



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

Fall 2025

Agency Access Pass: Leadership & Professional Development Catalog

*Affordable, high-quality training for
Central Oregon's public sector agencies.*

PILOT PROGRAM

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WELCOME TO THE AGENCY ACCESS PASS – FALL 2025

This fall marks 10 years of Public Sector Training at COCC. Over the past decade, we've partnered with leading agencies—including Deschutes County, City of Bend, City of Redmond, Central Oregon Intergovernmental Council (COIC), Bend Park & Recreation District, and Deschutes Public Library—to deliver high-quality training that strengthens leadership and public service across Central Oregon.

As we celebrate this milestone, we're excited to pilot the new Agency Access Pass, expanding access to leadership and professional development training for smaller public sector agencies within the COCC district.

This pilot program provides:

- Affordable, flexible access to live instructor-led and self-paced training
- Participation in collaborative learning alongside current partner agencies
- Up to 10 seats per agency during the pilot (no penalty if exceeded)

Agencies completing the Intake & Billing Agreement will receive:

- This course catalog
- A Seat Pricing & Material Fee Guide
- A registration template for self-paced courses

This pilot is designed to bridge the gap—helping smaller agencies train their teams now, with the option to transition to full membership in future fiscal years if participation levels make sense.

We look forward to welcoming you to our training community and celebrating 10 years of growing leadership capacity in Central Oregon's public sector.

REGISTRATION INFORMATION

When to Register

Courses are filled on a first-come, first-served basis. To ensure a seat, submit your registration as early as possible. Registration deadlines vary by course and are listed in red in the course description.

Registering by the deadline helps us confirm minimum enrollment and avoid cancellations. If minimums are not met, the course may be canceled — even if it appears in this catalog. In some cases, late registrations may be accepted if space and materials allow.

After the deadline, the full seat cost will be billed to your agency. If you need to cancel, notify COCC as soon as possible (see Cancellation Policy).

Registration Instructions

Agencies must complete the Agency Intake & Billing Agreement and be approved for the Fall 2025 Agency Access Pass pilot before registering participants.

Once approved, your agency will receive a short registration template to collect participant information:

- Course title
- Name (first, last, middle initial)
- Organization name
- Home mailing address
- Work phone number
- Mobile phone number
- Work email address
- Date of birth (Required by the state of Oregon as a unique identifier for reporting purposes. Your information is protected by FERPA.)

To register a participant:

- Email the completed registration template to publicsectorce@cocc.edu.
- We will process your registration within 1–2 working days.
- A confirmation email will be sent to the participant once registration is complete.

Questions?

We are available Monday–Friday by phone at 541-383-7575 or by email at publicsectorce@cocc.edu.

Agencies will be invoiced after the pilot billing period (Aug–Dec 2025) based on actual seat usage.

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

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

After the registration deadline, the full seat cost will be billed to your agency. No refunds are available for no-shows.

If COCC cancels a class due to low enrollment or unforeseen issues (such as weather or illness), no charges will apply.

Substitutions

If your participant is needing to cancel, we may be able to accommodate a substitute attendee depending on class requirements (such as assessments or pre-class work). Please call 541-383-7575 or email publicsectorce@cocc.edu as soon as possible to discuss options and provide the new attendee’s information if approved.

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. Please contact us at 541-383-7575 or email publicsectorce@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.



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

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.

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*

Self-Paced Online LEADERSHIP COURSES

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

- Participants have 3 months from registration to complete self-paced courses. Billed at published list price.
- 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.

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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.



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