

COURSE LIST 2010

Chapter 1: Microsoft Office

Microsoft Office 2003 New Features
Microsoft Office XP New Features
Microsoft Office Access 2003 Level 1
Microsoft Office Access 2003 Level 2
Microsoft Office Access 2003 Level 3
Microsoft Office Access 2007 Level 1
Microsoft Office Access 2007 Level 2
Microsoft Office Excel 2003 Level 1
Microsoft Office Excel 2003 Level 2
Microsoft Office Excel 2003 Level 3
Microsoft Office Excel 2007 Level 1
Microsoft Office Excel 2007 Level 2
Microsoft Office FrontPage 2003 Level 1
Microsoft Office Outlook 2003 Level 1
Microsoft Office Outlook 2003 Level 2
Microsoft Office Outlook 2007 Level 1
Microsoft Office Outlook 2007 Level 2
Microsoft Office PowerPoint 2003 Level 1
Microsoft Office PowerPoint 2003 Level 2
Microsoft Office PowerPoint 2003 Level 3
Microsoft Office PowerPoint 2007 Level 1
Microsoft Office PowerPoint 2007 Level 2
Microsoft Office Word 2003 Level 1
Microsoft Office Word 2003 Level 2
Microsoft Office Word 2003 Level 3
Microsoft Office Word 2007 Level 1
Microsoft Office Word 2007 Level 2

Chapter 2: Macintosh Courses

Introduction to Safari 3
Mac OS X Leopard Level 1
Microsoft Excel 2008 - Mac Level 1
Microsoft PowerPoint 2008 - Mac Level 1
Microsoft Word 2008 - Mac Level 1

Chapter 3: Accounting, Imaging and Internet

QuickBooks Pro 2002 Level 1
Quicken 2002 Level 1
Quicken 2002 Level 2
Working With Digital Pictures
Working With Digital Pictures Level 2
Ensuring Internet And Computer Safety, Privacy, And Protection
Introduction To Netscape 7
Working with Internet Explorer 8

Chapter 4: Preparing for Certification

IC³ Computing Fundamentals - 2005
IC³ Key Applications - 2005
IC³ Living Online - 2005
Test Preparation - Computing Fundamentals 2005
Test Preparation - Key Applications 2005
Test Preparation - Living Online 2005
Microsoft Office Specialist – Access 2003 Core

Microsoft Office Specialist – Excel 2003 Core
Microsoft Office Specialist – Excel 2003 Expert
Microsoft Office Specialist – Outlook 2003 Core
Microsoft Office Specialist – PowerPoint 2003 Core
Microsoft Office Specialist – Word 2003 Core
Microsoft Office Specialist – Word 2003 Expert

Chapter 5: Windows Operating Systems

Getting Started With Microsoft Windows XP (800x600)
Getting Started With Windows Millennium
Microsoft Windows 7 Level 1
Microsoft Windows 7 Level 2
Microsoft Windows NT Introduction
Microsoft Windows Vista Level 1
Microsoft Windows XP Level 1 (800x600)
PC Fundamentals With Microsoft Windows XP (800x600)

Chapter 6: Business and Soft Skills

Achieving Personal Goals
Analyzing Performance, and Corrective Action Plans
Applying Emotional Intelligence in the Workplace
Applying Leadership Basics
Appreciating Personality Differences
Attitudes at Work
Balancing Work and Family
Basics of Budgeting
Basics of Effective Communication
Basics of Effective Selling
Becoming an Effective Team Member
Building a Successful Team
Building Strong Customer Relationships
Business Writing Basics
Choosing a Childcare Provider
Closing the Sale
Coaching and Counseling
Coaching and Mentoring in the Workplace
Conducting Performance Reviews
Conflict Intervention/Conflict Management
Creating a Strong Leadership Team
Creating an Effective Sales Team
Customer Relations
Dealing with Difficult Customers
Dealing With Violence In The Workplace
Delegating
Developing A Child's Critical Thinking Skills
Developing a Strategic Plan
Discharging Employees
Disciplining and Redirecting Employees

Effective Communication in the Workplace
Effective Interviewing Techniques
Effective Time Management in 60 Minutes or Less
Executive-to-employee Communication Strategies
Financial Basics for Non-financial Managers
Financial Management For Non-Financial Staff
Guardianship Decisions for Elderly Loved Ones
How To Master Time Management
Intercultural Business Etiquette
Internet Basics
Interviewing Job Candidates
Interviewing Skills for Job Candidates
Leadership Skills for Women
Leading Effective Meetings
Leading Effective Teams
Managing a Virtual Office
Managing Change
Managing Disagreement
Managing Negative People
Managing Stress
Mastering Cold Calls
Motivating Employees
Negotiating for the Sales Professional
Overcoming the Loss of a Loved One
Presentation Skills
Preventing Sexual Harassment for Leaders
Problem Solving
Qualifying Sales Prospects
Recognizing and Managing Anger
Recognizing Employee Performance
Setting Performance Goals and Expectations
Stress Management in the Workplace
Succeeding as a Supervisor
Successful Negotiation
Supervision/Leadership Skills
Teamwork: The Fundamentals
Telephone Sales Skills
Telephone Skills for Quality Customer Service
Time Management
Understanding and Using Contracts
Understanding Substance Problems in the Workplace
Valuing Diversity
Valuing Diversity in the Workplace
Working with Difficult People
Work-Life Balance
Writing Effective E-mail