



| a new state of mind

**The Office of
Professional Development
and
Training (OPDT)**

KEY PROGRAMS

INTRODUCTION

The Office of Professional Development and Training (PDT) is pleased to offer the following courses to the employees of South Carolina State University. During the year additional courses will be added. Therefore, please frequently refer to the on-line Catalog for updates.

In addition to offering a variety of courses, the Office is available to assist departments and individual employees to address their specific training needs. For assistance call 516-4778.

General Interest Courses (GIC 2000)

General interest courses are open to all employees. There are no prerequisite courses for taking these classes. Please refer to the [Course Catalog](#) for information on the date, time, place and facilitator for each class.

COMMUNICATION AND LISTENING SKILLS (6.0 HOURS)

Communicating is more than talking and listening is more than hearing. Through the use of interactive exercises, learn how to express your thoughts and ideas with clarity and diplomacy and help others do the same.

INVEST IN YOURSELF - YOU'RE WORTH IT (3.0 HOURS)

This workshop will introduce you to various ways of thinking about your own development and what it means to be a lifelong learner. Take charge of your personal and professional development to achieve greater success.

MANAGING STRESS AND PREVENTING BURNOUT (3.0 HOURS)

Someone once said, "If you aren't stressed, you aren't breathing." How do you prevent stress from escalating and taking over your life? Participants will learn various techniques to reduce stress prevent burnout and enhance their emotional health.

USING POSITIVE ASSERTIVENESS (3.0 HOURS)

You have heard that it is ok to be assertive versus aggressive. This workshop will explore how to be "positively" assertive in expressing your own honest feelings.

TIME MANAGEMENT & ORGANIZATION (3.0 HOURS)

Use these three hours to learn how to identify time wasters, time savers and take control of *your* time.

General Interest Courses Continued

HR POLICIES & PROCEDURES: WHAT EVERY EMPLOYEE SHOULD KNOW (3.5 HOURS)

In order to perform our job responsibilities well and have a successful employment experience, we need to have a clear understanding of the University's Human Resource's Policies and Procedures. Therefore, all employees are encouraged to attend this session.

UNIVERSITY BUSINESS POLICIES AND PROCEDURES (3.5 HOURS)

This class has been especially designed to provide information and answer your questions about Accounts Payable, Budget, Controller, and Procurement policies and procedures.

A SUPERVISOR'S GUIDE TO REASONABLE SUSPICION TESTING (2 HOURS)

Employees who have a substance abuse problem threaten their own safety and that of many others. This on-line web course explains the "signs and symptoms of drug use, confrontation procedures and much more." Employees who successfully take the course and pass the chapter quizzes and exam, which are included, will receive a Certificate of Completion. In order to access the course, please click the link below.

AFFIRMATIVE ACTION (2 HOURS)

The Affirmative Action seminar dispels the many myths surrounding this controversial topic. Participants learn how to conduct statistical analyses that not only meet State/Federal compliance standards, but also comply with recent Supreme Court decisions on Affirmative Action Plans and "Strict Scrutiny." This is a practical approach that will bring clarity to a confusing area and will assist managers in monitoring their employment goals and objectives.

AMERICAN WITH DISABILITIES ACT 1990 (1.5 HOURS)

The Americans with Disabilities Act (ADA) training informs managers and supervisors of the disabled person's legal rights in the workplace. Explanations and discussions center on terms such as essential job functions, reasonable accommodations, job descriptions, testing medical examinations, illegal use of alcohol and drugs. Proofs, defenses and remedies are also discussed. Case scenarios are presented and discussed, providing participants with a practical approach to solving problems they may face in the future.

SUBSTANCE ABUSE IN THE WORKPLACE: AN EMPLOYEE'S GUIDE

(1 HOUR)

This web-based course explains the affects of substance abuse on the individual and its impact on the workplace. In order to access this course, please click the link below.

BALANCING WORK AND FAMILY: IF I HAD A HAMPER?

(1 HOUR)

Work and family are both central to our way of life. Finding a balance between the two is an issue of importance to all of us. Ask yourself these questions: Do you successfully allocate time in your day to do the things you want to do with your family and do you participate in family activities without the gnawing feeling of so much work being left undone? This seminar will assist you with ways to organize your day and put all distractions into a hamper.

Certificate Programs (APD 5000)

The Office of Professional Development and Training offers programs of focused study for administrative coordinators, assistants and specialists, first line supervisors and managers.

Persons who successfully complete the requirements of these programs will receive CEU credits, where applicable, and a certificate of program completion. Equally important, participants will increase their professional knowledge and skills, therefore benefiting themselves and the University.

Administrative Support Professionals Leadership Development Program

As is the case in most organizations, the administrative support professionals group is the backbone of South Carolina State University. This group is often so involved in supporting departmental needs that its needs for professional development are overlooked. The University's Administrative Support Professionals Leadership Development Program is designed to meet those specific needs.

The Program is designed as a "leadership" program in recognition of the unique responsibilities of administrative support professionals for the effective and efficient operation of their departments.

The Program offers three levels of study for which certificates may be obtained. Please choose the level which offers the greatest benefit to you and/or your department.

COURSE INFORMATION:

- ✓ Your progress will be monitored by the PDT Staff
- ✓ Upon successful completion of each level you will receive a certificate and CEU credits (as applicable)
- ✓ Similar General Interest Courses can be used in place of Program electives
- ✓ Participants can take, as an elective, any course in another Program level than the level for which they are pursuing a certificate (e.g., a person pursuing a Level II certificate can take as an elective a course in the Level I or Level III series).

Please refer to the [Course Catalog](#) for the dates, times, places and facilitators for each class.

Level I - Skill Enhancement (21.0 Hours)

The Level I - Skill Enhancement curriculum is designed to enhance the skills of administrative support professionals with five (5) years, or less, of experience. Special attention is given to the strategic competences needed to be effective in the role.

BASIC WRITING SKILLS (3.0 HOURS)

Do you find it difficult to write letters or memos? Do you know the rules of grammar and punctuation? In this practical workshop you will learn easy to use and remember tips for grammar, punctuation and putting your ideas in writing.

TIME MANAGEMENT AND ORGANIZATION (3.0 HOURS)

How often do you find yourself running out of time? Weekly, daily, hourly for many, it seems that there's just never enough time in the day to get everything done. When you know how to manage your time you gain control. Rather than busily working here, there, and everywhere (and not getting much done anywhere), effective time management helps you to choose what to work on and when. This seminar will provide you with specific tools you can use to enhance your time management skills thereby increasing productivity.

OFFICE COMMUNICATION SURVIVAL SKILLS (3.5 HOURS)

In this workshop you will learn how to communicate effectively by telephone, e-mail and in person with people at all levels of the organization, students, and the University's diverse "customers."

UNDERSTANDING BUDGETS IN BANNER (2.0 HOURS)

This workshop will provide you with ways to view detail budgets, expenditures, encumbrances, and remaining balances (FGIBDST). You will also learn how to review summary, by pool, budget, expenditures, encumbrances, and remaining balances (FGIBAVL).

UNIVERSITY BUSINESS POLICIES AND PROCEDURES (3.5 HOURS)

This class has been especially designed to provide information and answer your questions about Accounts Payable, Budget, and Controller and Procurement policies and procedures.

MICROSOFT OFFICE OUTLOOK INTRODUCTION (3.0 HOURS)

Learn how to sort, send and respond to emails, schedule meetings, maintain calendars and manage your contact information using Outlook. Prerequisites - basic keyboarding skills and knowledge of the Windows environment

ELECTIVE (MINIMUM OF 3.0 HOURS)

Level II - Advanced Practices (24.5 Hours)

The Level II - Advanced Practices curriculum is designed for administrative support professionals with more than five (5), but less than ten (10) years of experience and/or employees who support a division or more than one department.

BUSINESS WRITING FOR RESULTS (3.0 HOURS)

Your writing skills speak volumes about your professionalism. During this workshop you will learn how to create letters, memos and e-mail messages that are read, remembered and acted on.

TIME MANAGEMENT AND ORGANIZATION (3.0 HOURS)

How often do you find yourself running out of time? Weekly, daily, hourly for many, it seems that there's just never enough time in the day to get everything done. When you know how to manage your time you gain control. Rather than busily working here, there, and everywhere (and not getting much done anywhere), effective time management helps you to choose what to work on and when. This seminar will provide you with specific tools you can use to enhance your time management skills thereby increasing productivity.

SKILLS OF THE HIGHLY EFFECTIVE OFFICE PROFESSIONAL (6.0 HOURS)

Just as the title implies, you will learn the seven habits that can make you more effective at work and in your personal life.

SPEAKING OF BUSINESS: HANDLING COMMON SPEAKING SITUATIONS (3.0 HOURS)

In this workshop you will learn how to speak with confidence in various situations. You will also learn how to increase your vocabulary, which is also important for effective communication.

UNIVERSITY BUSINESS POLICIES AND PROCEDURES (3.5 HOURS)

This class has been especially designed to provide information and answer your questions about Accounts Payable, Budget, Controller, and Procurement policies and procedures.

MICROSOFT OFFICE OUTLOOK INTERMEDIATE (3.0 HOURS)

DURING this class you will learn how to customize your Outlook environment, calendar, and mail messages etc. to meet your specific needs. You will also learn how to track, share, assign and quickly locate various Outlook items.
Prerequisite - Microsoft Outlook Level I

ELECTIVE (MINIMUM OF 3.0 HOURS)

Level III - The Administrative Support Professional Supervisor (31.5 Hours)

The Level III - Administrative Support Professional Supervisor curriculum is designed for employees with more than ten (10) years of experience and/or who have supervisory responsibilities.

BASIC SUPERVISORY SKILLS (6.0 HOURS)

Supervising the work of others can be challenging. However, with the right skills it can be rewarding for the supervisor and that he/she supervises. Participants will learn how to plan and evaluate the work of others, delegate effectively and supervise by example.

BUILDING A WINNING TEAM (6.0 HOURS)

A group of people who work in the same office do not necessarily make a "team." It takes effort to make a group of co-workers into a team. Learn about group dynamics and the attitudes and behaviors necessary for turning a group of people into a "Winning Team."

EMPOWERMENT: THROUGH POSITIVE ATTITUDE (3.5 HOURS)

We cannot control the behavior of others. However, we can control how we respond to those behaviors and the things that go on around us. This workshop will help you to explore and learn how to "self-actualize." How to ruin a perfectly good day!

INTRODUCTION TO EMOTIONAL INTELLIGENCE (3.0 HOURS)

Emotional intelligence is the ability to understand one's emotions and the emotions of others; therefore, enabling you to modify your own behavior and attitude and work more effectively with others.

HUMAN RESOURCES POLICIES & PROCEDURES (3.5 HOURS)

As a supervisor you must make sure that your personnel decisions are consistent with the University's human resources policies and procedures. The following HR policies and procedures will be explained:

- Dual Employment
- Leave Administration
- Progressive Discipline
- EPMS
- Records and Retention
- Review of Human Resources Forms

INTRODUCTION TO EMPLOYMENT LAW

(3.0 HOURS)

It is important to know that there are federal and state laws associated with many of the personnel decisions that you make. In order to ensure that you are treating your employees fairly and equitably, the following laws will be reviewed and discussed.

- Age Discrimination in Employment Act (ADEA)
- Americans with Disability Act (ADA)
- Equal Pay Act
- Fair Labor Standards Act (FLSA)
- Family and Medical Leave Act (FMLA)
- Pregnancy Discrimination Act (PDA)
- Occupational Safety and Health Act (OSHA)

UNIVERSITY BUSINESS POLICIES AND PROCEDURES

(3.5 HOURS)

This class has been especially designed to provide information and answer your questions about Accounts Payable, Budget, and Controller, Grants & Contract Accounting and Procurement policies and procedures.

ELECTIVE (MINIMUM OF 3.0 HOURS)

The Leadership Institute for First Line Supervisors (FLS 7000) (31.5 Hours)

South Carolina State University's Leadership Institute for First Line Supervisors is a six-day (31.5 hours of instruction) intensive education and training program; optimum completion time is 12-24 months. This program also includes 12 hours of optional courses.

Why You Should Attend

- ✓ To gain insight into the unique and vital role that First Line Supervisors have within the University

- ✓ To increase your understanding of the effective tools for managing people and processes

- ✓ To identify your leadership strengths and weaknesses

- ✓ To increase your awareness of the legal liabilities inherent in the role of a First Line Supervisor

- ✓ To learn how to handle your stress and that of others

Leadership Institute for First Line Supervisors (FLS 7000) Required Courses

THE ROLE OF THE FIRST LINE SUPERVISOR

(2 DAYS/12 HOURS)

The role of the First Line Supervisor (FLS) is different from that of a mid-level manager. To use a common term, the FLS is where the “rubber meets the road.” It is through the efforts of the FLS that goals and objectives become a reality. The following topics will be explored and discussed.

- What do First Line Supervisors Do and Why
- Building a Mission-Focused Team
 - ✓ The FLS and Organizational Goals & Objectives
 - ✓ Aligning the Work with the Goals & Objectives
 - ✓ Developing Measurable Quality/Quantity Standards for the Team
- Communicating Up, Down and Laterally
- Coaching and Encouraging for Improved Performance
- Know Your University: SC State’s Strategic Plan

THE INDISPENSABLE TOOLS FOR EFFECTIVE SUPERVISING

(1 DAY/6 HOURS)

Effective supervision requires not only understanding what the tools are but how and when to use them to get the desired results. Topics to be discussed are:

- Performance Management: The Key to Organizational Success
- Selecting and Retaining the Employees You Need
- Effective Counseling & Positive Discipline
- Problem Solving and Effective Decision-Making
- “Listening Leaders: The 10 Golden Rules”
- The Role of Training & Professional Development
- Supervising by Example
- Building & Maintaining a Good Relationship with Your Manager

Required Courses Continued

THE IMPORTANCE OF TAKING CARE OF YOU (4.0 HOURS)

Being a supervisor is a very difficult job. In addition to being responsible for your own performance you are also responsible for the work of others. Your job is inherently stressful. To handle the demands of your job it is important that you take care of *you*. The following topics, and others, will be explored.

- Easy to Use Time Management Tips
- Recognizing the Signs of Burnout
- Stress Management Through Self-Awareness
- Developing and Maintaining a Positive Attitude
- Get a Life!!!

HUMAN RESOURCE'S POLICIES & PROCEDURES (3.5 HOURS)

As a supervisor you must make sure that your personnel decisions are consistent with the University's Human Resource's policies and procedures. The following HR policies and procedures will be explained:

- Dual Employment
- Leave Administration
- Progressive Discipline
- EPMS
- Records and Retention
- Review of Human Resource Forms

INTRODUCTION TO EMPLOYMENT LAW (3.0 HOURS)

It is important to know that there are federal and state laws associated with many of the personnel decisions that you make. In order to ensure that you are treating your employees fairly and equitably, the following laws will be reviewed and discussed.

- Age Discrimination in Employment Act (ADEA)
- Americans with Disability Act (ADA)
- Equal Pay Act
- Fair Labor Standards Act (FLSA)
- Family and Medical Leave Act (FMLA)
- Pregnancy Discrimination Act (PDA)
- Occupational Safety and Health Act (OSHA)

BUDGET DEVELOPMENT FOR MANAGERS USING SELF SERVICE BANNER (3 HOURS)

During this session Vice Presidents, Associate Vice Presidents, Deans, Executive Directors (Cabinet Members) will be taught the basic navigation of the module along with how to develop and enter respective budget recommendations for the upcoming FY.

Optional Courses

The following courses provide First Line Supervisors with the opportunity to learn additional tools for managing people and processes.

SITUATIONAL LEADERSHIP

(2 DAYS/12 HOURS)

There is no such thing as “one size fits all” when supervising employees or managing a project. Supervisors must be flexible and understand how to use certain leadership styles and interpersonal skills to provide effective leadership under various circumstances. You will explore the following.

- Identifying Your Leadership Style
- Transformational Leadership
- Emotional Intelligence
- Conflict Resolution Management
- Ethical Leadership

Leadership Institute for Mid-Level Managers (MLM 8000)

South Carolina State University's Leadership Institute for Mid-Level Managers is a nine - day (48 hours) intensive education and training program; optimum completion time 12-24 months. This program also includes 6 hours of optional courses.

Why You Should Attend

- ✓ To increase your understanding of the unique role mid-level managers have within the University
- ✓ To learn how to use key management tools for effectively managing people and processes
- ✓ To improve your financial management skills
- ✓ To enhance your communication skills
- ✓ To learn how to build a mission-focused, productive team
- ✓ To increase your understanding of employment laws and University human resources policies and more

Leadership Institute for Mid-Level Managers

Required Courses

THE ROLE OF THE MID-LEVEL MANAGER

(2 DAYS/12 HOURS)

In some organizations the term supervisor and manager are interchangeable, but not here. This seminar will focus on the unique role and contributions mid-level managers make to the accomplishments of SC State's mission and goals. Topics to be discussed include:

- Creating a Mission and Vision for Your Department
- Developing Organizational Goals and Objectives
- Managing Your First Line Supervisor
- Building a Mission Focused Team
- Managing Upward
- "Leading Change From the Middle"

FINANCIAL MANAGEMENT FOR NON-FINANCIAL MANAGERS

(1 DAY/6 HOURS)

You don't even need to know how to balance your personal checkbook to attend this informative and practical workshop. You will learn:

- What is Financial Management
- Key Financial Terms
- How to Read, Analyze, and Use Various Financial Statements
- Basic Accounting and Budgeting Principles
- Using Your Budget to Make Decisions

ESSENTIAL MANAGEMENT TOOLS FOR THE MID-LEVEL MANAGER

(2 DAYS/12 HOURS)

To be effective in their unique role, mid-level managers need to enhance their understanding of the following tools, including when and how to use them.

- Developing and Using Organizational Metrics for Effective Decision-Making, Planning and Evaluation
- Delegation: Responsibility vs. Authority
- Performance Management: The Key to Organizational Success
- Time Management Tips
- Creating Collaborative Relationships

HUMAN RESOURCES TOOLS FOR MID-LEVEL MANAGERS

(2 DAYS/12 HOURS)

There is no one better to effectively manage the human resources of the University than the mid-level manager. It is the responsibility of the mid-level manager to understand, anticipate, and address the University's workforce needs, provide for the creative and effective use of its employees' talents and skills and ensure their fair and equitable treatment. Topics to be discussed are:

Required Courses Continued

- Staffing to Meet Organizational Needs
 - ✓ Analyzing Your Departmental Staffing Needs
 - ✓ Developing Effective Position Descriptions
 - ✓ Effective Recruitment and Hiring Strategies
 - ✓ Developing and Retaining a Productive Workforce
 - ✓ Succession Planning
 - ✓ Compensation Management

- Essential HR Policies and Procedures
 - ✓ The Role of Progressive Discipline
 - ✓ EPMS is Your Friend
 - ✓ Leave Administration
 - ✓ Dual Employment

INTRODUCTION TO EMPLOYMENT LAW

(3 HOURS)

There are federal and state laws which govern almost every personnel decision that you make (e.g. hiring, compensation, promotions, approving or denying leave requests). It is important that you know that you can be held personally liable for violating these laws. Therefore, to protect both you and your employees the following employment laws will be explained.

- Age Discrimination in Employment Act (ADEA)
- Americans with Disability Act (ADA)
- Equal Pay Act
- Equal Employment Opportunity (EEO)
- Fair Labor Standards Act (FLSA))
- Family and Medical Leave Act (FMLA)
- Pregnancy Discrimination Act (PDA)
- Occupational Safety and Health Act (OSHA)

BUDGET DEVELOPMENT FOR MANAGERS USING SELF SERVICE BANNER

(3 HOURS)

During this session Vice Presidents, Associate Vice Presidents, Deans, Executive Directors (Cabinet Members) will be taught the basic navigation of the module along with how to develop and enter respective budget recommendations for the upcoming FY.

Leadership Institute for Mid-Level Managers

Optional Courses

The following are courses that participants can take to improve the quality and level of customer service offered by their departments.

LET'S REALLY SERVE THE CUSTOMER!

(3.0 HOURS)

Before you invest time and money in customer service training for your employees you should attend this session. Topics to be discussed are:

- Relating Service Quality to Organizational Goals
- Aligning Employees, Processes and Systems for Improved Services
- Hiring, Developing and Retaining Customer-Focused Employees
- Being an Effective Customer Service Leader
- Developing, Implementing and Evaluating a Customer-Focused Delivery Model

TEAM BUILDING

(3 HOURS)

In this session, you'll learn the components of a successful team and the stages of its development. You'll master the skills you'll need to effectively manage projects, make decisions, and solve problems in a team setting. Plus, you'll have a chance to learn the pitfalls of unhealthy group interaction and minimize any of its effects on your team.

Mandatory Courses (UMC 9000)

The Senior Administration of the University has determined that it is in the best interest of the Institution that attendance at the following courses be mandatory for all employees, regardless of classification, hours scheduled to work and length of employment.

With the exception of New Employee Orientation, which must be attended at the time one is hired, the other courses listed below must be attended annually or as requested by your supervisor. These courses will be offered yearly to facilitate employee compliance with University policies. Records of attendance/compliance will be reported to Senior Administration and maintained by the Office of Professional Development and Training.

BLOODBORNE PATHOGENS

(2.0 HOURS)

Safety is the business of all South Carolina State University employees. Therefore, all required employees must attend Bloodborne Pathogens training. (Annually)

- Athletic Equipment Managers
- Athletic Trainers and Student Athletic Trainers
- Coaches
- Health Care Personnel
- Nurses, Nursing Faculty, Nursing Students
- Custodial Workers
- Public Safety Investigators and Officers
- Research Faculty and Lab Personnel/Students Involved in Blood Research
- Residential Life Personnel

NEW EMPLOYEE ORIENTATION

(3.0 HOURS)

All newly hired employees (including those in temporary positions) must attend the Orientation session for new employees. New Employee Orientation is conducted twice a month and employees must attend the first available session after their hire date.

ANTI HARASSMENT (SEXUAL HARASSMENT, ET. AL.) (2.0 HOURS)

All employees are entitled to work in an environment free from harassment regardless of their age, sex, race, national origin, religion etc. This workshop will explain what harassment is, how to report incidences of harassment and what happens to a "harasser." (Sustainment every 3 years)

WORKPLACE VIOLENCE (2.0 HOURS)

It is important that every employee understands the University's definition of "violence." This workshop will explain the University's definition of workplace violence, the reporting process for witnesses to and victims of violence and the consequences of violent behavior. (Refresher every 3 years)

DIVERSITY IN THE WORKPLACE (1.5 HOURS)

During this seminar we will discuss what is "diversity"? Why should we learn about diversity and why diversity is transforming our nation? We will explore what makes each person unique and how to celebrate diversity. (Sustainment every 3 years)

EQUAL EMPLOYMENT OPPORTUNITY (EEO) (2.0 HOURS)

This training provides participants with critical skills needed for successful supervision and presents an overview of the various employment laws, as well as a look at the current trends from our courts. Participants are given a concise, easy-to-understand explanation of the proofs and defenses in a charge of discrimination. Small groups participate in a case study on safe hiring and eliminating bias in the selection process. (As required by supervisor)

CUSTOMER SERVICE (2.0 HOURS)

As important as it is to say please and thank you those words alone do not constitute good customer service. This interactive workshop is designed to help participants learn to stop, look, listen and act for outstanding service that meets the needs of the customer. (Annually)

Information Technology Courses (CPU 4000)

The ability of all employees to use the available technology directly impacts the operational efficiency of the University. Therefore, all employees are encouraged to avail themselves of the following training opportunities.

MICROSOFT WORD (3.0 HOURS)

Learn or refresh your knowledge of the essential tools for creating, saving and printing word documents, using spell/grammar check and doing mail-merges etc. Prerequisite - basic keyboarding skills

MICROSOFT ACCESS INTRODUCTION (3.0 HOURS)

Attend this workshop and learn how to format tables, enter, edit, query and analyze data and create reports. Prerequisite - Windows XP strongly recommended

MICROSOFT ACCESS INTERMEDIATE (3.0 HOURS)

Broaden your knowledge of Access by learning how to design and create a new Access database, improve queries, forms and reports and to integrate Access with other applications. Prerequisite - Access Level I

MICROSOFT EXCEL INTRODUCTION (3.0 HOURS)

Do you need to create, format and edit basic spreadsheets? Learn how with Microsoft Excel. Prerequisite - Windows XP strongly recommended

MICROSOFT EXCEL INTERMEDIATE (3.0 HOURS)

Increase your skills by learning how to eliminate repetitive functions while enhancing the presentation of data through the use of charts, templates, graphics and formulas. Prerequisite - Excel Level I

MICROSOFT OFFICE OUTLOOK INTRODUCTION (3.0 HOURS)

Learn how to sort, send and respond to emails, schedule meetings, maintain calendars and manage your contact information using Outlook. Prerequisites - basic keyboarding skills and knowledge of the Windows environment

MICROSOFT OFFICE OUTLOOK INTERMEDIATE

(3.0 HOURS)

DURING this class you will learn how to customize your Outlook environment, calendar, and mail messages etc. to meet your specific needs.

You will also learn how to track, share, assign and quickly locate various Outlook items. Prerequisite - Microsoft Outlook Level I

MICROSOFT POWERPOINT INTRODUCTION

(3.0 HOURS)

Participants will learn how to create basic presentations by adding tables and images, using a template, formatting slides and much more. Prerequisite - Windows Introduction

MICROSOFT POWERPOINT INTERMEDIATE

(3.0 HOURS)

This is an excellent class for individuals who want to learn how to design templates and incorporate a variety of special effects into their presentation. Prerequisite - Microsoft PowerPoint Level I