

Windows 7: Basic

Topic-Level Outline

Days: 1

Prerequisites: Experience using a personal computer, keyboard, and mouse

Unit 1: The Windows 7 environment

Topic: The Windows 7 desktop

Topic: The taskbar

Topic: Window management

Topic: Windows Help and Support

Unit 2: Files, folders, and libraries

Topic: Folders and libraries

Topic: Working with files

Unit 3: Managing content

Topic: Working with Windows Explorer

Topic: Searching for content

Unit 4: Customizing the environment

Topic: Icons and shortcuts

Topic: Gadgets

Topic: System settings

Unit 5: Internet Explorer 8

Topic: Web browsing

Topic: Tabbed browsing

Topic: Web searching

Topic: Customization

Topic: Multimedia content

Outlook 2013: Basic

Topic-Level Outline

Days: 1

Prerequisites: *Prerequisite* or equivalent experience

Unit 1: Getting started

Topic A: The program window

Topic B: Outlook Today

Unit 2: Email basics

Topic A: Reading messages

Topic B: Creating and sending messages

Topic C: Working with messages

Topic D: Handling attachments

Topic E : Printing messages and attachments

Unit 3: Email management

Topic A: Setting message options

Topic B: Organizing the Inbox folder

Topic C : Managing junk email

Unit 4: Contacts

Topic A: Working with contacts

Topic B: Address books

Topic C: Using contact groups

Unit 5: Tasks

Topic A: Working with tasks

Topic B: Managing tasks

Unit 6: Appointments and events

Topic A: Creating and sending appointments

Topic B: Modifying appointments

Topic C: Working with events

Topic D: Using Calendar Views

Unit 7: Meeting requests and responses

Topic A: Scheduling meetings

Topic B: Managing meetings

Word 2013: Basic, MOS Series

Topic-Level Outline

Days: 1

Prerequisites: *Windows 7: Basic* or equivalent experience

Unit 1: Getting started

Topic A: The Word window

Topic B: New documents

Topic C: Document navigation

Unit 2: Editing text

Topic A: Working with text

Topic B: The Undo and Redo commands

Topic C: Cut, copy, and paste

Topic D: Find and replace

Unit 3: Text formatting

Topic A: Character formatting

Topic B: Tab settings

Topic C: Paragraph formatting

Topic D: Paragraph spacing and indents

Unit 4: Tables

Topic A: Creating tables

Topic B: Working with table content

Topic C: Changing the table structure

Unit 5: Page layout

Topic A: Headers and footers

Topic B: Page setup

Unit 6: Graphics

Topic A: Adding graphics and clip art

Topic B: Working with graphics

Unit 7: Proofing, printing, and exporting

Topic A: Spelling and grammar

Topic B: AutoCorrect

Topic C: Printing and exporting documents

Word 2013:

Intermediate, MOS Series

Topic-Level Outline

Days: 1

Prerequisites: *Word 2013: Basic* or equivalent experience

Unit 1: Styles and outlines

Topic A: Examining formatting

Topic B: Working with styles

Topic C: Working with outlines

Unit 2: Table formatting

Topic A: Table design options

Topic B: Table data

Unit 3: Illustrations

Topic A: Creating diagrams

Topic B: Working with shapes

Topic C: Formatting text graphically

Unit 4: Advanced document formatting

Topic A: Creating and formatting sections

Topic B: Working with columns

Topic C: Document design

Unit 5: Document sharing

Topic A: Document properties

Topic B: Tracking changes

Topic C: Finalizing documents

Unit 6: Mail Merge

Topic A: Form letters

Topic B: Data sources for the recipient list

Topic C: Mailing labels and envelopes

Excel 2013: Basic

Topic-Level Outline

Days: 1

Prerequisites: *Windows 7: Basic* or equivalent experience

Unit 1: Getting started

Topic A: Spreadsheet terminology

Topic B: The Excel environment

Topic C: Navigating a worksheet

Topic D: Using a template

Unit 2: Entering and editing data

Topic A: Entering and editing text and values

Topic B: Entering and editing formulas

Topic C: Saving and updating workbooks

Unit 3: Modifying a worksheet

Topic A: Moving and copying data

Topic B: Moving, copying, and viewing formulas

Topic C: Absolute and relative references

Topic D: Inserting and deleting ranges, rows, and columns

Unit 4: Functions

Topic A: Entering functions

Topic B: AutoSum

Topic C: Other common functions

Unit 5: Formatting

Topic A: Text formatting

- Topic B:** Row and column formatting
- Topic C:** Number formatting
- Topic D:** Conditional formatting
- Topic E:** Additional formatting options

Unit 6: Charts

- Topic A:** Chart basics
- Topic B:** Formatting charts

Unit 7: Graphics

- Topic A:** Working with pictures
- Topic B:** Conditional formatting with graphics
- Topic C:** SmartArt graphics

Unit 8: Printing

- Topic A:** Preparing to print
- Topic B:** Page Setup options
- Topic C:** Printing worksheets

Excel 2013: Intermediate

Topic-Level Outline

Days: 1

Prerequisites: *Excel 2013: Basic* or equivalent experience

Unit 1: Managing workbooks and worksheets

- Topic A:** Viewing large worksheets
- Topic B:** Printing large worksheets
- Topic C:** Working with multiple worksheets
- Topic D:** Linking worksheets with 3-D formulas
- Topic E:** Using multiple workbooks
- Topic F:** Linking workbooks

Unit 2: Advanced formatting

- Topic A:** Using special number formats
- Topic B:** Working with themes
- Topic C:** Other advanced formatting

Unit 3: Outlining and subtotals

Topic A: Outlining and consolidating data

Topic B: Creating subtotals

Unit 4: Cell and range names

Topic A: Creating and using names

Topic B: Managing names

Unit 5: Data structure and tables

Topic A: Sorting and filtering data

Topic B: Working with tables

Unit 6: Web and sharing features

Topic A: Saving workbooks as Web pages

Topic B: Using hyperlinks

Topic C: Sharing workbooks

Unit 7: Documenting and auditing

Topic A: Auditing features

Topic B: Comments in cells and workbooks

Topic C: Protection

Topic D: Workgroup collaboration

Unit 8: Application settings and templates

Topic A: Application settings

Topic B: Working with templates

Excel 2013: Advanced

Topic-Level Outline

Days: 1

Prerequisites: *Excel 2013: Intermediate or equivalent experience*

Unit 1: Advanced functions and formulas

Topic A: Logical functions

Topic B: Conditional functions

Topic C: Financial functions

Topic D: Text functions

Topic E: Date and time functions

Topic F: Array formulas

Topic G: Calculation options

Unit 2: Lookups and data tables

Topic A: Using lookup functions

Topic B: Creating data tables

Unit 3: Advanced data management

Topic A: Validating cell entries

Topic B: Advanced filtering

Unit 4: Advanced charting

Topic A: Chart formatting options

Topic B: Combination charts

Topic C: Graphical objects

Unit 5: PivotTables and PivotCharts

Topic A: Working with PivotTables

Topic B: Modifying PivotTable data

Topic C: Formatting PivotTables

Topic D: Using PivotCharts

Topic E: PowerPivot

Unit 6: Exporting and importing data

Topic A: Exporting and importing text files

Unit 7: Analytical tools

Topic A: Goal Seek

Topic B: Scenarios

Topic C: Instant data analysis

Unit 8: Macros and Visual Basic

Topic A: Running and recording a macro

Topic B: Working with VBA code

Unit 9: Accessibility and language features

Topic A: Accessibility considerations

Topic B: Internationalization

Access 2013

Basic, MOS Edition

Topic-Level Outline

Days: 1

Prerequisites: *Windows XP or Windows 7*

Unit 1: Getting started

Topic A: Database Concepts

Topic B: Exploring the Access environment

Unit 2: Databases and tables

Topic A: Planning and designing databases

Topic B: Exploring tables

Topic C: Creating tables

Unit 3: Fields and records

Topic A: Changing the design of a table

Topic B: Finding and editing records

Topic C: Organizing records

Unit 4: Data Entry rules

Topic A: Setting field properties

Topic B: Working with input masks

Topic C: Setting validation rules

Unit 5: Basic queries

Topic A: Creating and using queries

Topic B: Modifying query results and queries

Topic C: Performing operations in queries

Unit 6: Using forms

Topic A: Creating forms

Topic B: Using Design view

Topic C: Sorting and filtering records

Unit 7: Working with reports

Topic A: Creating reports

Topic B: Modifying and printing reports

PowerPoint 2013: Basic (MOS Edition)

Topic-Level Outline

Days: 1

Prerequisites: *Windows 7: Basic* or equivalent experience

Unit 1: Getting started

Topic A: The PowerPoint interface

Unit 2: Creating presentations

Topic A: Creating a basic presentation

Topic B: Working with slides

Unit 3: Editing slide content

Topic A: Formatting text and lists

Topic B: Editing efficiently

Unit 4: Working with shapes

Topic A: Creating shapes

Topic B: Formatting shapes

Topic C: Applying content to shapes

Unit 5: Graphics

Topic A: WordArt

Topic B: Pictures

Unit 6: Tables and charts

Topic A: Tables

Topic B: Charts

Topic C: SmartArt

Unit 7: Preparing and printing presentations

Topic A: Proofing presentations

Topic B: Preparing a presentation

Topic C: Printing presentations

PowerPoint 2013: Advanced (MOS Edition)

Topic-Level Outline

Days: 1

Prerequisites: *PowerPoint 2013: Basic* or equivalent experience

Unit 1: Slide masters and transitions

Topic A: Slide masters

Topic B: Transitions and timings

Topic C: Custom slide shows

Unit 2: Graphics and media

Topic A: Modifying graphics

Topic B: Media clips

Topic C: Animations

Topic D: Photo albums

Unit 3: Customizing slide elements

Topic A: Working with SmartArt graphics

Topic B: Customizing tables

Topic C: Working with charts

Unit 4: Action buttons and equations

Topic A: Action buttons

Topic B: Equations

Unit 5: Integrating Microsoft Office files

Topic A: Applying content from a Word outline

Topic B: Embedding and linking content

Unit 6: Finalizing and distributing presentations

Topic A: Reviewing and finishing

Topic B: Distributing presentations

Unit 7: Customizing PowerPoint

Topic A: Application settings

PC Data Storage - Google Drive™

Topic-Level Outline

Days: 1

Prerequisites: *Prerequisite* or equivalent experience

Unit 1: Getting Started

Topic A: Navigate Google Apps

Topic B: Communicate Using Gmail

Unit 2: Storing Documents Using Google Drive

Topic A: Add Folders and Files

Topic B: Manage Folders and Files

Unit 3: Collaborating Using Google Docs, Slides, and Drawings

Topic A: Collaborate Using Google Docs

Topic B: Collaborate Using Google Slides

Topic C: Collaborate Using Google Drawings

Unit 4: Collaborating Using Google Sheets and Forms

Topic A: Collaborate Using Google Sheets

Topic B: Collaborate Using Google Forms

Unit 5: Communicating Using Google Hangouts

Topic A: Communicate Using Hangout Conversations

Topic B: Communicate Using Hangout Video Calls

Unit 6: Managing Schedules Using Google Calendar

Topic A: Create Events

Topic B: Customize Your Calendar

Topic C: Create an Additional Calendar

Topic D: Manage Tasks

Unit 7: Collaborating Using Google Sites

Topic A: Create a Google Site

Topic B: Edit a Google Site

Topic C: Manage a Google Site

Business Etiquette and Personal Professionalism

About the Program:

Regardless of age, regardless of position, regardless of the business we happen to be in, all of us need to understand the importance of branding. We are CEOs of our own companies: Me Inc. To be in business today, your most important job is to be head marketer for the brand called You. “When something is well-designed, it becomes significant and people grow to depend on it – it becomes essential.” While John Jenson was referring to the Golden Gate Bridge when he said this, it also applies to people. Have you positioned yourself in that way? Do others see you as being vital to the organization? Does the contribution you make have such an impact that people depend on you day in and day out? Becoming a person that “matters” in an organization requires that you pay attention to the way others perceive you.

Program topics include:

- ✓ Understand the ‘unspoken truth’ that attitude and personal behavior are vital to long-term success.
- ✓ Be able to describe behaviors which positively impact the office environment.
- ✓ Understand the importance of being:
 - Positive and proactive
 - Accountable and flexible
 - Cooperative and respectful
- ✓ Identify ways to communicate more effectively with peers and managers.
- ✓ Design, package and deliver your personal brand so that you become essential to an organization and matter as a professional

Customer Service Training – Critical Elements of Customer Service

This workshop is for any employee who deals with the public or who serves those who do deal with the public. Customer service skills can increase your value to your company and advance your career at the same time.

Program topics include:

Defining Customer Service
Meeting Expectations
Setting Goals & Targets
Communication Skills for Excellent Customer Service

Fundamental Techniques for Handling People
Tools for Dealing with Difficult People
The Problem Solving Process
Seven Steps to Customer Problem Solving
Resolving Conflict
Service Pride is a Team Effort
De-stress Options You Can Use Right Now

Communication: Written Skills (E-mail Etiquette)

E-mails have become a leading mode of communication in business today. Consequently, the purpose of this workshop is to assist you in creating a more professional and effective electronic message. Your trainer will help you learn how to design and create an e-mail that is more businesslike in language and content. Some of the topics include, general formatting, how to write without tone, create a great headline, know your audience, and additional tips of do's and don'ts of e-mail etiquette.

Upon completion of the training, participants will know how to:

- ✓ Describe the general format of e-mails.
- ✓ Increase their professionalism by designing effective e-mails for their company
- ✓ Use proper etiquette in electronic communication
- ✓ Identify rules of e-mail writing for better interpretation by reader
- ✓ Create efficiency: e-mails that get to the point are more effective
- ✓ Write more effective email communication

Communication: Written Skills (Business Writing)

For those who must write as part of their job, being able to write well is a real career boost. Learn how to enhance your organizational profile and capture your thoughts on paper so they are strong and persuasive, but at the same time clear, concise, complete and correct.

Upon completion of the training, students / participants will be able to:

- ✓ Learn the value of good written communications to make writing clear, concise, complete and correct
- ✓ Learn how to proofread their work so they can feel confident it is clear, concise, complete and correct
- ✓ Have an opportunity to apply these skills in real work applications

Change and How to Deal With it

Upon completion of the program, participants will be able to:

- Accept there are no normal or abnormal ways of reacting to change, but that we must start from where we are.
- See change not as something to be feared and resisted but as an essential element of the world to be accepted.
- Understand that adapting to change is not technical but attitudinal. Change is not an intellectual issue but one that strikes at who you are.
- Recognize that before we can embrace the way things will be, we must go through a process of grieving, and of letting go of the “way things use to be.”
- See change as an opportunity for self-motivation and innovation.
- Identify strategies for helping change be accepted and implemented in the workplace.

Program Topics Include:

The Change Process & The Change Cycle
The Three stages Of Personal Change
Who Moved My Cheese
The Pace of Change
The Pyramid Response to Change
The Four Room Apartment Strategy
Controlling Change & Resistance to Change
Strategies for Dealing with Change
Stress Management Techniques
Facts About Attitudes

Supervisory Skills – Going From Good to Great

The Extraordinary Leader is designed to help leaders shift their way of thinking about leadership from the conventional idea that leaders are born to the fact that anyone can be a great leader.

After completing the Workshop, participants will be able to:

- Articulate the difference between good leaders and great leaders
- Describe and explain the five key insights about leadership
- Define the 16 competencies of high performing leaders

- Understand the concept of powerful combinations of strengths and their importance to leadership effectiveness
- Explain the difference between weaknesses and fatal flaws
- Apply strengths and behaviors that demonstrate leadership effectiveness in workplace situations

What separates an average leader from an extraordinary leader? Internationally acclaimed leadership authority Jack Zenger provides some compelling answers. Drawing from his extensive research and best-selling book, Jack helps demystify the journey from good to great, exploring five key characteristics of extraordinary leaders. Video learning, facilitated workshop activities and industry-specific case studies make this program ideal for mid-manager and executive level leadership initiatives.

Supervisory Skills for New Supervisors

This workshop is designed to help you overcome many of the supervisory problems you will encounter in your first few weeks as a boss—whether you are a team leader, a project manager or a unit coordinator. Dealing with the many problems a new supervisor encounters isn't easy but it doesn't have to lead to discouragement. Program topics include:

- ✓ Help clarify roles and responsibilities of the new job
- ✓ Adjust to the new role with confidence and an assurance you can handle the position
- ✓ Develop your communication skills in listening, asking questions and giving feedback to employees.
- ✓ Develop a technique for making sure you give employees instructions that are clear and understood,
- ✓ Identify some techniques to deal with employee challenges such as squabbles, complaints and laziness
- ✓ Recognize the importance of being visible and available to employees
- ✓ Understand the importance of developing good relationships with employees and peers, so you are seen as fair and consistent.

Time Management Boot Camp

Why are there so many different organizational systems and time management methods out there? The answer is simple: it's like any other personal challenge, like weight loss or money management. There is no simple, one size fits all answer. You must build a solution that works for you.

Over the course of this workshop, we will explore various time management and organizational tools and techniques so that you can build a customized productivity plan for your personal and

professional lives. At the end of the course, you will emerge with a plan that works for you, so that you can start regaining control of your life!

Program topics include:

- ✓ Identify what personal efficiency is, what skill sets can improve your personal productivity, and what attitudes we should cultivate
- ✓ Explain why multi-tasking is a myth
- ✓ Describe what role long-term goals play in short-term efficiency
- ✓ Share a personal vision and develop dreams and goals from it
- ✓ Apply the 80/20 rule and learn how it should affect planning
- ✓ Identify the characteristics of a good organizational system
- ✓ Develop a plan for an efficient workspace, including a customized information center and a filing system
- ✓ Apply a system that will allow you to process any type of information that crosses your desk, including e-mail, electronic files, paper files, voice mail, text messages, and drop-in visitors
- ✓ Use the Eisenhower principle to prioritize work
- ✓ Say no
- ✓ Use routines to simplify your life
- ✓ Understand why you procrastinate and develop methods for tackling tasks
- ✓ Apply ideas and tools to make your household more productive and efficient

Spanish in the Workplace

The rapid growth of the Hispanic population & workforce has created critical communication challenges for business, government and education. These language barriers often result in serious accidents, quality mistakes, and poor service where it matters most – in the workplace. This program is designed to cut through language barriers by enabling adults to communicate, simply but effectively, with Spanish-speaking co-workers, customers or citizens. No prior Spanish language experience necessary.