



CENTRAL OREGON
community college
CENTER FOR BUSINESS, INDUSTRY,
AND PROFESSIONAL DEVELOPMENT

Fall 2025

Public Sector Partners Employee Training Catalog

AUGUST 20 – DECEMBER 13



CITY OF BEND



Bend Park &
Recreation
DISTRICT



DESCHUTES PUBLIC
LIBRARY

COIC

TABLE OF CONTENTS

GENERAL INFORMATION

Introduction and Registration	1
General Information	2
Class Locations	
New This Fall: Agency Access Pilot	3

PROFESSIONAL DEVELOPMENT

Increasing Communication and Collaboration through DiSC	4
Spanish for Customer Service: Repeatable “Skills Lab”	4
Becoming a Valuable Team Member through StrengthsFinder	5
Real World Project Management	5
Brain-Based Time Management	5
Moving from Burnout to Balance	6
Working Across Generations: Build Bridges, Not Barriers NEW	6
Building Trust at Work: Everyday Actions for Stronger Teams	6

Self-Paced Online Professional Development Courses 8

Communicating Collaboratively
Innovation in Teams and Organizations
Introduction to Technical Writing
PM Skills®: Conflict Management

LEADERSHIP

Agent of Change Leadership Series NEW	9
<i>Building Belonging: Psychological Safety at Work</i>	
<i>Know Thyself: Intercultural Awareness in Leadership</i>	
<i>Building Trust at Work: Everyday Actions for Stronger Teams</i>	
Energy Leadership: How Your Mindset Shapes Team Culture NEW	10
Building Resilient Teams	10
Coaching and Feedback Techniques NEW	10
Emotional Intelligence	10
The Supervisor’s Tool Chest: Get the Right Tools for the Job	11
Essential Leader Series	12
Aspire to Lead	13

Self-Paced Online Leadership Courses 14

Body Language for Leaders
Handling Difficult Conversations
How to Coach
Leading Teams

TECHNOLOGY

AI Essentials: A Quick-Start Guide	15
Excel Tips and Tricks: Save Time and Work Smarter	15
AI Literacy: Empowering Critical Thinking with AI NEW	15

Self-Paced Online Technology Courses 16-17

Data Analysis in the Real World
Effective Presentations
Excel Basics
Excel Advanced Skills
Microsoft Project Basics

INTRODUCTION

The Public Sector Partners Employee Training Program was created for you by human resources representatives collaborating with Central Oregon Community College's Center for Business, Industry, and Professional Development. Partner organizations include:

Bend Park & Recreation District
City of Bend
City of Redmond
Central Oregon Irrigation District

Central Oregon Intergovernmental Council
Deschutes County
Deschutes Public Library

All participating organizations are committed to providing learning opportunities for their employees and welcome your participation in courses focusing on building professional, leadership and technology skills. Please follow the procedures required by your specific organization for approval to attend any of these courses. Have fun learning with your colleagues from public sector organizations in Central Oregon!

REGISTRATION INFORMATION

When to Register:

Courses are available on a first-come, first-served basis. If you want to ensure a spot in a course please register early. The registration deadlines vary by course and are designated in red in the course information.

Registering by this date helps us determine if minimum enrollment has been met. If minimums aren't met by the deadline, the course may be canceled — even if it appears in the catalog. In some cases, late registrations may still be accepted if space and materials allow. Contact us if you're interested in a course but missed the registration date.

After the deadline date, your organization is committed to paying for your registration. If you need to cancel, notify COCC as soon as possible (see cancellation instructions on page 2). If you want to register after the deadline, please call or email COCC to see if it is possible to join the course. Participation in some courses (Essential Leader Series, Supervisor's Tool Chest, and Aspire to Lead, specifically) is determined by your organization's HR department and is indicated in the course description.

How to Register

Each organization approaches the registration process differently. Check with your HR office to learn what method is available to you. COCC will also be assisting you with registration for courses in the Public Sector Partners Employee Training Program through these methods:

Email: COCC has a dedicated email address to assist you with registration or any other questions you have about this program: publicsectorce@cocc.edu. If you would like to register via email, please include the following information:

- Course title
- Name (first, last, middle initial)
- Your organization's name
- Home mailing address
- Work phone number
- Mobile phone number
- Work email address
- Date of birth

We will process your registration within 1-2 working days. (We use the date of birth as a unique identifier and are required by the state of Oregon to collect this information for reporting purposes. Your information is protected by FERPA.)

Phone: We are available Monday through Friday by phone to answer your questions: 541-383-7575. We will ask for your personal information to complete the registration process.

Self-Registration: Your organization may choose to register you directly for courses and/or may provide you with registration codes allowing you to register yourself. For self-registration, you will create an account within COCC's registration system providing your personal information. If this option is available to you, your organization will share the list of registration codes separate from this catalog.

GENERAL INFORMATION

Confirmations

You will receive an automatically generated email confirmation within 24 hours of your registration. This confirms that we have received and processed your registration and that you are confirmed in the course you requested. After this, our policy is “no news is good news,” so if you don’t hear from us again, please attend the course. You will receive another “pre-class” email before the first session with location information, any pre-work required and communication related to the course.

Cancellations

Should you need to cancel your registration, please notify us immediately – ideally at least five days before the class begins – so we can explore possible waitlist options. If we cannot fill your space, your organization will be charged for your registration. In most cases substitutions are welcomed; if you find a replacement, please contact us promptly to make necessary changes in our registration system, providing the new attendee’s registration information. For inquiries, please call 541-383-7575 or email cbipd@cocc.edu.

If we need to cancel: All courses require sufficient enrollment two weeks before the first session. If enrollment is insufficient, the course may be canceled. You will be notified of any cancellations due to low enrollment by COCC’s customer service team via phone and/or email at least five days before the first session. We encourage early registration to mitigate this possibility.

Payment

Your employer will be paying for the fee related to your course, so no payment is required of you to register. You will need to go through the approval system your employer has established to register and attend. If you have questions about this, please contact your supervisor.

On-Demand (Customized) Training

Any of the training topics in this schedule are available on-demand for your team. COCC’s Center for Business, Industry, and Professional Development can assist with your team retreat and ongoing workforce skill development. Contact the Center for Business, Industry, and Professional Development at 541-383-7575 or cbipd@cocc.edu to explore possibilities.

Zoom Technical Requirements

Some Public Sector courses are facilitated through interactive Zoom delivery. To have the best learning experience through Zoom, please review the following technical requirements:

- Attend on a computer or laptop with an integrated or USB-connected webcam, speakers and microphone. You can use your phone for audio if you do not have speakers/microphones on your computer. Mobile devices are not recommended for these courses.
- Attend from an individual device, not as a group with colleagues in a conference room. We often use Zoom breakout rooms, which work best when each participant attends on their device.
- We recommend using Firefox or Chrome. Other browsers may be problematic and are not supported. Browsers should be updated to the most current version.

CLASS LOCATIONS

All in-person classes will be held on the COCC Bend campus in either Cascades Hall or the Barber Library.

COCC Cascades Hall, rooms 101, 104 Barber Library, room 117

Cascades Hall is across from the
COCC Barber Library
2600 NW College Way, Bend, OR 97703 [Map](#)
Parking permits are not required

NEW THIS FALL: AGENCY ACCESS PILOT

We're excited to welcome a few additional public sector agencies into our training community this fall through a limited Agency Access Pilot. This pilot helps public sector agencies needing fewer than ten seats per season—offering flexible access to select workshops while keeping costs fair for full partners.

Our goal is to make professional development more accessible for public agencies, strengthen regional networks and keep our programs sustainable and impactful.

Questions? Reach out — we're here to help you grow your organization's capacity. Contact the Center for Business, Industry, and Professional Development at 541-383-7575 or cbipd@cocc.edu for more information.



Increasing Communication and Collaboration through DiSC

This powerful and interactive course challenges you to increase awareness of how your communication approach helps or hinders your effectiveness with others. Explore how to adapt your communication and approach with both internal and external clients based on the situation and/or person. This course utilizes DiSC profiles as a guide and tool for understanding communication styles and adapting strategies for improving communication and collaboration skills. You will receive a link to complete your DiSC assessment before the session.

Two dates to choose from. Register early as these sessions fill quickly.

Date: Tuesday, October 21

Time: 12:30 – 5 p.m.

*** Register by September 22 to receive your DiSC assessment link**

or

Date: Tuesday, November 18

Time: 12:30 – 5 p.m.

*** Register by October 20 to receive your DiSC assessment link**

Instructor: Wendy Boyer

Location: COCC Bend campus
Cascades Hall, room 104

Spanish for Customer Service: Repeatable “Skills Lab”

Build practical Spanish skills to better serve Spanish-speaking customers and community members. In this five-session, interactive lab, you’ll practice essential phrases, workplace conversations and common customer service scenarios. Activities adapt for beginners and low-intermediate speakers, with plenty of small-group practice and real-life dialogue. Repeatable: Join again next term to refresh, expand vocabulary, and strengthen your confidence each time.

Best for: Beginners and low-intermediate speakers; intermediate speakers wanting a refresher are welcome.

Date: Wednesdays, October 22, 29 and November 5, 12 and 19
(attend all five sessions)

Time: 3 – 4:30 p.m.

Instructor: David Engel

Location: COCC Bend campus
Cascades Hall, room 101

Become a Valuable Team Member through StrengthsFinder

Our passions align with our innate abilities, forming the foundation of our strengths. A profound comprehension of these strengths unlocks pathways to diverse opportunities, guiding us toward more gratifying professional endeavors. Immerse yourself in this engaging, enjoyable, and enlightening workshop, designed to delve into your strengths and foster collaboration with individuals possessing different strengths. Optimize your learning experience by signing up as a team! Before the session, participants will receive a book and undertake the StrengthsFinder 2.0 assessment. Bring your team!

Date: Thursday, October 30

Time: 8:30 – 11:30 a.m.

Instructor: Joanne Mathews

Location: COCC Bend campus
Cascades Hall, room 104

** Register by October 6 to receive your book and assessment ahead of session*

Real World Project Management

Do you manage projects or initiatives and wonder how the impact of formal project management knowledge might improve your results? Project management is becoming a vital part of many professions. This overview covers navigating all phases of project management, including how to successfully initiate, plan, execute, control and closeout projects by applying industry-accepted project management best practices. These skills will also apply to volunteer projects and projects outside the workplace.

Dates: Fridays, October 24 and October 31
(attend both dates)

Time: 8 – 11:30 a.m.

Instructor: Lynn Jesus Fuson

Location: COCC Bend campus
Cascades Hall, room 104

** Register by October 16*

Brain-Based Time Management

Get a new perspective on time management. This hands-on, three-hour course shows you how to support your brain so you can be more efficient with time, more effective in planning and experience less stress. We often feel that we have too much to do and not enough time to do it in. Imagine finishing your workday with confidence that you remembered and handled everything you needed to. Gain concrete tools and strategies to stay on track and on time, plan your day/week and prioritize your workload. Neuroscience tells us we have 10 brain skills and each one of us has skills that are strong (and skills that are not strong). This course covers each of these skills so you can identify where the weak spots are for you, and most importantly, what you can do about them.

Date: Monday, October 27

Time: 9 a.m. – noon

Instructor: Mary Ellen Baker

Location: Virtual via Zoom – Meeting information will be emailed a few days before the first session.

** Register by October 17 to receive your workbook from your HR Office*



Moving from Burnout to Balance

Most of us have chaotic lives running from activity to activity, preoccupied with what happened yesterday or planning for tomorrow. Our busyness pushes away time for unwinding, reflection and connection. We can lose sight of our purpose, our relationships and living our values, which are key to a balanced, healthy life. In a recent global poll by Gallup, 56% of all workers are struggling in life and 26% of U.S. employees “very often or always feel burned out at work.” In this reflective workshop, you’ll learn where burnout comes from and how timeless Stoic principles can help you find clarity, balance, and personal well-being. You’ll explore your own values, practice simple mindfulness strategies and create a personal plan to keep stress in check — at work and at home. Leaders will also learn how to build a supportive culture that reduces burnout for everyone.

Date: Monday, November 17

Time: 8:30 – 11:30 a.m.

Instructor: Brett Larson

Location: COCC Bend campus
Cascades Hall, room 104

** Register by November 7*



Working Across Generations: Build Bridges, Not Barriers **NEW**

Today’s public service teams often span four or five generations — each with different expectations for communication, feedback and teamwork. In this practical session, you’ll learn how to understand generational differences without stereotypes and pick up respectful, clear ways to keep communication strong and projects moving smoothly. Whether you’re a team member or a team lead, you’ll leave with tips to build trust and get work done together across age gaps.

Date: Thursday, November 20

Time: 8:30 – 11:30 a.m.

Instructor: Jeff Kitchens

Location: COCC Bend campus
Cascades Hall, room 104

** Register by November 10*

Building Trust at Work: Everyday Actions for Stronger Teams **NEW**

Trust is at the core of high-performing public teams. This session explores how trust grows through small actions over time — and how you can strengthen trust with yourself and others. Using a trust-building checklist and your DiSC Communication Style, you’ll learn how to set clear boundaries, practice integrity, and extend generosity, even in stressful moments.

Date: Tuesday, December 9

Time: 9 a.m. – noon

Instructor: Diane Murray

Location: COCC Bend campus
Cascades Hall, room 104

** Register by November 10*

INSTRUCTOR SPOTLIGHT



**Jennifer Masse,
MBA, PCC, ELI-MP**

Jenn Masse (she/her) is an ICF-certified leadership coach and facilitator, and the founder of Conshy Coaching. She helps executives, team

leaders and professionals take a more conscientious approach to leadership by simplifying how they manage time, stress and energy. Her work also focuses on strengthening communication skills that build trust and reduce burnout. Jenn's workshops and coaching engagements are grounded in research but always discussion-based and engaging, creating space for participants to reflect, practice and apply what they learn in real time.

Before coaching, Jenn spent over a decade in corporate roles across accounting, business development and sales strategy. She holds a bachelor's in accounting and an MBA in marketing from Saint Joseph's University, and several coaching certifications through the Institute for Professional Excellence in Coaching, the Institute for Organizational Science and Mindfulness, and Positive Intelligence. When she's not coaching, you can find her hiking, backpacking, golfing, skiing, snowboarding or curled up with a good book.

INSTRUCTOR SPOTLIGHT



Jeff Kitchens

For 25 years, Jeff Kitchens has been leading teams and organizations. From projects with only a handful of staff to organizations of a hundred-plus

employees, Jeff has diverse experience as a manager, supervisor, project director, strategic planner and leader. His work has ranged from directing the management of hundreds of thousands of acres of public lands to serving on nonprofit boards and public advisory councils. He has also been a professional mentor for over 15 years and is a professional coach.

His varied career has taken him throughout the U.S., including the Southeast, Midwest and various western states: Colorado, Montana, Nevada, and Oregon. He has helped develop and implement several leadership training and professional development programs, including a line officer training curriculum for the Bureau of Land Management and the Bend Chamber's Emerging Talent Mentoring program. He also provides peer support to wildland firefighters and other federal emergency managers, including supporting those injured on the job.

Outside of work, Jeff enjoys exploring the outdoors with his wife and two teenage boys. He is an avid hiker and skier. His other passion is fitness, regularly enjoying CrossFit, running and indoor climbing.

Self-Paced Online PROFESSIONAL DEVELOPMENT COURSES

COCC is pleased to offer self-paced online courses available on-demand to complete on your schedule.

- Access to each course lasts 90 days.
- You will receive a confirmation email with course access after you register.

Communicating Collaboratively (4 hours)

In most organizational settings, you'll be expected to work in teams. At times, your team members may not be physically in the same office with you. Yet, communicating effectively within these teams is critical to the success of the team, and critical to your personal success on any given project or task. This introductory-level course will help you improve your collaborative communication by providing best practices and effective tips and techniques.

Innovation in Teams and Organizations (3 hours)

Innovation is vital for staying competitive. This course explores how organizations encourage creativity, respond to disruption and move ideas from concept to launch. Learn key theories and see examples of real-world innovators.

Introduction to Technical Writing (5 hours)

Technical writing transforms complex information into clear, useful documents. Learn what technical writers do, the tools they use, and how to plan, draft and revise materials for different audiences and purposes.

PM Skills®: Conflict Management (3 hours)

Conflict is normal when people work together. This course helps project leaders spot potential conflicts early, resolve them constructively and build stronger teams by managing disagreements with practical tools and strategies.



Agent of Change Leadership Series **NEW**

Practical, public-sector-focused leadership workshops to build stronger, more inclusive teams.

This new series is designed for public sector professionals who want to lead with purpose, inclusion and results. Each session stands alone and offers hands-on tools to help you build resilient teams, foster belonging and improve performance.

Take one or join the full sequence to earn the Agent of Change Award of Completion. Sessions are interactive, reflective and immediately applicable — ideal for leaders, supervisors or emerging leaders.

Facilitated by Stefanie Siebold, certified coach and cofounder of PIQue Coaching.

All classes meet on Monday mornings on the COCC Bend campus, Cascades Hall, room 104

SPRING 2026 PREVIEW:

- Predictive Index: Data-Driven Team-Building
- Advocacy and Brave Conversations
- Mental Fitness for Sustainable Leadership

Session 1: Building Belonging: Psychological Safety at Work October 6, 9 a.m. – noon

***Register by September 23**

Build a strong team culture where people feel safe, respected, and connected. Learn what workplace belonging really looks like, why psychological safety boosts trust and results, and how small actions help everyone do their best work.

Session 2: Know Thyself: Intercultural Awareness in Leadership October 20, 9 a.m. – noon

***Register by October 7**

Understand how your background and experiences shape how you communicate, lead and relate to others. Spot blind spots, strengthen trust and build practical skills for better relationships at work.

Note: Includes required Intercultural Development Inventory Assessment (IDI) online assessment and a 30-min. 1:1 debrief the week of Oct. 13–19

Session 3: Unlocking Team Potential: Trust and Performance in Action November 3, 9 a.m. – noon

***Register by October 20**

Help your team share ideas, speak up and perform their best. Learn how to open communication, spot barriers and build team trust for better results.

Energy Leadership: How Your Mindset Shapes Team Culture **NEW**

Leadership isn't just what you do — it's the energy you bring. In this engaging session, learn how your mindset and emotional tone directly influence your team's trust, motivation and resilience. Explore the "Energy Leadership" framework to spot when your stress is contagious — and practice simple shifts to lead with calm, clarity and purpose. Leave with tools to renew your own energy and help your team navigate challenges with confidence.

Date: Tuesday, October 21

Time: 8 – 11 a.m.

Instructor: Jenn Masse

Location: COCC Bend campus
Cascades Hall, room 104

** Register by October 13*

Building Resilient Teams

In today's unpredictable world, team resilience is key. This workshop equips leaders with practical tools to foster adaptability, collaboration and confidence within their teams. You'll learn how to tap into your team's strengths, guide them through challenges with empathy, and build a culture that sees obstacles as opportunities to grow.

Date: Wednesday, November 5

Time: 8:30 – 11:30 a.m.

Instructor: Carly Pomeroy

Location: COCC Bend campus
Cascades Hall, room 104

** Register by October 22*

Coaching and Feedback Techniques Lab **NEW**

Adapted from our Leadership Lab@COCC series, this practical, interactive session gives supervisors essential tools to deliver clear, actionable feedback and build coaching confidence. Learn how to guide performance conversations, strengthen accountability and support your team's growth with simple frameworks you can use right away.

Date: Thursday, November 13

Time: 8 a.m. – noon

Instructor: Mike Cieri

Location: COCC Bend campus
Cascades Hall, room 104

** Register by November 3*

Emotional Intelligence

Explore a variety of topics that impact people in leadership positions, from imposter syndrome to the language we use, to giving ourselves permission to say no, and what's behind why all these things are hard. Included in the course, you will complete an emotional intelligence assessment and receive the book, "Emotional Intelligence 2.0" by Dr. Travis Bradberry. Take this opportunity to uncover your leadership style and be purposeful in the way you lead others.

Date: Friday, November 14

Time: 9 a.m. – 12 p.m.

Instructor: Rachael Gass

Location: COCC Bend campus
Cascades Hall, room 104

** Register by November 3 to receive your book*

Your Human Resources department selects participants to represent your organization for both the Essential Leader Series and Supervisor's Tool Chest. If you are interested in attending either of these courses, please contact your organization's HR department to inquire.

The Supervisor's Tool Chest: Get the Right Tools for the Job

Supervisors will gain valuable tips and tools for facilitating positive employee contributions to departmental work in this course. Topics include employment laws and regulations, employee relations, employee engagement and performance management. This is perfect for new supervisors or experienced leaders who are seeking up-to-date information. Talk to your supervisor if you would like to attend.

Dates: Tuesdays, October 14 and 28
(attend both dates)

Time: 8:30 a.m. – 12:30 p.m.

Instructors: Joseph Tam, Training and Development Specialist for BOLI

Jennifer Bouman-Steagall,
Attorney/Founder, Red Kite
Employment Law

Location: COCC Bend campus
Cascades Hall, room 104

Public Sector Training Program HR Representatives

Bend Park & Rec. District	Kathleen Hinman	541-706-6111	kathleenh@bendparksandrec.org
City of Bend	Amanda Toms	541-323-8562	atoms@bendoregon.gov
City of Redmond	Katie Graham	541-923-7725	katie.graham@redmondoregon.gov
COIC	Hannah Bullock	541-640-6143	hbullock@coic.org
COID	Jenny Hartzell-Hill	541-504-7582	jenny@coid.org
Deschutes County	Susan DeJoode	541-385-3215	susan.dejoode@deschutes.gov
Deschutes Public Library	Sara Brang	541-617-7070	sarab@deschuteslibrary.org



Essential Leader Series

The public sector partner organizations offer a leadership training program for selected participants. Individuals come together to enjoy learning with colleagues from other organizations through sharing leadership best practices, challenges and ideas. Following the kickoff, this series includes five main topics, each building upon content previously covered in highly interactive, experiential and engaging afternoons facilitated by Wendy Boyer, organizational consultant and professional coach.

All classes meet on Wednesday afternoons on the COCC Bend campus, Cascades Hall, room 104.

Essential Leader Series Kick-off – August 20 (1 – 3 p.m.)

Participants and executive representatives from each organization gather to understand the Essential Leader program components and commitments, receive workbooks and discuss the next steps.

Session #1: Increasing Communication and Collaboration through DiSC – September 3 (12:30 – 5 p.m.)

This powerful, interactive session challenges participants to increase awareness of how their communication approach helps or hinders their effectiveness as a leader and peer. Explore how to adapt your communication and approach with both internal and external clients based on the situation and person. This session utilizes “DiSC profiles” as a guide and tool for understanding communication styles and adapting strategies for increasing communication and collaboration skills.

Session #2: Thriving through Change and Into Accountability – September 10 (12:30 – 5 p.m.)

Explore the question “What is accountability and how do we develop it in ourselves and others?” Demystify how people process change by identifying their specific behavior and language cues, allowing you to proactively coach them from the opposition and into personal accountability and engagement.

Session #3: Team Coach – October 15 (12:30 – 5 p.m.)

Explore the process and impact of ongoing goal-setting and challenge yourself to ensure goals/expectations are truly aligned and driving the results and commitment required to move your organization forward. You’ll assess the effectiveness and impact of relationship management and explore how and when to apply facilitative – versus directive-coaching skills – using two practical feedback/ dialogue tools.

Session #4: Leveraging Conflict – October 29 (12:30 – 5 p.m.)

Identify your individual approach to conflict and learn how to adjust and adapt to other styles based on the situation and person. Using a TKI conflict assessment, participants apply tools to understand and leverage conflict to increase collaboration and root problem-solving.

Session #5: Series Integration and Best Practices – November 19 (12:30 – 5 p.m.)

This critical session explores your progress and application from Sessions 1 – 4. Identify peer best practices and support required for continued success and growth as a leader. Bring your success stories, challenges and ideas to share.

PLAN AHEAD

**Aspire to Lead Series —
Coming Spring 2026**

Are you ready to lead a team?

The Aspire to Lead (ATL) series, facilitated by Wendy Boyer, is designed for aspiring leaders exploring a move into future management roles. This interactive series gives you an honest look at what it takes to lead people and teams — before stepping into a formal leadership position. Through practical tools, engaging discussions and insights from experienced managers, you'll build core skills, boost your confidence and develop a plan to grow your leadership impact now.

Prerequisites:

- Completion of a DiSC Communication and Collaboration session within the last three years (offered each fall and spring via COCC or through your organization's internal DiSC training). Not sure? Talk with your HR team.
- Supervisor approval required.
- Identify an ATL sponsor — a leader, mentor or supervisor — to serve as your learning and accountability partner during the series.

Registration opens February 2026 — connect with your supervisor and HR now to plan for a DiSC session if needed.

Tentative Dates:

Kickoff: April 2

Sessions: April 9, 16, 30 and May 7, 21

[Learn more](#)

INSTRUCTOR SPOTLIGHT

**Diane Murray**

Diane Murray believes that altering the way people perceive leadership holds the potential to bring about significant change in the world.

Embracing an unconventional perspective, she asserts that leadership is not an inherent quality but rather a deliberate choice. In this paradigm, the emphasis shifts from what one does to the underlying motivations. Rooted in the idea that people's thoughts and actions shape the world, this distinctive worldview is applicable across a spectrum of domains, including big and small businesses, politics and nonprofit organizations.

Diane is a certified Dare To Lead™ facilitator with years dedicated to coaching and training leaders. She adopts a value-based leadership approach. Her clients include executive and mid-level leaders in both private and public sectors, spanning diverse industries such as health care, energy, law, technology, financial services, retail and professional services. Advocating for leadership grounded in core values, she maintains that this approach significantly enhances effectiveness in achieving desired outcomes.

Self-Paced Online LEADERSHIP COURSES

C OCC is pleased to offer self-paced online courses available on-demand to complete on your schedule.

- Access to each course lasts 90 days.
- You will receive a confirmation email with course access after you register.

Body Language for Leaders (3 hours)

Leadership is more than words. This course helps leaders understand and use body language — gestures, expressions, posture — to communicate strength, approachability and trust, including tips for virtual and cross-cultural contexts.

Handling Difficult Conversations (3 hours)

Tough conversations are part of leadership. This course prepares managers to handle sensitive discussions with employees thoughtfully and professionally, helping maintain a positive work environment and stronger team relationships.

How to Coach (3 hours)

Managers who lead and manage through coaching — providing encouragement, feedback and support — are more successful in “working through others.” This course focuses on the skills and techniques of positive coaching in an organizational setting, including listening actively, providing constructive feedback based on observation, reinforcing positive employee performance through recognition and praise, and teaching new skills.

Leading Teams (5 hours)

Team leadership requires unique skills. This course explores what makes teams successful, how leaders guide shared accountability and how to handle dynamics, conflict and collaboration to keep teams on track.



AI Essentials: A Quick-Start Guide

Curious about AI but not sure where to start? In this fast-paced, interactive session, you'll get a crash course on artificial intelligence—what it is, why it matters, and how to use it responsibly. Explore the fundamentals of Generative AI and learn essential ethical considerations. Walk away with practical next steps for integrating AI into your personal or professional life. Perfect for beginners—no experience required. (Access to ChatGPT, Microsoft Copilot, or Gemini is encouraged but not required).

Date: Tuesday, October 7

Time: 10:30 a.m. – noon

Instructor: Carly Pomeroy

Location: Virtual via Zoom – Meeting information will be emailed a few days before the first session.

** Register by September 23*

Excel Tips and Tricks: Save Time and Work Smarter

Make Excel work for you — not the other way around. This fast-paced, hands-on workshop shares the top 15–20 most useful Excel tips for everyday tasks, perfect for anyone who wants to save time and feel more confident working with data. You'll practice smart shortcuts for data entry, cleaning, sorting, filtering and formatting — plus learn quick ways to fix common issues and keep your spreadsheets clear and professional. We'll also cover a few practical lookup and reference tools — like VLOOKUP, HLOOKUP and Find and Replace — so you can locate the information you need in seconds.

Perfect for: Beginners and everyday users who want practical skills to boost efficiency and make Excel less frustrating.

Date: Friday, October 10

Time: 9 a.m. – noon

Instructor: Pamela Burns

Location: COCC Bend campus
Barber Library, room 117

** Register by September 30*

AI Literacy: Empowering Critical Thinking with AI **NEW**

As AI tools like ChatGPT, Copilot and Gemini pop up everywhere, so do mistakes, bias and “hallucinations.” This hands-on workshop helps you see behind the curtain of how Large Language Models (LLMs), actually generate information — and why they can get it wrong. Learn simple, practical ways to double-check AI output, spot hidden bias and use these tools as helpful assistants rather than automatic experts. Perfect for staff who already use AI or have taken AI Essentials and want to build stronger judgment skills.

Date: Friday, November 7

Time: 9 a.m. – noon

Instructor: Byron deVos

Location: COCC Bend campus
Barber Library, room 117

** Register by October 27*



Self-Paced Online TECHNOLOGY COURSES

COCC is pleased to offer self-paced online courses available on demand to complete on your schedule.

- Access to each course lasts 90 days.
- You will receive a confirmation email with course access after you register.

Data Analysis in the Real World (5 hours)

Data drives smart decisions. Learn how different sectors use data analytics, from health care to government, and get practical tips for interpreting data and using it to solve problems and support better outcomes.

Effective Presentations (5 hours)

The ability to deliver an effective presentation is critical in most job functions. This introductory-level course helps learners organize, structure and create effective presentations that feature slides as a visual aid. Because many organizations use PowerPoint as a way of communicating information, this course offers advice and guidance on the most effective and persuasive uses of PowerPoint, including best practices on word count, graphics and structure.

Excel Basics (3 hours)

As big data continues to change the way businesses operate and drive strategy, the ability to efficiently and effectively organize and analyze data is crucial. Managers need to be able to utilize tools to identify trends and help make better business decisions. Excel is an essential business tool for organizing and analyzing data. This course covers the basics of building spreadsheets, entering data, using formulas and formatting to help you manage information with confidence.

Excel Advanced Skills (3 hours)

If you have a solid understanding of Excel's basic tools and functions, learn some of the more advanced skills and features available in Excel, including style templates, conditional formatting, data validation, data manipulation and pivot tables.

Microsoft Project Basics (3 hours)

Microsoft Project is a powerful tool for managing tasks, schedules and budgets. This course teaches you the essentials of MS Project 2019, including setting up projects, assigning tasks, tracking progress and analyzing workload. Learners must have access to MS Project 2019.



CENTRAL OREGON
community college
**CENTER FOR BUSINESS, INDUSTRY,
AND PROFESSIONAL DEVELOPMENT**

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