



ON-LINE LEARNING **PROGRAMS FOR CAREER SUCCESS**

Course Guide



INTERNET & COMPUTING CORE CERTIFICATION (IC3) – 2005 STANDARD PRESCRIPTIVE TRAINING AND TESTING

<p>Computing Fundamentals</p> <ul style="list-style-type: none"> • Understanding Computer Types & Parts • Understanding How Computers Work • Identifying Software Types • Interacting with the Windows Desktop • Managing Files and Folders • Customizing Microsoft Windows <p>Living On-Line</p> <ul style="list-style-type: none"> • Getting Familiar with Networks • Identifying Risks Associated with Computer Use • Examining the Internet • Navigating the Web with Internet Explorer • Finding Specific Information on the Web • Saving Information from the Web • Communicating Through E-Mail • Working with E-mail Attachments • Organizing your E-mail • Exploring E-mail Options and “Netiquette” <p>IC3 Certification Exam Preparation (Practice Tests (Pre-Tests & Post Tests))</p> <ul style="list-style-type: none"> • Computing Fundamentals • Key Applications • Living On-Line 	<p>Key Applications</p> <ul style="list-style-type: none"> • Opening, Closing & Navigating within Documents • Understanding Common Elements • Working with Documents & Text • Exploring Sources of Help & Resolving Problems • Formatting Text • Formatting Paragraphs • Using Automatic formatting Tools • Working with Tables • Getting Ready to Print & Printing • Inserting Pictures & Drawn Objects • Getting Started with Excel • Modifying Worksheet Data & Structure • Manipulating Data Using Sorts & Formulas • Using Advanced Formatting features • Adding Charts & pictures • Finalizing & Printing Worksheets • Getting Started with PowerPoint & Creating Presentations • Adding & Modifying Text & Slides • Working with Templates & Masters • Working with Tables & Charts • Enhancing slides with Graphics • Adding & Reorganizing Slides & Text • Preparing to Deliver a Presentation • Previewing & Delivering Presentations
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*Certification exams are extra.

MICROSOFT APPLICATIONS LEVEL BASED, PRESCRIPTIVE & MICROSOFT OFFICE SPECIALIST TRAINING AND TESTING

<p>Microsoft Office 2007</p> <ul style="list-style-type: none"> • Microsoft Office Access 2007 Levels 1-2 • Microsoft Office Excel 2007 Levels 1-2 • Microsoft Office Outlook 2007 Levels 1-2 • Microsoft Office PowerPoint 2007 Levels 1-2 • Microsoft Office Word 2007 Levels 1-2 <p>Microsoft Office 2003</p> <ul style="list-style-type: none"> • Microsoft Office Access 2003 Levels 1-2-3 • Microsoft Office Excel 2003 Levels 1-2-3 • Microsoft Office Outlook 2003 Levels 1-2 • Microsoft Office PowerPoint 2003 Levels 1-2-3 • Microsoft Office Word 2003 Levels 1-2-3 • Microsoft Office FrontPage 2003 Level 1 	<p>Microsoft Office 2002 (XP)</p> <ul style="list-style-type: none"> • Microsoft Office XP New Features • Microsoft Office Access 2002 Levels 1-2-3 & MOS • Microsoft Office Excel 2002 Levels 1-2-3 & MOS • Microsoft Office Outlook 2002 Levels 1-2 & MOS • Microsoft Office PowerPoint 2002 Levels 1-2-3 & MOS • Microsoft Office Word 2002 Levels 1-2-3 & MOS <p>Microsoft Office 2000</p> <ul style="list-style-type: none"> • Microsoft Office Access 2000 Levels 1-2-3 • Microsoft Office Excel 2000 Levels 1-2-3 • Microsoft Office Outlook 2000 Levels 1-2 • Microsoft Office PowerPoint 2000 Levels 1-2-3 • Microsoft Office Word 2000 Levels 1-2-3
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OPERATING SYSTEMS AND INTERNET LEVEL-BASED & PRESCRIPTIVE TRAINING & TESTING

<p>Windows Operating Systems</p> <ul style="list-style-type: none"> • Microsoft Windows 98 Level 1 • Microsoft Windows 2000 Level 1 • Microsoft Windows XP Level 1 • Microsoft Windows Vista Level 1 	<p>Internet</p> <ul style="list-style-type: none"> • Utilizing the Internet • Introduction to Internet Explorer 6
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SOFT SKILLS COURSES AVAILABLE ON THE OASIS E-LEARNING PORTAL

COMMUNICATIONS

- Appreciating Personality Differences
- Basics of Effective Communication
- Conflict Intervention
- Intercultural Business Etiquette
- Internet Basics
- Presentation Skills
- Managing Disagreement
- Business Writing Basics
- Writing Effective E-Mail
- Providing Effective Feedback
- Setting Performance Goals and Expectations

HUMAN RESOURCES

- Dealing with Violence in the Workplace
- Discharging Employees
- Interviewing Job Candidates
- Preventing Sexual Harassment for Leaders
- Valuing Diversity
- Preventing Sexual Harassment for Employees

LEADERSHIP

- Applying Leadership Basics
- Coaching & Counselling
- Creating a Strong Leadership Team
- Delegating
- Developing a Strategic Plan
- Executive-to-Employee Communication Strategies
- Leading Effective Meetings
- Managing Change
- Motivating Employees
- Solving Problems as a Team
- Mentoring
- Leadership Skills for Women
- Managing Negative People

PERFORMANCE MANAGEMENT

- Conducting Performance Reviews
- Disciplining and Redirecting Employees
- Recognizing Employee Performance
- Setting Performance Goals & Expectations

BUSINESS MANAGEMENT

- Financial Basics for Non-Financial Managers
- Intercultural Business Etiquette
- Executive-to-Employee Communication Strategies
- Organizing Your Workspace
- Understanding and Using Contracts
- Managing a Virtual Office
- Basics of Effective Communication
- Basics of Budgeting

CUSTOMER SERVICE

- Building Strong Customer Relationships
- Dealing with Difficult Customers
- Telephone Skills for Quality Customer Service

PERSONAL AND FAMILY

- Balancing Work and Family
- Choosing a Childcare Provider
- Developing a Child's Critical Thinking Skills
- Guardianship Decisions for Elderly Loved Ones
- Overcoming the Loss of a Loved One
- Recognizing and Responding to Signals of Violence

PERSONAL CAREER

- Achieving Personal Goals
- Balancing Work and Family
- Choosing a Childcare Provider
- Succeeding as an Administrative Assistant
- Internet Basics
- Interviewing Skills for Job Candidates
- Managing Stress
- Recognizing and Avoiding Burnout
- Recognizing and Managing Anger
- Time Management

STAYING POSITIVE

- Applying Emotional Intelligence in the Workplace
- Managing Stress
- Recognizing and Avoiding Burnout
- Recognizing and Managing Anger
- Time Management

SUPERVISION

- Delegating
- Leading Effective Meetings
- Managing Projects
- Succeeding as a Supervisor

TEAM BUILDING

- Appreciating Personality differences
- Becoming an Effective Team Member
- Building a Successful Team
- Leading Effective Teams
- Solving Problems as a Team
- Managing Negative People
- Retaining Valuable Employees

SALES SKILLS

- Basics of Effective Selling
- Telephone Sales Skills
- Closing the Sales
- Negotiating for the Sales Professional
- Successful Negotiation
- Qualifying Sales Prospects
- Mastering Cold Calls
- Creating an Effective Sales Team

NOTE: Each course represents approximately 1^{1/2} to 2 hours of training and include downloadable, printable worksheets and course material.