

Jan 8 - Feb 2	Apr 1 - Apr 26
Jan 22 - Feb 16	Apr 15 - May 10
Feb 5 - Mar 1	Apr 29 - May 24
Feb 19 - Mar 15	May 13 - Jun 7
Mar 4 - Mar 29	May 28 - Jun 21
Mar 18 - Apr 12	

### WEEKEND / Saturday & Sunday

Jan 6 - Mar 10	Mar 16 - Jun 2
Feb 10 - Apr 21	Apr 27 - July 7

Chester Classes: 8:00 AM - 5:00 PM  
Training Provider: CDS



**NEW!**

## Classes in RICHMOND AUTOMATIC TRANSMISSION

### WEEKDAY / Monday - Thursday

Jan 15 - 18	Mar 25 - Mar 28
Jan 29 - Feb 1	Apr 8 - 11
Feb 12 - Feb 15	Apr 22 - 25
Feb 26 - Feb 29	May 6 - May 9
Mar 11 - Mar 14	

Richmond Classes: 7:30 AM - 4:30 PM  
Training Provider: Ancora

Call 804-523-2292 for pricing **»» FastForward available — see page 4**

For more information visit [ccwatraining.org/truck-driving-training](http://ccwatraining.org/truck-driving-training)



## FULL SCHOLARSHIP NO COST TUITION\*

### GET SKILLED GET A JOB GET AHEAD

MORE THAN 30  
CERTIFICATION COURSES  
AT CCWA IN

HEALTHCARE, LOGISTICS,  
TRANSPORTATION,  
INFORMATION TECH,  
MANUFACTURING AND  
TRADES INDUSTRIES



\*For qualified participants

Learn more at [ccwatraining.org/g3](http://ccwatraining.org/g3)

# CCWA CUSTOM TRAINING and CONSULTING

CCWA can help you achieve BIG results.

Working closely with your team, CCWA implements a proven development process to build high quality custom training and consulting solutions that are tailored to meet the specific needs of your employees and organization.



What are YOUR goals?

- Increasing productivity?
- Improving employee engagement?
- Streamlining work flow?
- Maximizing profits?



## INSTRUCTOR SPOTLIGHT

Nkanta Hines, MSc., MBA

### ► Leadership and Management

“ While maintaining the core integrity of course curriculum, I’ve had tremendous success by making the academic objectives and learning process applicable to real life (work or personal) scenarios. As a lifelong learner, I gain insights from my students by creating a safe academic environment with inclusive and candid dialogue. We all become more informed by endorsing an intellectually honest atmosphere that encourages collective intelligence. ”

Contact us at 804-523-2297 or visit [ccwatraining.org/customtraining](http://ccwatraining.org/customtraining) to discuss your talent development with our expert instructors.

# Technology

CLASS LOCATIONS — details on page 19

## BUSINESS APPLICATIONS

### Excel Pivot Tables & PowerPivot Tools

Mar 6 W 9:00 AM – 4:00 PM MIDLO

Fee: \$299

### Excel Formulas

Feb 13 T 9:00 AM – 4:00 PM WDCC

Fee: \$299

### Excel Data Management

Apr 24 W 9:00 AM – 4:00 PM WDCC

Fee: \$299

### Excel - Level 1

Jan 18 R 9:00 AM – 4:00 PM WDCC

Feb 22 R 9:00 AM – 4:00 PM MIDLO

Apr 4 R 9:00 AM – 4:00 PM WDCC

Fee: \$299

### Excel - Level 2

Mar 19 T 9:00 AM – 4:00 PM WDCC

Fee: \$299

### Excel - Level 3

Apr 16 T 9:00 AM – 4:00 PM WDCC

Fee: \$299

### Power BI Desktop Essentials

Jan 25 R 9:00 AM – 4:00 PM WDCC

Fee: \$299

### File Storage - OneDrive vs. Teams vs. SharePoint

Feb 9 F 9:00 AM – 12:00 PM WDCC

Fee: \$199

### Collaborating with Microsoft Teams

Jan 19 F 9:00 AM – 12:00 PM Online

Fee: \$199



**NEW  
CCWA  
SPACES**

We are expanding CCWA programs and services in two newly renovated locations to meet the needs of the community.

We look forward to seeing you in class this spring!

#### SKILLED TRADES / HEALTH CARE COURSES

##### Reynolds Community College

Downtown Campus

700 Jackson Street • Richmond

#### CAREER SERVICES / TRAINING COURSES

##### Petersburg Resource Center

22 W. Washington Street • Petersburg

Learn more at [ccwatraining.org/locations](https://ccwatraining.org/locations)

# Business Administration and Management

CLASS LOCATIONS — details on page 19



## COMMUNICATIONS

### Business Writing for Professionals

Jan 26 F 9:00 AM – 4:00 PM Online

Fee: \$299

### Grammar Workshop

Mar 22 F 9:00 AM – 1:00 PM Online

Fee: \$249

## LEADERSHIP AND MANAGEMENT SKILLS

### Change Management

Jan 25 R 9:00 AM – 4:00 PM Online

Fee: \$299

### Inspiring Leadership with Emotional Intelligence

Feb 15 R 9:00 AM – 4:00 PM Online

Fee: \$299

### Strategic Leadership for Organizational Impact

Mar 12 T 9:00 AM – 4:00 PM Online

Fee: \$299

### Teambuilding Strategies

Apr 19 F 9:00 AM – 4:00 PM Online

Fee: \$299

### Critical Thinking

Apr 18 R 1:00 PM – 4:00 PM Online

Fee: \$199

## PLANNING an EVENT?

CCWA is the perfect place to host your next gathering — with on-site technology support, full multimedia capabilities and catering options!

- Classrooms and Computer Labs
- Conference Rooms and Ballrooms
- Available Days, Nights and Weekends

For more information, visit [ccwatraining.org/meeting-space](http://ccwatraining.org/meeting-space) or call 804-523-2292.



The workforce development division of  
Brightpoint & Reynolds Community Colleges

# 10 Building Blocks FOR EXCELLENT CUSTOMER SERVICE



Follow our track of focused classes to build and enhance your customer service skills.

## Block 1 A Winning Attitude

Develop a new awareness of the attitude that you project to your customers both on the telephone and face-to-face. In this workshop, we'll look at models of excellent attitudes to help us become more aware of our own — from a customer's perspective.

## Block 2 Commitment to the Customer

Learn the ground rules for keeping your customers coming back and turning indifference and bad service into behaviors of the past.

## Block 3 Grammar and Enunciation

Refresh your grammar skills by tackling the most common grammar problems and discovering ways to improve them. In addition, practice better enunciation and pronunciation to develop more self-confidence when talking with your customers.

## Block 4 Oral Communication

Examine your own communication skills to help you better understand how your customers and co-workers communicate. Discover ways to practice improved customer courtesy with better word selection and to gather the information you need by choosing the best types of questions to ask.

## Block 5 Phone Power

Discover ways of improving your telephone voice and showing your customers that you care. Learn to demonstrate self-confidence on the telephone and represent your organization in a professional manner.

## Block 6 Active Listening Skills

Listening is the most valuable communication tool. Assess your individual listening skills. Learn to listen better to your customers and make them feel valued. Enhance your personal skills and leave a lasting impression.

## Block 7 Problem-Solving Techniques

Assess your current skills in dealing with customer-related problems. Identify the obstacles to solving problems and assumptions that limit problem-solving capabilities. Learn to look for more than one right answer.

## Block 8 Confidence with Difficult Customers

Identify ways to prevent and diffuse potential problems with difficult customers through communication and advanced planning. Learn to respond better in a variety of difficult customer situations.

## Block 9 Managing Job Stress

This workshop will focus on managing your own stress level before helping with others. Learn the impact that stress has on workplace productivity and effectiveness. Learn to become more aware of your stress and new strategies for handling it.

## Block 10 Exceeding Customer Expectations

Participants will bring the 10 building blocks together by utilizing techniques of well-known customer service giants to apply a vision of customer service excellence for their organizations.



### Business Workplace Ethics

Feb 23 F 9:00 AM – 12:00 PM Online

Fee: \$199

### Effective Decision Making

Feb 2 F 9:00 AM – 4:00 PM Online

Fee: \$299

### Making the Move to Supervisor

Feb 9 F 9:00 AM – 4:00 PM Online

Fee: \$299

### Constructive Conflict Resolution

Mar 22 F 9:00 AM – 4:00 PM Online

Fee: \$299

# BUSINESS U

## Financial Course for Business Owners

Align your personal and business goals and make important decisions about the security of your business.

### SUMMER COURSES:

- **Feb 21 & 28**  
R 6:00 PM – 9:15 PM (MIDLO)
- **Mar 21 & 28**  
T 9:00 AM – 12:15 PM (MIDLO)
- **Apr 23 & 30**  
W 6:00 PM – 9:15 PM (MIDLO)

(See location information on page 19.)

For more information visit [ccwatraining.org/businessu](http://ccwatraining.org/businessu)

## INSTRUCTOR SPOTLIGHT



## Karen Gulliford

### ► Leadership and Management Skills

“ My goal when working with adult learners is to create awareness and provide an environment of personal exploration of the content. My leadership courses are interactive, and I give participants the freedom to safely share experiences or ask questions. ”

### How to Have Difficult Conversations

Feb 26 M 9:00 AM – 4:00 PM Online

Fee: \$299

### Human Resource Management

Mar 28 R 9:00 AM – 4:00 PM Online

Fee: \$299

## WRITING AND GRANTS

### Grant Proposal Writing 101

Feb 23 F 9:00 AM – 4:00 PM Online

Fee: \$299

### Grants Management 101

Apr 26 F 9:00 AM – 4:00 PM Online

Fee: \$299

# Manufacturing and Trades

CLASS LOCATIONS — page 19

## SAFETY

### Forklift Operator Training

Feb 3	S 8:30 AM - 12:30 PM	WDCC
Mar 23	S 8:30 AM - 12:30 PM	WDCC
Apr 20	S 8:30 AM - 12:30 PM	WDCC

Fee: \$149

## CREDENTIAL PROGRAMS

To earn valuable credentials in manufacturing, construction, and transportation trades, review programs on pages 7 - 11.



## TALENT DEVELOPMENT: SOFT SKILLS for SUCCESS



Along with technical and industry expertise, building soft skills can elevate careers, as well as the bottom line for businesses!



This program is designed as an asynchronous, self-paced online learning experience to teach the essential skills required in a warehouse or industrial setting — enhancing personal interactions that lead to greater job satisfaction, retention and performance. Participants will enjoy a mix of interactive instruction including videos and scenarios to gain the skills needed for effective communication, problem solving, and teamwork.

Cost is \$695 per person. | Call CCWA at (804) 523-2292 for more information.

# Online Courses

Instructor-facilitated online courses are informative, fun, convenient and highly interactive. You can complete any course entirely from your home or office, any time of the day or night. Many of these courses are open throughout the term. Visit us online at [ccwatraining.org](http://ccwatraining.org) for more details and additional course offerings.

## February

*Starting February 5*

Understanding Debits and Credits	\$195
QuickBooks Online Level 1	\$195
Business Writing	\$195
Keys to Customer Service	\$145
Introduction to Game Design	\$245
Conflict Management	\$245
Introduction to Data Analysis	\$195
Introduction to Power BI	\$195
Mastering Microsoft Excel	\$195
Statistics for Decisions Using Surveys	\$195
Leadership Principles	\$145
Introduction to Project Management	\$195
Mastering Microsoft Excel	\$195
Introduction to Six Sigma Green Belt	\$195
Remote Working and Communicating	\$245
Improving Email Promotions	\$195
Video Marketing	\$245
Podcasting	\$245
Introduction to Strategic Planning	\$195
Advanced Marketing Concepts	\$195
Introduction to Web Design	\$245
Introduction to Coding	\$195
Adobe Illustrator Essentials	\$225
What is DEI?	\$195

## March

*Starting March 4*

Cash is King	\$195
The Business Plan	\$195
QuickBooks Online Level 2	\$195
The Basics of Bookkeeping	\$195
Effective Copywriting	\$195
Extraordinary Customer Service	\$145

## March, continued —

Intermediate Video Game Design	\$245
Negotiation: Get What You Want	\$195
Intermediate Data Analysis	\$195
Intermediate Power BI	\$195
Intermediate Excel	\$195
Developing Your Leadership Skills	\$145
Project Management Processes	\$195
Collaborative Management	\$245
Intermediate Six Sigma Green Belt	\$195
Managing Remote Workers	\$245
Successful Print Marketing	\$195
Intermediate Web Design	\$245
Marketing Using Social Media	\$195
HTML Fundamentals	\$245
Adobe Photoshop Essentials	\$225
Inclusive Communication	\$195

## April

*Starting April 1*

Advanced Data Analysis	\$195
Advanced Excel	\$195
NEW! Advanced Power BI	\$195
Developing Your Professional Career	\$145
Project Management Knowledge Areas	\$195
Managing Generations in the Workplace	\$175
Advanced Six Sigma Green Belt	\$195
Online Advertising	\$195
Integrated Marketing Best Practices	\$195
Integrating Social Media in Your Organization	\$195
Advanced Web Design	\$245
CSS Fundamentals	\$245
Adobe InDesign Essentials	\$225

Courses run for one month. Many of these courses are open throughout the term. Visit us online at [ccwatraining.org](http://ccwatraining.org) for more details and additional course offerings.

# Information

## Refunds

CCWA class participants may choose to drop their course and receive a refund, if they notify CCWA of this decision in writing. Open Enrollment, or Professional Development, students may drop a class for refund up to five working days *prior* to the start of course. FastForward students may drop a class up to five days *after* the start of course. Visit [ccwatraining.org/policies](http://ccwatraining.org/policies) for more information.

## Non-Credit Financial Aid

CCWA has funding that can help you pay for industry credential training. FastForward tuition assistance is available to all residents of Virginia, regardless of income. Please contact us and find out how we might be able to support your efforts. Call 804-523-2292 or email us at [help@ccwa.vccs.edu](mailto:help@ccwa.vccs.edu) to inquire about our non-credit financial aid.

## Canceled Classes

Each course is offered on the condition of adequate enrollment; CCWA reserves the right to cancel or discontinue any course because of low enrollment or for other reasons deemed sufficient. Necessary changes in this schedule may be dictated by enrollment, personnel requirements, or availability of facilities.

## Continuing Education Options

All classes in this schedule offer Continuing Education Units (CEUs) and Continuing Professional Education (CPE). The number of CEUs awarded depends upon successful course completion and varies according to course length. For each hour of actual instruction 0.1 CEU is awarded. For CPEs, students simply need to request them from CCWA before class.

## Mailing Lists

To request more information or to unsubscribe from the mailing list, please write to [help@ccwa.vccs.edu](mailto:help@ccwa.vccs.edu).

## HOW TO REGISTER

Tuition must be paid at the time of registration by VISA or MasterCard, check, or money order.

**Paying by Third Party:** By completing a registration, you hereby agree to release information regarding your registration to the third party responsible for payment.

**Online:** [ccwatraining.org](http://ccwatraining.org)

**In-Person/Phone/Fax:**

Registration may be completed in person or by phone at three convenient locations (\*) — Mon-Fri, 9 AM – 4 PM.

## CCWA LOCATIONS

- CH** **Brightpoint Chester Campus\***  
William H. Talley III Center  
for Workforce Development  
13101 Route 1  
Chester, Virginia 23831  
804-706-5175
- DTC** **Reynolds Downtown Campus**  
700 East Jackson Street  
Richmond, VA 23219  
804-523-5345
- MIDLO** **Brightpoint Midlothian Campus\***  
Eliades Hall (E208)  
800 Charter Colony Parkway  
Midlothian, VA 23114  
804-897-7600 / Fax: 804-897-7617
- WDCC** **Reynolds Parham Road Campus\***  
Workforce Development  
& Conference Center  
1651 E. Parham Road, Suite 103  
Richmond, VA 23228  
804-523-2292 / Fax: 804-371-3414
- OS** **Off-Site Location**  
Details provided online with  
complete class description.

\*REGISTRATION available at this location.

**Photo Release:** CCWA participants grant permission to staff/instructors to use photographs/video taken on the date(s) and at the location(s) for use in publications or on the web and to use such photographs/video in electronic versions of the same. With registration, participants waive any right to inspect or approve the finished photographs/video or printed or electronic matter that may be used in conjunction with them, and any right to royalties or other compensation arising from or related to the use of the photograph. Participants may address any specific questions by submitting those questions in writing prior to the course date and agree that failure to do so will be interpreted as a free and knowledgeable acceptance of the terms of this release.

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**Brightpoint Community College**  
13101 Route 1  
Chester, VA 23831-5316

**J. Sargeant Reynolds Community College**  
Post Office Box 85622  
Richmond, VA 23285-5622

CCWA has helped thousands of businesses and individuals take their companies and careers to new heights.

We can do the same for you.



### Locations in Richmond, Midlothian, Chester, and Henrico

at Brightpoint and Reynolds Community College campuses — details on page 19



CCWATRaining.org