Corporate Performance Solutions
CUSTOMIZED TRAINING | PROFESSIONAL DEVELOPMENT

NOVA Northern Virginia Community College
Workforce Development Division
www.nvcc.edu/workforce
Make your training investment pay off by closely linking staff development outcomes with specific business objectives.
Training is Our Business.

Building skills and creating success— for your employees and you.

NOVA’s robust education, training resources, and extensive network of community partnerships enable us to provide innovative and affordable customized solutions for your human capital development needs. Our personalized training services range from short, targeted skill-building courses to professional certifications and employee/leadership development. We focus on practical learning solutions delivered by our expert instructors, who have a wealth of training and industry experience.

Workforce Development Division’s customized training provides the right training, at the right time, and at the right cost.

**How does it work?**

- We evaluate your needs and prepare a customized proposal tailored to your organization.
- We deliver training at your location or ours, or online.
- We measure training outcomes to ensure your needs are met.

CEUs are available for all of our classes.
Customized Training: How it Works

We recognize that each company is unique, with specific training requirements and budgetary considerations.

NOVA’s Workforce Development Division offers a free consultation and works closely with your representatives to create your curriculum.

STEP 1
Evaluate your needs.

We evaluate your needs and prepare a customized proposal tailored to your needs.
STEP 2
Deliver the training.
We deliver training at your location or ours, or even online.

STEP 3
Evaluate the results.
We measure the training outcomes to ensure your needs are met.

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NOVA Workforce Clients

IT & CYBER SECURITY
- Raytheon
- Lockheed Martin
- Micron Technology
- Cascades Technologies
- Intersections, Inc.
- SAIC

GOVERNMENT: FEDERAL
- Army Community Services
- Department of Homeland Security
- Marine Corps Base Quantico
- Social Security Administration
- Department of Commerce
- Secretary of Defense
- U.S. Dept. of Agriculture
- U.S. Securities and Exchange Commission
- TSA

GOVERNMENT: STATE
- City of Alexandria
- Fairfax County Public Schools
- Prince William County
- Loudoun County
- Town of Vienna
- Town of Herndon
- Arlington County

UTILITIES
- Cox Communications
- Washington Gas
- DC Water and Sewer Authority
- Dominion Power
- U.S. Army Prime Power

CONSTRUCTION & TRADES
- Assoc Builders/Contractors
- Centex Homes
- INOVA Health System
- Howard Hughes Medical Institute
- Chevy Chase Bank
- Navy Federal Credit Union
- Pentagon Federal Credit Union

HEALTH CARE
- INOVA Health System
- Howard Hughes Medical Institute

FINANCE
- Chevy Chase Bank
- Navy Federal Credit Union
- Pentagon Federal Credit Union

BUSINESS
- CVS
- Dulles Regional Chamber of Commerce
- Wegmans
- Hyatt Place
- Ramada Inn
- Washington Post
- Cuisine Solutions
Benefits of NOVA Workforce Services

With evolving expectations of a technology-driven market, you must be prepared to meet new demands and remain competitive.

Commonly available pre-packaged training options are not tailored to your organization. Your business requires a customized training design and delivery approach that aligns with your distinct needs and goals. NOVA’s Workforce Development Division will design a training program that gives you a much higher ROI than off-the-shelf training.

NOVA’s Workforce Development Division offers many benefits to both your company and your employees:

• Training is offered at competitive prices and targeted for your organization’s needs and goals, which gives you a higher ROI and improved productivity and efficiency in your workforce.

• Employee retention is higher in companies that invest in their workforce, and many employees cite development opportunities as part of higher overall job satisfaction.

• As employees develop and learn new skills, they are positioned to grow within your company and meet new challenges and future goals.
Leadership, Management, and Supervision

Supervisors and managers need effective training to learn how to motivate employees to achieve high performance results.

NOVA's Workforce Development Division offers over 40 certificates, 420 courses, and 2,540 classes—all designed to complement each other in a customized training program.

Communication

Communicating Up
As a manager you communicate with peers and employees daily. Do you—should you—apply the same communication processes across all levels of colleagues? This course will help you with awareness of your perceptions of this different audience and how behavior preference may change when “Communicating Up.”

Professional Communication Skills
Sending clear, concise messages is imperative in today's business world. Learn how to deliver clear and concise messages, identify and use active listening skills, obtain feedback to ensure accuracy of communication, and understand the pluses and minuses of the written word.

Interpersonal Skills In the Workplace
Most people spend as much time with coworkers as they do with family. The resulting relationships can have a significant impact on the unit as well as the organization, both in efficiency and effectiveness. Examine components of interpersonal behavior, and explore ways to make emotional intelligence a benefit.

Confident Public Speaking
Are you nervous speaking in front of groups? In this course you will practice speaking in a variety of situations, learning cognitive and behavioral strategies to cope with anxiety, and gaining confidence while speaking in a group setting.

Listening As A Skill: What They Hear Is What You Get
We may think we communicate well, but do we also listen with the same intensity with which we write or speak? Discover your listening style preference, explore factors that can cause misunderstanding, and learn strategies to match listening styles to incoming message types.

When You Say It, Do They Get It? — Speaking Clear Messages
In order to convey information quickly and effectively, your message must be clear and concise. This workshop provides realistic practice for common workplace communications in forming and sending messages to fit the audience for which they are intended, and asking for feedback to reflect a mutual understanding.

Do You Hear What They Need? Listening to Clients and their Needs
We often underestimate the benefits that arise as a result of “good listening.” Learn the right questions to ask, to enable you to zero in on key information. Also learn to match your listening style to fit each customer, and respond to their needs.

Communicating with Difficult People
In today's business world, chances are you have had the experience of dealing with at least one difficult individual. Explore potential reasons behind difficulties and learn how to turn a challenging experience into a positive process.
**Communicating with Difficult Customers**

When dealing with difficult customers, how can you maintain composure and remain professional? Explore potential reasons behind difficulties and learn how to turn a challenging experience into a positive one—even with the most demanding customers.

**The Written Trail: Writing What You Mean**

We often “speak” through text messaging or email. We forget that even informal writing is documented communication. We also tend to forget that what and how we write is a reflection of who we are—and a reflection on the organization. Become more aware of email etiquette, how to avoid “grammar gremlins,” and how to make your point concise without leaving out crucial information.

**Discovering Individual Communication Style Using DiSC – An Overview**

Each of us has a behavioral preference in how we give and receive information. However, not everyone on a team has the same preference. Discover your personal communication preferences and learn about four distinct behavior-based communication styles (the DiSC model). Learn to recognize the warning signs of miscommunication—and develop strategies for communicating more effectively with others.

**Negotiation Strategies**

We negotiate every day with employees, clients, and supervisors. Some negotiations carry high stakes; others have little value. What are your negotiating strategies? Do you use proven strategies to find mutually beneficial outcomes? Learn the difference between bargaining and negotiation, and examine ways to preserve relationships while fulfilling your needs.

**Bringing Innovation to Work: Responding to the Unexpected from a Personal and/or Team Perspective**

How can you and your team quickly adopt an open mindset amid standardized procedures and requirements? Learn how to foster flexible and innovative approaches to respond to challenges. Identify your strengths and blind spots, and create an action plan to introduce and support innovation as part of your team culture.

**Writing Scope Statements and Procurement Statements of Work**

Project and program managers must rely on stakeholders to establish and achieve project and program goals. Participants will learn to craft Scope Statements that clearly define objectives and success criteria to ensure customer acceptance, and use these foundational statements as guidance in creating Statements of Work (SOWs) to procure needed product and/or service deliverables.

**Proactive Management: Planning for Change in Projects and Organizations**

Change is neutral. Humans assign a positive or negative view, and we rarely agree with all our other team members about that view. Participants will learn to create a foundational culture where adapting to change is accepted as a normal part of business, as well as identify solutions to adapt to and embrace changes within the project and the organization.

“Conflict Resolution is one of the best sessions yet! Learning how to deal with conflict is one of the most highly rated issues within our agency. Knowing yourself and how to interact with others will ease our flow of communication.”

**Leadership**

**A Contemporary View of Leadership: The Role of Authenticity and Transparency**

The traditional definition of the leader is evolving in our multi-generational, multi-cultural, and increasingly global workplace. Leadership encompasses personal skill sets that develop within the context of brain style, gender, and culture. Participants focus on the strengths they bring to the job of project manager and how exercising leadership behavior increases the effectiveness of their management style.

**Tactical Leadership for New and Mid-level Managers**

The U.S. Military understands the difference between managerial and leadership skills, and how a leader must use both to be successful. Explore the fundamental leadership skills front-line and mid-level managers need to create dynamic high performing teams.

**Next-Level Leadership: Moving from Tactical to Strategic Leadership Positions**

Congratulations! You have just been promoted. With every level you move up, your impact and influence on the organization grows significantly. Making the leap up the management chain requires you to develop more advanced managerial, leadership, and organizational skills, while using your current toolbox in different ways.

**Introduction to Action Learning: A Collaborative Complex Problem Solving and Learning Process**

The core of Action Learning is a belief that we learn best by doing. By taking actions and reflecting on results, we understand how and why things work the way they do. Taking this one step further, Action Learning proposes we can learn from experiences and insights of others as well. This workshop will introduce the ground rules and components of Action Learning, and give participants practical experience in problem solving.
Coaching & Teams

Team Dynamics: Participation, Facilitation and Management

Corporations, organizations, and small businesses all have teams, and the “team” can make or break a business. You’ll learn how teams function, including individual and group behaviors, roles, and relationships. In addition, you’ll explore methods to create effective “distance” teams to meet the demands of today’s cyber business relationships.

Leaders as Coaches

Diversity within the workforce is greater than ever; changing demographics have a significant impact on organizations and their employees. Successful organizations understand how to leverage these differences to create motivated and productive employees. Expand your consciousness and develop tools that will lead to integrating diversity and leveraging differences in your teams.

“Walked in thinking this workshop may have been geared towards the active leadership in the credit union. However, I was happy to find that leaders/coaches are amongst us all – and that this class would be great for my staff. Thank you!”

Critique for Improved Performance: The Space Between “You’re Great” and “You’re Fired”

An inability to critique job output robs the team member of clear guidelines, the work unit of improved effectiveness, and the manager of peace of mind. In the formal review process, this discomfort can lead to glossing over needed improvements or avoiding review sessions altogether. Review performance planning and evaluation processes, and create strategies for giving more effective feedback.

Motivation and Team Culture

Are you aware of your team’s culture and how it differs from other work teams? How can you motivate your team? Knowing one’s team culture and enhancing the positive aspects can increase productivity and morale. Participants will explore the interconnection of team motivation and team culture from a broad perspective.

Using the “EASY Button” for Your Team: How Coordination Leads to High Performance

Have you ever wished for an “Easy Button” to push to have deadlines extended, tasks completed, and clashing personalities get along? Schedules, tasks, events, and personal and professional differences are all part of the daily challenges. Solutions begin with the creation of an overall workplace emotional environment.

Acknowledging and Valuing Differences in Your Team

Our individual preferences and perspectives are necessary for the evolution of a project. Discovering strengths and resulting values of a diverse perspective and preference can benefit the performance of the team and the organization.

Effective Skills For Enhanced Team Development

The terms leadership and management often are used interchangeably. But are they really the same? Does your behavior preference focus more toward management or leadership? In this seminar you’ll examine classic styles of leadership and their effect on team structure and performance.

Managing a Team From a Distance: A 21st Century Challenge

Today’s businesses have offices and clients spread worldwide. While this leads to growth and diversification, it also opens doors to miscommunication and frustration. Explore strengths and challenges in working at a distance, and create strategies to enhance communication and team performance.

Management

Management Fundamentals

Working from the “other side of the desk” is very different than being an employee. Your focus must move to a more global view of the organization and the tasks within the management team. This seminar reviews traditional management styles and expands the possibilities for innovative approaches to management.

The Manager’s Role: The Hub That Holds the Wheel

Managers connect teams, upper management and clients. They ensure communication is open, deadlines are met, performance is optimum and the environment is conducive for growth. This workshop focuses on the manager’s role as the center point of communication.

Thriving Through Change – It’s Your Choice

How you view change directly affects how well you and the organization implement a new approach and test its effectiveness. Learn to define and understand change, and how to cope with frustration and stress that change produces – for individuals and the team.

“Thriving through Change had a great deal of relevancy to my current work environment. It was well presented and applicable to my job.”

Defining and Implementing Organizational Change

All organizations—whether profitable in the commercial sector or using resources to best advantage in government or not-for-profit arenas— want to be as productive as possible. By clearly identifying their basic business processes, they can determine one that could benefit the organization at large and plan how to implement a new or refined process. Learn how to communicate the resources needed to accomplish goals, from increased productivity to process improvements.
Leveraging a Diverse and Changing Workforce

Diversity within the workforce is greater than ever, which has a significant impact on organizations and their employees. Managers must learn to address different generational and cultural needs, while employees must be comfortable working within diverse team environments. Expand your consciousness and develop tools that will lead to integrating diversity and leveraging differences.

Establishing Rapport to Meet Your Goals

Establishing good rapport with customers allows you to increase productivity and meet your goals—and helps your customers meet theirs. Learn and practice methods to establish trusting customer relationships.

Time Management is Self-Management

Time management is directly related to self management, organization, setting priorities and solving problems. Learn how to both recognize and manage multiple priorities within a given time frame without feeling overwhelmed.

Building Bridges across the Great Divide: Understanding Generational Differences

Today’s workforce has increasingly varied generational and cultural demographics. Managers and employees must also coordinate with a diverse customer and vendor base. This seminar focuses on cultural and generational differences and adapting leadership and communication styles to enhance workplace effectiveness.

Human Resources

Principles of HR Management

Learn about the evolution, elements, and the modern-day importance of HRM. Explore practical situations and problem solving in relation to employee counseling, discipline and termination. Gain an understanding of the need, importance and the legal issues surrounding Equal Employment. Other topics include training, development, staffing, and strategy.

Successful Recruiting, Selection & Placement

Get an overview of effective employee recruitment and selection. You’ll learn how to develop a recruiting strategy, write job descriptions, determine advertising sources, assess applicants, develop interview questions, comply with legal requirements, make the selection, and evaluate the process. Three additional hours have been added to expand your training in the area of effective interviewing.

Performance Management

Get a thorough overview of performance management. Discover effective performance management systems that involve goal setting, coaching and feedback. Explore proven approaches to help determine specific training needs and a process for establishing necessary support and commitment to make training successful. Learn performance analysis and needs assessment.

Human Resource Law

Learn about legal standards, essential practices, and policies to minimize risk. Explore discrimination, harassment, leave policies, recordkeeping, required accommodations, workplace investigations, retaliation claims, termination procedures, DOL and EEOC, and OSHA enforcement mechanisms. Social media, sexual identity, and privacy rights will also be discussed.

Ethics in HR Management

A Code of Business Ethics is a set of principles summarizing a company’s ethical standards. You’ll examine the ethical choices made in organizations, accountability, respect for human rights, and responsibility for contemporary life choices. Ethical theories and personal values will be explored through readings and analysis of organizational situations.

HR Compliance & Recordkeeping

Making sure managers and supervisors understand how to ensure that day-to-day decisions do not violate the law or ethical standards is critical. To mitigate civil penalties and criminal liability, employers must have standards and procedures in place to prevent and detect wrongdoing, including mandatory training for employees.

Training & Employee Development

Get introduced to the skills and methods required for designing and delivering training for adult learners. Develop and present a mini training session in class. Learn how to create and conduct needs assessments aimed at determining the underlying issues and areas for which training would be beneficial.

Practical Skills in Employee Relations

Enhance your employee relations skills in four specific areas: personnel policies and procedures, exit interviews, and employee retention. You’ll learn the latest best practices for each initiative, along with great ideas and proven strategies to help you excel in supporting these important Employee Relations issues.

“The instructor does an excellent job of presenting materials that cause me to take an in-depth look at my current behavior and, with guidance from the training, take steps to improve my behavior and who I am as an individual.”
Critical Thinking for Effective Problem Solving
As you move up from Project Manager to Program Manager, taking on new responsibilities, you will confront increasingly complex and seemingly impossible problems. To solve these problems, you will need to leverage Critical Thinking, a methodology for organizing, analyzing, and evaluating critical information, to increase your problem solving effectiveness. Bring your toughest problems to this workshop and walk out with ideas for solutions.

Risk & Change Management
Change must be expected in today’s business environment. A good project manager needs the tools necessary to identify, quantify, measure and report on all aspects of a project, including these unknowns. This course embraces not only the technical aspects of risk and change, but also the human aspect. Technical topics include risk identification and assessment, risk response development and control, configuration management, and change control. Human factor topics include acknowledging change, strategies to reduce stress induced by change, and perception as a factor in evaluating risk.

Fundamentals of Project Management
With limited resources and tight schedules, businesses find that focusing on project management discipline is a crucial success factor for delivering projects on time, and within budget, while meeting customer requirements. Managing projects effectively requires a structured approach to planning and disciplined implementation and reporting. This course reviews the standard phases of a project life cycle and explains project management terminology using the best practices from the Project Management Institute (PMI) applied by project managers worldwide. The course includes effective strategies to coordinate individual efforts to produce results as a project team.

Fundamentals of Project Management with MS Project
As you review the standard lifecycle of a project, you’ll learn how tools such as MS Project can help you develop a structured planning approach and a disciplined follow-through. You'll initiate an actual team project and then, with a brief introduction to MS Project, you'll use the software and many other tools to help you plan, track and manage the project effectively. Focus will be on proven techniques and processes used by PM professionals worldwide for projects of all sizes.
Developing & Managing a Dynamic Team

Corporations, organizations, and projects are all forms of teams. Learn how teams function, including individual and group behavior, roles, and relationships; become aware of the individual’s responsibilities and seven team behaviors that create a high-performing team. In addition, learn strategies to create effective virtual or “long distance” teams to meet the needs of today’s cyber business relationships. You’ll create an individual action plan to enhance your current team performance.

Defining & Measuring Organizational Processes

Project managers need to maximize performance and output from limited resources, and identify and understand the interactions between project processes, organizational processes, and support processes. Learn techniques to define repeatable processes, measure process execution effectiveness (metrics), and the need for continuous process improvement (efficiency).

Project Management Communications

Effective projects require planning, delivery of goods and services, reporting results, and evaluating outcomes. Gathering and sharing information among project stakeholders, particularly the core project team, is the cornerstone of efficient project coordination. You’ll examine communication requirements and strategies specific to each phase of the project life cycle including the project management plan, the communication plan, scope statements, performance appraisals, contract administration, and project performance reports.

Project Quality Management

The quality characteristics of products or services must be clearly identified to meet customer expectations and are essential to successful project management. This course focuses on the basic principles of quality management, quality assurance, and quality control. Also, the course covers commercial models, such as ISO 9000, related to enterprise quality management.

PMP & CAPM Exam Preparation

This intensive, highly interactive course provides all the educational requirements and tools you’ll need to pass either of the Project Management Institute’s (PMI) certification exams – PMP or CAPM. The course focuses on understanding – not memorizing – key concepts in the exam.

You’ll receive assistance in completing the exam application, including documentation of experience, a comprehensive student workbook, practice exams, and a CD with helpful materials.

Accelerated PMP & CAPM Exam Preparation

This intensive class blends classroom and online learning to provide all of the tools and knowledge you need to earn your PMP or CAPM certification. Through guided instruction and in-class participation you’ll understand all exam concepts. Multimedia lectures, exercises, unlimited simulated practice exams and lots more in the corresponding online course will reinforce learning. You’ll earn ALL of the educational credits required by PMI and receive help in completing the exam application.

PMP & CAPM Exam Preparation: Online Version

This is the online version of our popular exam prep course. Listen to multimedia lectures equivalent to those delivered in the classroom and download a wealth of extra study materials, including flashcards, practice exercises, and study guides. View a presentation on how to fill out the exam application. You’ll also have access to unlimited, timed practice exams, very similar to the actual exam.

Comprehensive Intro to MS Project

MS Project is a powerful and popular tool for managing schedules, tracking resources and costs, and analyzing results. You’ll learn all the skills you need to create and manage both small and large projects. You’ll work through each phase of the life cycle from defining the project, linking and scheduling tasks and assigning resources, through managing and closing.

Introduction to Agile Project Management

This class provides the knowledge base for executing Agile Project Management in organizations of any size, with a focus on providing guidelines and best practices and aiding project teams in decisions regarding what project management methodology to use.

Upon successful completion of this course, you’ll be able to describe the origins and core principles, tools, techniques, and terminology of Agile project management, understand the rationale for utilizing Agile techniques, manage projects using the Scrum or Kanban methodologies, and understand the key success factors to becoming an Agile organization.

Agile in a Day: Getting Started with Scrum

Agile methodologies promote visibility, inspection, adaptation, collaboration, organization, and best practices resulting in increased productivity, high quality products, and customer satisfaction. Gain understanding of key Agile principles and the Scrum process, and learn valuable skills required to be a successful Scrum Master or team member.

This fast-paced day prepares you to return to your organization ready to apply the Scrum framework to achieve success.

Information Technology Project Management

Get an overview of project management with a focus on the special needs of information technology projects. Gain the skills to successfully orchestrate people, resources, and tasks in order to bring projects in on time, on budget, and within scope. Along with the fundamentals of project management, you’ll examine IT project life cycles and methodologies. Learn how to cope with the unique circumstances of IT projects, such as adaptive life cycles, rush-to-market needs, technical constraints, uncertainty, and a wide range of requirements.
Advanced Project Management

Courses for experienced Project Managers and PMPs

Lean Six Sigma

Get acquainted with the Lean Six Sigma enterprise approach to improvement. This approach merges the complementary concepts and tools from both Six Sigma and Lean, to achieve a greater impact than using just Six Sigma or just Lean.

This one-day overview is geared to mid-level and senior managers; if you’re responsible for a business unit, department, or specific work process, you’ll discover how this approach can benefit your organization.

Learn how organizations in all industry sectors can successfully transition to a culture of continuous improvement with Lean Six Sigma. You’ll learn the keys to success for developing your workforce and instilling continuous improvement in all aspects of your organization.

Don’t Be a Bull in a China Shop: Harnessing Emotional Intelligence to Be a More Effective Project or Program Manager

You’re smart and savvy, and you have impeccable credentials and experience. But that isn’t all it takes. Your success and career path hinges upon how well you are able to handle yourself and the many stakeholders who are connected with the projects or programs you manage. You must be emotionally intelligent—able to monitor your own feelings and emotions, as well as the feelings and emotions of others. You must recognize and discriminate among emotions, and know how to use this information to guide your thinking, planning, communicating, and actions within the project or program.

This one-day seminar focuses on personal and social emotional intelligence competencies that project managers need to deliver successful outcomes.

Better Project Planning: How to Leverage Project Management Connections

Get some of the most practical, hands-on project management experience imaginable. Learn to understand the connections within projects and how to use those connections to help you plan projects more effectively.

Learn how to identify problems in a scope statement and turn it into a WBS. Walk through the WBS to identify project activities. Put all the pieces together and learn to draft a schedule and budget that are consistent with the project scope. All in one day!

Organizational Change Management for PMs: Navigating the Impact of the Change We Lead

Effective Project Managers understand the impact of projects on people and process; they are able to lead people through the changes, maintaining equilibrium among all stakeholders. This course will introduce you to organizational change management models that can help you understand the impact of various change situations on your projects, as well as tools and techniques to help you and your teams navigate through that change.

Risk Assessment as a Project Team-Building Activity

Risk identification and evaluation allows Project and Program Managers to examine threats and opportunities, and then plan appropriate responses using risk assessment data. Rather than tackle this on your own, use this critical project task as a team-building activity, engaging multiple points of view.

Participants will review best practices in Risk Assessment and explore group techniques to engage team members and other Stakeholders, and practice technical skills from the PMBOK in a group setting, leading the conversation to evaluation of data and effective decision-making regarding risk response options.
Cyber Security Certification

Entry, Mid, and Advanced Levels

These stackable certifications provide valuable talent development pathways and increased corporate performance. Courses may be taken individually or as preparation for many nationally-recognized certification exams.

**CompTIA® Network+ Certification Prep**
This exam is recognized as the primary skill level for network technicians. CompTIA® Network+ provides you with a fundamental understanding of computer networks.

**CompTIA® Security+ Certification Prep**
This exam is recognized worldwide as the first level of computer security competence. You’ll explore General Security Concepts, Communications Security, Infrastructure Security, the basics of Cryptography, and Operational Organizational Security.

**Cyber Jobs, Pathways & Clearances**
Almost all industries have a need for skilled IT security professionals. Learn about types of jobs available in Cyber Security, the education and training required, and what is involved in obtaining a security clearance.

**Ethical Hacking**
Fundamentals of hacking and penetration testing, footprinting, vulnerability scanning and exploits, and network traffic analysis. Learn the history and current state of hacking and penetration testing, including ethical and legal implications. Identify common information gathering tools and techniques. Use port and vulnerability scanning to analyze system vulnerabilities exploited by hackers. Perform network traffic analysis and sniffing with appropriate tools.

**Cyber Privacy Law, Standards, & Policies I**
Get a comprehensive introduction to the principles, laws, regulations and standards used to implement US privacy policies in both private and government enterprises.

**Systems Security Certified Practitioner (SSCP®) Certification Prep**
This course is ideal for those working toward or who already have senior-level positions in Network Security, Security Systems, or Security Administration and are seeking their first security credential.

**CyberWatch Security**
Get an introduction to the evolving world of network security. You’ll do hands-on exercises with firewalls and check out the strengths and weaknesses of leading Network Operating Systems. Discussions will focus on individual PCs and total network operations.

**CompTIA® Advanced Security Practitioner (CASP®) Certification Prep**
The CASP® Certification is a vendor-neutral credential and signifies that IT professionals have advanced-level security knowledge and skills in Enterprise Security; Risk Management, Policy/Procedure & Legal; Research & Analysis; and Integration of Computing, Communications, & Business.

**Certified Information Systems Security Professional (CISSP®) Certification Prep**
CISSP® certification is the standard of achievement confirming your expertise in information security. Gain a solid knowledge of the field and prepare for a wide range of IT careers, including federal jobs. This program is specifically tailored to go beyond basic concepts and skills to cover critical topics in information security.
Information Technology

NOVA’s Workforce Development Division offers several certification programs to meet the demand for qualified IT employees in Northern Virginia.

Whether your employees are in need of ongoing certification, or want to transition into IT positions within your company, we have the right training available.

Programming

Intro to Java Programming
This fast-paced course focuses on basic object-oriented programming methodology. By the end of the course you’ll be able to identify the components of a Java program and compile and execute Java applications.

Intermediate Java Programming
Expanding on basic concepts, this course shows you how to write, compile and execute simple applications and applets using Java. You’ll also explore the Java Application Programming Interface (API).

Advanced Java Programming
Move your knowledge to the advanced level by learning about more swing GUI components and event-driven programming.

Developing Android Mobile Apps
Learn how to design, develop, test and publish Android applications for mobile devices. Learn how to develop responsive user interfaces. Also learn how to publish your application in the Android Market.

UNIX

UNIX Commands & Shell Programming
This course is designed for those new to UNIX. You’ll learn the fundamentals of a UNIX system, a necessary and sufficient set of UNIX Commands, and the key editor vi, to UNIX Shell as a programming language.

AutoCAD

AutoCAD Level 1 - Basic 2D Drawing
This introductory course covers the basic operation and application of the AutoCAD 2014 software. Get an introduction to AutoCAD’s Design Center, plotting in Paper Space, and Templates. A supervised hands-on CAD lab is included to increase precision, efficiency and productivity.

AutoCAD Level 2 - Beyond Basic
Continuing where Level 1 left off, this course teaches more complex commands and techniques, including external references, advanced blocks, polylines and regions, advanced customization, Object Linking and Embedding (OLE), Raster Images, web plotting (DWF) and an introduction to 3D. A supervised hands-on CAD lab is included to increase precision, efficiency and productivity.

Introduction to Revit
Get introduced to concepts behind parametric software and Building Information Management (BIM). Explore and use Revit to produce preliminary architectural drawings. Learn about plans, sections, elevations, and schedules through hands-on projects to gain practical experience.

Revit - Level 2
This course continues where the Introduction to Revit course left off. The focus will be on topics such as detailing, creating schedules, custom families, and the creation of options. Through lecture, guided examples and hands-on exercises the course will expand on your previous experience.
TRiP

An innovative program to meet the demand for qualified IT employees in Northern Virginia, TRiP (Technology Retraining Internship Program) is designed to help people in non-IT fields and career paths transition into IT.

TRiP is an intensive part-time technology training program for people interested in transitioning to a career in IT. Most classes are conveniently held in the evenings and on Saturdays, with an emphasis on both classroom and hands-on training. Students must complete 168 class hours to finish the program: 66 hours are required from Saturday CORE courses, and the remaining 102 hours from elective courses. The program:

- Offers an intensive part-time curriculum that teaches broad-based computer skills and develops advanced technical expertise.
- Combines classroom instruction with practical work experience through hands-on IT internships with local businesses.

Many TRiP interns are hired by sponsoring companies upon completion of the training. Graduates’ established work ethic and leadership skills from real-world experience, combined with newly acquired technical skills, make them productive and cost-effective IT employees.

Networking and Security

Introduction to Networking
Designed for those with little or no experience with a network, this lab course covers all the basic terminology and the differences between a workgroup and a server-based network. Learn about Hubs, Switches and Routers, their purpose and capabilities.

Networking Essentials
If you’re new to local area networks (LANs) you’ll get a good explanation of LAN, WAN and MAN terms, protocols and capabilities. Learn about the necessary hardware components of the basic LAN and advanced complex internetworks.

Network Security Essentials
Explore TCP/IP network protocols and applications, network threats and vulnerable points of access, and different tools and techniques that strengthen network security.

Cisco Networking: CCENT & CCNA Certification Prep

ICND1 – 100-101
Interconnecting Cisco Networking Devices – Part 1
This course prepares students for the Interconnecting Cisco Networking Devices Part 1 Exam (100-101 CCENT), the first of two exams required for certification as a Cisco Certified Network Associate. Passing this exam grants you certification as a Cisco Certified Entry Networking Technician (CCENT).

ICND2 – 200-101
Interconnecting Cisco Networking Devices – Part 2
This course prepares students for the Interconnecting Cisco Networking Devices Part 2 Exam (200-101 ICND2 Routing and Switching), the second of two exams required for certification as a Cisco Certified Network Associate.

If you’re preparing for the Cisco Certified Network Associate Exam (200-120 CCNA Routing and Switching) you can take both ICND1 and ICND2 courses concurrently.

CompTIA® Certification Prep

CompTIA® A+ Essentials Part 1 (Hardware)
This course prepares you to take the hardware portion of the CompTIA® A+ certification which includes CompTIA® A+ Essentials Exam 1 and Practical Application Exam 2. Topics include installing, building, repairing, configuring, troubleshooting, and preventive maintenance of hardware. You’ll learn how to select parts and build your own computer, configure, troubleshoot, and maintain systems hardware. At the end of the course, you will build your own personal computer.

CompTIA® A+ Part 2 (Software)
This hands-on course prepares you for the hardware and software portions of the CompTIA® A+ certification exam. Topics include installing, building, repairing, configuring, and troubleshooting. You will learn how to install and set up operating systems, configure, troubleshoot, maintain and manage hardware using operating systems.

CompTIA® Network+ Certification Prep
This exam is recognized as the primary skill level for network technicians. CompTIA® Network+ provides you with a fundamental understanding of computer networks.

CompTIA® Security+ Certification Prep
This exam is recognized worldwide as the first level of computer security competence. You’ll explore General Security Concepts, Communications Security, Infrastructure Security, the basics of Cryptography, and Operational Organizational Security.

Networking and Security

Introduction to Networking
Designed for those with little or no experience with a network, this lab course covers all the basic terminology and the differences between a workgroup and a server-based network. Learn about Hubs, Switches and Routers, their purpose and capabilities.

Networking Essentials
If you’re new to local area networks (LANs) you’ll get a good explanation of LAN, WAN and MAN terms, protocols and capabilities. Learn about the necessary hardware components of the basic LAN and advanced complex internetworks.

Network Security Essentials
Explore TCP/IP network protocols and applications, network threats and vulnerable points of access, and different tools and techniques that strengthen network security.

Cisco Networking: CCENT & CCNA Certification Prep

ICND1 – 100-101
Interconnecting Cisco Networking Devices – Part 1
This course prepares students for the Interconnecting Cisco Networking Devices Part 1 Exam (100-101 CCENT), the first of two exams required for certification as a Cisco Certified Network Associate. Passing this exam grants you certification as a Cisco Certified Entry Networking Technician (CCENT).

ICND2 – 200-101
Interconnecting Cisco Networking Devices – Part 2
This course prepares students for the Interconnecting Cisco Networking Devices Part 2 Exam (200-101 ICND2 Routing and Switching), the second of two exams required for certification as a Cisco Certified Network Associate.

If you’re preparing for the Cisco Certified Network Associate Exam (200-120 CCNA Routing and Switching) you can take both ICND1 and ICND2 courses concurrently.

CompTIA® Certification Prep

CompTIA® A+ Essentials Part 1 (Hardware)
This course prepares you to take the hardware portion of the CompTIA® A+ certification which includes CompTIA® A+ Essentials Exam 1 and Practical Application Exam 2. Topics include installing, building, repairing, configuring, troubleshooting, and preventive maintenance of hardware. You’ll learn how to select parts and build your own computer, configure, troubleshoot, and maintain systems hardware. At the end of the course, you will build your own personal computer.

CompTIA® A+ Part 2 (Software)
This hands-on course prepares you for the hardware and software portions of the CompTIA® A+ certification exam. Topics include installing, building, repairing, configuring, and troubleshooting. You will learn how to install and set up operating systems, configure, troubleshoot, maintain and manage hardware using operating systems.

CompTIA® Network+ Certification Prep
This exam is recognized as the primary skill level for network technicians. CompTIA® Network+ provides you with a fundamental understanding of computer networks.

CompTIA® Security+ Certification Prep
This exam is recognized worldwide as the first level of computer security competence. You’ll explore General Security Concepts, Communications Security, Infrastructure Security, the basics of Cryptography, and Operational Organizational Security.
Corporate Partnerships

Education Alliance

NOVA offers custom tailored Corporate Education Alliance Agreements designed to support your human capital development goals through this efficient and systematic arrangement.

We offer over 420 programs, more than 2,540 classes, and over 40 certificates with convenient employee access. The key benefits of our custom tailored Education Alliances are:

• Corporate and employee access to economical high quality certificates
• Corporate and employee access to just-in-time skill-building and professional development courses taught by practicing industry experts
• Corporate and employee access to six campus locations, online learning, and courses delivered at your company’s location(s)
• Corporate and employee ability to economically satisfy industry certification CEU/PDU requirements
• Corporate and employee tuition discounts

Contractor Teaming

Strategic Teaming is a highly prevalent business model that leverages the strengths and resources of two or more business teams for mutual gains purposes.

Teaming allows several providers to bring a collective value in services and capabilities to projects in a marketplace that increasingly demands complex multi-disciplinary organizational solutions. These complexities often involve organization transformation around strategy, systems, and crucial human capital capacity.

As the second largest community college in the U.S., NOVA’s Workforce Development Division brings an extraordinary national educational brand to teaming projects where training is a critical human capital element of the capture. NOVA’s national and international Workforce delivery capabilities add high-value dimensions to federal teaming projects, where track record, cost, quality, and consistent curriculum delivery across the client’s footprint are critical to a federal agency’s purchasing decision.
Quality customer service, cost efficiency, and market competition drives a continuous improvement culture in most business organizations. Lean Six Sigma has become the gold standard for ensuring the delivery of the best quality, at the best cost, in the shortest time.

Now utilized across all business sectors (professional services, healthcare, retail, government, IT), business organizations now seek to create and nurture a continuous improvement culture deep into their human capital asset base by providing all employees the knowledge, skill and tools to continuously improve performance at all organizational levels.

NOVA’s Six Sigma program will teach you how more than 25 tools and methods relate to the DMAIC model (define, measure, analyze, improve, and control). You will be able to determine the relationship of basic statistics to Six Sigma and learn about the Six Sigma business case including strategic planning, the voice of the customer (VOC), quality function deployment (QFD), benchmarking, and financial investment methods. You will discover how to use brainstorming, Pareto charts, and critical-to-quality characteristics to help define processes, problems, and opportunities. Class participants will be able to master the use of other key tools such as cause and effect diagrams, checksheets, scatter diagrams, failure mode and effects analysis (FMEA), and force field analysis.

You will also learn how to apply the DMAIC model each step of the way. You will learn how to define, plan, implement, and close a Six Sigma project. You will also know how to use process capability and how to apply lean thinking. You will understand the basics of advanced Six Sigma tools such as sampling, design of experiments (DOE), analysis of variance (ANOVA), hypothesis testing, control charts, and probability distributions.
Online Learning

NOVA’s Workforce Development Division partners with nationally-recognized online learning providers to offer you quality online training and continuing education.

Every course includes expert assistance and can be taken from the convenience of your employees’ home or office.

Healthcare

Developed with leading educational organizations including Pearson Education, E–College and Condensed Curriculum International, these courses are highly interactive. All courses are MyCAA approved!

Each course includes access to an online community with interactive content:

• 24/7 instructor support, collaboration, and course mentoring
• Supplemental online healthcare content
• Engaging labs, student exercises, course videos and animated simulations
• Student pre- and post-assessments and online performance tracking
• National/state certification opportunities
• A secure Student Portal with career guidance and other career resources
• Certain programs include clinical externships

Clinical Medical Assistant

This program prepares students to assist physicians by performing functions related to the clinical aspects of a medical office.

Pharmacy Technician Program

This comprehensive course will prepare students to enter the pharmacy field and take the Pharmacy Technician Certification Board’s PTCB exam.

Physician’s Office Assistant Professional with Electronic Health Records Management (EHRM)

This program combines in-demand healthcare disciplines with important front office Microsoft end user computer skills.

EKG Technician

This EKG Technician Program prepares students to perform EKG’s.

Electronic Health Record Management

This program prepares students to understand and use electronic records in a medical practice.

Medical Administrative Assistant

This program covers information on the medical assisting profession. A great course for physicians medical office professionals!

Medical Billing & Coding

This course offers the skills needed to perform complex coding and billing procedures.

Medical Terminology

This program is a guide to identifying and understanding the basic word structure, root words, suffixes, and prefixes. Includes instruction in medical abbreviations, symbols, and common medical terms.

Check out more online learning opportunities:

nvcc.edu/workforce/courses/online.html
Cyber Security
These self-paced courses for IT professionals use up-to-date content and technology. Instructors are available throughout the course, and virtual labs provide real-world experience in online live lab settings.

Locking Down Linux User Accounts, Filesystems, and Services
This course provides hands-on experience configuring and managing security on Linux machines.

Protecting Networks with Firewalls and VPNs
This course explores firewall fundamentals, rules, filters, design strategies, and deployment best practices.

Protecting Windows Systems with Access Controls, Encryption, and Group Policy
Gain hands-on experience configuring and managing security on Windows servers.

Securing Web Applications
This course explores managing risk in Web applications, identifying and classifying weaknesses, and strategies for developing secure Web applications.

Business Continuity and Disaster Recovery
This course guides business and IT professionals through three important protection plans: a business impact analysis (BIA), a business continuity plan (BCP), and a disaster recovery plan (DRP).

Computer Forensics Evidence Collection
Electronic evidence and information gathering is at the forefront of incident response. Learn tips for controlling a digital forensic investigation and techniques for seizing, collecting, and protecting evidence.

Ethical Hacking
This course includes the fundamentals of hacking and penetration testing, footprinting, vulnerability scanning and exploits, and network traffic analysis.

Managing Information Security Risks, Threats, and Vulnerabilities
This course covers the fundamentals of information systems security and offers hands-on practice with countermeasures against malicious code and network attacks.

Network Security Essentials
A refresher on the basics of network security, this course explores TCP/IP network protocols and applications, network threats and vulnerable points of access, and different tools and techniques that strengthen network security.

Information Security and Risk Management Planning (Online)
Business managers and IT professionals alike depend on risk management to make appropriate decisions for their organizations. This course covers the essentials of risk management, compliance laws that affect risk management, and how to create a risk management plan.

Web Development
Learn to create a basic website including graphics that can be used for either business or personal use. The instructor is a 3D artist and web designer who specializes in small business websites.

Designing Web Documents
Create web page content using HTML, XHTML, and CSS. Gain experience formatting documents as well as learning other vital concepts on XHMTL-related topics and content presentation with CSS.

Photoshop - Level I
Learn to repair photos, colorize black and white photos, or freshen up a faded one. Or create your own graphics from scratch.

Photoshop - Level II
Put your knowledge of how Photoshop works, to use with more advanced skills.

PMP & CAPM Exam Preparation
The online version of our popular exam prep course developed by NOVA instructor Dr. Leigh Geiger, PMP.

PMP & CAPM Exam Preparation
Listen to multimedia lectures and download a wealth of study materials. You’ll also have access to unlimited, timed practice exams, with a thorough explanation of the correct answers.

Continuing Education for Tradesmen
Journeymen, Master Plumbers, Electricians, HVAC Mechanics, and Gas Fitters are required by the Virginia Board for Contractors to take continuing education hours as part of their licensing process. Take trades renewal courses online, at a time convenient for you.

Anyone obtaining or renewing a license must take continuing education in his/her respective profession.

Electricians
Gas Fitters
Mechanical (HVAC) Plumbers
Workforce Professional Testing Services

Industry certifications and licenses provide evidence that your employees, or potential employees, have the knowledge and skills needed to operate, enhance, and expand your business.

Individuals who earn industry certifications and licenses are motivated professionals. Hiring certified and licensed personnel distinguishes your enterprise as one that values its own unique mission. Likewise, by providing employees opportunities to earn additional endorsements, your business establishes a team that continuously improves their own level of expertise— which can transform your company’s profits.

The NOVA Workforce Professional Test Center currently administers assessments from the following test vendors.

In addition, each vendor hosts exams from hundreds of test sponsors in business, management, information technology, engineering, teaching, healthcare, manufacturing, hospitality, and more.

- ACT WorkKeys
- Comira
- ETS-Praxis
- ETS-TOEFL
- Kryterion
- NOCTI/MSSC
- Pearson Vue

We partner with you to determine the best testing services for your needs and goals.
Why Use NOVA’s Workforce Development Division?

Many pre-packaged options are available for employee training and development, ranging from in-person training to online video on demand. However, they may not match your staffing, scheduling, or organizational needs.

We provide a high ROI with training tailored to your specific goals and development needs.
Corporate Performance Solutions
CUSTOMIZED TRAINING | PROFESSIONAL DEVELOPMENT

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