



Sirti Building
665 N Riverpoint Boulevard
CenterPlace at Mirabeau
2426 N Discovery Place, Spokane Valley
For information: 358-7890 To register: 279-6000



U.S. Small Business Administration
The SBDC is partially funded by a cooperative agreement with the U.S. Small Business Administration.

ITEM	DATE	DAY	HOURS	CRS NO	COST
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Community Colleges of Spokane's Small Business Development Center, in cooperation with Washington State University, is designed to meet the many specialized needs of small business managers and owners. The SBDC develops and coordinates the unique resources of universities and community colleges, the private sector, state and local economic development agencies, and the U.S. Small Business Administration.

The SBDC's goal is to stimulate small business growth in Spokane and surrounding areas by providing owners and managers of small business with guidance and education that will enable them to become more productive and profitable. Available through the SBDC are certified business advisors who provide individual counseling at no charge. Advisors provide counseling on a wide range of management and technical assistance services such as new-venture analysis, operational plans, financial proposals, marketing strategies and other small business concerns.

The SBDC also develops and offers educational programs geared to the needs and interests of small businesses on a variety of subjects, which are listed in this class schedule. **Classes are held at the Spokane Intercollegiate Research and Technology Institute (Sirti), 665 N Riverpoint Blvd, Spokane, unless otherwise specified.** To take advantage of these educational and counseling resources, please call 358-7890.

NEW CLASS PRICING

Bring along a business partner for free! Two people from the same business may attend for the price of one; although only one set of class materials is provided.

Business Basics

BEGINNING RECORDKEEPING

This is an introduction to basic recordkeeping (double-entry system). Topics covered are income and expense summaries, cash controls, cash reconciliation, checkbook registers, balancing bank statements and the benefits of having a good system in place. Bring a calculator.

S. Wilcox of Wilcox & Associates is a consultant in the areas of accounting, computerization and office practice.

P617	Apr. 26-May 3	Th	6-9pm	SBA 150	\$50
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BUSINESS PLAN FEASIBILITY

Evaluate the feasibility of your idea or market expansion through the use of a business plan process. The plan is used as a management tool to evaluate your idea and help make it come true.

P. Malone has 25 years' experience in consulting with for-profit and nonprofit businesses.

P600	Mar. 21	W	6-9pm	SBA 150	\$40
P605	June 21	Th	6-9pm	SBA 150	\$40

Spokane Intercollegiate Research and Technology Institute (Sirti), 665 N Riverpoint Blvd

P604	May 2	W	4-7pm	SBA 150	\$40
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CenterPlace at Mirabeau, 2426 N Discovery Pl

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CASH FLOW MANAGEMENT

Understand and manage your business's cash flow. This workshop explores cash management principles and cash flow analysis using application and problem-solving exercises. (Free spreadsheet tool included.) Recommended: Using Financial Information to Better Manage Your Business, #P613.

T. Chambers is a certified business advisor with the SBDC.

P627	May 14-16	MW	6-9pm	SBA 150	\$50
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COST CONTROL SYSTEMS

new!

This two-part class focuses on the basic concepts of a cost control system. Utilizing basic formulas such as profit margins, breakeven point, and fixed and variable costs, examine cost controls for production planning, purchasing, receiving, inventory, FIFO, sales and cash controls. Look at accounting statements such as profit and loss, balance sheet, and cash flow.

M. Beattie, M.B.A., is an adjunct instructor at Gonzaga University, Community Colleges of Spokane and Washington State University.

P638	June 5-12	T	6-9pm	SBA 150	\$50
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EMPLOYER "MUST KNOWS" – complying with state reporting requirements

new!

Avoid pitfalls and successfully comply with Washington state tax reporting laws. Representatives from the Department of Labor and Industries and Employment Security explain Worker's Compensation Insurance and Unemployment Insurance laws, and outline proper reporting requirements.

P641	Apr. 25	W	8-11am	SBA 150	\$15
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HUMAN RESOURCES SERIES

Enroll in all three classes to understand human resource management and get a \$20 discount.

M. Beattie, M.B.A., is an adjunct instructor at Gonzaga University, Community Colleges of Spokane, and Washington State University.

P624	May 8-22	T	6-9pm	SBA 150	\$85
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HUMAN RESOURCE PRACTICES

Get a basic overview of all aspects of employment including recruitment, interviewing techniques, employment issues and discharge. Other topics include EEO/AA, taxes, benefits and unemployment.

P625	May 8	T	6-9pm	SBA 150	\$35
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Spokane Intercollegiate Research and Technology Institute (Sirti), 665 N Riverpoint Blvd

HIRING SMART

Develop a multistep strategy for "hiring smart." Focus on identifying candidates that fit the organization, the job and legal requirements. These strategies help new employees become productive more quickly, enable employers to provide performance feedback, and increase communication and cooperation among employees and management.

P629	May 15	T	6-9pm	SBA 150	\$35
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IMPROVE PRODUCTIVITY BY MOTIVATING EMPLOYEES

Learn low-cost ideas and proven strategies to motivate and reward employees, including a "top 100" list of rewards and recognition ideas. Develop time-saving techniques to improve productivity and maximize the hours and labor budget you have with a more productive and motivated workforce.

P634	May 22	T	6-9pm	SBA 150	\$35
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INCOME TAX ISSUES THAT IMPACT YOUR BUSINESS

This course covers the most current income tax issues that have an impact on your business and the taxes you'll pay.

D. Normandeau, CPA, has taught for the IRS, HUD, and Community Colleges of Spokane.

P633 May 21-23 MW 6-9pm SBA 150 \$50

LEGAL ISSUES FOR SMALL BUSINESSES

This discussion-based workshop addresses legal entities, basics of contract law, and other legal issues affecting the establishment and management of your business.

J. Herbster practices business formation and transactions law.

P616 Apr. 24 T 6-9pm SBA 150 \$35

MARKETING STRATEGIES FOR SMALL BUSINESSES

Effectively market your business with limited resources. Look at the four elements of successful marketing and how to apply them in a marketing plan.

B. Glatzer is an author, consultant and instructor in advertising and marketing.

P610 Apr. 11 W 6-9pm SBA 150 \$35

PATENTS, TRADEMARKS AND COPYRIGHTS

Learn the application process and benefits of protecting your inventions, products, trade names, designs and publications.

B. Hyta is a patent attorney, with **Wells St. John P.S.**

P606 Apr. 2 M 6-9pm SBA 150 \$35

PAYROLL RECORDKEEPING

Learn about employee procedure manuals and I-9 forms, plus set up an effective system for keeping payroll records, employee records, taxes, withholding and quarterly/annual tax deposits.

D. Bender is an accredited accountant, enrolled tax agent and business consultant.

P637 May 31 Th 6-9pm SBA 150 \$35

PREBUSINESS WORKSHOP

Designed for entrepreneurs interested in starting a new business, this workshop covers basic start-up information, including required licenses and registrations, agency information, and ways to get started on the right foot.

P. Malone

P602 Apr. 18 W 4-7pm SBA 150 \$35

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P603 June 14 Th 6-9pm SBA 150 \$35

Spokane Intercollegiate Research and Technology Institute (Sirti), 665 N Riverpoint Blvd

TAXES FOR SMALL BUSINESSES

This two-night class makes estimating and paying taxes more manageable. Participants learn to report federal business taxes, pay Washington state taxes, and save money by using the appropriate deductions. Bring a calculator for hands-on exercises.

D. Bender

P621 May 3-10 Th 6-9pm SBA 150 \$55

USING FINANCIAL INFORMATION TO BETTER MANAGE YOUR BUSINESS

This class reviews the income and balance sheet and offers simple and practical tools to help you understand and use financial information to understand your business, and evaluate potential problems and opportunities by using alternative "what if?" analysis. (Free spreadsheet tool included.) Recommended: Cash Flow Management, #P627.

T. Chambers

P613 Apr. 16 -18 MW 6-9pm SBA 150 \$50

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Computers in Business**ALL YOU NEED TO KNOW ABOUT A WEB SITE**

Understand concepts and practical methods that save you time and money. Whether you build your own site or have it built, this is the information you need. From basic site considerations to navigation and search engine ranking, this class helps you put your product or service on the web effectively. (Free software included.)

J. Cousins is the general manager of a local web development company.

P607 Apr. 3-10 T 6-9pm SBA 150 \$50

BEST TIPS FOR INTERNET MARKETING

Learn effective use of the Internet to market a product or service. The Internet has its own rules; learn to use them to benefit your business. Understanding content, copywriting and key words is vital to creating a web site. Search engines and Adword (pay-per-click) campaigns are covered. (Free software included.)

J. Cousins

P608 Apr. 5-12 Th 6-9pm SBA 150 \$50

CREATING GREAT WEBSITE GRAPHICS

Enhance marketing and selling your products on the web using graphics and images. This hands-on class shows you how to get good color and crisp images, and the tricks to make downloading a snap. (Free software and sample images included.)

J. Cousins

P628 May 14-21 M 6-9pm SBA 150 \$50

HOW TO MAXIMIZE HITS TO YOUR WEB SITE

Web sites that can be found can become revenue generators. This class provides the what-to-do and the how-to-do-it for getting your site found. Discover the professional secrets to getting a site into the top rankings in the most popular search engines. Covers key words, content and pay-per-click campaigns. (Free software included.)

J. Cousins

P609 Apr. 11 W 6-9pm SBA 150 \$35

QUICKBOOKS EXTRAS

Because nonprofit organizations often depend on memberships, grants or fundraising for their survival, budgets are critical. Use the budgeting feature of QuickBooks to help you plan for the future and understand the costs you have already committed for the fiscal year. Learn to track one or more funds for your organization, separating income and expenses for each fund, including your general fund. Instructor also covers QuickBooks' letters feature for thank you notes, vendor and member letters. Required: proficiency in QuickBooks.

G. Lewin is an accountant in private practice.

P640 June 6 W 6-9pm SBA 150 \$35

QUICKBOOKS FOR MANAGING YOUR BUSINESS

This class teaches you to manage your business using QuickBooks. Set up your accounts and learn to manage by percentages. Use Excel to do in-depth comparisons with your historic performance, and other businesses in your industry.

S. Wilcox

P632 May 17 Th 6-9pm SBA 150 \$35

QUICKBOOKS FOR PAYROLL

Beginning, intermediate, and advanced learners can benefit from this class. Set up and create payroll with QuickBooks with confidence. Hands-on instruction includes setup of employees, payroll items, quarterly payroll reports and taxes.

G. Lewin

P639 June 5 T 6-9pm SBA 150 \$35

QUICKBOOKS FOR RECORDKEEPING

Learn the basics of recordkeeping using a computerized accounting program, QuickBooks. Understand how to check the integrity of your accounting records. Recommended: Beginning Recordkeeping, #P616, and familiarity with QuickBooks.

G. Lewin

P635 May 22 T 6-9pm SBA 150 \$35

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QUICKBOOKS NUTS AND BOLTS

This workshop provides you with an opportunity to increase and confirm your knowledge, and receive valuable tips on using QuickBooks to reach your financial objectives. Receive a workbook with complete seminar notes, including step-by-step instructions and easy-to-follow screen shots. During the workshop, incorporate your questions into our training discussion.

G. Lewin

P623	May 7-9	MTW	6-9pm	SBA 150	\$135
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Leadership

LEADERSHIP DYNAMICS SERIES

Develop, improve and excel in your leadership skills. Workshops are designed for business owners, supervisors, team leaders, and managers at all levels who need to sharpen their leadership skills. Take an individual class or the series and save \$25!

G. Campbell is owner of Campbell Consulting/Leading Edge Success.

P641	June 5-14	TTh	6-9pm	SBA 150	\$115
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BASIC LEADERSHIP TECHNIQUES

This course covers the fundamentals and basic skills of leadership. Identify and tap into personal leadership skills and put them into action.

P642	June 5	T	6-9pm	SBA 150	\$35
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COACHING AND MOTIVATING PEOPLE

See what an effective coach provides daily for the team or organization, and learn about critical paths and game plans. Learn the importance of motivating and how effective coaching and motivating are critical keys to success as a leader.

P643	June 7	Th	6-9pm	SBA 150	\$35
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MANAGING CHANGE

What happens when our organization goes through change? Look at managing change and crisis in the workplace through effective plans of action, interpersonal skills and communication skills.

P644	June 12	T	6-9pm	SBA 150	\$35
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THE ART OF LEADERSHIP

What separates a good leader from a great leader? Look at actions necessary to develop charisma and to form leadership at all levels in the organization. Through behavior modeling and role-playing, develop an action plan to take your leadership development to a higher level.

P645	June 14	Th	6-9pm	SBA 150	\$35
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Special Interest

BRAND IDENTITY – What’s all the hype?!

Increase sales and exposure through a strong recognizable brand identity package. Appreciate brand identity and what it can do for your profits. Learn to make your business a household name and stand out from the competition, making the best use of your marketing dollar.

S. Marroquin owns Absolute Designs.

P615	Apr. 18	W	6-9pm	SBA 150	\$35
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BUYING AND SELLING A BUSINESS

An overview for buyers and sellers of a business. Learn what information is needed by both parties, how information should be presented, how to protect confidentiality, and options for establishing deal terms and future relationships. Understand basic valuation methods to help establish realistic pricing for the business.

T. Chambers

P622	May 7	M	6-9pm	SBA 150	\$35
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CONSTRUCTION BIDDING – introduction

Hands-on practice and discussion of job formatting, bid organization, standard cost factors, developing your own cost factors, variable and fixed overhead rates, payroll and other applicable tax factors, and forms of bid presentation. Focus is on small commercial and residential contracting.

G. Sofio

P618	May 1	T	6-9pm	SBA 150	\$35
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CONSTRUCTION BUSINESS – using QuickBooks

Learn how QuickBooks integrates estimating, time tracking and job costing with accounting and payroll. Get the information you need to successfully manage your construction-related business. Required: proficiency in QuickBooks.

G. Lewin

P630	May 15	T	6-9pm	SBA 150	\$35
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QUICKBOOKS FOR PROPERTY MANAGEMENT AND INVESTING

This three-part class is designed to help real estate investors and property managers learn how adaptive QuickBooks software is for their industry. Part 1 explores QuickBooks basics. Part 2 covers custom tailoring QuickBooks to manage investment properties. Part 3 demonstrates setting up custom reports like “rent rolls” and utilizing features for special reporting needs. Recommended: knowledge of basic bookkeeping.

S. Wilcox

P636	May 24-June 7	Th	6-9pm	SBA 150	\$85
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STARTING A BOOKKEEPING SERVICE

Take advantage of market demand for bookkeeping services. This class explores the advantages and drawbacks, what skills and equipment are needed, and how to market your service effectively.

D. Normandeau, CPA

P620	May 2	W	6-9pm	SBA 150	\$35
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STARTING AND OPERATING A CONSTRUCTION BUSINESS

For individuals considering starting a construction business or who have recently started one. The information presented caters to residential homes or commercial construction. Covers bonding and licensing, legal structures, recordkeeping, standard contracts, travel and subcontractor issues, depreciation and federal tax issues.

G. Sofio has 28 years’ experience in both residential and commercial construction. G. Lewin is an accountant in private practice.

P612	Apr. 16-23	M	6-9pm	SBA 150	\$50
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Attention: Nonprofit Organizations

The SBDC is developing classes to support nonprofit businesses in the area. Call 358-7890 to register or to suggest a class you’d like to see offered.

BASICS OF ENDOWMENT DEVELOPMENT

Endowments can help ensure your organization’s long-term sustainability. Both small and mid-sized organizations can create a manageable program to build endowment assets. This interactive workshop helps your board and staff learn to establish and manage an endowment, and addresses legal requirements, responsibilities, procedures, costs, revenue sources, donor relationships and development strategies.

P.J. Watters has over 20 years’ experience in nonprofit leadership and is the director of gift planning for the Inland Northwest Community Foundation.

P631	May 16	W	9am-noon	SBA 150	\$35
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BOARD RECRUITMENT AND RETENTION

Finding and keeping good board members is a challenge for all nonprofit organizations. Competition for time and talent stresses the ability to recruit and retain the talent you need. This interactive session examines recruitment and retention concepts and strategies that you can apply to either refine your existing program or to develop one from scratch.

S. Gill, director of Northwest Nonprofit Resources, has 30 years’ experience working in the nonprofit field.

P642	May 9	W	6-9pm	SBA 150	\$35
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DONOR-BASED FUNDRAISING

Why do nonprofits feel more comfortable writing a grant rather than asking friends for money? How can we overcome spending hundreds of hours with special events for only a few hundred dollars in return when we could invest minutes with passionate supporters who can donate thousands of dollars? This interactive class focuses on the necessary skills, plans and approaches to empower you to "ask for money." Spend time analyzing your major donor quotient and devise a framework for a first-time major donor campaign.

P. Malone

P611 Apr. 13 F 9am-5pm SBA 150 \$60

FUNDRAISING 101 – the basics of the big bucks!

Ever wonder how some organizations manage to land the big bucks? Is it luck? Is there a secret code or club? This introductory workshop reveals the basic and fundamental strategies of nonprofit fundraising. Learn to secure funding through individual donors, direct mail, special events, planned giving, grantwriting, capital campaigns, endowments, legislative appropriations and earned income.

P. Malone

P614 Apr. 23-25 MW 3:30-7pm SBA 150 \$60

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GRANT WRITING BASICS FOR NONPROFITS

Learn to identify your organization's needs, locate grant money, build relationships with funders, identify key grant components, and write successful grants. Discover who makes the decisions, what criteria they use and how you can set your nonprofit apart from the competition. Practice the essentials of writing a grant, from start to finish and what to do after you get the grant.

P. Malone

P626 May 11 F 8am-5pm SBA 150 \$65

QUICKBOOKS EXTRAS

Because nonprofit organizations often depend on memberships, grants or fundraising for their survival, budgets are critical. Use the budgeting feature of QuickBooks to help you plan for the future and understand the costs you have already committed for the fiscal year. Learn to track one or more funds for your organization, separating income and expenses for each fund, including your general fund. Instructor also covers QuickBooks' letters feature for thank you notes, vendor and member letters. Required: proficiency in QuickBooks.

G. Lewin


P640 June 6 W 6-9pm SBA 150 \$35

VOLUNTEER MANAGEMENT*new!*

Managing volunteers is different from managing employees and is critical to the success of your nonprofit organization. Learn best practices for recruiting, screening, training, retaining and retiring volunteers. Get fresh ideas on how to keep your volunteers happy and productive.

S. Cairey is the volunteer programs manager for the Spokane County Juvenile Courts and is an advisory member for Directors of Volunteers in Agencies (DOVIA).

P619 May 2 W 1-4pm SBA 150 \$35





You may be eligible for G.I. Bill benefits!

If you qualify, you may:

- ★ be eligible for \$1,075 or more per month if you enroll full time
- ★ benefit from education kickers available for guard/reserve participants (check with your unit for more information)
- ★ be eligible for financial aid in addition to your G.I. Bill
- ★ attend school part time and receive part-time benefits
- ★ be eligible for reduced tuition rates

G.I. Bill veteran students must use their G.I. Bill eligibility within 10 years from discharge. (Guard/reserve members have eligibility for 14 years *OR* until they leave the service, whichever comes first.)

 For more information about your eligibility call the V.A. toll free at: **1-888-442-4551**

 You also may call veteran's coordinators at:
SCC: (509) 533-7027
SFCC: (509) 533-3504



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