



ON-LINE HEALTH OCCUPATION COURSES

Inpatient Auditing

The Inpatient Auditing program requires students to have at least three years of experience in inpatient acute care medical coding as well as a current RHIA, RHIT, CCS, or CPC credential prior to enrollment. The course is designed for busy adult learners who have limited time, and students can test out of material they already know. Students will learn both the technical and soft skills required to be a good auditor, including ICD-10-CM/PCS, fundamentals and reimbursement concepts, regulatory compliance, healthcare law, and documentation integrity. The program also includes an audit practicum with 50 to 100 cases for hands-on experience. Includes two textbooks and a hands-on auditing practicum.

<https://partner.careerstep.com/wmcc>

Medical Transcription Editor

Approved by the Association for Healthcare Documentation Integrity (AHDI), the Medical Transcription Editor program focuses on teaching the skills needed to work as a medical transcriptionist and medical transcription editor. Students study medical terminology, anatomy, healthcare documentation, and editing theory and technique and they develop and practice their typing and listening skills on hundreds of authentic, employer-provided dictations from a variety of specialties. In addition to one-on-one instructor support and personalized graduate support, enrollment includes ebooks, a transcription foot pedal, an AHDI membership, a subscription to an online reference library, and a voucher to take the RHDS exam.

<https://partner.careerstep.com/wmcc>

Microsoft Office 2016

The Microsoft Office 2016 training course prepares students to earn the Microsoft Office Specialist Master certification by training them on the Microsoft Word, Excel, PowerPoint, Outlook, and Access applications. Students learn beginning and advanced concepts and complete a variety of hands-on exercises, allowing them to apply and practice the skills learned throughout the curriculum. The course's online format provides students the flexibility to study on the schedule and at the pace that fits their needs. In addition to one-on-one access to experienced instructors and a technical support team throughout the course. Includes eBooks and five quick reference cards. <https://partner.careerstep.com/wmcc>

Physical Therapy Aide

The Physical Therapy Aide program is specifically designed to prepare students to pass the Certified Physical Therapy Aide Specialist (CPTAS) exam after graduation. The online curriculum includes exercises, learning games, and interactive simulations on key procedures. Students learn Microsoft Office skills, patient interaction, documentation and reimbursement, medical word building, anatomy and pathophysiology, patient preparation, physical therapy modalities, and treating physical dysfunctions. In addition to ebooks, a personal Student Advocate to help navigate the program, and one-on-one support from experienced instructors throughout the course, students receive access to personalized graduate services and a voucher to take the CPTAS exam after graduation. <https://partner.careerstep.com/wmcc>

Physical Therapy Office Professional

The Physical Therapy Office Professional program is designed to train students to work as a physical therapy aide or a medical office professional. They will be prepared to earn the Certified Physical Therapy Aide Specialist (CPTAS) credential, the Certified Electronic Health Records Specialist (CEHRS) credential, and the Basic Life support (BLS) certification after graduation.

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The Physical Therapy Office Professional program is designed to prepare students to pass the Certified Physical Therapy Aide Specialist (CPTAS) and Certified Electronic Health Record Specialist (CEHRS) exams. Curriculum includes patient interaction, physical therapy aid simulations, basic life support certifications, and electronic health records. Enrollment includes a voucher to take the CPTAS exam after graduation. <https://partner.careerstep.com/wmcc>

Pharmacy Technician 2.0 (Non ASHP)

The Pharmacy Technician program prepares students for the Pharmacy Technician Certification Board (PTCB) Exam. The course connects students with an externship partner, so they can fulfill graduation requirements. In addition to one-on-one instructor support, students will receive a lab kit, e-books, and an exam voucher. <https://partner.careerstep.com/wmcc>

Pharmacy Technician 3.0 (ASHP/ACPE)

The Pharmacy Technician program prepares students for the Pharmacy Technician Certification Board (PTCB) Exam. The course, currently pending ASHP/ACPE accreditation, connects students with an externship partner so they can fulfill graduation requirements. In addition to one-on-one instructor support, students will receive a lab kit, e-books, and an exam voucher. <https://partner.careerstep.com/wmcc>

Dental Assistant with Externship

In less than 4 months, you can be prepared for a successful new career as a dental assistant! With this training program, you'll have everything you need to get a good job to better support your family and improve your financial security—including an externship so you can gain hands-on experience. Includes eBooks, simulation and materials, 120-hour externship. <https://partner.careerstep.com/wmcc>

Dental Assistant without Externship

In less than 4 months, you can be prepared for a successful new career as a dental assistant! With this training program, you'll have everything you need to get a good job to better support your family and improve your financial security—including an externship so you can gain hands-on experience. Includes eBooks, simulation and materials. <https://partner.careerstep.com/wmcc>

EKG Technician

The EKG Technician program is designed to give you the knowledge and simulations you need to earn your Certified EKG Technician certification after completion. To qualify for exam registration, learners will also need to set up a live experience with a local hospital to perform 10 EKGs on a person. The EKG Technician program is designed to prepare students with the knowledge to take the Certified EKG Technician (CET) credential after graduation. Curriculum includes interactive simulations and covers healthcare and cardiovascular foundations, reading basic patient vitals, and EKG testing and monitoring. Enrollment includes access to a Student Advocate, Instructors and Career Support. <https://partner.careerstep.com/wmcc>

Hemodialysis Technician

Within the large and growing healthcare industry, hemodialysis technicians are an essential part of the clinical workforce. In addition to their primary responsibilities with dialysis treatment, they help comfort patients both mentally and physically as they undergo this stressful procedure. Their primary duties include the following:

- Set up, monitor, and clean dialyzing equipment
- Maintain a sterile environment
- Prepare and educate the patient
- Administer dialysis treatment

- Access patient's vascular system
- Monitor and adjust medication and fluid rates
- Take vital signs

Hemodialysis technicians typically work in hospitals or clinics under the supervision of a registered nurse or physician, but some even work within their patients' homes. Most hemodialysis technicians work full-time, standard schedules, but part-time work is also available.

<https://partner.careerstep.com/wmcc>

Patient Care Technician

With the ever-increasing demand on the healthcare industry, patient care technicians are a vital part of today's medical workforce. Under the supervision of doctors, nurses, and other medical professionals, a patient care technician (PCT) helps look after sick and injured patients. Their primary duties include the following:

- Basic patient care like bathing, feeding, and catheter care
- Acquiring, distributing, and administering patient care supplies
- Collecting laboratory specimens
- Ensuring the cleanliness of patient rooms and conducting safety checks
- Monitoring and recording changes in patient health and vital signs
- Performing EKG and phlebotomy procedures

Patient care technicians have many options available for work location and environment. Most PCTs work in a hospital, home care agency, or a nursing home, while others work in doctors' offices, clinics, or rehabilitation centers. Additional job placement opportunities can be found through specialized training, including dialysis, emergency room, and ICU specialization.

<https://partner.careerstep.com/wmcc>

Home Health Aide

Home Health Aides work directly with individuals in their homes to provide assistance with daily living and self-care tasks. Home health aides help people who are disabled, chronically ill, or cognitively impaired. They often help older adults who need assistance. In some states, home health aides may be able to give a client medication or check the client's vital signs under the direction of a nurse or other healthcare practitioner. This course will provide a comprehensive overview of the Home Health Aide profession through the use of theoretical and practical applications. Students will learn about the medical and social needs of home health care clients, as well as the nutrition, personal care, cleaning, and infection control tasks required of Home Health Aides. Upon completion of this course, students will be fully prepared to begin working with clients in their homes. In addition, this course will provide an initial educational foundation for students preparing to take state licensing or certification exams. However, since the requirements for each state differ, students will have to conduct their own research to determine state-specific certification requirements. Depending on the state requirements, the student may need to complete additional coursework or additional licensing requirements (e.g. externship or other work experience) beyond the completion of this course. <https://partner.careerstep.com/wmcc>

HEALTH OCCUPATION COURSES CONT.

Mental Health Technician

Mental Health Technicians are in high demand right now! This certificate program will prepare individuals to enter this growing field with the skills and experience necessary to be a successful Mental Health Technician. This course provides a comprehensive overview of mental health care and the special needs of mental health patients. The full spectrum of mental health disorders will be discussed, along with information about the therapeutic interventions for each disorder. In addition, students will learn how external factors such as substance abuse, poverty, and culture impact a patient's willingness to seek and participate in treatment. Upon completion of this course, students will have a thorough understanding of mental health care and will be fully prepared to begin working in the field.

<https://partner.careerstep.com/wmcc>

Nutrition and Personal Trainer

The purpose of this course is to equip the student with knowledge and understanding about the importance and health benefits of proper nutrition, exercise, fitness, and healthy living. In this course, the topics of diet, exercise, nutritional elements, supplements, disease prevention, and weight management are explored. The goal is to prepare the student to use this understanding to facilitate healthy living in others. <https://partner.careerstep.com/wmcc>

Substance Abuse Counseling

Substance Abuse counseling is a growing field that requires specialized knowledge in the areas of substance abuse and counseling theories. This course will provide an introductory foundation to all aspects of drug and alcohol counseling. Students will receive a comprehensive overview of the different substances and the etiology of substance abuse. In addition, students will learn about assessment and diagnosis, treatment settings and strategies, sobriety and relapse prevention, and general substance abuse prevention education and strategies. This course will also examine issues related to working with special populations and diverse cultures. Using a variety of instructional activities, this course will help prepare students to work with individuals and families in need of substance abuse treatment and counseling. This course will provide an initial educational foundation for students preparing to take state licensing or certification exams. However, since the requirements for each state differ, students will have to conduct their own research to determine state-specific certification requirements. Depending on the state requirements, the student may need to complete additional coursework or additional licensing requirements (e.g. externship or other work experience) beyond the completion of this course.

<https://partner.careerstep.com/wmcc>

ON-LINE BUSINESS COURSES

Certificate in Data Analysis

Data Analysis is quickly becoming one of the most sought-after skills in the workplace. Companies have vast amounts of data, but it is rare to have someone with the ability to analyze that data to see trends and make predictions. Add a completely new skill set to your portfolio and make a big difference in the success of your organization by acquiring data analysis skills. Begin with getting a basic understanding of how to analyze data in a business setting. Then learn how many of your business decisions involve comparing groups for differences. You will know the statistics behind these group differences and relationships. Finally, you will find out how to perform inquiries that will be useful to your business or organization, and have the skill necessary to communicate these results through graphs and text that your fellow employees will understand. Whether your business is home based or a large company, this certificate will take you to the next level where important decision-making is concerned. For more information and registration: <http://www.yougotclass.org/courses.cfm/Ccsnh/Certificate-in-Data-Analysis>

Certificate in Sales

Social media and digital technologies, when understood and leveraged effectively, can enable you to find new clients and motivate these clients to take action in more efficient and strategic ways. Whether you are a beginner new to the sales process or a seasoned professional who loves selling, understanding the basic steps of sales and freeing your mind of negativity is the foundation to your business success. Gain a better understanding of the importance of the sales function and learn new skills in relationship management, prospecting, customer management, and delivering a compelling sales presentation. Move yourself or your sales team to increased success. For more information and registration: <http://www.yougotclass.org/courses.cfm/Ccsnh/Certificate-in-Sales>

Certificate in Leadership Development

Especially geared for future leaders in the Gen Y generation (born 1980-1999), the certificate provides how-to practical information on advancing your leadership potential and making a difference in both the workplace and in society. Find out what it takes to become an effective leader. Discover your style of leadership. Discuss task completion, building relationships with your subordinates, becoming socially perceptive to changes in the workplace, utilizing your emotions in a positive and effective manner, and addressing challenging goals. Then learn the unspoken secrets that leaders know and the strategies they employ/exhibit in for influencing others. Leadership skills are acquired and learned. You can become a leader if you know the do's and don'ts; what to say, what not to say; what to do, what not to do. At the end of completing the three-course certificate, you will come away with a new understanding, new toolbox of leadership skills, and the information to move your leadership development into high gear. <http://www.yougotclass.org/courses.cfm/Ccsnh/Certificate-in-Leadership-Development>

Entrepreneurship Certificate

Boost your chances of success for your new or small business and reduce your risks. Get the latest on planning your business, brainstorming business ideas and a checklist for going into business. Then learn how to create a business plan, including assessing business feasibility and prepare the management and financial plans. Then take home a step-by-step approach to attract and keep customers, with an emphasis on customer-driven marketing decisions and building a strong brand. At the end of this certificate, you will be able to identify the abilities required of successful entrepreneurs and how to acquire them, develop goals to help establish your business, develop an outline for your plan,

and take home techniques to successfully manage and market your new business. For more information and registration: <http://www.yougotclass.org/courses.cfm/Ccsnh/Entrepreneurship-Certificate>

Productivity & Time Management Certificate

Maximizing productivity and the use of time is the primary way to increase profitability and organizational success for a growing number of people and their organizations. Successful businesses and work organizations are moving from counting hours sitting in a chair to outcomes and results. Boost your productivity by managing your time better. Discover the Top Ten most effective time management techniques to increase your work outcomes without spending more time. Take home new 21st century techniques and strategies. Then find out about the exciting Productivity eTools that are available now, and utilize technology to boost your productivity. Finally, get the latest best information on documenting your own productivity, and managing the productivity of others. For more information and registration: <http://www.yougotclass.org/courses.cfm/Ccsnh/Productivity>

ON-LINE BUSINESS COMMUNICATION COURSES

Certificate in Basic Game Design

Games are increasingly recognized as a tool that can serve many business purposes beyond entertainment. This Certificate provides you with a general introduction to what goes into the design and development of both video and analog games, with a particular focus on the use of games outside of consumer entertainment.

In the first course, you will discover resources for developing game design, identify the mechanics and verbs used in different games. You will come away with knowing the different activities that are part of game design, being able to flesh out a game idea in order to increase the chances to having a successful game design experience, and have a basic understanding of how to work with game developers.

In the second course, you will learn the basics of video game design process, learn about the main video game genres, and use a game development application to begin your journey of making games.

By successfully completing this Certificate in Basic Game Design, you will have taken the first steps into understanding game design, and being able to create your own games. For more information and registration: <http://www.yougotclass.org/courses.cfm/Ccsnh/Certificate-in-Basic-Game-Design>

Certificate in Business Writing

Discover the keys to successful writing for the workplace. Whether you are writing a report, memo, letter or publicity notice, business writing has some defined characteristics for success. Successful communicators in the workplace move forward, others move back. Enhance your career by improving this critical communication skill.

Begin with understanding the format, construction, and successful techniques of writing good business reports and proposals. Then improve your skills with editing and proofreading. Finally, discover what good journalists know. Learn how to write a news story, press release or other publicity notice that zings. Help your organization stand out with your new skills in business writing. This certificate will take you to the next level where business writing is a skill for personal and organizational success. For more information and registration: <http://www.yougotclass.org/courses.cfm/Ccsnh/Certificate-in-Business-Writing>

Certificate in Customer Service

Customer service is now essential for business and all work organizations. With the increase of technology, human interaction with customers becomes all the more important. Whether it relates to retaining customers, serving your audience, or turning inquiries from potential customers into sales, good customer service is now one of the central factors in organizational success.

Learn to improve your customer service skills to enhance your career skill set, improve productivity, and increase your organization's success. You will also take away some extraordinary customer service techniques you won't find anywhere else. For more information and registration:

<http://www.yougotclass.org/courses.cfm/Ccsnh/Certificate-in-Customer-Service>

Certificate in Presentation Media

Presentation media are key to communication, sales, speeches and any other effective presentation today. Whether your presentation is online or in-person, presentation media not only enhance your message, but often make your message successful.

You will be exposed to a powerful, concise way to present information using Infographics. Learn the finer points of Photoshop for presentations. Then, discover the design elements to creating visual presentations for success using any media.

Take away critical skills for both training yourself and others in your organization. You will come away with the latest, most advanced practical and design knowledge in presentation media. For more information and registration: <http://www.yougotclass.org/courses.cfm/Ccsnh/Certificate-in-Presentation-Media>

Certificate in Workplace Communication

Good communication in the workplace is more important than ever. And critical to your career advancement and success. Come get a comprehensive and intensive preparation with skills and techniques you can put to use on Monday morning. Take back a workable conflict management model, along with successful and practical conflict management strategies. Then work with a pro to learn how to improve your negotiation skills for a win-win outcome, including helping others to get what they want, so you get what you want. Finally, find out more about yourself and others using personality profiles for better work performance. You will be learning from some of our more popular instructors, and taking away new how-to skills that work. For more information and registration:

<http://www.yougotclass.org/courses.cfm/Ccsnh/Certificate-in-Workplace-Communication>

ON-LINE HUMAN RESOURCE COURSES

Applying Lean Sigma Practices to HR Functions

Develop the mindset of Lean Operational Excellence, an advanced problem solving approach that facilitates continuous improvement within the organization through the identification and elimination of waste. Lean principles can also be used to streamline processes in the human resource functions such as recruiting, hiring, training, compensating and managing performance. Find out about Lean concepts, tools, and methods with which you can benchmark and assess problems, and lead continuous improvement efforts to resolve them. After taking this course you will have an expanded capacity to facilitate small groups and teams using Lean Process Improvement principles and methodologies to create change within your organization. For more information and registration:

<http://www.yougotclass.org/courses.cfm/Ccsnh/Applying-Lean-Sigma-Practices-to-HR-Functions>

Business Coaching Certificate

Mentoring and coaching have come to be used more frequently in organizations to improve leadership competencies. It has benefits for the employer and employee. The knowledge you gather will change the way you see yourself in the workplace. Through this knowledge, you can find helpful strategies to navigate through work and life. For more information and registration:

<http://www.yougotclass.org/courses.cfm/Ccsnh/Business-Coaching-Certificate>

Strategic Project Management Skills for Human Resource Professionals

Project management skills and processes are critical tools in meeting the organization's strategic talent and management objectives. Successful human resource professionals need to develop and demonstrate skills in leadership, organization, planning, and understanding of the essential aspects of project management. This course is designed to broaden your understanding of project management principles, develop skills needed to successfully facilitate projects as well as develop an understanding of potential risks that often prevent successful project implementation. For more information and registration:

<http://www.yougotclass.org/courses.cfm/Ccsnh/Strategic-Project-Management-Skills-for-Human-Resource-Professionals>

Your Workplace, Your employees & The Law

Designed for non-lawyers, this course will provide business owners, managers, supervisors, and HR professionals with a roadmap for effectively handling complicated employee-related issues that affect today's legal-prone work environment. Each class contains guidelines, step-by-step compliance instructions, and practical leadership skills, methods, and techniques proven strategies for successfully managing employees and for complying with state and federal workplace laws. For more information and registration: <http://www.yougotclass.org/courses.cfm/Ccsnh/Your-Workplace-Your-Employees>

ON-LINE LEADERSHIP COURSES

Certificate in Leadership Development

Especially geared for future leaders in the Gen Y generation (born 1980-1999), the certificate provides how-to practical information on advancing your leadership potential and making a difference in both the workplace and in society. Find out what it takes to become an effective leader. Discover your style of leadership. Discuss task completion, building relationships with your subordinates, becoming socially perceptive to changes in the workplace, utilizing your emotions in a positive and effective manner, and addressing challenging goals. Then learn the unspoken secrets that leaders know and the strategies they employ/exhibit in for influencing others. Leadership skills are acquired and learned. You can become a leader if you know the do's and don'ts; what to say, what not to say; what to do, what not to do. At the end of completing the three-course certificate, you will come away with a new understanding, new toolbox of leadership skills, and the information to move your leadership development into high gear.

<http://www.yougotclass.org/courses.cfm/Ccsnh/Certificate-in-Leadership-Development>

ON-LINE MANAGEMENT COURSES

Certificate in Non Profit Administration

Non-profits today need to be run like a business in many respects. You have competition, a need to generate income and a surplus, and staff need to be even more productive. Get the best training on revenue generation for nonprofits, and program evaluation for nonprofits, with our Certificate in Nonprofit Administration. You will come away with the latest best information from instructors who train people in nonprofits. For more information and registration:

<http://www.yougotclass.org/courses.cfm/Ccsnh/Certificate-in-Non-Profit-Administration>

Certificate in Project Management

In today's business environment, there is a need for good project management. Project management provides visibility of project health to the business and the customer. Through continuous monitoring, early detection of variations to plan, schedule, and budget can be communicated to stakeholders for quick resolution, including project cancelation. Project management is one of the fastest paths to promotion by increasing your network through greater exposure. First, gain the skills, tools and templates to confidently develop and maintain a project. An overview of salaries, certification costs, education and experience requirements are provided. Then acquire a well-rounded knowledge of the five Project Management Processes relating to the Project Management Body of Knowledge Guide. This basic information will assist you in learning the beginnings of Project Management, whether you are interested in project management, in a project management field, or in any line of work. Finally, learn the ten Project management Knowledge Areas and their support role and relationships to the five Project Management Processes. For more information and registration:

<http://www.yougotclass.org/courses.cfm/Ccsnh/Certificate-in-Project-Management>

Lean Six Sigma

In today's world, Lean is a part of the business environment. Lean Six Sigma attacks inefficiencies, non-value added wastes caused by defects, non-value-added flow of information or materials, non-productive time, data storage, stacks of inventory, overproduction and extra processing. With Lean Six Sigma techniques you will have the skills to lead successfully in both service and manufacturing industries. No pre-requisites required! For more information and registration:

<http://www.yougotclass.org/courses.cfm/Ccsnh/Lean-Six-Sigma>

Six Sigma Green Belt Certificate

Six Sigma professionals are in strong demand by organizations around the world. On the front-lines of Six Sigma efforts are Green Belts. LERN's Green Belt training teaches participants problem-solving skills, using the DMAIC (Define, Measure, Analyze, Improve and Control) model. After completing this challenging course, Six Sigma Green Belts serve their organizations as a trained specialist able to work on Six Sigma projects that benefit the organization. Although not required, participants are strongly encouraged to have a project during the course. The instructors and mentors work closely with the class to not only teach the material, but to guide candidates as they work projects. For more information and registration: <http://www.yougotclass.org/courses.cfm/Ccsnh/Six-Sigma-Green-Belt-Certificate>

Supervisory and Leadership Certificate

Your employees are your most valuable resources. Ensuring the efficiency of your team is the key to your success and is your most important responsibility. Get practical, easy to understand, and insightful methods for new and even experienced supervisors and managers.

Learn about effective delegation, performance management, and writing performance reviews. Discuss the specifics of the supervisor's role and responsibilities, and strategies for improving your overall effectiveness as a leader. Take home practical information along with tips and techniques that can be applied at your job immediately. For more information and registration:

<http://www.yougotclass.org/courses.cfm/Ccsnh/Supervisory-and-Leadership-Certificate>

Beyond Raising Awareness: Strategy and Evaluation of Advocacy Efforts

Raising awareness is not enough! Social change is baked into the work of many mission driven organizations, but is it effective? Exactly what change are you after? Do you know if your efforts are working? This course is designed to support staff of nonprofit organizations in using planning and evaluation tools to increase the effectiveness of social change advocacy campaigns. Students will be guided through case studies, planning tools, and evaluation methods specific to advocacy work. This course will emphasize strategy and evaluation. For more information and registration:

<http://www.yougotclass.org/courses.cfm/Ccsnh/NEW!-Beyond-Raising-Awareness:-Strategy-and-Evaluation-of-Advocacy-Efforts>

Workplace Conflict Solutions Certificate

In today's business environment, employers expect employees to have a solid set of interpersonal skills. The ability to solve problems quickly and effectively is a critical interpersonal skill well worth developing. First, find out how to deal with difficult personalities and broach challenging subjects in the workplace. Gain skills to be an effective team member and leader in the workplace by taking control of the conversation, managing your reactions, and navigating problematic interactions with ease. Then understand how to approach the delicate matter of bullying in the workplace. Both females and males need to understand about relational aggression in the workplace. Finally, develop problem solving skills and find out how to recognize problems and deal with them more appropriately. You will take home techniques relevant for any organization or group context, but can also be easily adapted to work at an individual level. For more information and registration:

<http://www.yougotclass.org/courses.cfm/Ccsnh/Workplace-Conflict-Solutions-Certificate>

Management Certificate

Enhance your management skills through this program for supervisors, managers, and emerging leaders. Nothing creates success like a solid foundation. Discover the keys for effectively managing your employees. Find out how to create clear expectations, engage and motivate employees, and increase your effectiveness.

Then you will explore the principles of collaborative management and gain insight on how to expand your collaborative skills for success of your team or organization.

Finally, get the keys to manage different generations in your workplace. Discover what motivates each generation at work, what incentives they respond to, and what messages they value. For more information and registration: <http://www.yougotclass.org/courses.cfm/Ccsnh/Management-Certificate>

Managing Social Change Certificate

Discover proven strategies for moving your efforts, and those of others, from advocacy to managing and achieving social change within the workplace and/or community. First, learn to strategically apply various disciplines to cause organizational change as well as develop the personal skills and attitudes organizations need for implementing change. Then find out how to address change in the workplace, including addressing the resistance to change. Finally, leaders from elected officials to the CEO of Apple are encouraging people in the workplace to participate in community and social change. Learn different

change strategies to improve your community and society for all. For more information and registration: <http://www.yougotclass.org/courses.cfm/Ccsnh/Managing-Social-Change-Certificate>

ON-LINE NEW MEDIA MARKETING COURSES

Digital Marketing Certificate

Come get a fundamental yet advanced introduction to eMarketing, including improving email promotions, analyzing your web site traffic, doing search engine optimization, and how to successfully employ online advertising. Relevant for any type of organization, including businesses, companies, non-profits, and government agencies. No eMarketing experience or expertise is necessary. If you are already at an advanced level, your instructors are experts and can provide the latest most advanced information and answer your toughest questions. For more information and registration:

<http://www.yougotclass.org/courses.cfm/Ccsnh/Digital-Marketing-Certificate>

Mastering Video Marketing Certificate

Video marketing is the latest hot new marketing trend. Shoppers who viewed product videos were 144% more likely to add the product to their cart. Video with good SEO has a 53% higher chance of showing up on page one of Google searches. When done correctly, video can tell a story, and stories connect people. Video also leads to an emotion ‘trigger’ that plain text cannot do. For more information and registration: <http://www.yougotclass.org/courses.cfm/Ccsnh/Mastering-Video-Marketing-Certificate>

Podcasting

Businesses are turning to podcasting to grow their brand and connect with customers. People with a niche hobby are turning podcasts into a business. Podcasting is experiencing a rebirth as mobile devices are everywhere. The intimate nature of the audio medium allows potential clients to get to know who you are and determine if you are the kind of company with which they want to do business. Learn how to take your business or hobby and turn it into a podcast. This step-by-step class will take you from start to finish and cover the required elements needed to get your show online. Come to class with your idea and end with your show online for all to hear. For more information and registration:

<http://www.yougotclass.org/courses.cfm/Ccsnh/Podcasting>

Google Analytics

If you are not reviewing your website statistics, then you are missing several key opportunities to profit from your website traffic. This course, aimed at non-technical users, will take you through all the key techniques and how to use website analytics using the world-standard Google Analytics, a free online tool. You’ll understand your visitor traffic better, learn how to calculate return on investment (ROI) for your online advertising, and find out how to get more conversions and sales from your website visitors. A must for anyone serious about leveraging more success from their website.

<http://www.yougotclass.org/course/index.cfm/Ccsnh/Google-Analytics>

ON-LINE PERSON DEVELOPMENT COURSES

BLS

The Basic Life Support (BLS) online certification course is built on the most recent Emergency Cardiovascular Care (ECC) guidelines published by the International Liaison Committee on Resuscitation (ILCOR), which is the international body responsible for coordination of all aspects of cardiopulmonary

and cerebral resuscitation worldwide. The curriculum is developed by licensed healthcare professionals experienced in emergency medicine, and it provides unlimited practice exams and free certification exam retakes. The program is nationally accredited, meets Joint Commission (JCAHO) standards, and provides 4 hours for certification and 2 hours for renewal through PIM or CAPCE.

<https://partner.careerstep.com/wmcc>

ON-LINE SOCIAL MEDIA FOR BUSINESS COURSES

Instagram for Business

With over 100 million users, Instagram is a marketing gold mine. Discover ways to have your audience generate excellent content for you. Build your community while doing it. Learn how to make hashtags work for you, how to make and keep your followers happy and how a small input can cause exponential growth. We'll also explore Do's and Don'ts of Instagram to get you on the fast track to success. Make the most of Instagram and lead your business to unending exposure. An android or iOS device is needed to take full advantage of the exercises in this class. For more information and registration:

<http://www.yougotclass.org/courses.cfm/Ccsnh/Instagram-for-Business>

Social Media for Business Certificate

Get in on this exciting and growing way to communicate, market and serve your customers and clients. For businesses, nonprofits, government, and other organizations. From Facebook to Twitter, blogging, YouTube, LinkedIn, and more, discover the new principles of communication that apply across all networks and how these specific social networks work and the possible uses for your organization. Learn how social networks are used to develop a two-way communication and marketing strategy for your organization. Then find out what you can be doing, what you should be doing, and take back a plan to integrate social networks into your communication and marketing. Whether you are new to social networks or already involved, you will come away with both an understanding of social networks and practical, how-to techniques to integrate social networks into your organization or business. Your instructors are outstanding practitioners who also speak, write, and train others on social networks. For more information and registration: <http://www.yougotclass.org/courses.cfm/Ccsnh/Social-Media-for-Business-Certificate>

ON-LINE TECHNOLOGY SKILLS COURSES

Certificate in Mastering Excel

A must-have skill to succeed in business, whether an entrepreneur or a valued employee, is the ability to create, edit and manage spreadsheets. Microsoft Excel is the most used spreadsheet tool in the world. Begin with learning how an Excel worksheet is constructed, populated with content, and edited for delivery. Discover how various menu items, commands, settings and processes affects the look of your Excel worksheets and workbooks. Then, increase your efficiency by learning how to organize, display and calculate your data into useful information. Identify different types of data and how data can be best visually represented or formatted, by using different data tool techniques. Finally, you'll learn a variety of Excel's most powerful features to analyze data quickly and easily. This Certificate will help you discover how to attractively visualize your data into meaningful information with confidence. For more information and registration: <http://www.yougotclass.org/courses.cfm/Ccsnh/Certificate-in-Mastering-Excel>

Certificate in Web Design

Online users say a website's design is the number one criteria for deciding whether a company is credible or not, according to recent research. Understanding what it takes to produce effective web design is essential in today's market of highly saturated digital competition. First, discover the basics of web

design using HTML and CSS. The No prior knowledge of HTML or web design is required. After the first course, you will have the info you need to plan and design effective web pages. Then find out how to create effective and dynamic websites/applications. Take away a functioning web application hosted on a web server that is both accessible and Search Engine Optimized. Finally, learn about responsive design process, advanced layout and design features using the Bootstrap framework. Plus explore CMS frameworks and industry standard technologies and frameworks. For more information and registration: <http://www.yougotclass.org/courses.cfm/Ccsnh/Certificate-in-Web-Design>

Graphic Design Software Essentials Certificate

The Adobe software tools are the leading software for graphic design. Adobe Illustrator is the industry standard computer illustration software. Use Illustrator to draw shapes and design logos, flyers, posters, banners, business cards or any other vector graphics for print or web. Adobe InDesign is the industry standard page-layout program that works with Adobe Illustrator and Photoshop seamlessly. InDesign allows you to create simple to complex multi-page documents such as brochures, flyers, books and magazines. Use Adobe Photoshop to effectively work with selection and editing tools, layers, and masks to edit, retouch and enhance existing images or create your own composite digital artwork. Access to the Adobe software tools required. For more information and registration: <http://www.yougotclass.org/courses.cfm/Ccsnh/Graphic-Design-Software-Essentials-Certificate>

Coding Certificate

Coding is becoming one of the most in-demand skills in the workplace today. As a result, coding has become a core skill that bolsters one's chances for becoming a higher value to organizations. The highest demand is for programming languages with broad applicability. Begin by getting introduced to the basics of computer programming and various programming languages. Then go to the next level and acquire all the basics of HTML and CSS. You will learn the relationship between these two industry-standard web page coding languages and the step by step process of hand coding and building web pages. Finally, discover the advanced features of CSS and learn how to use this very powerful language. For more information and registration: <http://www.yougotclass.org/courses.cfm/Ccsnh/NEW!-Coding-Certificate>

Programming for Non-Programmers Certificate

With virtually every organization now involved or even dependent on programming, managing or working with programmers is now an important part of your toolkit. If you wish to communicate technically with programming teams or wish to code a bit yourself, this certificate is for you. Begin by learning about how programming works, including processes, timelines and how projects are planned. Then learn the basic concepts of programming, so you can communicate more effectively with programmers and techies. Finally, pick up the communication strategies to make your projects more successful, creating a win-win situation for both you and your programmers. For more information and registration: <http://www.yougotclass.org/courses.cfm/Ccsnh/NEW!-Programming-for-Non-Programmers-Certificate>

WordPress Certificate

WordPress is the most popular content management system (CMS) for website and blog design. During the first week you will learn or refresh your knowledge of all the initial steps and the required elements for having a website. Then find out how to build a simple WordPress website or blog. Topics include introduction to CMS, WordPress installation and setup, page and content creation, administration, themes (selection, purchase, installation and setup), working with widgets and plugins, and more.

Finally, acquire advanced knowledge about WordPress options and features. You will learn how to modify WordPress web pages by hand-coding, learn about simple yet effective search engine optimization (SEO) techniques that improve your website ranking, and much more.

After successfully completing the WordPress Certificate you will know how to build a WordPress website or blog, customize your WordPress site by hand-coding HTML, CSS, and PHP, know necessary regular WordPress maintenance, create WordPress website backup, and know how to apply SEO techniques in WordPress. For more information and registration:

<http://www.yougotclass.org/courses.cfm/Ccsnh/WordPress-Certificate>

ON-LINE TRAINING AND EDUCATION COURSES

Certificate in Online Teaching

For those new to teaching online, or those already teaching online. Get the best instruction from the foremost authorities in online learning. Thousands of people have taken this fundamental yet advanced training in teaching online. From building an online course to improving an online course, from fostering online discussion to encouraging student interaction, from traditional assessment to online tests, the program will give you both the fundamentals of teaching online, as well as the most advanced tips and techniques in the business. Your instructors are authors, speakers and consultants in online learning and teaching. For more information and registration:

<http://www.yougotclass.org/courses.cfm/Ccsnh/Certificate-in-Online-Teaching>

Substitute Teacher Preparation

To be a substitute today it takes student respect, skills and a portfolio of ideas and workable presentations. You may get the first call but the successful substitute gets the second and third call to report.

Understand what is expected of a substitute and how to maximize your value to a school. Find out about how to develop a sub-notebook, understand classroom management, the latest techniques in developing lesson plans, how to use your own portfolio to assist in teaching, and much more.

With information applicable to any U.S. state, this course will provide you with the information you need to know to be successful at any level in any school. It will start you on the teaching path with a working knowledge and a portfolio of ideas to use the day you walk in to a new teaching environment. It will also assist you in finding important information to make you a valuable asset to any school system. For more information and registration:

<http://www.yougotclass.org/courses.cfm/Ccsnh/Substitute-Teacher-Preparation>