



### **Remote Team Management and Leadership**

Remote working has become a fundamental part of how businesses operate today, but managing teams remotely poses several hurdles. This one-day course will provide you with the strategies and tools to optimize the performance of your virtual teams.

In this course you will learn how to:

- Be an inspirational leader
- Keep your team motivated and enthusiastic
- Manage different personality types
- Effectively delegate
- Elevate and maintain productivity
- Maintain a positive remote work culture

### **Effective Communication Skills for Influence and Impact**

Communicating effectively is a key component of professional success. The better professionals understand their own personal communication style and how it impacts others, the more likely they are to cultivate constructive working relationships. This one-day course will provide you with strategies and tools to connect and resonate with all audiences.

In this course you will learn how to:

- Tap into your natural communication potential
- Leave people feeling heard and understood
- Clearly articulate ideas and information to others
- Manage challenging conversations and personalities
- Empower others to be and do their best

## **The Emotionally Intelligent Leader**

Emotional Intelligence is the strongest driver of professional success. But few people are aware of the key skills that can be developed to increase Emotional Intelligence. This one-day workshop will provide you with strategies and tools to practice and expand your Emotional Intelligence.

In this course you will learn how to:

- Understand what Emotional Intelligence is and why it's important
- Understand the 4 components of Emotional Intelligence
- Understand the 18 talents of Emotional Intelligence
- Develop practices to expand Emotional Intelligence

## **Effective Management Skills: LEAN Process Management**

The LEAN process management philosophy is currently one of the most popular management systems in business. No matter which industry you are in, LEAN is a universal tool that can have a positive impact on any company's performance. The one-day workshop will provide you with a basic understanding of the LEAN philosophy and give you the strategies and tools to add the LEAN process to your management toolbox.

In this course you will learn how to:

- Understand the LEAN philosophy
- Understand the LEAN terms and concepts
- Conduct root cause analysis
- LEAN goal setting and alignment
- Change planning
- Implementing change
- Conduct LEAN process reviews

## **Project Management Basics**

- Defining Projects and Project Management
- The Role of a Project Manager
- How Can Projects Help Me?
- A Project's Life Cycle
- Selling a Project
- Creating a Vision
- Project Goals
- Using a Target Chart
- Preparing Your Project
- Laying Out the Project

### **Boost Your Productivity with Outlook**

Are you experiencing email overwhelm? Does it feel like your email is a distraction that prevents you from getting your important work done? We can help!

In this 4-hour workshop you will learn how to develop an effective email management system that will help stay on top of your messages and be more productive with the work that matters.

Topics covered in this workshop:

- How to organize and batch process your email
- Using folders to prioritize and organize your workflows
- Learn the best way to store and archive emails
- A faster and more organized way to process emails
- Manage your inbox more efficiently
- A way to be reminded of follow ups, without the reminder clogging up your inbox
- Get your inbox to zero daily and keep it that way

### **The Work/Life Balance Bootcamp**

In this 4-hour workshop, participants will learn how to create a holistic approach to powerfully managing their personal and professional lives.

Topics covered in this workshop:

- How to create a vision that encompasses all important areas of life
- How to break that vision down into manageable tasks
- How to prioritize values and commitments
- How to powerfully manage competing commitments
- How to develop a task management system
- How to set up your calendar so that nothing slips through the cracks

### **Developing a Mindset for Success**

In this 4-hour workshop participants gain insights on how to develop a mindset that will help them get unstuck and stay the course of fulfilling their goals and initiatives.

Topics covered in this workshop:

- Breaking out of your automatic pattern of operating
- Controlling your thoughts, feelings and emotions
- Creating Empowered operating states
- Responsible self-awareness

### **New Supervisor: Becoming a Great Leader**

- 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 Bootcamp**

- 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
- 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

### **Problem Solving- Dealing with Difficult People**

- Recognize that personal attitudes and actions impact the behavior of others
- Develop techniques for managing negative emotions
- Develop coping strategies for dealing with difficult people and difficult situations
- Understand the importance of good communication
- Learn how to: choose the right words, ask the proper questions, listen effectively, and interpret non-verbal messages

### **Delivering Dynamic and Engaging Presentations**

This one-day workshop will give participants valuable insights into how to present in a virtual environment using the most popular delivery platforms.

- Know the differences between virtual and in-person presentations
- Outline the major challenges (presenter, presentation and technical) with virtual presentations
- Recognize the strengths, weaknesses, and standout features of popular virtual presentation platforms (Zoom, MS Teams, Go To Meeting and Google Meet) and how to set up an account on the platforms
- Integrate solutions to virtual presentation challenges in their own delivery of virtual presentations

### **Business Etiquette and Personal Professionalism**

This one-day workshop will help participants:

- 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

## **Excel Level I 2016**

- Lesson 1: Getting Started with Microsoft Office Excel
  - Create and Save a Basic Workbook
- Lesson 2: Modifying a Worksheet
  - Insert, Delete, and Adjust Cells, Columns, and Rows
  - Cut, Copy and Paste
- Lesson 3: Performing Calculations
  - Create Worksheet Formulas
  - Insert Functions
  - Reuse Formulas and Functions
- Lesson 4: Formatting a Worksheet
  - Apply Text and Number Formats
  - Align Cell Contents
  - Apply Basic Conditional Formatting
  - Create and Use Templates
- Lesson 5: Printing Workbooks
  - Preview and Print a Workbook
  - Set Up the Page Layout
  - Configure Headers and Footers

## **Excel Level II 2016**

- Lesson I: Working with Functions
  - Work with Ranges
  - Use Specialized Functions
  - Work with Logical Functions
  - Work with Date, Time, and Text Functions
- Lesson 2: Named Ranges
  - Using names in formulas
- Lesson 3: Tables
  - Sorting
  - Filtering tables
  - Structured references
  - Validation
  - Transposing data
- Lesson 4: PivotTables
  - Creating, formatting, and Manipulating PivotTables
  - PivotCharts
- Lesson 5: Summarizing data
  - Consolidation
  - Subtotals

## **Excel Level III 2016**

- Lesson 1: Logical and Lookup Functions
  - Decision-making functions
  - Lookup and reference functions
- Lesson 2: Advanced Formulas
  - Auditing and error-trapping
  - Formula options
  - Arrays
- Lesson 3: Special functions
  - Date and time functions
  - Text functions
  - Other functions
- Lesson 4: Importing and Exporting
  - The Power Pivot Data Model
  - Exporting data
- Lesson 5: Analysis
  - What-if analysis
  - The Analysis Toolpak
- Lesson 6: Macros and Forms
  - Recording macros
  - Running macros
  - Forms

## **Advanced Excel: Data Analysis – Tables, Advanced PivotTables & Advanced Charts**

This class will dig deeper into some of the features taught in previous Excel classes including:

- Creating Tables – formatting and structured formulas
- Analyze with Power Pivots – create pivot tables and charts, analyze the data, power pivot to create a pivot table from multiple data tables
- Advance Charts – create trendlines, chart templates and more

## **PowerPoint Level I 2016**

- Lesson 1: Fundamentals
  - Exploring the PowerPoint environment
- Lesson 2: Creating a presentation
  - Creating a presentation
  - Creating and modifying slide content
- Lesson 3: Formatting
  - Working with slide masters and layouts
  - Formatting slides and text
- Lesson 4: Working with shapes and images
  - Creating and formatting shapes
  - Working with images
- Lesson 5: Working with charts and tables
  - Working with charts
  - Working with tables
- Lesson 6: Customization
  - Slide transitions
  - Additional text options
  - Printing

## **Intro to Google Drive**

Communicate Using Gmail

Add/Manage Contacts

Create Distribution Lists

Navigate Google Drive

Upload Folders and Files

Manage Folders and Files

Share Documents

Collaborate Using Google Docs

Collaborate Using Google Slides

Collaborate Using Google Sheets

Create Google Forms

Managing Schedules Using Google Calendar

Create Events

Customize Your Calendar

Create an Additional Calendar

Manage Tasks

Use Google Keep

Use Google Photos

Communicating Using Google Chat

Create a Website Using Google Sites

## **Word Tips and Tricks**

This is a great course for the beginner Word user as well as someone more proficient in Word, but looking for more.

- Tips and Tricks to Use Microsoft Word more efficiently
- Create Bulleted and Numbered Lists
- Using Tab Stops
- Templates
  - Using Microsoft Templates
  - Creating Templates
- Working with Longer Documents
  - Page Numbers
  - Headers/Footers
  - Styles
- Create a Form Letter and Mailing Labels using Mail Merge
- Creating and Working with Columns

If time permits:

- Working with Graphics
- Collaborate with others using Track Changes

## **Access 2016**

Understanding general database terms

Access interface and objects

Tables

- Creating tables
- Creating fields
- Data Validation
- Relationships and keys

Queries

- Creating basic queries
- Modifying queries
- Using calculated fields

Forms

- Creating simple forms
- Form design

Reports

- Creating reports
- Formatting reports

Importing/Exporting with Word and Excel