

COURSE CATALOG

SOFT SKILLS

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| <ul style="list-style-type: none"> • Accountability in the Workplace • Administrative Office Procedures • Administrative Support • Adult Learning - Mental Skills • Adult Learning - Physical Skills • Anger Management • Appreciative Inquiry • Archiving and Records Management • Attention Management • Body Language Basics • Budgets and Financial Reports • Building Confidence and Assertiveness • Business Acumen • Business Ethics • Business Etiquette • Business Succession Planning • Change Management • Civility in the Workplace • Collaborative Business Writing | <ul style="list-style-type: none"> • Communication Strategies • Conflict Resolution • Contact Center Training • Creative Problem Solving • Creativity: Thinking Outside the Box • Crisis Management • Critical Thinking • World Class Customer Service • Customer Support • Developing a Lunch and Learn • Developing Creativity • Emotional Intelligence • Performance Management • Personal Productivity • Respect in the Workplace • Responsibility in the Workplace • Self-Leadership • Social Intelligence • Social Learning • Social Media in the Workplace | <ul style="list-style-type: none"> • Social Media Marketing • Strategic Problem Solving • Stress Management • Supervising Others • Supply Chain Management • Taking Initiative • Team Building Through Chemistry • Teamwork and Team Building • Telephone Etiquette • Telework and Telecommuting • Ten Soft Skills You Need • Time Management • Trade Show Staff Training • Train-The-Trainer • Trust Building and Resilience Development • Unconscious Bias • Universal Safety Practices • Virtual Team Building and Management |
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MICROSOFT OFFICE SUITE

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| <ul style="list-style-type: none"> • Access Essentials • Access Advanced • Access Expert • Excel Essentials • Excel Advanced • Excel Expert | <ul style="list-style-type: none"> • Outlook Essentials • Outlook Advanced • Outlook Expert • PowerPoint Essentials • PowerPoint Advanced • PowerPoint Expert • PowerBi | <ul style="list-style-type: none"> • OneNote Essentials • OneNote Advanced • Publisher Essentials • Publisher Advanced • Word Essentials • Word Advanced |
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LEADERSHIP

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| <ul style="list-style-type: none"> • Delivering Constructive Criticism • Developing Corporate Behavior • Employee Motivation | <ul style="list-style-type: none"> • Ethical Leadership • Leadership and Influence • Manager Management | <ul style="list-style-type: none"> • Servant Leadership • Talent Management • Team Building for Managers |
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PROJECT MANAGEMENT

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| <ul style="list-style-type: none"> • Project Management Basics • Project Management Fundamentals • Lean Process and Six Sigma | <ul style="list-style-type: none"> • Introduction to Agile and Scrum Methodologies • Agile Project Management Methodologies • Implementing an Agile Project • Agile for Business Analysts | <ul style="list-style-type: none"> • MS Project Essentials • MS Project Advanced • Primavera P6 Essentials • Primavera P6 Advanced |
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