

# Skillsoft Online Course Offerings

Available through October 2019

These trainings are available to all County employees. Access via LMS at [smcgov.okta.com](http://smcgov.okta.com) and click on the green “Browse” button on the home page, then click on “Online Training” on the left-hand side.

## Mandatory Evaluation:

A completed evaluation is required to get credit for these courses. Following a course session:

1. Go to the “Learning” tab
2. Click on “View Your Transcript”; and
3. Find the online course title and click “Evaluate”

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## Computer Training

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### Adobe Acrobat DC Fundamentals

Adobe Acrobat DC is the standard for cross-platform document creation and distribution. This course introduces learners to the fundamentals of Adobe Acrobat DC, including how to create PDF files, how to insert and edit text and images, and saving in different file formats. This course also covers page options, including organizing and inserting pages, headers and footers, and page numbers.

**Approximate Length:** 60 Minutes

### Adobe Acrobat Pro XI Fundamentals

Adobe Acrobat is the standard for cross-platform document creation. The application-independent PDF format is used to create shared documents ranging from articles and reports to long complex documents. Acrobat Pro is used to create new PDF files or modify existing ones. And Adobe Acrobat Pro XI is the latest version of this powerful application. In this course, you learn how to perform basic tasks in Acrobat XI Pro like adding text and images to a document. You'll also learn to work with different page elements like headers and footers, transitions, and page numbers. Acrobat XI Pro's document security, collaboration and form features will also be covered.

**Approximate Length:** 70 Minutes

### Adobe Photoshop CC 2015 Basics

This course introduces the navigational features of Adobe Photoshop CC 2015 including the toolbars and tabs, workspaces, and rulers and guides. You'll learn about using basic tools and some of the new features.

**Approximate Length:** 60 Minutes

## Adobe Reader X

Adobe Reader X, or Reader for short, is a free downloadable tool required to read Portable Document Format (PDF) files that are typically created using Adobe Acrobat. Reader is compatible with multiple operating system environments as well as being available as a freeware plug-in, making it the primary tool used to view PDF files. This learning path explores the basic features of Reader including opening, viewing, and managing PDFs, filling in PDF forms, and searching PDF files.

**Approximate Length:** 60 Minutes

## Advanced Table Customization in Word 2016

Microsoft Word 2016 makes it easy to integrate tables in documents and to modify them in various ways. In this course, you'll learn how to modify a table and perform both basic and advanced sort operations, manage a table that spans multiple pages of a document, use formulas in a table, convert text to a table and vice versa, and position tables within other page elements in Word 2016. This course is one of a series in the Skillsoft learning path that covers Microsoft Word 2016 for intermediate-level users.

**Approximate Length:** 45 Minutes

## Configuring Message Options in Outlook 2016

Basic features and options in Microsoft Outlook 2016 allow you to perform common messaging tasks such as composing, sending, and receiving messages. There are however, many options that allow you to configure how messages are sent. In this course, you will learn about the different types of items that can be added or inserted in a message. This course also covers e-mail tracking and message delivery options.

**Approximate Length:** 45 Minutes

## Creating and Formatting Tables in Word 2016

Microsoft Word 2016 provides tools that make it easy to create, format, and manipulate tables. In this course, you'll learn different methods for creating and adjusting tables, applying table styles, and formatting the content in table cells. You'll also learn how to apply shading and borders to tables in Word 2016. This course is one of a series in the SkillSoft learning path that covers Microsoft Word 2016 for beginners.

**Approximate Length:** 30 Minutes

## Creating Photo Albums, Sections, Transitions, and Animations in PowerPoint 2016

Microsoft PowerPoint 2016 enables users to create and organize attractive photo albums, navigate a presentation easily using sections, and add a range of motion effects to slides. In this course, you'll learn how to add photos and captions to an album and customize their order and appearance; work with, rename, and remove sections in a presentation; and add and modify both animations and transitions in PowerPoint 2016. This course is one of a series in the Skillsoft learning path that covers Microsoft PowerPoint 2016 for intermediate-level users.

**Approximate Length:** 45 Minutes

## Customizing and Managing Outlook 2016

Microsoft Outlook 2016 includes a variety of management and customization features that allow you to change the way you view and control Outlook to search for items. This course discusses options that allow you to modify, customize, and personalize Outlook. In this course, you will learn how to locate messages and items using Instant Search and Advanced Find, create search folders, add e-mail accounts, and delegate access to an account.

**Approximate Length:** 70 Minutes

## Customizing Options and Using Document Views in Word 2016

Microsoft Word 2016 enables users to change a number of default settings to suit their preferences and to view documents in different ways. In this course, you'll learn how to access and change various program defaults, for example to control how Word 2016 saves and lists documents. You'll also learn how to zoom in or out of documents, change document views to suit different purposes, and navigate easily between documents in Word 2016. This course is one of a series in the SkillSoft learning path that covers Microsoft Word 2016 for beginners.

**Approximate Length:** 40 Minutes

## Designing and Formatting Illustrations in Word 2016

Enhance Word 2016 documents with decorative, professional looking illustrations using the Format and Design ribbons dedicated to Shapes, Pictures, Charts, Textboxes, WordArt and SmartArt. In addition, focus on compressing illustrations. This course addresses more complex formatting using Word 2016. Some of these skills, for instance, section breaks and pagination options, are beneficial when working with large documents which require complex formatting. This course is one of a series in the Skillsoft learning path that covers Microsoft Word 2016 for intermediate-level users.

**Approximate Length:** 60 Minutes

## Designing Effective PowerPoint Presentations

To be effective, a presentation has to capture your audience's attention and deliver a compelling message. In this course, you'll learn design principles for creating engaging presentations in PowerPoint 2016. You'll also learn how to ensure your message is clear and persuasive, and how to use sound, images, color, and styles to optimize the visual impact that a presentation has on your audience. This course is one of a series in the SkillSoft learning path that covers best practices when using PowerPoint 2016.

**Approximate Length:** 50 Minutes

## Formatting E-mail in Outlook 2016

Microsoft Outlook 2016 includes many options and features that help make messages more visually appealing. In this course, you will learn about using different message formats, as well as using and applying formatting options that can be applied to text and backgrounds of e-mail messages. This course also covers how to verify spelling and grammar in messages and use the Insights feature and language options.

**Approximate Length:** 65 Minutes

## Formatting Text in Word 2016

Microsoft Word 2016 provides a range of options for formatting and styling text. In this course, you'll learn how to create professional-looking documents by controlling the font and size settings, style, alignment, and spacing of both characters and paragraphs. This course is one of a series in the SkillSoft learning path that covers Microsoft Word 2016 for beginners.

**Approximate Length:** 75 Minutes

## Getting Started with Project 2016

Microsoft Project 2016 makes it easy to create professional and personal project plans for home and business use. In this course, you'll learn about the new interface and key new features introduced in Project 2016. In addition, you will learn how to create a new project using different options, import Excel 2016 data, and set up the project calendar. This course is one of a series in the Skillsoft learning path that covers Microsoft Project 2016 for beginners.

**Approximate Length:** 50 Minutes

## Getting to Know Microsoft OneNote 2016

Microsoft OneNote 2016 makes it easier to create, organize, and share notes. Whether using it for personal or business purposes, you will have the ability to customize the interface, and create and manage notebooks with ease. In this course, you will learn how to navigate and personalize OneNote's interface; how to create and open notebooks; add new sections and pages; and configure OneNote 2016 settings. This course is one of a series in the Skillsoft learning path that covers OneNote 2016.

**Approximate Length:** 55 Minutes

## Getting to Know Outlook 2016

Outlook 2016 is the latest release of Microsoft's primary messaging client. It provides all of the tools necessary for managing e-mail, scheduling tasks, and communication. In this course, you will learn about the basic features and functionalities of Outlook 2016 including a look at how to navigate in Outlook 2016 and view, reply to, and forward e-mail messages. The course also addresses how to create and send new e-mail messages.

**Approximate Length:** 30 Minutes

## Headers, Footers, Page Numbering, and Layout in Word 2016

Headers and footers, as well as appropriate page layout, play an important role in making documents look professional. In this course, you'll learn about all the options for creating headers and footers, adding page numbering and the date and time, and creating custom page layouts for documents in Word 2016. This course is one of a series in the SkillSoft learning path that covers Microsoft Word 2016 for beginners.

**Approximate Length:** 45 Minutes

## Introduction to the PowerPoint 2016 Interface and Basic Tasks

Microsoft PowerPoint 2016 makes it easy to create professional presentations that make an impact. In this course, you'll learn about the new interface and key new features introduced in PowerPoint 2016. You'll also learn how to perform a range of basic tasks so you can get started with using PowerPoint 2016. These tasks include creating and saving presentations, setting up

slides, choosing print settings, and viewing presentations in different ways. This course is one of a series in the SkillSoft learning path that covers Microsoft PowerPoint 2016 for beginners.

**Approximate Length:** 60 Minutes

### [Maintaining, Protecting, and Reviewing Documents in Word 2016](#)

Microsoft Word 2016 makes it possible for multiple contributors to collaborate in reviewing documents, as well as providing features that help protect documents from unwanted changes. In this course, you'll learn how to use comments, check document revisions, track document changes, and combine or compare revisions in different document versions. You'll also learn how to protect a document from specific types of changes, manage draft versions, and alter document properties. This course is one of a series in the SkillSoft learning path that covers Microsoft Word 2016 for intermediate-level users.

**Approximate Length:** 55 Minutes

### [Managing Attachments, and Inserting Items and Signatures in Outlook 2016](#)

Microsoft Outlook 2016 effectively enables you to work with attachments, attach items, and add signatures to messages. In this course, you will learn about working with attachments, creating and adding signatures, and inserting text options. This course also covers adding symbols to e-mail messages and printing messages in Outlook 2016.

**Approximate Length:** 30 Minutes

### [Microsoft Excel 2016 Advanced: Accessibility, Transforming Data, and Errors](#)

Microsoft Excel 2016 makes ensuring Workbooks are accessible to all who need to use them very easy. This course covers using the accessibility checker to identify accessibility issues, altering the tab order, and making sure a workbook is modified appropriately for use in other jurisdictions. The course also covers transforming data and checking your work for errors.

**Approximate Length:** 65 Minutes

### [Microsoft Excel 2016 Advanced: Apps and What-if Analysis](#)

Microsoft Excel 2016 is a very powerful data analysis tool, but its functionality can be enhanced even further using third-party applications. This course covers how to find, install, and manage apps. It also covers What-if analysis, where Excel offers a number of ways of exploring how altering inputs can affect the outcome of calculations.

**Approximate Length:** 50 Minutes

### [Microsoft Excel 2016 Advanced: Power Pivot, Custom Formatting, Fills, and Forms](#)

Using Power Pivot in Microsoft Excel 2016, you can pull together huge amounts of data from different sources and analyze it. In this course, you will learn how to use Power Pivot, which was formerly an add-in and is now a feature of Excel 2016. This course also covers the creation of custom and conditional formatting and filters, as well as custom fills.

**Approximate Length:** 70 Minutes

### [Microsoft Excel 2016 Essentials: Charts, Tables, and Images](#)

Using tables, charts, and images in Excel 2016, you can create attractive and well-organized representations of worksheet and workbook data. These elements can be easily inserted into

your workbook and customized as necessary. In this course, you will learn how to effectively use and customize tables and charts in Excel 2016. You will also learn how to use headers and footers to add additional information to your work.

**Approximate Length:** 60 Minutes

### [Microsoft Excel 2016 Essentials: Creating, Editing, and Saving Workbooks](#)

Microsoft Excel 2016 makes it easy to create worksheets and workbooks, and to manage and manipulate data. In this course, you will learn how to cut, copy, and paste data; navigate between data cells and worksheets; and customize your Excel workspace. You will also learn about creating and opening workbooks, moving data around in Excel 2016, organizing worksheets, and saving and exporting data.

**Approximate Length:** 65 Minutes

### [Microsoft Excel 2016 Essentials: Data Presentation Strategies](#)

Microsoft Excel 2016 gives you many options for improving the presentation of your data. In this course, you will learn about adding visual impact to your data using Sparklines, linking to different locations using hyperlinks, and creating custom formatting rules. You will learn about the many tools Excel 2016 provides for visually enhancing the appearance of your data.

**Approximate Length:** 50 Minutes

### [Microsoft Excel 2016 Essentials: Formatting Data](#)

Making your data look good is easy in Microsoft Excel 2016. You can format numbers and text, and apply styles to make your data stand out. In this course, you will learn how to create custom formatting and styles, and copy formatting from cell to cell. In addition to formatting and styling data in Excel 2016, you will learn how to position the data in your spreadsheet.

**Approximate Length:** 55 Minutes

### [Microsoft Excel 2016 Essentials: Formulas and Functions](#)

Microsoft Excel 2016 allows you to perform complex calculations on your workbook data. Being able to use formulas to complete calculations not only simplifies your work but also helps to reduce the number of errors that can arise in such complex tasks. In this course, you will learn about the basic concepts and terminology associated with formulas and functions. You will learn about the various ways of referring to cells and cell ranges, and how to use basic functions including logical and IF-type functions.

**Approximate Length:** 70 Minutes

### [Microsoft Excel 2016 Intermediate: Customizing Views, Styles, and Templates](#)

Making the Microsoft Excel 2016 environment look exactly the way you want it to is easy. In this course, you will learn how to configure how you want a workbook and the work area itself to appear. You will also learn how to add and customize templates and styles to really make Excel 2016 work for you.

**Approximate Length:** 65 Minutes

## Microsoft Office 2016 Intermediate Excel: Creating Custom Visual Effects

A picture may paint a thousand words but Microsoft Excel 2016 makes adding both words and pictures to your workbooks very straightforward. In this course, you will learn how to insert and style text boxes, shapes, and SmartArt. You will also learn about applying and customizing themes and watermarks.

**Approximate Length:** 55 Minutes

## Microsoft Office 2016 Intermediate Excel: Macros and Advanced Queries

Using macros in Excel 2016 lets you save time when performing repetitive tasks. This course covers the options available when you are running macros, and also how to create your own custom macros. You will also learn about advanced functions that allow you to perform calculations using date and time, how to look up data, and how to perform advanced conditional queries.

**Approximate Length:** 70 Minutes

## Microsoft Office 2016 Intermediate Excel: PivotTables and Advanced Charts

In Microsoft Excel 2016, PivotTables and PivotCharts let you dynamically reorganize and display your data. They can summarize huge amounts of data by category without the need to input complex formulas or spend long hours manually reorganizing your spreadsheet. You can choose and change what you want to summarize. In this course, you will also learn how to use advanced chart features like trendlines and dual axis charts.

**Approximate Length:** 55 Minutes

## Microsoft Office 2016 Intermediate Excel: Share, Review, and Collaborate

Microsoft Excel 2016 provides a number of tools that allow you to share your work with others, and collaborate on Excel projects. With your Microsoft account, you can access services that facilitate online collaboration, and link to data in other workbooks and even databases. In this course, you will also learn about reviewing Excel documents and how to convey your thoughts on a document to others.

**Approximate Length:** 65 Minutes

## Microsoft Office 2016 Intermediate Excel: Working with Data

Microsoft Excel 2016 gives you a number of options for sorting and organizing data. In this course, you will learn about basic alphabetical and numerical sorts through color sorting and custom configured sorts. The course also covers grouping, filtering, searching, and ensuring valid data is entered.

**Approximate Length:** 65 Minutes

## Modifying and Formatting Slides in PowerPoint 2016

In Microsoft PowerPoint 2016, you can easily add slides to a presentation, manipulate their order, and use predefined options to give the slides a particular look and feel. Then you can use a range of options to add content to slides and adjust its appearance. In this course, you'll learn how to set up a basic presentation, ordering a sequence of slides and applying a presentation theme and slide layout. You'll also learn how to add and work with slide text, including using creative text

effects and converting text into SmartArt. This course is one of a series in the SkillSoft learning path that covers Microsoft PowerPoint 2016 for beginners.

**Approximate Length:** 65 Minutes

### [Navigating, Customizing, Lists and Libraries in SharePoint 2016](#)

SharePoint 2016's intuitive design makes collaboration between users easy. SharePoint 2016 allows you to manage and share documents, data, and information. It allows collaboration through its many features such as document libraries, lists, and team sites. In this course, you will explore the SharePoint 2016 interface, how to navigate, and how to customize and change the look of a site. The course also covers how to create lists and list items, and create documents and document libraries in SharePoint 2016.

**Approximate Length:** 55 Minutes

### [References, Proofing, Mail Merges, and Forms in Word 2016](#)

Microsoft Word 2016 provides sophisticated options for adding references to documents, automatically correcting documents, performing mail merges, and constructing forms. In this course, you'll learn how to add references such as hyperlinks, citations, a table of contents, and a bibliography to a document. You'll also learn how to configure automatic text correction and formatting, how to perform a mail merge, and how to construct a basic form and add controls to it in Word 2016. This course is one of a series in the SkillSoft learning path that covers Microsoft Word 2016 for intermediate-level users.

**Approximate Length:** 70 Minutes

### [Sharing and Collaborating on Documents in Word 2016](#)

Microsoft Word 2016 includes several useful options for sharing and collaborating on documents, and for speeding up a range of routine tasks. In this course, you'll learn many different ways of sharing Word 2016 documents. You'll also learn how to create and use macros and reusable pieces of content called Quick Parts, about the internal search facility in Word 2016, and about downloading useful apps from the Microsoft Store Online. This course is one of a series in the Skillsoft learning path that covers Microsoft Word 2016 for intermediate-level users.

**Approximate Length:** 65 Minutes

### [Using Illustrations, Styles, and Themes in Word 2016](#)

You can add several types of illustrations, such as pictures, screen clippings, shapes, charts, and WordArt, to documents in Microsoft Word 2016. You can also enhance documents by adding properly positioned text, along with attractive formatting and page backgrounds. In this course, you'll learn how to insert and work with different types of graphic and text content, how to use special paste options, and how to apply styles, themes, and backgrounds to Word 2016 documents. This course is one of a series in the SkillSoft learning path that covers Microsoft Word 2016 for intermediate-level users.

**Approximate Length:** 60 Minutes

### [Using Slide Show Presentation Tools in PowerPoint 2016](#)

Microsoft PowerPoint 2016 provides options for controlling all aspects of a slide show, ensuring you can show your audience just the right content at the right times. In this course, you'll learn

how to set up and manage slide shows, including controlling slide timing and the playback of audio narration. The course also covers the use of master slides to help ensure consistency throughout a presentation, and options for hiding or showing specific slides when you're delivering a presentation. This course is one of a series in the SkillSoft learning path that covers Microsoft PowerPoint 2016 for intermediate-level users.

**Approximate Length:** 50 Minutes

### [Using the Calendar to Schedule Appointments, Events, and Tasks in Outlook 2016](#)

The Microsoft Outlook 2016 calendar enables you to create events, appointments, and tasks, and schedule meetings. The calendar is fully integrated with the other components of Outlook 2016 and allows you to easily incorporate your contacts and e-mail functionality with the calendar. In this course, you will learn about navigating and using the calendar and creating events, appointments, and tasks. This course also covers how to add additional calendars, change the appearance of the calendar, and print the calendar and tasks.

**Approximate Length:** 50 Minutes

### [Using the Navigation Pane and Creating Lists in Word 2016](#)

In Microsoft Word 2016, the Navigation pane makes it easy to find and navigate to specific content. In this course, you'll learn about the options it provides for finding and replacing specific items or attributes in a document. You'll also learn how to create professional-looking bulleted, numbered, and tabbed lists in Word 2016 documents. This course is one of a series in the SkillSoft learning path that covers Microsoft Word 2016 for beginners.

**Approximate Length:** 30 Minutes

### [Working with Adobe Acrobat DC](#)

Adobe Acrobat DC is the standard for cross-platform document creation and distribution. This course explains advanced features of Adobe Acrobat DC, including transitions, cropping pages, and watermarks. This course also introduces learners to enhanced features and tools such as collaboration, fillable forms, and digital signatures.

**Approximate Length:** 55 Minutes

### [Working with Graphic, Audio, and Video Content in PowerPoint 2016](#)

Microsoft PowerPoint 2016 provides several options for adding images and audio and video content to presentations, and for modifying this content to suit your needs. In this course, you'll learn how to work with SmartArt, how to add, adjust, and crop images, and about predefined artistic effects you can add to images. You'll also learn how to add audio, video, and screenshots or screen recordings to slides in PowerPoint 2016. This course is one of a series in the SkillSoft learning path that covers Microsoft PowerPoint 2016 for beginners.

**Approximate Length:** 60 Minutes

### [Working with Microsoft OneNote 2016](#)

Microsoft OneNote 2016 makes it easier to create, organize, and share notes. Whether using it for personal or business purposes, you will find that OneNote can help you manage information in the form of text notes, pictures, and audio. In this course, you will learn how to create and format notes, apply tags, search, and save notes. The course also covers inserting pictures, files,

links, screen clippings, and shapes, and recording audio and video content in OneNote 2016. This course is one of a series in the Skillsoft learning path that covers OneNote 2016.

**Approximate Length:** 60 Minutes

### [Working with Tasks, Relationships, Constraints, and Milestones in Project 2016](#)

Setting up a project using Project 2016 is a crucial step to project management success. In this course, you'll learn how to create and organize tasks, as well as form task relationships by linking and unlinking tasks. In addition, this course demonstrates how to import tasks, set lags, constraints, and milestones, as well as work with the Task Information dialog box. This course is one of a series in the SkillSoft learning path that covers Microsoft Project 2016 for beginners.

**Approximate Length:** 50 Minutes

### [Working with the Interface and Performing Basic Tasks in Word 2016](#)

Available in Microsoft's newest office productivity suite, Microsoft Word 2016 makes it easy to create, manipulate, and work with documents. In this course, you'll learn how to get started with Word 2016. The course provides an overview of the Word 2016 interface and its new features, and demonstrates how to use Word 2016 to create, proofread, save, and print documents. This course is one of a series in the SkillSoft learning path that covers Microsoft Word 2016 for beginners.

**Approximate Length:** 60 Minutes

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## *Customer Service*

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### [Communicating Effectively with Customers](#)

Effective communication is essential to the success of any customer-oriented business. Each customer will have their own style of communication as well as an emotional response to contacting a support center. In order to communicate effectively, the customer service representative (CSR) must understand how to adapt to these different styles and emotions before the customer's problems can be dealt with. This course explains how to adapt to the different communication types and identify the common emotions that customers experience when contacting the support center. It also explains how to adapt your writing skills to communicate through e-mail and to document incidents.

**Approximate Length:** 30 Minutes

### [Interacting with Customers](#)

Failing to realize the importance of customer service and effective communication can lead to increasingly dissatisfied customers. This course provides valuable advice on how to improve your interactions with customers, including how to overcome barriers to communication as well as how to speak effectively, use vocal cues, and listen actively and use paraphrasing to convey your understanding of the customer's needs.

**Approximate Length:** 30 Minutes

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## Leadership Development

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### Assessing Your Own Leadership Performance

Monitoring your own progress as you develop is a simple and effective way to ensure success in your role. Knowing how to self-assess your leadership skills and competencies is important if you want to chart your development and plan your future growth as a leader. In this course, you'll learn about techniques leaders can use to carry out a self-assessment, such as reflective journaling, surveys and checklists, and 360-degree feedback. You'll also learn ways to increase your motivation and manage your own learning by creating a leadership development plan.

**Approximate Length:** 25 Minutes

### Becoming an Inspirational Leader

People are inspired when they trust their leaders and are mobilized by common goals. When you strive for inspirational leadership, you demonstrate credibility and create a community with a shared vision. In this course, you'll learn about the characteristics people look for in an inspiring leader. You'll also learn about traits and behaviors that inspirational leaders exemplify. Finally, you'll learn about the role of clear, credible, and persuasive messages in inspirational leadership.

**Approximate Length:** 30 Minutes

### Building Your Professional Network

A key factor in advancing your career is using good communication skills to build strong professional relationships and maintain an effective business network of contacts. This course provides you with the essential communication skills required to establish a business network and includes strategies for building rapport with new contacts during networking opportunities. It also covers best practices for maintaining your network so that business contacts can help you achieve your career goals.

**Approximate Length:** 25 Minutes

### Confronting Your Assumptions

Assumptions are necessary to help us make sense of our world. This course defines what assumptions are, describes how different kinds of assumptions may be challenged, and covers the importance of seeking out other people's perspectives.

**Approximate Length:** 25 Minutes

### Facilitating Sustainable Change

Change is a necessary but difficult part of every organization's work processes. In this course, you'll learn about key outputs of a change initiative, how to identify stakeholder groups, and how to evaluate the keys to sustainable change.

**Approximate Length:** 30 Minutes

### Forging Ahead with Perseverance and Resilience

If you choose to persevere, it's typically because you have a purpose, a goal, an intention – even a dream. While it's commendable to build perseverance and resiliency proactively, the more

typical application is 'in the face' of something you are trying to achieve or have been called to do. In this course, you'll learn what it takes to persevere, including the qualities and people it takes to support and sustain perseverance. You'll also learn to recognize resiliency and use it to improve your perseverance. Finally, you'll explore actions to help you build your balance, sharpen your focus, and regain resilience that helps you persevere when faced with setbacks.

**Approximate Length:** 30 Minutes

### Solving Problems: Framing the Problem

Clearly articulating a problem requires asking the right people the right questions. Having all that information will make finding the root cause easier than if you tried to solve the problem in isolation. Framing the problem accurately requires finding out who affects and is impacted by the problem. It also requires identifying the reason(s) the problem exists. In this course, you'll learn how to identify stakeholders and effectively elicit their input. You'll find out how the causes of problems can lie at different levels of the organization, and you'll learn techniques to uncover the root cause.

**Approximate Length:** 30 Minutes

### Strategies for Building a Cohesive Team

Team cohesion, or the strength of the links between team members, determines how effective a team will be, especially in responding to outside pressures. A team has to be cohesive if its members are to function as a unit, working closely and efficiently to achieve common goals. In this course, you'll learn how to build a more cohesive team by focusing on improvements in three areas: communication, cooperation, and trust. You'll learn specific strategies for improving communication and promoting cooperation among team members. You'll also learn what signs suggest a lack of trust on a team and what you can do about this, including specific techniques you can use to build trust.

**Approximate Length:** 30 Minutes

### Thinking Strategically as a Manager

It's important that all professionals in an organization learn how to think strategically in order to help them in their management tasks. This course explores the characteristics of strategic thinking as well as the traits you need to be an effective strategic thinker. It also covers how to develop your capacity for thinking strategically through being creative, being prepared to deal with complexity, and being aware of what's going on inside and outside your organization.

**Approximate Length:** 30 Minutes

### Unleashing Personal and Team Creativity

Believe it or not, everyone has the potential to be creative. If you're struggling to express your creativity then something is getting in the way. The good news is that these barriers can be overcome. At work, it can be especially difficult for individuals to express themselves freely and interact in teams. But with the right approach and techniques, team leaders can provide a safe space that allows everyone to share and contribute their ideas. This course describes personal barriers to creativity and how to overcome them. It provides strategies for enhancing creativity in the workplace. In addition, it outlines key requirements for promoting creativity in a work environment.

**Approximate Length:** 30 Minutes

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## Professional Development

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### Administrative Support: Interacting Effectively with Colleagues

Regardless of the industry you work in or the boss you have, almost all the tasks you perform daily as an administrative support professional require interaction with others. Effectively interacting with others results in trust, improved morale, and respect between you and your colleagues, which in turn results in your ability to perform better in your role. In this course, you'll learn skills required of administrative support professionals to be able to interact effectively with others. Specifically, you will be introduced to the benefits of being a supportive colleague, including some best practices for doing so. You will also be introduced to techniques to use to ask for help from colleagues in a respectful and proactive way in order to accomplish your goals. Finally, you'll learn techniques to help you deal with criticism, including how to react to and act on it constructively.

**Approximate Length:** 20 Minutes

### Administrative Support: Working in Partnership with Your Boss

As an administrative professional, you provide invaluable support to your boss and the business. This support is optimized when the working relationship between you and your boss is a true partnership. Within this partnership, your relationship must be managed and maintained according to the particular management style of your boss in order to ensure compatibility, dependability, and efficiency as you work toward common goals. Through partnership, you can maximize your relationship with your boss and realize benefits for yourself, as well as for your career. This course explores ways you can build a partnership with your boss. Specifically, it will teach you how to establish and maintain the elements of a true partnership, and shows how you can benefit personally from it. The course also covers approaches for you to deal effectively with different management styles, and techniques you can use to successfully handle confrontations that may occur over the course of your partnership with your boss.

**Approximate Length:** 20 Minutes

### Be a Better Listener

How well do you listen? Listening is rarely a hot topic in workplace training, yet the most successful people are almost always trained, excellent listeners. They have mastered a number of discrete skills and are capable of deploying this skillset creatively and adaptively to unique situations to ensure workplace excellence. In this course, you'll review the core of that skillset. You'll come to understand why you should focus on improving your ability to listen and debunk misperceptions surrounding the skill. And finally, you'll begin to explore the skills to hone your listening, including how to give yourself a pop-quiz at the end of a conversation.

**Approximate Length:** 30 Minutes

### Becoming an Accountable Professional

Most employees in business organizations must answer to someone else. From the top of the organization chart to the bottom, nearly every manager and employee must look to a supervisor, a director, or even a customer to establish priorities, assign tasks, set deadlines, and evaluate

results. Whoever gives this direction is called the boss. On one level, the boss decides how employees will perform their jobs. How well an employee meets requirements set by the boss determines whether that employee succeeds or fails, receives rewards or penalties, and earns praise or criticism. On another level however, the judgment of an external boss isn't enough to make a job personally fulfilling and rewarding. That's something all employees of an organization decide for themselves. Everyone who works must also answer to an inner boss, a personal, internal voice that provides guidance on whether a job is worth doing and whether it is done well. Accepting personal accountability for your work means your inner boss sets demanding standards and that you're willing to commit to meeting those standards and answer for the results of your work. In this course, you'll learn how to listen to your own inner boss, how to identify your internal standards, how to create a plan to meet those standards, and how to apply your inner boss's guidance to gain more control over your work, your goals, and your future.

**Approximate Length:** 30 Minutes

### Being an Effective Team Member

To make a real, positive difference on a team, you must take on the challenging task of putting the team first. This course covers strategies and techniques to help you become a more effective and valued member of your team. You'll explore ways to adopt a positive mindset and take a proactive role on a team, so that you can make a significant contribution. Because your success on a team depends on pulling together with other people, you'll also learn constructive ways to acknowledge differences and show respect for team members, and specific strategies for working collaboratively.

**Approximate Length:** 30 Minutes

### Effective Team Communication

It's vital to maintain open, effective communication on a team. However, it's all too easy to adopt bad habits. Without realizing how badly it affects your team, you or another team member may communicate in ways that lead to misunderstandings, cause unnecessary conflict, keep others from having their say, and prevent the team from performing as well as it could. In this course, you'll learn about different verbal barriers to effective team communication and strategies for overcoming them. But speaking is only one part of communication; effective listening is vital too. So you'll also learn about specific active listening techniques that can help you be a better listener.

**Approximate Length:** 30 Minutes

### Emotional Intelligence: Applying EI at Work

This course is about applying emotional intelligence in the workplace – playing the role of an emotionally intelligent leader whether you have the title or not. The application of emotional intelligence in the workplace is everyone's responsibility.

**Approximate Length:** 30 Minutes

### Emotional Intelligence: Being Aware of the Emotions of Others

You cannot achieve results by just focusing on yourself. Work is comprised of groups, teams, relationships, and networks. And organizational dynamics, interpersonal relationships, and the diversity of personality styles will continually challenge your emotional intelligence. Your ability

to interact with and influence others, especially when emotions are running high, relies heavily on your personal self-awareness and self-management competence. The more you work on yourself, the better able you are to relate to others. When you are skilled in relationship awareness, your focus is on the other person or persons, while you also manage yourself.

**Approximate Length:** 35 Minutes

### Emotional Intelligence: Building Self-Management Skills

Probably the most essential skill involved in Emotional Intelligence is self-management. It usually rides on the tail of self-awareness...when you notice an emotion. What can happen is that an emotional response takes on a life of its own, gets hijacked, or snowballs into a reaction that is difficult to control. With self-management skills, you nip it in the bud and control the inward interpretations and outward behaviors associated with strong emotions. You not only self-manage in the moment but you begin to regulate how you typically respond to things that push your buttons. You build a proactive approach to emotional intelligence – first with your awareness and then a natural flow into self-management. Another reason why self-management is so important is that with it, the relational side of emotional intelligence tends to flow better. You gain appreciation for the challenge of controlling emotional impulses and become more empathetic and patient with others.

**Approximate Length:** 35 Minutes

### Emotional Intelligence: Owning Your Emotions

Emotions arise within ourselves – through our complex brain circuitry that we sometimes call 'wiring.' No one else is responsible for our emotions – we own them, and we must be aware of them in order to manage them, recognize them in others, and develop relationships. External stimuli may trigger our sensations, reactions, and responses but to be emotionally intelligent you must start 'in here' (inside yourself) and not 'out there.' When triggered, your brain gets fired up and you might feel afraid, anxious, angry, shocked, or sad. You may also feel happy, joyful, excited, and fulfilled. When you are intelligent about your emotions, you're aware that the hardest work is managing the emotions that get in the way of your best performance.

**Approximate Length:** 35 Minutes

### Ensuring Onboarding Success

Managers are key to ensuring the success of employee onboarding programs. This course provides managers with an insight into their unique role and outlines the benefits they reap from properly onboarding new hires. It also covers the key elements of an effective onboarding program and explains how onboarding is different from traditional orientation. A successful onboarding program can increase employee acclimation and productivity as well as greatly decrease employee turnover, as new employees feel engaged and motivated in their new roles.

**Approximate Length:** 30 Minutes

### Leveraging Emotional Intelligence

Leaders with a strong mixture of emotional awareness, self-management, and social skills navigate relationships more effectively and are more likely to be successful in their personal and professional lives. This course provides you with an understanding of why emotional intelligence abilities are important to you as a leader. It also provides you with practical, positive techniques

for promoting and improving emotional intelligence as a leader within your business environment.

**Approximate Length:** 30 Minutes

### Make the Time You Need: Get Organized

You don't have to manage your time, but the stress and potential for mistakes grows when you don't. To manage time, you need to be organized. In this course, you'll learn strategies for improving your productivity depending on what type of time management personality you have. You'll also learn how to deal with time stealers, create manageable to-do lists, and maintain an organized time management approach.

**Approximate Length:** 30 Minutes

### Maximize Your Productivity by Managing Time and Tasks

The amount of time available to you is constant – you can't buy more and you can't save it for later. What you can do is increase your productivity – the value you produce in the time you have. And the better you understand your own personal productivity, the easier it will be to manage your time effectively. In this course, you'll learn about managing tasks in a way that maximizes your productivity. You'll discover the benefits of setting goals and how productivity is tied to your ability to assess time and set priorities. You'll learn about the process of "chunking" your time and the principles of efficient scheduling. You'll also learn about the different types of to-do lists and how to use them effectively.

**Approximate Length:** 25 Minutes

### Organizing Your E-mail

E-mail has dramatically increased the volume of communication and the amount of information that the average office worker needs to process every day. To keep up, you must sort, file, respond to, or delete every e-mail that comes to you during a business day. This course introduces techniques for managing e-mail effectively. It covers tips on how to use folders and filters to organize e-mails for increased efficiency, as well as guidelines on what e-mails to delete. The course also gives direction on how to recover important information if you lose an e-mail.

**Approximate Length:** 30 Minutes

### Planning Meetings Fit for Purpose

Have you ever sat through a meeting that you felt was a waste of your time? Maybe the meeting wasn't relevant to you or it was just poorly run. Perhaps it lacked a clear purpose. The root cause of ineffective meetings is almost always poor planning. Meetings are among the most expensive forms of communication in today's business environment, so it's essential to make the investment worthwhile. This course outlines a process for preparing for effective meetings. First, you'll learn how to clarify the purpose and objectives of a meeting. Second, you'll learn how to determine if the meeting is required, or if a meeting alternative can fulfill the objectives. Third, you'll learn how to choose the best participants. Fourth, you'll learn how to create the agenda. And fifth, you'll learn how to prepare yourself and your participants for a successful meeting. The next time you need to prepare a meeting, the methods introduced in this course will help you make the most of your and your participants' valuable time.

**Approximate Length:** 20 Minutes

## The Building Blocks of Building Trust

Can I trust you? This is what others may ask, often silently, when they work and engage with you. It's also what you ask about another person as well. If you want people to trust you, a firm handshake and good eye contact is not enough. You have to build trust like a mason builds a wall – one stone at a time. It rarely comes ready-made. But when you've taken the effort to build it and it is solid, you want to maintain it for a long time. Trust is a core ingredient in most every positive relationship. Without trust, the mason's wall takes on a whole new analogy – a barrier with no gate for entry. In this course, you'll explore what makes you and others trustworthy, how to demonstrate trustworthiness, and the importance of extending trust to receive trust.

**Approximate Length:** 30 Minutes

## Uncovering and Utilizing Your Talents and Skills

We all have individual talents and skills that make us unique in some way, but you may not be aware of your own skills, or how to use those skills to improve many areas of your life. In this course, you'll learn what is meant by talent and skill, and why it's important to understand what talents you possess. This course also covers techniques for identifying your unique capabilities, and outlines what you should include in a talent action plan to fully utilize and develop your key talents and skills.

**Approximate Length:** 20 Minutes

## Writing and Preparing an Effective Speech

Not everybody is a natural public speaker. Some people are more eloquent and outgoing than others, but that doesn't automatically mean they can deliver an effective speech. In fact, public speaking requires significant planning and preparation. It's a learnable skill. This course teaches you how to prepare for public speaking, including determining your objective and audience profile, choosing your topic, and defining the theme of your speech. It also describes best practices to follow when planning, researching, and writing your speech.

**Approximate Length:** 25 Minutes

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## *Written Communication*

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### Abbreviating, Capitalizing, and Using Numbers

No doubt you've had to use abbreviations, capital letters, and numbers in your business writing. But are you using them correctly? This course presents the basic rules related to capital letters, abbreviations, and numbers. It covers abbreviations of titles, names, locations, and countries, as well as how to capitalize direct quotes, titles, names of organizations, and product names, among other elements. In addition, you will be introduced to the forms and uses of numbers with dates and time, money, fractions, and symbols.

**Approximate Length:** 35 Minutes

### Applying Your Best Thinking

Critical thinking is your best thinking. You use reason and logic to help you sort through data to remove bias, opinion, and emotion and come up with rational conclusions. It's a hugely valuable

skillset, but it's not much use if it's just an academic or intellectual exercise. In this Challenge, you'll use critical thinking to evaluate different Employee Appreciation strategies in a telecommunications company scenario.

**Approximate Length:** 15 Minutes

### Audience and Purpose in Business Writing

To write effective and appropriate business messages, you need to know your audience and your purpose. In this course, you'll discover how to identify your readers and create messages that convey the appropriate tone for different reader roles. You'll also explore how to write effectively for the three most common purposes: to inform, respond, or persuade.

**Approximate Length:** 30 Minutes

### Clarity and Conciseness in Business Writing

Being clear and concise in business documents and messages isn't always easy. But it's essential in the workplace if you want what you write to be read. In this course, you'll explore techniques you can use to make your writing more clear. Specifically, you'll learn about the importance of using short and familiar words, appropriate connotations, concrete and specific language, and transitional words and phrases. You'll also explore tips for being more concise in your writing and best practices for organizing content.

**Approximate Length:** 35 Minutes

### Communicating with Confidence

In business, effective communication depends not just on what you say, but how you say it. In this course, you'll learn about being an effective speaker, overcoming nervousness, preparing effectively, and using your voice and body language.

**Approximate Length:** 20 Minutes

### Creating Well-Constructed Sentences

Syntax is the grammatical term for arranging words to create logical phrases, clauses, and sentences. Well-constructed sentences express an idea by using the parts of speech in a logical and clear order. A misplaced modifier might get a chuckle out of the reader, but it doesn't help your reputation or that of your company. In this course, you'll review basic sentence construction, including how to develop sentences that are logical, clear, and powerful – the basis of any sound business document. The course examines the parts of a sentence – the subject and predicate, for example – and distinguishes between phrases and clauses. It shows the importance of subject-verb agreement, as well as agreement between pronouns and their antecedents.

**Approximate Length:** 40 Minutes

### Critical Thinking

Critical thinking is useful for examining an issue or problem logically. This Challenge Series product explores applying the critical thinking process.

**Approximate Length:** 15 Minutes

## Editing and Proofreading Business Documents

Have you ever distributed a document or message only to find later that you forgot to include a key point or correct an embarrassing spelling error? Taking the time to edit and proofread your writing will help you produce more focused, polished, and effective business documents. This course describes how to edit and proofread effectively, covering key areas, such as tone, structure, clarity, and accuracy, as well as common grammar, punctuation, and spelling mistakes to watch out for.

**Approximate Length:** 30 Minutes

## Getting the Details Right: Spelling Basics

Spelling errors are all too common. A wrong letter here, an extra letter there, and your reader loses faith. Knowing the rules, as well as the exceptions, when it comes to details like spelling can help you write clearly without errors. This course explains how to spell words with prefixes and suffixes, and how to form the plural and possessive forms of words. It also covers general rules on how to spell correctly and presents tips to help you become a better speller.

**Approximate Length:** 30 Minutes

## Improving Your Reading Speed and Comprehension

Most people have been taught to read the same way - letter by letter, word by word, and line by line. But that's an inefficient way of reading, especially for those who have a lot to read and very little time to accomplish it. In this course, you'll learn the bad reading habits that keep you from reading more efficiently, and simple tips you can use and practice to increase your reading speed and comprehension.

**Approximate Length:** 20 Minutes

## Improving Your Technical Writing Skills

Technical writing is a skill. It involves producing technical documents that are suited to the requirements, comprehension level, and background of its readers. In this course, you'll learn how to avoid common writing pitfalls, and how to structure your writing effectively. You'll find out how to tailor your writing to the specific requirements of different types of technical material – so that whether you want to persuade or to instruct, you'll be able to achieve your writing goals.

**Approximate Length:** 25 Minutes

## Making an Impact with Non-verbal Communication

To our earliest ancestors, non-verbal communication was communication! The primitive parts of our brains are still wired to respond automatically when we're afraid, threatened, disgusted, surprised, or happy. But we've come a long way in our development and understanding of our brain's ability to respond and communicate in valuable, non-verbal ways. In this course, you will find out how our attitude, posture, gestures, facial expressions, and tone have great impact on our communication.

**Approximate Length:** 25 Minutes

## Making Meetings Work

Too often meetings are not a productive use of time. This Business Impact examines how to run meetings that are useful and efficient.

**Approximate Length:** 5 Minutes

## Managing Meetings for Productivity and Effectiveness

Effective meetings require careful planning and management. This challenge focuses on scheduling and preparing productive meetings.

**Approximate Length:** 15 Minutes

## Taking Effective and Professional Notes

Becoming a skilled note taker can help you become more productive in business situations. This course will cover specific techniques and strategies for taking effective notes that can improve your ability to learn and recall information.

**Approximate Length:** 20 Minutes

## Troublesome Words and Phrases: Common Usage Mistakes in Writing

The many nuances and conventions in the English language make it diverse and interesting but sometimes difficult too. It's a good idea to familiarize yourself with some of the most common errors of usage. This course describes how to use commonly confused words correctly, including word pairs that sound alike and those that have related meanings. It also covers verbs that are often misused – for example, affect and effect or apprise and appraise. In addition, the course reviews some idiomatic combinations of verbs and prepositions that can be confusing.

**Approximate Length:** 30 Minutes

## Using Punctuation Marks

Punctuation is the collection of marks used to separate sentences and their parts. Appropriate punctuation will make your meaning clear and less likely to be misinterpreted. This course covers the standard rules and guidelines for using punctuation marks, including the correct use of periods, question marks, and exclamation points. It also covers how to correctly use commas, one of the most common punctuation marks. The course includes rules for using different connecting and separating marks, such as colons, semicolons, dashes, and hyphens. In addition, it shows how to properly use apostrophes, parentheses, brackets, and quotation marks.

**Approximate Length:** 30 Minutes

## Using Slide Masters and Slide Elements to Optimize Impact

Proper use of slide masters and slide elements like timelines, charts, shapes, animations, and hyperlinks can simplify the design process and enhance a PowerPoint 2016 presentation. In this course, you'll learn how to create and customize a slide master and how to use a range of elements to add impact to presentation slides. You'll also learn best practices for delivering a presentation. This course is one of a series in the SkillSoft learning path that covers best practices when using PowerPoint 2016.

**Approximate Length:** 60 Minutes

## Using the Parts of Speech

The parts of speech are the building blocks of sentences, so learning about them can help you skillfully combine words into meaningful sentences. This course describes the eight parts of speech and shows how to use them effectively and correctly.

**Approximate Length:** 35 Minutes

## Writing for Business

Now, more than ever before, professionals use written communication, so mastering the skill of writing clearly is essential. This Business Impact explores the importance of keeping in mind the audience and purpose of any written communication.

**Approximate Length:** 5 Minutes

## Written Communication

A strong writer has the power to inform, persuade, and inspire others using nothing but ideas and words. In this Challenge Series exercise, you'll do all of those things and more, as you analyze and improve an important piece of written communication. The learner plays the role of an employee charged with writing a submission essay for an award competition.

**Approximate Length:** 15 Minutes