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BASELINE SKILLS

CAREER BUILDING SKILLS COURSES

Personal Branding

CAR-1014 What is Personal Branding?

Course Description

Everyone has a personal brand. What does your brand say about you? In your career, your personal brand can help you move forward or it can hold you back. This course introduces the concept of personal branding.

By the end of this course, you will be able to

- Define personal brand
- Compare personal branding to corporate branding
- List some benefits of personal branding
- List some myths about personal branding
- List the steps in the personal branding process

Estimated completion time (hours): 0.9

Personal Branding

CAR-1015 Define Your Brand

Course Description

Before you can live your personal brand, you must define it. Many things make up your personal brand, including your values, talents, and mission. This course explores the steps for defining your personal brand.

By the end of this course, you will be able to

- List the steps for defining a personal brand
- List different areas to consider when assessing your brand
- Describe the importance of defining a target audience
- Describe the benefits of identifying your competition

Estimated completion time (hours): 1.0

Personal Branding

CAR-1016 Develop Your Brand Messages

Course Description

Your brand messages communicate your brand to your target audience. It is important to spend time and effort crafting your messages so that they convey your brand effectively. This course defines different brand messages you might choose to create.

By the end of this course, you will be able to

- Set goals for a personal brand
- Define different types of brand messages
- Write brand messages, including a brand statement, elevator speech, and tagline

Estimated completion time (hours): 1.0

Personal Branding

CAR-1017 Implement Your Brand Strategy

Course Description

Once you have defined your brand and written your brand messages, you are ready to plan and implement your brand strategy. This module discusses the steps for implementing a brand strategy.

By the end of this course, you will be able to

- List methods to communicate your personal brand to others
- Brand your resume and cover letters
- Define a social media strategy
- Understand the purpose of networking

Estimated completion time (hours): 1.2

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COMMUNICATION SKILLS COURSES

Interpersonal Communications

COM-1001 Introduction to Communication

Course Description

Effective communication takes work. In this course, you'll discover the different forms of communication as well as common barriers to effective communication. You'll also learn about the communication process and responsibilities of both the sender and receiver. Finally, you'll find out about the importance of feedback and different forms of noise.

By the end of this course, you will be able to

- Define communication
- List the three forms of communication
- Identify barriers to communication
- Describe the communication model
- Understand the responsibilities of the sender and receiver
- Understand the importance of feedback
- Identify forms of noise

Estimated completion time (hours): 0.9

Interpersonal Communications

COM-1002 Effective Communication

Course Description

Effective communication is a must at work and at home. In this course, you'll discover what effective communication is and why it's important. You'll also find out how to choose the correct medium for your message based on the medium's strengths and weaknesses. Finally, you'll learn the process for constructing effective verbal and written messages.

By the end of this course, you will be able to

- Define effective communication
- Understand the consequences of miscommunication
- Match the choice of medium to your message's content
- List the strengths and weaknesses of verbal communication
- Identify when to use verbal communication as the medium for your message
- List the strengths and weaknesses of written communication
- Identify when to use written communication as the medium for your message
- Describe the process for constructing clear verbal and written messages

Estimated completion time (hours): 0.9

Interpersonal Communications

COM-1003 Verbal Communication

Course Description

Verbal communication is the most popular form of communication. In this course, you'll discover the different approaches to communication and how to communicate effectively face to face, over the phone, and in a videoconference. You'll also learn how to leave a clear and concise voicemail.

By the end of this course, you will be able to

- Identify the different approaches to communication
- Describe how to communicate effectively face to face
- Understand how paralanguage affects verbal messages
- List ways to engage your listeners
- Describe how to communicate effectively during a phone conversation
- Understand how to leave a clear and effective voicemail
- Describe how to communicate effectively during a conference call

Estimated completion time (hours): 1.0

Interpersonal Communications

COM-1004 Written Communication

Course Description

Sometimes writing communicates your message more clearly than the spoken word. In this course, you'll learn guidelines that help you create an effective written message.

By the end of this course, you will be able to

- Understand how to construct a clear written message
- List guidelines for making your message easy to follow
- Describe the guidelines you need to consider when choosing your words
- Identify common grammar mistakes
- List common spelling errors
- Understand the need for editing
- List additional guidelines for writing business letters and memos
- Understand when to use email
- Understand email etiquette
- List guidelines for writing an email

Estimated completion time (hours): 0.9

Interpersonal Communications

COM-1005 Nonverbal Communication

Course Description

You don't always need spoken or written words to communicate. Nonverbal communication sends a message without words. Often unintentional, nonverbal communication can reveal how a person really feels. It's important that nonverbal communication is in sync with the words being said.

By the end of this course, you will be able to

- Describe how a person communicates without words
- Understand how body language sends a message
- Interpret different types of body language
- Describe how spatial distance impacts communication
- List ways to convey openness and acceptance

Estimated completion time (hours): 0.7

Interpersonal Communications

COM-1006 Listening Skills

Course Description

Listening is an important skill to master for personal and professional success. When you overcome listening barriers and practice good listening skills, you're more likely to understand the message the way a speaker intends.

By the end of this course, you will be able to

- Understand the importance of listening
- List the steps in the listening process
- Identify and overcome barriers to listening
- Describe common types of listening
- Describe how to be a good listener
- Describe how to paraphrase and mirror a message

Estimated completion time (hours): 1.0

Interpersonal Communications

COM-1007 Workplace Communication

Course Description

Communication in the workplace isn't that different from communication at home. However, you're more likely to encounter individuals who are different from you, and being respectful of each person is more important than ever for effective communication.

By the end of this course, you will be able to

- Understand how to communicate across cultures
- Understand how to communicate across generations
- Describe how to establish rapport
- List ways to communicate effectively in a group
- Describe how to address mistakes and difficult issues
- Understand how to offer a sincere apology
- Describe how to deal with a defensive person

Estimated completion time (hours): 0.8

Conflict Resolution

COM-2001 Understanding Conflict

Course Description

Conflict is inevitable and not all conflict is bad. Understanding conflict is important for everyone.

By the end of this course, you will be able to

- Give examples of conflict
- List the three views of conflict
- List the origins of conflict
- Define positive conflict
- List the indicators of positive conflict
- Define negative conflict
- List the indicators of negative conflict

Estimated completion time (hours): 2.0

Conflict Resolution

COM-2002 Communication Skills

Course Description

Effectively managing conflict requires good communication skills.

By the end of this course, you will be able to

- Describe the importance of communication skills
- List the common types of listening
- Define empathetic listening
- Describe the guidelines for empathetic listening
- Describe the process of empathetic listening
- Describe the mirroring technique of feedback
- Define "I" statement

Estimated completion time (hours): 1.8

Conflict Resolution

COM-2003 Managing Conflict

Course Description

Conflict is natural and happens all the time. Effectively managing conflict is important for everyone in an organization.

By the end of this course, you will be able to

- List the Thomas-Kilmann styles of conflict management
- Discuss the positives and negatives of different conflict management styles
- Define positional bargaining
- Discuss the collaborative approach to conflict management
- Discuss the Interest-Based Relational approach to conflict management
- Describe the questions you should ask yourself to facilitate a win/win conflict resolution

Estimated completion time (hours): 2.3

Technical Writing

COM-2004 Introduction to Technical Writing

Course Description

Technical writing is a form of technical communication used in many industries to relay complex information about products, practices, and processes to a varied audience.

By the end of this course, you will be able to

- Define technical writing
- Describe the origin of technical writing
- List the three Cs of good technical writing
- Define clarity
- Define conciseness
- Define completeness
- Describe the importance of accuracy

Estimated completion time (hours): 1.1

Technical Writing

COM-2005 Successful Documentation

Course Description

Successful documents effectively convey necessary information.

By the end of this course, you will be able to

- List the five steps to creating successful documents
- Identify parts of preparing to create a document
- Define primary purpose
- Describe the relationship between document content and intended audience
- Define scope
- List factors that influence the method used to deliver a document
- List common parts of documentation
- State the importance of well-organized documents
- Understand when the writing process should begin
- Describe the revision process

Estimated completion time (hours): 1.1

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CUSTOMER SERVICE SKILLS COURSES

Customer Service

CUS-1001 Focusing on Your Customers

Course Description

Customers are integral to the success of any business. In this module, you'll find out who your customers are, what customer service is, who provides it, and how it affects a business's bottom line. You'll also discover the difference between customer service and customer-focused and what providing quality customer service means.

By the end of this module, you will be able to

- Understand the difference between internal and external customers
- Explain the importance of customer service
- Explain the difference between customer service and customer-focused
- Describe what it means to provide quality customer service

Estimated completion time (hours): 0.7

Customer Service

CUS-1002 Providing Friendly, Courteous, and Efficient Service

Providing Friendly, Courteous, and Efficient Service

Your interactions with customers set the tone for your long-term relationships. In this module, you'll learn how to greet customers and interact with them in a way that makes them repeat customers.

By the end of this module, you will be able to

- Create a positive first impression
- Describe how to greet customers
- Explain how to interact courteously and professionally with customers
- Describe how to make customers feel welcome
- Explain the importance of being effective and efficient
- Describe how to end an interaction on a positive note

Estimated completion time (hours): 0.8

Customer Service

CUS-1003 Communicating Effectively with Customers

** In development*

Customer Service

CUS-1004 Using Customer-Friendly Language

** In development*

Customer Service

CUS-1005 Identifying and Meeting Customer Needs

While some customers may know right away what they'd like from a business, others do not know which products or services they're interested in. In this module, you'll discover how to ask questions to identify customer needs and what you can do to successfully meet those needs.

By the end of this module, you will be able to

- Convey to customers your interest in their wants and needs
- Identify customer needs
- Ask open-ended and closed questions
- Meet customer needs
- Explain ways to improve your listening skills
- Describe how to make appropriate recommendations

Estimated completion time (hours): 1.0

Customer Service

CUS-1006 Building Customer Relationships

Serving your customers in such a way that you build strong relationships with them helps create loyal, repeat customers. In this module, you'll learn what you can do on a customer service front to encourage customers to return again and again.

By the end of this module, you will be able to

- Describe the importance of strong relationships with customers
- Build strong relationships with customers
- Establish rapport with customers
- Welcome returning customers
- Maintain customer relationships
- Reward repeat customers
- Build online rapport with customers

Estimated completion time (hours): 0.7

Customer Service

CUS-1007 Respecting Diversity in Your Customers

If you're not accustomed to working with customers who are different from you, you may not be sure how to interact with them. In this module, you'll learn guidelines for working with customers from different cultures.

By the end of this module, you will be able to

- Define diversity
- Define culture
- List strategies to better serve diverse customers
- Describe ways to overcome language barriers

Estimated completion time (hours): 0.8

Customer Service

CUS-1008 Better Serving Customers with Disabilities

In this module, you'll learn how to work well with customers with all types of disabilities. You'll discover general guidelines for working with customers who have a variety of disabilities. You'll also find out about special considerations when working with customers who have specific types of disabilities.

By the end of this module, you will be able to

- List different types of disabilities
- Identify potential obstacles for customers with disabilities
- Use language that focuses on the customer, not the disability
- Describe general guidelines for working with customers with all types of disabilities
- Explain special considerations when working with customers with specific disabilities

Estimated completion time (hours): 0.9

Customer Service

CUS-1009 Dealing with Difficult Customers

In customer service, you encounter a wide range of customer personalities. While some customers are fun to work with, others are hard to work with no matter the situation. Others are simply angry. In this module, you'll learn how to deal with different types of difficult customers.

By the end of this module, you will be able to

- Explain how to stay calm and composed when dealing with difficult customers
- Describe techniques for handling different types of difficult customers
- List ways to handle entitled customers
- Explain how to restore your relationship with difficult customers

Estimated completion time (hours): 1.0

Customer Service

CUS-1010 Responding to Customer Complaints

** In development*

Customer Service

CUS-1011 Managing Conflict with Internal Customers

Difficult situations don't occur only with your external customers; they can occur with your internal customers as well. In this module, you'll learn why conflict with internal customers occurs and what you can do to manage it.

By the end of this module, you will be able to

- Describe the differences between positive and negative conflict
- List the effects of negative conflict
- List the reasons why conflicts with internal customers occur
- Explain what you can do to prevent conflicts with internal customers
- Identify negative behavior
- Decide if and when to address conflict with internal customers
- Describe what you can do to help resolve conflict with internal customers

Estimated completion time (hours): 1.0

Customer Service

CUS-1012 Handling Dangerous Workplace Situations

Any business that provides customer service or exchanges money with the public is at an increased risk of workplace violence. In this module, you'll learn how to identify the warning signs of possible workplace violence. You'll also discover the actions you can take to help defuse dangerous situations and keep your workplace safe.

By the end of this module, you will be able to

- Identify workplaces at a greater risk of violence
- Describe what you can do to help prevent workplace violence
- List common triggers of workplace violence
- Explain the warning signs of workplace violence
- Describe how to calmly and effectively defuse dangerous situations

Estimated completion time (hours): 0.7

Customer Service

CUS-1013 Coping with On-the-Job Stress

This course is in development. Coming in winter 2017

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MICROSOFT OFFICE SKILLS COURSES

MSO-1001 Getting Started with Excel

Course Description

Excel is a powerful software tool for organizing and analyzing data. It is widely used by businesses to work with financial data. Before using Excel, you must understand some terminology and the different areas of the Excel screen.

By the end of this module, you will be able to

- Understand the uses of Excel
- Define workbook and worksheet
- Describe the different areas of the Excel screen
- Define cell and range
- Identify cell and range addresses
- List methods for selecting cells and ranges

Estimated completion time (hours): 1.3

MSO-1002 Entering Text and Values

Course Description

Creating a worksheet begins with entering text and values. The text and values can be any type of data, such as students' grades, a family budget, customer addresses, sales data, and other financial data.

By the end of this module, you will be able to

- Explain the difference between text and values
- List the data entry process
- Describe how Excel handles leading and trailing zeros
- Edit data
- Delete data
- Explain how to use Undo and Redo
- Move data
- Copy data
- List common keyboard shortcuts
- Describe how to use Flash Fill, AutoComplete, and AutoFill to enter data

Estimated completion time (hours): 1.5

MSO-1003 Formatting Data

Course Description

Various formatting commands built into Excel enable you to change the look of your worksheet and make important data stand out. Formatting can be applied to single cells or to a range of

cells either before or after you enter your data.

By the end of this module, you will be able to

- Define formatting
- Describe the process for formatting text and values
- Change the column width or row height
- Explain the purpose of specific formatting options
- Describe what happens to cells when data is deleted
- Discuss how to clear formatting
- Define cell styles and themes
- Explain what happens when you use Format Painter and F4

Estimated completion time (hours): 1.8

MSO-1004 Formulas and Functions

Course Description

Formulas and functions enable you to perform calculations on a worksheet. Excel can perform simple calculations, such as summing a column of numbers, or very complex calculations such as calculating financial, statistical or engineering information.

By the end of this module, you will be able to

- Define formula and function
- List the mathematical operators used in Excel
- Explain how references to cells or ranges are used in formulas and functions
- Use the Sum and Average functions
- Use the AutoSum command
- Understand how to copy formulas and functions
- Explain relative and absolute cell references
- Understand how to move formulas and functions
- Describe methods for troubleshooting formulas and functions

Estimated completion time (hours): 1.7

MSO-1005 Working with Dates and Times

Course Description

Excel enables you to enter dates and times on your worksheet, format them, and use them in calculations like other values. However, there are some rules and limitations you must be aware of so that any calculation using dates and times is accurate.

By the end of this module, you will be able to

- List uses for dates and times in a worksheet
- Explain the serial numbers Excel uses to create dates and times
- Enter dates and times in valid formats
- Explain how to use the Today and Now functions
- Use keyboard shortcuts to enter the current date and current time
- Format dates and times using predefined formats and custom formats
- Use dates and times in formulas

Estimated completion time (hours): 1.3

MSO-1006 Working with Data Tables

Course Description

Excel includes commands designed to make it faster and easier to work with data that is arranged in a table. If your data is arranged in a table, you will find the Excel's Table Tools very beneficial.

By the end of this module, you will be able to

- Describe a table
- Insert a table
- Change the table style and the worksheet theme
- Insert a total row and then insert functions
- Describe how to resize the table
- Insert a calculated column
- Sort and filter data
- Remove duplicate records from the table
- Convert a table to a range

Estimated completion time (hours): 1.6

MSO-1007 Displaying Data in Charts

Course Description

There is an old saying that a picture is worth a thousand words. Excel's chart tools enable you to present complex data in an easy to understand visual format.

By the end of this module, you will be able to

- Create a chart based on Excel data
- Define common chart elements
- Describe how to change the chart layout, colors, style, or other options
- Explain how to reposition or resize a chart
- Create and edit Sparklines

Estimated completion time (hours): 1.4

MSO-1008 Printing a Worksheet

Course Description

The printing process enables you to print physical copies of your worksheet. Excel provides many options to specify what is included on the printout and how it should look.

By the end of this module, you will be able to

- Explain the printing process
- Describe the print window and print preview
- Switch between different document views
- Change the margins, orientation, and paper size
- Select a print area
- Understand manual and automatic page breaks
- Change the scale of the document
- Insert headers and footer

Estimated completion time (hours): 1.0

MSO-1009 Managing Worksheets

MSO-1010 Managing Workbooks

MSO-1011 Securing Worksheets and Workbooks

** MSO-1009 through MSO-1011 Coming in winter of 2017*

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PERSONAL FINANCES SKILLS COURSES

Personal Finances

PFI-1001 Compensation

Course Description

When you work, you earn compensation. This course defines three categories of compensation: monetary, deferred, and nonmonetary compensation.

By the end of this course, you will be able to

- Explain monetary compensation
- Define gross pay, deductions, and net pay
- Describe the benefits of direct deposit
- Explain deferred compensation
- Explain nonmonetary compensation

Estimated completion time (hours): 0.9

Personal Finances

PFI-1002 Goal Setting

Course Description

To reach your financial goals, you will need to spend some time setting goals and creating a plan to achieve them. This course explores the goal setting process.

By the end of this course, you will be able to

- Define assets and liabilities
- Calculate your net worth
- Understand the goal setting process

Estimated completion time (hours): 0.9

Personal Finances

PFI-1003 Budgeting

Course Description

One of the best ways to control how your money is spent is to create a budget. This course explores the budgeting process and methods for tracking your spending.

By the end of this course, you will be able to

- Define disposable and discretionary income
- Define expenses
- Understand the budgeting process
- Describe zero-based budgeting
- Describe methods for tracking spending

Estimated completion time (hours): 0.9

Personal Finances

PFI-1004 Banking

Course Description

Banks and credit unions offer a wide variety of financial services. This course discusses many of the financial services that you will use.

By the end of this course, you will be able to

- Define a bank and a credit union
- Describe the financial services offered by banks and credit unions
- Describe the power of compound interest
- Explain the rule of 72

Estimated completion time (hours): 1.2

Personal Finances

PFI-1005 Credit Cards

Course Description

Credit cards are a convenient method of making purchases. Before going into debt with a credit card, you should know the ins and outs of how they work.

By the end of this course, you will be able to

- Define credit cards
- Define revolving credit
- Understand how point-of-sale transactions work
- Describe how a credit card issuer makes money
- Define interest

Estimated completion time (hours): 1.0

Personal Finances

PFI-1006 Loans

Course Description

At some point in your life, you will probably take out a loan to pay for college, buy a car, or make another purchase. This course describes different types of loans and defines terminology associated with loans.

By the end of this course, you will be able to

- Define terms associated with loans, including principal, interest, and term
- Describe a student loan
- Describe an automobile loan
- Describe a mortgage
- List what is typically included in a mortgage payment
- List different types of mortgages

Estimated completion time (hours): 1.1

Personal Finances

PFI-1007 Credit Reports and Credit Scores

Course Description

When you apply for credit, a potential lender uses your credit reports and credit scores to help determine whether to approve your application. Because your credit reports and credit scores are used frequently, it is essential you understand them.

By the end of this course, you will be able to

- List the three main credit bureaus
- Describe who uses your credit history
- Describe credit reports
- Describe credit scores
- Define identity theft
- List steps for responding to identity theft

Estimated completion time (hours): 0.9

Personal Finances

PFI-1008 Retirement Planning

Course Description

One financial goal that everyone should work toward is having a financially secure retirement. This course covers options for retirement planning.

By the end of this course, you will be able to

- Understand the benefits of compound interest
- Describe 401(k) plans
- Describe a traditional IRA
- Describe a Roth IRA
- Describe small business retirement plans
- Understand the purpose of Social Security

Estimated completion time (hours): 1.1

Personal Finances

PFI-1009 Investing

Course Description

Prudent investing can help you build wealth. This course introduces options for investing.

By the end of this course, you will be able to

- Describe money market instruments, bonds, and stocks
- Describe mutual funds
- Define risk tolerance
- Define asset allocation
- Explain how inflation impacts your purchasing power

Estimated completion time (hours): 1.3

Personal Finances

PFI-1010 Insurance

Course Description

Insurance can protect you from the financial impact of unexpected occurrences, such as accidents or illnesses. This course describes the various types of insurance that are available.

By the end of this course, you will be able to

- Define insurance terminology
- Describe health insurance
- Describe disability insurance
- Describe renter's insurance
- Describe homeowner's insurance
- Describe umbrella liability insurance
- Describe life insurance

Estimated completion time (hours): 1.0

Personal Finances

PFI-1011 Taxes

Course Description

Taxes are collected by the federal, state, and local government to pay for road repairs, schools, and other services. This course discusses the various taxes you pay.

By the end of this course, you will be able to

- Define Social Security and Medicare taxes
- Describe property taxes
- Describe sales taxes
- Describe capital gains taxes
- Describe income taxes
- Define marginal tax rate and effective tax rate

Estimated completion time (hours): 1.1

Personal Finances

PFI-1012 Estate Planning

Course Description

No one likes to think about becoming incapacitated or dying, but it is important to plan ahead in case the worst happens. This course discusses estate planning tasks.

By the end of this course, you will be able to

- Define a will
- Describe probate
- Understand beneficiaries
- Define trusts
- Describe durable powers of attorney for finances and healthcare

Estimated completion time (hours): 0.8

Personal Finances

PFI-1013 Record Keeping

Course Description

You will have many paper and electronic records for your personal financial transactions. Knowing what to keep, and for how long, will help you organize your files.

By the end of this course, you will be able to

- Explain the need for paper and electronic filing systems
- List how long to keep tax returns and related documents
- List how long to keep investment documents
- List how long to keep loan documents
- List how long to keep estate planning documents
- List how long to keep home ownership records
- List how long to keep vehicle documents
- List how long to keep passports

Estimated completion time (hours): 0.9

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STUDY SKILLS COURSES

Using a Learning Management System

STU-1002 How to Take a Course

Course Description

The first page of a course is always the objectives page. The objectives page introduces the course and lists the learning objectives of the course.

This course explains how a course is structured and how you can interact with the course.

By the end of this course, you will be able to

- Describe the different sections of the screen in a course
- Understand how to navigate through a course
- Explain how to use a knowledge check
- Describe how to use a drag and drop activity
- Describe how to use an input box activity

Estimated completion time (hours): 0.8

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TEAM BUILDING SKILLS COURSES

Group Dynamics

TEA-1001 Working in a Group

Course Description

No matter how responsible, organized, or charismatic you are, if you don't work well with others, you won't have success - on or off the job. In this course, you'll learn about the advantages of working with other individuals. You'll also discover the science of group dynamics, as well as the difference between primary and secondary groups. Finally, you'll find out about the formal and informal roles group members may take on.

By the end of this course, you will be able to

- Understand the importance of working well with others
- Define a group
- List the advantages of group work
- Define group dynamics
- Describe the characteristics of a group system
- Describe the difference between primary and secondary groups
- Describe the difference between formal and informal group roles

Estimated completion time (hours): 0.7

Group Dynamics

TEA-1002 Group Communication

Course Description

Group members need to communicate effectively and collaboratively in order to accomplish the group's common goal. In this course, you'll learn how to communicate with group members so that what you're saying is correctly understood. You'll learn how to avoid common listening traps. You'll also discover how to listen for understanding.

By the end of this course, you will be able to

- Understand the importance of effective communication
- List guidelines for effective communication
- Describe how to avoid sending mixed messages
- Identify common listening traps
- Understand how to listen for understanding

Estimated completion time (hours): 0.9

Group Dynamics

TEA-1003 Effective Collaboration

Course Description

For a group to successfully collaborate to accomplish its goal, members must be able to get along and work together. In this course, you'll discover how trust, cohesiveness, support, and ethics affect group climate. You'll also learn how to become a better and more effective group member.

By the end of this course, you will be able to

- Describe the difference between a positive and negative group climate
- List factors that affect group climate
- Understand your role in becoming a better group member
- Understand the importance of being cooperative and assertive
- List guidelines for effective group discussion

Estimated completion time (hours): 0.8

Group Dynamics

TEA-1004 Life Stages of a Team

Course Description

While not all groups are considered teams, all teams are considered groups. For a team to succeed, it's important that its members work together as a unit. In this course, you'll learn about the different life stages of a team. You'll also find out what you can do to help encourage team cohesiveness.

By the end of this course, you will be able to

- Define team
- Describe the four life stages of a team
- Understand the reasons teams may struggle
- Define synergy
- List ways to build a cohesive team
- Understand how to set ground rules
- List ways to encourage teamwork

Estimated completion time (hours): 0.9

Group Dynamics

TEA-1005 Meetings

Course Description

Nothing destroys productivity and teamwork like a meeting gone bad. In this course, you'll discover when you really need to attend a meeting and what you can do to get the most out of the meeting.

By the end of this course, you will be able to

- Describe why it's important to get the most out of the time spent in meetings
- List common reasons why meetings are disliked
- Identify when a meeting is not necessary
- List times when a meeting should be held
- Describe what you need to do to conduct an effective meeting
- List what you need to do to prepare for a meeting
- Understand the importance of an agenda
- List the topics ground rules need to cover
- Understand what you need to do when you're the one leading the meeting
- Describe how to handle difficult personalities
- Understand how you can overcome your own anxiety in a meeting

Estimated completion time (hours): 0.8

Group Dynamics

TEA-1006 Diversity

Course Description

Everyone is different, and not everyone in a group is going to think the same way or come from the same background. In this course, you'll learn guidelines for working in a diverse group.

By the end of this course, you will be able to

- Understand why being different from you isn't a negative
- List ways to respect diversity
- Define culture
- List the advantages of diversity
- List the disadvantages of diversity
- List strategies for working in a diverse group
- Describe ways to overcome language barriers

Estimated completion time (hours): 0.9

Group Dynamics

TEA-1007 Creativity

Course Description

Creativity allows people to invent, communicate, and problem-solve at a higher level. In this course, you'll learn about two tools that can help spark creativity: brainstorming and mind-mapping.

By the end of this course, you will be able to

- Define creativity
- List ways to increase creativity
- Describe the process of brainstorming
- Describe the process of mind-mapping
- Understand how to piggyback on an idea

Estimated completion time (hours): 0.8

Group Dynamics

TEA-1008 Problem-Solving

Course Description

Problems are a part of everyday life, so it shouldn't surprise you when your group encounters one. In this course, you'll learn how to deal with problems whenever they come your way.

By the end of this course, you will be able to

- Understand the effects of unsolved problems
- Describe common problem-solving pitfalls
- Learn problem-solving techniques
- List common spelling errors
- Understand how to use the IDEA method to solve problems
- Describe how to use the S-T-P model of problem-solving
- Understand how to choose the right solution

Estimated completion time (hours): 1.0

Group Dynamics

TEA-1009 Decision-Making

Course Description

Group decision-making is hard. In this course, you'll discover the special considerations you need to think about during group decision-making. You'll find out about what consensus really is and which traps you need to avoid. Finally, you'll learn about groupthink and how you can prevent it.

By the end of this course, you will be able to

- Understand why group decision-making is difficult
- List the advantages and disadvantages of group decision-making
- Describe different decision-making approaches
- Identify common mistakes in reaching consensus
- Describe how to reach a true consensus
- Define groupthink
- Identify the signs of groupthink
- Understand the reasons for bad decision-making
- Describe the process for making good decisions
- Understand how to make an ethical decision

Estimated completion time (hours): 1.0

Group Dynamics

TEA-1010 Conflict Management

Course Description

In this course, you'll find out why conflict occurs. You'll learn how to identify the differences between positive and negative conflict as well as the common strategies for handling a conflict. You'll also discover the six steps involved in successful collaboration. Finally, you'll find out what you can do to help resolve group conflict.

By the end of this course, you will be able to

- List the reasons why conflicts occur
- Describe the differences between positive and negative conflict
- Identify negative behavior
- List the effects of negative conflict
- Decide if and when to address conflict
- Understand the importance of listening in conflict resolution
- Implement conflict resolution strategies
- Engage in successful collaboration
- Describe what you can do to help resolve conflict

Estimated completion time (hours): 1.4

Group Dynamics

TEA-1011 Leadership

Course Description

Leaders have a tremendous impact on a group's success in reaching its goals. In this course, you'll discover what leadership is, as well as the traits of successful leaders. You'll also learn how you can develop leadership skills in case you ever find yourself in a leadership position.

By the end of this course, you will be able to

- Describe the role of a leader
- Explain why leadership is important
- List ways to develop leadership skills
- Explain the importance of communication in leadership
- Identify the traits of successful leaders
- Understand how to create a plan and set goals

Estimated completion time (hours): 0.8

Group Dynamics

TEA-1012 Virtual Groups

Course Description

Virtual groups rely on technology to allow people in multiple locations and time zones to communicate and collaborate. Virtual groups take advantage of a multitude of technologies, including emails, instant messaging, and teleconferences. In this course, you'll discover what you need to do as a virtual group member.

By the end of this course, you will be able to

- Describe a virtual group
- List the different types of virtual communication
- Describe the different virtual communication tools
- Understand the challenges of virtual group communication
- List ways to get the most out of working in a virtual group
- List the advantages and disadvantages of virtual meetings
- Describe the guidelines for conducting virtual meetings
- Describe the guidelines for using different types of conferencing tools

Estimated completion time (hours): 1.0

Building Effective Teams

TEA-1013 Teamwork

Course Description

Teamwork is an action performed by a team toward a common cause or goal. Teamwork is a crucial part of any business.

By the end of this course, you will be able to

- Define the term team
- Define the term teamwork
- Describe the seven common elements of teams
- Identify the advantages of teams
- Describe functional teams
- List the aspects of winning teams

Estimated completion time (hours): 1.5

Building Effective Teams

TEA-1014 Team Building

Course Description

Team building refers to a varied assortment of actions used in all aspects of life for the purpose of improving a group's performance.

By the end of this course, you will be able to

- Define team building
- List the purposes of team building
- Identify the purpose of team building activities designed to build team purpose
- Identify the purpose of team building activities designed to improve group dynamics
- List the four common types of team building exercises

Estimated completion time (hours): 0.9

Teamwork and Training

TEA-1015 Team Development

Course Description

In today's workplace, employers depend on high performance teams to help them remain competitive. Teamwork has many benefits for employers and employees alike, but developing an efficient team takes time and hard work.

By the end of this course, you will be able to

- Explain how teamwork benefits an employer and employees
- Define four types of teams
- Describe the characteristics of a successful team
- Identify three basic team roles
- Describe the five stages of team development

Estimated completion time (hours): 1.2

Teamwork and Training

TEA-1016 Team Problem Solving

Course Description

Teamwork involves a lot of responsibility and cooperation. Team members need to be able to work efficiently and effectively in order to meet the expectations set for and by them.

By the end of this course, you will be able to

- Describe how to develop a SMART goal
- Identify the six steps of the problem solving process
- Define four decision making procedures
- Explain how to avoid and settle conflict

Estimated completion time (hours): 1.1

Teamwork and Training

TEA-1017 Training and Development

Course Description

Strong training and development programs benefit employers and employees alike. These programs may vary from company to company, but all function according to a similar set of guidelines and principles.

By the end of this course, you will be able to

- Explain the worth of effective leaders and trainers
- Identify the steps involved in creating a training program
- Define different methods of training
- Describe the importance of training in the manufacturing industry

Estimated completion time (hours): 1.0

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TIME MANAGEMENT SKILLS COURSES

Time Management

TIM-1001 Managing Your Time

Course Description

Everyone makes choices about how they spend their time. While almost everyone feels like there's not enough hours in the day, being busy and being productive are not the same thing. In this course, you'll discover reasons for making wise time management choices.

By the end of this course, you will be able to

- Understand the importance of time management
- Describe how being busy and getting things done are two different things
- Describe the difference between urgent and important tasks
- List reasons not to multitask
- List ways to effectively manage your time
- Describe what you need to do to be successful at time management

Estimated completion time (hours): 0.9

Time Management

TIM-1002 Identifying Your Life Goals

Course Description

If you're wondering how to identify your life goals, then you've come to the right course. In this course, you'll evaluate whether you're currently spending your time on important or trivial tasks. You'll also learn about the SMART method of goal-setting, as well as how to break down your goals into bite-sized chunks. Finally, you'll discover tips that help you achieve your goals.

By the end of this course, you will be able to

- Evaluate which tasks you're currently spending your time on
- Determine whether your attention is on important or trivial matters
- Explain how to create SMART goals
- Describe how to break down a big goal into smaller chunks
- Understand the importance of setting deadlines for your goals
- Describe ways that help you achieve your goals

Estimated completion time (hours): 0.9

Time Management

TIM-1003 Making a List and Checking It Twice

Course Description

Say good-bye to sticky notes, stacks, and disorganization forever. When you start using a to-do list, you will be amazed at how more efficient, productive, and organized you are. In this course, you'll learn about how to create several different types of to-do lists.

By the end of this course, you will be able to

- Understand why you need a list to effectively manage your time and priorities
- Describe options for creating a list
- Understand how to create a list
- Describe how to use different types of lists

Estimated completion time (hours): 0.8

Time Management

TIM-1004 Planning Your Day

Course Description

If you want to succeed at time management, you need to plan. Deciding what you will do each day and when will launch you on the road to success. In this course, you'll discover tips for planning your priorities on a daily basis.

By the end of this course, you will be able to

- List the benefits of planning
- Learn which type of planning systems works best for you
- Discover how to use a planner
- Understand the 80/20 rule
- Describe how to determine your priority tasks
- Describe how to create a daily plan

Estimated completion time (hours): 1.0

Time Management

TIM-1005 Adopting Timesaving Strategies

Course Description

Everyone has the same number of hours in a day, yet some people are able to accomplish so much more in that time. If you find yourself struggling to keep up with your never-ending to-do list, then take advantage of the timesaving strategies outlined in this course.

By the end of this course, you will be able to

- Describe timesaving strategies
- Understand why you need to say no more often
- List ways to help you stay focused on what you're doing
- Understand how to delegate the right way
- Describe strategies for scheduling downtime

Estimated completion time (hours): 0.8

Time Management

TIM-1006 Getting Organized

Course Description

Managing your time well isn't just about keeping track of your schedule and projects. It's also about being organized. If you can't find your keys, your other shoe, or your important paperwork, then how are you going to get anywhere on time – let alone manage a project? In this course, you'll discover ways to organize your house, desk, and paperwork so that you can find anything you need at a moment's notice.

By the end of this course, you will be able to

- Identify ways to declutter your home
- Describe the process for sorting items
- List ways to organize your desk
- Understand how to keep track of paper
- Describe the importance of organizing your thoughts
- List ways to stay organized at the end of the day

Estimated completion time (hours): 0.8

Time Management

TIM-1007 Ending Procrastination

Course Description

If you're putting off something for later that you can do today, chances are you're procrastinating. In this course, you'll discover what procrastination is and the ways that you can overcome it (starting now!).

By the end of this course, you will be able to

- Define procrastination
- Identify the signs of procrastination
- Recognize the excuses for procrastination
- List ways to overcome procrastination

Estimated completion time (hours): 0.8

Time Management

TIM-1008 Taking Advantage of Technology

Course Description

Technology can be a real timesaver when used responsibly. In this course, you'll learn how to get the most out of technology without it taking over your life.

By the end of this course, you will be able to

- Understand the importance of using technology responsibly
- Overcome the need to be in constant contact
- List ways to manage technology
- Describe how to keep email under control
- List ways to get the most out of phone communication
- Understand what the cloud is and how it works
- Describe why you need to keep up with emerging technology

Estimated completion time (hours): 1.0

Time Management

TIM-1009 When Time Gets the Best of You: Dealing with Stress

Course Description

Many people feel overwhelmed and let stress get the best of them. In this course, you'll discover how to combat the stress in your life in positive ways.

By the end of this course, you will be able to

- Define stress
- Understand the effects of stress
- Recognize the causes of stress
- Determine your stress levels
- List positive ways to deal with stress

Estimated completion time (hours): 0.9

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