



# Oasis Skills Building Learner Pack Course Listings

A listing of all of our courses that are included in our Learner Pack



# Contents:

<b>A+ Certification 2003 Preparation</b>	<b>8</b>
A+ Certification 2003	8
<b>Accounting Software Courses</b>	<b>8</b>
Quicken 2002 Level 1	8
Quicken 2002 Level 2	8
QuickBooks Pro 2001 Level 1	8
QuickBooks Pro 2001 Level 2	9
QuickBooks Pro 2002 Level 1	9
<b>Professional Development and Personal Skills Courses</b>	<b>9</b>
<b>Business Management</b>	<b>9</b>
Basics of Budgeting	9
Basics of Effective Communication	9
Executive-to-employee Communication Strategies	9
Financial Basics for Non-financial Managers	10
Intercultural Business Etiquette	10
Managing a Virtual Office	10
Understanding and Using Contracts	10
<b>Communications</b>	<b>10</b>
Appreciating Personality Differences	10
Basics of Effective Communication	10
Business Writing Basics	11
Conflict Intervention	11
Intercultural Business Etiquette	11
Internet Basics	11
Managing Disagreement	11
Presentation Skills	11
Providing Effective Feedback	12
Setting Performance Goals and Expectations	12
Writing Effective E-mail	12
<b>Customer Service</b>	<b>12</b>
Building Strong Customer Relationships	12
Dealing with Difficult Customers	12
Telephone Skills for Quality Customer Service	12
<b>Human Resources</b>	<b>13</b>
Dealing With Violence in the Workplace	13
Discharging Employees	13
Interviewing Job Candidates	13
Preventing Sexual Harassment for Leaders	13
Valuing Diversity	13
<b>Leadership</b>	<b>14</b>

Applying Leadership Basics _____	14
Coaching and Counselling _____	14
Creating a Strong Leadership Team _____	14
Delegating _____	14
Developing a Strategic Plan _____	14
Executive-to-employee Communication Strategies _____	14
Leadership Skills for Women _____	15
Leading Effective Meetings _____	15
Managing Change _____	15
Managing Negative People _____	15
Motivating Employees _____	15
<b>Performance Management _____</b>	<b>15</b>
Conducting Performance Reviews _____	15
Disciplining and Redirecting Employees _____	16
Recognizing Employee Performance _____	16
Setting Performance Goals and Expectations _____	16
<b>Personal and Family _____</b>	<b>16</b>
Balancing Work and Family _____	16
Choosing a Childcare Provider _____	16
Developing a Child's Critical Thinking Skills _____	17
Guardianship Decisions for Elderly Loved Ones _____	17
Overcoming the Loss of a Loved One _____	17
<b>Personal Career _____</b>	<b>17</b>
Recognizing and Avoiding Burnout _____	17
Achieving Personal Goals _____	17
Balancing Work and Family _____	17
Choosing a Childcare Provider _____	18
Internet Basics _____	18
Interviewing Skills for Job Candidates _____	18
Managing Stress _____	18
Recognizing and Managing Anger _____	18
Time Management _____	18
Managing Change _____	19
<b>Sales Skills _____</b>	<b>19</b>
Basics of Effective Selling _____	19
Closing the Sale _____	19
Creating an Effective Sales Team _____	19
Mastering Cold Calls _____	19
Negotiating for the Sales Professional _____	19
Qualifying Sales Prospects _____	20
Successful Negotiation _____	20
Telephone Sales Skills _____	20
<b>Staying Positive _____</b>	<b>20</b>
Recognizing and Avoiding Burnout _____	20

Applying Emotional Intelligence in the Workplace _____	20
Managing Stress _____	20
Recognizing and Managing Anger _____	21
Time Management _____	21
<b>Supervision _____</b>	<b>21</b>
Delegating _____	21
Leading Effective Meetings _____	21
Managing Projects _____	21
Succeeding as a Supervisor _____	22
<b>Team Building _____</b>	<b>22</b>
Appreciating Personality Differences _____	22
Becoming an Effective Team Member _____	22
Building a Successful Team _____	22
Leading Effective Teams _____	23
Managing Negative People _____	23
<b>Time Management _____</b>	<b>23</b>
How to Master Time Management (MS Outlook 2002) _____	23
<b>Google Tools _____</b>	<b>23</b>
Creating Google Documents _____	23
Creating Google Drawings _____	24
Creating Google Presentations _____	24
Google Earth _____	24
Google Sites _____	24
Sharing with Google Docs _____	24
Working with Google Forms _____	24
Working with Google Spreadsheets _____	24
<b>IC3 - Digital Literacy (2005 Standard) Certification Preparation Courses _____</b>	<b>24</b>
<b>IC3 – Internet and Computing Core Certification _____</b>	<b>24</b>
IC3 Computing Fundamentals _____	25
IC3 Computing Fundamentals _____	25
IC3 Key Applications _____	25
<b>Imaging and Multimedia _____</b>	<b>25</b>
Audacity _____	26
Flickr _____	26
Photoshop Elements 8 _____	26
Picasa 3 _____	26
Windows Movie Maker _____	26
Working with Digital Pictures _____	26
Working With Digital Pictures Level 2 _____	27
<b>Lotus Notes Courses _____</b>	<b>27</b>
Lotus Notes 5.0 Level 1 _____	27
Lotus Notes 5.0 Level 2 _____	27

**Microsoft Office 2002 Applications** \_\_\_\_\_ **27**

Access 2002 Core (Microsoft Office Specialist Prescriptive Training)	27
Access 2002 Expert (Microsoft Office Specialist Prescriptive Training)	28
Microsoft Office Access 2002 Level 1	28
Microsoft Office Access 2002 Level 2	28
Microsoft Office Access 2002 Level 3	28
Microsoft Office Excel 2002 Level 1	28
Microsoft Office Excel 2002 Level 2	29
Microsoft Office Excel 2002 Level 3	29
Microsoft Office FrontPage 2002 Core (MOS Prescriptive Training)	29
Microsoft Office FrontPage 2002 Level 1 (1024x768)	29
Microsoft Office FrontPage 2002 Level 2	29
Microsoft Office Outlook 2002 Level 1	30
Microsoft Office Outlook 2002 Level 2	30
Microsoft Office PowerPoint 2002 Level 1	30
Microsoft Office PowerPoint 2002 Level 2	30
Microsoft Office PowerPoint 2002 Level 3	30
Microsoft Office Project 2002 Level 1	31
Microsoft Office Word 2002 Level 1	31
Microsoft Office Word 2002 Level 2	31
Microsoft Office Word 2002 Level 3	31
Microsoft Office XP(2002) New Features	32
Microsoft Office Excel 2002 Core (Microsoft Office Specialist Prescriptive Training)	32
Microsoft Office Excel 2002 Expert (Microsoft Office Specialist Prescriptive Training)	32
Microsoft Office FrontPage 2002 (Microsoft Office Specialist Prescriptive Training)	32
Microsoft Office Outlook 2002 (Microsoft Office Specialist Prescriptive Training)	32
Microsoft Office PowerPoint 2002 (Microsoft Office Specialist Prescriptive Training)	33
Microsoft Office Word 2002 Core (Microsoft Office Specialist Prescriptive Training)	33
Microsoft Office Word 2002 Expert (Microsoft Office Specialist Prescriptive Training)	33

**Microsoft Office 2003 Applications** \_\_\_\_\_ **33**

Access 2003 (Microsoft Office Specialist Prescriptive Training)	33
Microsoft Office 2003 New Features	34
Microsoft Office Access 2003 Level 1	34
Microsoft Office Access 2003 Level 2	34
Microsoft Office Access 2003 Level 3	34
Microsoft Office Excel 2003 (Microsoft Office Specialist Prescriptive Training)	34
Microsoft Office Excel 2003 Level 1	35
Microsoft Office Excel 2003 Level 2	35
Microsoft Office Excel 2003 Level 3	35
Microsoft Office FrontPage 2003 Level 1	35
Microsoft Office Outlook 2003 (Microsoft Office Specialist Prescriptive Training)	35
Microsoft Office Outlook 2003 Level 1	35
Microsoft Office Outlook 2003 Level 2	36
Microsoft Office PowerPoint 2003 (Microsoft Office Specialist Prescriptive Training)	36
Microsoft Office PowerPoint 2003 Level 1	36
Microsoft Office PowerPoint 2003 Level 2	36

Microsoft Office PowerPoint 2003 Level 3 _____	36
Microsoft Office Word 2003 (Microsoft Office Specialist Prescriptive Training) _____	37
Microsoft Office Word 2003 (Microsoft Office Specialist) _____	37
Microsoft Office Word 2003 Expert (Microsoft Office Specialist) _____	37
Microsoft Office Word 2003 Level 1 _____	37
Microsoft Office Word 2003 Level 2 _____	37
Microsoft Office Word 2003 Level 3 _____	37
<b>Microsoft Office 2007 Applications _____</b>	<b>38</b>
Microsoft Office Access 2007 Level 1 _____	38
Microsoft Office Access 2007 Level 2 _____	38
Microsoft Office Excel 2007 Level 1 _____	38
Microsoft Office Excel 2007 Level 2 _____	38
Microsoft Office Outlook 2007 Level 1 _____	39
Microsoft Office Outlook 2007 Level 2 _____	39
Microsoft Office PowerPoint 2007 Level 1 _____	39
Microsoft Office PowerPoint 2007 Level 2 _____	39
Microsoft Office Word 2007 Level 1 _____	40
Microsoft Office Word 2007 Level 2 _____	40
<b>Microsoft Office 2010 Applications _____</b>	<b>40</b>
Microsoft Access 2010 - Focusing on the functional upgrades from Office 2007 _____	40
Microsoft Excel 2010 - Focusing on the functional upgrades from Office 2007 _____	41
Microsoft Outlook 2010 - Focusing on the functional upgrades from Office 2007 _____	41
Microsoft PowerPoint 2010 - Focusing on the functional upgrades from Office 2007 _____	41
Microsoft Publisher 2010 - Focusing on the functional upgrades from Office 2007 _____	41
Microsoft Word 2010 - Focusing on the functional upgrades from Office 2007 _____	41
<b>Microsoft Office Project 2000 and 2002 _____</b>	<b>41</b>
Getting Started With Microsoft Office Project 2000 _____	41
Microsoft Office Project 2000 Level 1 _____	42
Microsoft Office Project 2000 Level 1 (Prescriptive Training) _____	42
Microsoft Office Project 2000 Level 1 Instructor Guide And Files _____	42
Microsoft Office Project 2000 Level 1 Pre-test _____	42
Microsoft Office Project 2002 Level 1 _____	42
Microsoft Office Project 2002 Level 1 (Prescriptive Training) _____	43
Microsoft Office Project 2002 Testing (Level 1) _____	43
<b>Microsoft Windows O/S _____</b>	<b>43</b>
Getting Started With and Level 1 Microsoft Windows XP (800x600) _____	43
Getting Started With Windows Millennium _____	43
Microsoft Windows 2000 Level 1 _____	43
Microsoft Windows 7 Level 1 _____	44
Microsoft Windows 7 Level 2 _____	44
Microsoft Windows NT 4.0 Introduction _____	44
Microsoft Windows NT Introduction _____	44
Microsoft Windows Vista Level 1 _____	44
PC Fundamentals with Microsoft Windows XP (800x600) _____	44

<b>Microsoft Works Suite 2002</b>	<b>45</b>
Microsoft Works Suite 2002 Level 1	45
<b>Online Publishing</b>	<b>45</b>
This section contains courses for 3 popular online applications that allow you to create your own blog on website on the Internet.	45
Blogger	45
PBworks	45
WordPress	45
<b>Palm O/S</b>	<b>46</b>
How To Master Palm Organizer Level 1 Course & Tips and Tricks Course	46
Palm OS 4.0 Introduction Course & Tips and Tricks Course	46
<b>Pocket PC</b>	<b>47</b>
This course teaches students the basic features and functions of the Pocket PC and also provides tips to help students take full advantage of the many features the Pocket PC offers them.	47
Pocket PC Tips and Tricks	47
<b>Using The Internet</b>	<b>47</b>
Browsing with Firefox 3.0	47
Introduction to Internet Explorer 6	47
Introduction to Netscape 7	47
Navigating and Exploring the Internet 2002	47
Utilizing The Internet	48
Working with Internet Explorer 8	48

## **A+ Certification 2003 Preparation**

Contains the training and testing materials for the 2003 A+ certification exam.

### **A+ Certification 2003**

This course is designed to provide a broad base of basic knowledge needed by an entry-level computer technician. It contains material that will help you become a competent A+ certified technician. It covers the objectives that are addressed in the CompTIA A+ Core Hardware and A+ Operating System Technologies 2003 exams, as well as additional information helpful to any computer technician working with a wide variety of operating systems and computer equipment. Some of the information covered includes working with various operating systems, from DOS to Microsoft Windows XP; building, upgrading, repairing, and trouble-shooting personal computers; installing and working with peripherals, such as printers and SCSI devices; installing and managing memory; working with and troubleshooting networks, repairing and trouble-shooting; implementing and performing preventative maintenance plans and procedures; working with power protection devices; working with multimedia elements; installing and configuring modems; and providing effective customer service. The course consists of a prerequisite test, prerequisite material, computer-based lessons, reference material, and a test prep exam.

## **Accounting Software Courses**

QuickBooks Pro 2001 & 2002 and Quicken 2002 courses

### **Quicken 2002 Level 1**

This course establishes a basic understanding of the essential features of Quicken Deluxe 2002, familiarizing students with the concept of financial management and the use of financial software, and it introduces new features such as automatic online account reconciliation, step-by-step budgeting, and a capital gains estimator. Students will learn to create accounts, enter transactions, reconcile accounts, create reports, write checks, backup and restore files, and protect their data with passwords.

### **Quicken 2002 Level 2**

This one-day course is an intermediate look at Quicken 2002. It explores some of the more advanced features of the software and familiarizes students with some useful tips to more efficient use of Quicken. The course will cover the various financial centers and planners, transactions, financial alerts, transaction categories, budgeting, taxes, asset and liability accounts, reports and graphs and investing.

### **QuickBooks Pro 2001 Level 1**

After completing this course, even students with limited accounting knowledge will be at ease using QuickBooks Pro 2001 to create and manage the financial information of a small business. Students will complete such tasks as creating invoices, making payments, entering receipts, and paying employees by working through a series of true-to-life exercises and scenarios. Specific features of interest include the Customer Detail Center and the Vendor Detail Center.

## **QuickBooks Pro 2001 Level 2**

This course will introduce students to the more advanced features of QuickBooks Pro 2001, such as generating balance sheets, creating customized reports and invoices, and amending payroll information. This course is designed to enable students to maximize QuickBooks Pro's extensive features in accommodating the demands of a growing business. For example, students will learn how to prepare for accountant reviews, generate estimates, and safeguard company data.

## **QuickBooks Pro 2002 Level 1**

This course introduces the basic features of QuickBooks Pro 2002, including customer, vendor, employee, and inventory management. Students will learn how to add and edit customers; add vendors and purchase orders; add employees, give raises, and create paycheques; and complete end-of-month tasks, such as creating reports and paying taxes. In addition, students will learn about features new to QuickBooks Pro 2002 and how to use Help to find information on specific tasks.

## **Professional Development and Personal Skills Courses**

### **Business Management**

Every employee and manager needs to know a number of basic business management principles and processes, regardless of his or her function or discipline. This Bundle includes topics that will build an employee's mastery of several essential business processes and issues, including financial basics, contracts, and business communications. It includes something for everyone, from tips for organizing a workspace for all employees to an executive-oriented communication course for your senior management.

### **Basics of Budgeting**

Everyone preaches the virtues of planning and budgeting, but few people know how to do it. Even fewer know how to do it well. This course gives you sound, proven skills that are transferable between positions and employers and can be used as you plan a budget for your entire organization or just a department. You will learn how to develop a strategic plan for your business, create a budget that is congruent with that plan, and formalize your budget so that it wins the support of your superiors, peers, and subordinates.

### **Basics of Effective Communication**

Basics of Effective Communication examines the fundamental elements of communication and describes how you can send clear and consistent messages to a Receiver. It gives tips for choosing the right communication method and considering other important factors that impact effectiveness. It covers effective listening and feedback skills in practical and immediately useful Strategies and Tips.

### **Executive-to-employee Communication Strategies**

You might have the feeling that your employees are scared of you because of your position. As an executive who is concerned about your organization, it is up to you to gather feedback from your working level employees and to build trusting relationships throughout the organization. This course offers suggestions and techniques for building up the communication highway between you and your employees. You will learn ways to open up more to your employees as you see things through their perspective.

## **Financial Basics for Non-financial Managers**

This course helps a non-financial manager make sense of the terms and concepts that are used in managing the financial aspects of a business. It explains basic financial structure and discusses the financial information you must have to run a business. You will learn how to read financial reports and understand the purpose and limitations of each. You will also get tools and methods to give you a complete picture of your financial position.

## **Intercultural Business Etiquette**

International business is common, as companies expand and sell on the Internet. This course addresses how to build positive business relationships with other cultures using tools and techniques to help you interpret body language, respect customs, and understand audiences. There are suggestions for recognizing and responding to conflicting priorities, different dress codes, and other details such as the proper etiquette for gift giving in the international business arena.

## **Managing a Virtual Office**

More and more companies are finding that flexibility for employees in both work hours and work location helps them attract and retain the best talents and actually improve productivity. This course identifies the potential benefits and pitfalls in managing a virtual workforce, gives guidelines for maintaining communication, monitoring productivity, and encouraging peak performance. There are methods for assuring alignment and consistency, and suggestions for preserving important working relationships without the traditional work structure.

## **Understanding and Using Contracts**

In almost every business transaction a contract is made. This course will tell you how to know when a true contract has been made, identify when it is binding, and determine the limitations and scope of the agreements. It will also give you information and guidelines on how and when to sever the contract, how to modify it, and how to circumvent potential problems.

## **Communications**

Communication skills are vital to an organization's effectiveness. The How to Master Communications Bundle builds on Basics of Effective Communication and shows how to apply sound communication skills to a variety of interpersonal and leadership situations, such as intervening in conflict and providing feedback.

## **Appreciating Personality Differences**

Ever wonder why some people act the way they do? You may sometimes think the world would be a much better place if everyone were more like me. But, in fact, it's each person's unique style that creates a more complete workplace! That's why it's important to identify both your own personality style and the differing styles of others. Understanding these style differences will enable you to adapt to others and create a more harmonious work environment.

## **Basics of Effective Communication**

Basics of Effective Communication examines the fundamental elements of communication and describes how you can send clear and consistent messages to a Receiver. It gives tips for choosing the right

communication method and considering other important factors that impact effectiveness. It covers effective listening and feedback skills in practical and immediately useful Strategies and Tips.

## **Business Writing Basics**

You know what you want to say, but how do you say it? Do you even know the proper format to use for a memo, business letter, etc.? Writing is a part of everyday life, particularly in the work setting. This course will help you avoid common grammar and spelling blunders and outline ways you can make your writing more persuasive and professional. Once you've learned the simple guidelines for writing more effectively, misunderstandings will be avoided, and you will be able to communicate with ease.

## **Conflict Intervention**

Most leaders are hesitant to mediate an interpersonal conflict. Who wants to get involved in a heated discussion when you're not sure how to solve it and you don't want to make it worse? Be successful at conflict intervention by learning how to move toward a positive solution for everyone involved.

## **Intercultural Business Etiquette**

International business is common, as companies expand and sell on the Internet. This course addresses how to build positive business relationships with other cultures using tools and techniques to help you interpret body language, respect customs, and understand audiences. There are suggestions for recognizing and responding to conflicting priorities, different dress codes, and other details such as the proper etiquette for gift giving in the international business arena.

## **Internet Basics**

The Internet. Everybody's talking about it. Your kids are experts on it, your neighbours are buying things over it, Wall Street rides roller coasters on it, newscasters gab about it-and where are you? If you have been feeling left out lately, and want to get in on the biggest cultural shift anybody's seen for a long time, take this course. And welcome to the new millennium!

## **Managing Disagreement**

Managing interpersonal differences isn't always easy. Sometimes the tension is visible in the form of backbiting, rivalry, bickering, and resentment. Other times it takes the form of a subtle undercurrent of anger. Pain and emotional scars, wasted time and energy, and waning morale are too often the only products of such situations. This course helps you anticipate and prevent destructive conflict, deal with disagreement before it erupts into conflict, use differences as a springboard to creative problem seeking and solving, and manage disagreement with more skill and assurance.

## **Presentation Skills**

One of the biggest fears for managers and others is speaking in public. You will receive worksheets and checklists to help you plan and present your remarks for the most impact, and you will learn how to deal with the anxiety that so often accompanies such assignments. The course includes tools and techniques to help you determine what the audience wants and needs, methods to gauge their needs, and a structure for organizing and formatting a good presentation.

## **Providing Effective Feedback**

Do you wonder how you can provide effective feedback to someone? Do you hope that it's not taken the wrong way or misunderstood? Learn how to provide feedback that serves as a tool to enhance performance and morale.

## **Setting Performance Goals and Expectations**

Productive and motivated employees are those who clearly understand what is expected of them in terms of performance and behaviour. This course has tools and methods for collaboratively establishing goals and specific performance criteria for all employees. There are tips to help you obtain commitment to the goals and methods to help you review performance goals regularly. It also includes documentation guidelines and techniques to help you get results through effective feedback and positive reinforcement.

## **Writing Effective E-mail**

The Internet has presented us with a whole new medium of communication; e-mail. This new medium has some tremendous advantages over older, more traditional forms of communication. But it also has its pitfalls. Mastering writing for this new medium will broaden your ability to convey your ideas successfully to others, enhancing your success in business and in life. This course will show you the way.

## **Customer Service**

Customer service personnel are the frontline in making your customers happy and developing your reputation as a quality company. The How to Master Customer Service Bundle addresses three vital aspects of customer service—developing a customer-oriented culture, using effective telephone skills for quality customer service, and dealing with those occasional, but very important, difficult customers.

## **Building Strong Customer Relationships**

This course will help you get to know your customer as you use the tools that are provided to conduct customer audits and listen to customer feedback. There are techniques for developing a customer focus and gaining the commitment of all employees to excellent customer service. A company-wide customer friendly culture will be just one of the payoffs you'll get from using the methods and approach in this course.

## **Dealing with Difficult Customers**

Today's information-age customers are the most informed and demanding shoppers ever. For a service representative, meeting the demands of one of these savvy customers can be a customer service nightmare! Taking this course will wake you from the nightmare and show you how to calm angry customers and resolve their complaints while keeping your cool.

## **Telephone Skills for Quality Customer Service**

Telephones are an everyday part of business and often aid in your customers' first impression of your company. This course identifies telephone skills needed to be successful and more professional. It provides strategies to enable you to give your callers the quality service they deserve. You will learn tips for handling the telephone, ways to manage the discussions, and how to influence your customer's perception of the company.

## Human Resources

This bundle covers some of the most challenging human resource compliance issues that employees and supervisors face—sexual harassment, violence, and EEO practices. Use the courses in this bundle to prevent or address workplace situations that must be handled sensitively in order to promote respect and avoid legal consequences. As an added bonus, we have included a course to assist your training and development professionals in transitioning from a traditional training role to that of business-oriented performance consultant.

### Dealing With Violence in the Workplace

More often than we care to admit, society and the workplace are becoming more violent. This course has tools and methods to help the manager or supervisor recognize potentially violent situations before they need attention, and then to take positive action to avoid or eliminate the potential problem. There is a wide array of techniques to help leaders use communication, conflict intervention, and interpersonal skills to diffuse dangerous situations.

### Discharging Employees

There are strict legal requirements as well as personal accountability when discharging an employee. This course covers all the critical aspects of termination, including information about the law and how it impacts the process and your decision. You will be given methods for identifying when discharge is appropriate and tools to help you prepare for the meeting. You will also learn specific techniques for communicating the decision and handling difficult employee reactions.

### Interviewing Job Candidates

This is a practical course with tools and methods to help you prepare to get the results you want. You will learn how to define exactly what you're looking for in a job candidate, and be given checklists and discussion guides for asking the right questions to get relevant answers. The course addresses the most common legal pitfalls and how to avoid them, as well as issues you should consider when evaluating a candidate.

### Preventing Sexual Harassment for Leaders

Leaders have a particular responsibility in preventing sexual harassment, and this course spells out just exactly what their role is. They will be given critical information to tell them what the law expects and direction on how to meet these legal requirements. The course provides tools and tips for promoting a harassment-free environment, and suggestions on how to set a positive example for others. It also includes an example of an effective policy statement.

### Valuing Diversity

This course provides an excellent base for the manager to learn about his or her own beliefs and to see the potential of a diverse workplace. There are tools and techniques to help a supervisor learn to recognize the positive contributions all employees make in achieving the goals of the organization. There are suggestions for modeling and promoting organizational values and methods to gain involvement from diverse populations. The course also provides guidance on developing important organizational processes that support diversity, methods for soliciting participation from non-traditional contributors.

## Leadership

The secrets of organizational effectiveness lie in the capabilities of a company's leadership. This Bundle includes those fundamentals of effective leadership which will have the greatest impact on performance. Whether applying essential motivational principles or developing a strategic plan, your organization's leaders will find solid, best-practices guidance in this Bundle.

### Applying Leadership Basics

Applying Leadership Basics provides the fundamental skills for leading a group: defining the task, establishing a vision, gaining commitment, and building relationships. It tells you how and when to use various leadership styles and gives smart techniques to help leaders direct the efforts of others. The Strategies and Tips in this module teach you how to foster innovation, provide appropriate direction, and develop and maintain positive relationships.

### Coaching and Counselling

It would be naive to think that all employees have the skills necessary to succeed without even being taught what these skills are. In addition, many people may have personal concerns that hinder work performance. By learning how to effectively coach and counsel, you can help your employees ease personal burdens and train them in the skills they need to be better employees. This course identifies situations in which coaching and counselling are necessary, guides you in planning the actual coaching or counselling session, and provides strategies for success.

### Creating a Strong Leadership Team

This course delivers the key elements of how to create a leadership team that is a model for the rest of the organization. The Strategies and Tips are practical tools and methods to create and maintain a shared vision, define roles and responsibilities, and determine mutual goals and priorities. Key Points also include techniques for avoiding power struggles and resolving issues to keep leaders focused and aligned.

### Delegating

This course takes you through every step of the delegation process from beginning to end. You will learn how to define the task and determine to whom it should be given. There are tips and techniques for monitoring the project's progress without micromanaging, and methods for coaching and developing employees along the way. There are also tools and methods to help you get the most value from every assignment.

### Developing a Strategic Plan

This course will lead you step-by-step through the development of a strategic plan, beginning with a powerful mission statement, analysis of your organization's strengths and weaknesses, and assessment of your competitive position. It includes tips on how to communicate the plan throughout the organization, convert it into action by developing supporting tactical plans, and reinforce results at all levels.

### Executive-to-employee Communication Strategies

You might have the feeling that your employees are scared of you because of your position. As an executive who is concerned about your organization, it is up to you to gather feedback from your working level

employees and to build trusting relationships throughout the organization. This course offers suggestions and techniques for building up the communication highway between you and your employees. You will learn ways to open up more to your employees as you see things through their perspective.

## **Leadership Skills for Women**

More and more companies are in need of strong and confident woman leaders. In order to be prepared to fill this need, you must first develop yourself. This course will show you how to use your unique talents, plus your feminine strengths, to become the best leader possible, both on the job and in your personal life. It will help you understand how you, as a woman, can use your unique abilities to lead your team effectively as well as ways to empower yourself both personally and professionally.

## **Leading Effective Meetings**

Meetings, meetings, meetings. You can't live with them and you can't live without them. Make sure that the meetings you lead are organized, focused, and productive.

## **Managing Change**

Poorly managed change can account for a huge amount of lost productivity. This course covers the most essential elements of living with and managing continual change. There are simple and straightforward techniques for dealing with the inevitable resistance, methods for setting goals and developing a plan, tools for understanding the personal and professional stresses that all employees experience, and suggestions for rebuilding trust and developing commitment to the changes that are implemented.

## **Managing Negative People**

Some people can be difficult to work with. They never seem excited about their work, and they create a general atmosphere of negativity. So how do you handle them? This course will help you identify what it is that makes certain people pessimistic and what you can do to help them. It will identify strategies you can use for boosting self-esteem, morale, and turn negativity into positivity.

## **Motivating Employees**

The difference between a just surviving business and a thriving one is the energy and commitment of its people. A motivated and dedicated workforce is the formula for long-term success. This course gives practical suggestions for identifying group and individual motivating factors and mobilizing them to energize employees. There are tools, techniques, and methods for revitalizing the workplace and encouraging initiative in each person in order to move everyone forward.

## **Performance Management**

Managing employee performance is the single greatest challenge facing supervisors and other leaders in today's competitive and fast-paced organizations. Learn how to maximize the contributions of each employee by setting effective goals, monitoring accomplishments, recognizing achievements, and disciplining or redirecting those who are not meeting performance requirements.

## **Conducting Performance Reviews**

Performance reviews are one of the most challenging responsibilities that leaders have, and this course will walk you through the process step by step and help you avoid many common pitfalls. There are ways to get

the employee involved in the review process, and techniques to use in the performance discussion itself. You'll be given techniques for dealing with challenging situations and responses, and important suggestions for improving employee performance in the next review period.

## **Disciplining and Redirecting Employees**

The Strategies and Tips in this course will help a manager to improve overall performance by knowing when and how to take corrective action with problem employees. There are specific disciplinary methods in this course, and techniques to ensure compliance. There are also tools and techniques for developing workable solutions with the individual involved and direction on what can be done if efforts are not successful.

## **Recognizing Employee Performance**

Motivated employees don't just happen; they are the result of effective leadership. You will learn how to lay the groundwork for successfully recognizing employee performance, and find out how to identify the recognition methods that your organization offers. There are suggestions for powerful non-monetary rewards and ideas on how to use the job as a way to recognize and motivate. There are also techniques to help you deliver recognition effectively through coaching and feedback.

## **Setting Performance Goals and Expectations**

Productive and motivated employees are those who clearly understand what is expected of them in terms of performance and behaviour. This course has tools and methods for collaboratively establishing goals and specific performance criteria for all employees. There are tips to help you obtain commitment to the goals and methods to help you review performance goals regularly. It also includes documentation guidelines and techniques to help you get results through effective feedback and positive reinforcement.

## **Personal and Family**

It wasn't so long ago that companies expected employees to give their all to the job and sacrifice their lives in order to get ahead. Now most organizations understand that those are whole people who show up for work each day, people who want to be effective not just on the job, but in their personal lives as well. This Bundle helps employees deal with some of the thorny issues facing people at various stages of their lives, whether taking responsibility for elderly loved ones or caring for children, coping with the loss of a loved one or choosing childcare, planning retirement or just making ends meet.

## **Balancing Work and Family**

Basics of balancing the demands of work and family can be a challenging task. For most of our lives, we juggle a number of important roles that require our attention and energy. Your roles might include employee, manager, business owner, spouse, parent, community member, or student. Woven amidst those roles and associations are significant rewards and responsibilities that make our lives challenging, interesting, and satisfying. However, if we aren't careful, the demands and pressures can overwhelm and exhaust us and prevent us from achieving what we really want.

## **Choosing a Childcare Provider**

There are numerous options from which to choose a child care provider and it's important to find the one that meets your needs the best. This course has guidelines and tools for identifying the essential services

that you should expect, determining the competence of the child care staff, matching a child's needs with the provider's capabilities, and assuring that the child receives quality care while away from home.

## **Developing a Child's Critical Thinking Skills**

Critical thinking skills are essential for children to have as they learn to make decisions and solve problems. This course addresses what adults can do to teach children how to think through and reason in age-appropriate ways, preparing them for the greater responsibilities that come as the child matures. There are diagnostic tools, activities, and communication techniques that adults will find very helpful in working with children to develop these important skills.

## **Guardianship Decisions for Elderly Loved Ones**

It is a difficult time for all involved when an elderly loved one can no longer make his or her own decisions or take care of personal needs. If you are appointed to be the guardian of an elderly loved one, you will want to consider a wide variety of issues before making any important decisions.

## **Overcoming the Loss of a Loved One**

Losing a loved one is a universal experience for which most of us are not well-prepared. It's a personal and private event that permanently affects our own lives and those around us, as well. How can you work through your pain while you commemorate the value of this loved one in your life?

## **Personal Career**

Much of one's professional success is a function of personal skills that relate to professional activities, such as interviewing for a new job, balancing work and family, and managing stress. The 8 courses in this Bundle develop personal competencies that will support your employees' career aspirations and enhance their effectiveness in their private lives.

## **Recognizing and Avoiding Burnout**

Burnout. Exhaustion. Fatigue. Apathy. It doesn't matter what word you use. You just can't seem to get the energy to perform at your "normal" level. Find out how you can recognize and avoid burnout so you can achieve a balance and stay on track!

## **Achieving Personal Goals**

Trying to juggle all aspects of life can be overwhelming. Without guidelines and goals, it can be difficult to reach your personal hopes and objectives in life. This course has methods and techniques to help you define your goals and confirm your priorities. By following the Strategies and Tips, you will set high but achievable goals, develop an action plan, and follow through to successful achievement. At the same time, you will be able to anticipate and deal with roadblocks and diversions.

## **Balancing Work and Family**

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interesting, and satisfying. However, if we aren't careful, the demands and pressures can overwhelm and exhaust us and prevent us from achieving what we really want.

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## **Internet Basics**

The Internet. Everybody's talking about it. Your kids are experts on it, your neighbours are buying things over it, Wall Street rides roller coasters on it, newscasters gab about it-and where are you? If you have been feeling left out lately, and want to get in on the biggest cultural shift anybody's seen for a long time, take this course. And welcome to the new millennium!

## **Interviewing Skills for Job Candidates**

Job Candidates will find that this course gives them the A-to-Z of interviewing for a new job. The Strategies and Tips provide specific recommendations for valuable preliminary work, and tools to prepare for the interviewer's questions. Key Points will help you promote your best image and create a positive impression. You will learn how to follow up with the interviewer and how to negotiate the best offer if you are selected.

## **Managing Stress**

The tools and techniques in this course will help you understand and diagnose the stress in your life, identify the stressors you can and cannot control, and assess your readiness to make changes. There are methods to help you develop a systematic approach to eliminate stressors, manage your time, and implement short-term and long-term coping mechanisms. You'll develop a plan of action and learn how to avoid or address your own personal roadblocks.

## **Recognizing and Managing Anger**

After learning to identify the different sources of anger, you will be given tools and methods to help you determine the emotional roots of your own anger and recognize how it manifests in your life. Tips will help you recognize your responses to anger, and give you tools to manage it. You will also be given powerful techniques that will help you use your anger to gain positive outcomes.

## **Time Management**

This course addresses the nuts and bolts of time management; tools for setting goals, keeping logs, and planning your time. It includes methods for identifying low pay-off activities and time-wasters, along with suggestions for getting rid of them. It provides tips for organizing your materials and your surroundings for more efficiency, and has other practical suggestions for taking control of your time and your life with simple, tried-and-true tools and techniques.

The secrets of organizational effectiveness lie in the capabilities of a company's leadership. This Bundle includes those fundamentals of effective leadership which will have the greatest impact on performance.

Whether applying essential motivational principles or developing a strategic plan, your organization's leaders will find solid, best-practices guidance in this Bundle.

## **Managing Change**

Poorly managed change can account for a huge amount of lost productivity. This course covers the most essential elements of living with and managing continual change. There are simple and straightforward techniques for dealing with the inevitable resistance, methods for setting goals and developing a plan, tools for understanding the personal and professional stresses that all employees experience, and suggestions for rebuilding trust and developing commitment to the changes that are implemented.

## **Sales Skills**

The How to Master Sales Skills Bundle will develop the most essential skills in your sales forces without extensive away-from-work classroom training. Based on fundamental best practices, the courses prepare new sales personnel to be effective. They create a common baseline set of processes for your entire sales organization, regardless of previous experience, to follow as standard procedures.

## **Basics of Effective Selling**

Selling is a complex and sophisticated process, but successful sales begin and end with the basic essentials. This course includes an overview of the selling process, and provides worksheets and checklists to take you from contact list through sales call and on to follow-up and referrals. There are tools for identifying the features and benefits of your product and service, doing a competitive analysis, and preparing your sales presentation. There are also practical tips on dealing with customers, handling objections, and using customer feedback to improve your own performance.

## **Closing the Sale**

Many potentially effective sales people are unable to complete the only element of a sale that results in income; closing. This course examines the issues related to preparing and setting the stage for a commitment to buy, looks at some of the reasons that this is such a tough step for many aspiring sales professionals, and gives techniques and methods for making sure it happens.

## **Creating an Effective Sales Team**

Leadership is the most important element of a sales force's success, and it has some unique challenges. In this course, a sales force leader will learn how to get a sales team organized, motivated, and focused on results. There are suggestions and tools for creating a cohesive team, developing a high level of commitment to goals, and coaching sales professionals for improved performance.

## **Mastering Cold Calls**

There are some specific strategies that can help a sales person become more confident and competent in making cold calls, and this course has them. It describes both the technical and the psychological techniques and methods to help you overcome your apprehension and conduct a call that gets results.

## **Negotiating for the Sales Professional**

An effective sales professional knows how to meet customer needs while assuring reasonable terms and profit for his or her own company. This course has techniques for identifying customer expectations and

determining how to meet them in a way that both parties are satisfied by the results. There are checklists and discussion guidelines to help a sales professional master this essential communication skill.

## **Qualifying Sales Prospects**

Everyone must manage the time and energy they have to get the most results for their efforts. For sales professionals, part of this efficiency comes from qualifying sales prospects. This course has tools, techniques and methods for making sure that you are following sound principles as you qualify prospects and determine where to invest your time for the best potential pay-off.

## **Successful Negotiation**

Negotiating is a thread woven through not just your time in the work environment, but also in daily living. Knowing how to negotiate successfully will improve your interactions with customers, coworkers, and even family members. This course will give you the strategies and techniques you will need to help you define opportunities in which negotiating would be appropriate and to create a win/win situation in each of your negotiations.

## **Telephone Sales Skills**

This course identifies the specific selling techniques and strategies that sales people need to be effective over the phone. It gives suggestions for relieving the anxiety of picking up the phone; checklists to make sure you are prepared for that all-important conversation, and techniques for polishing your over-the-phone approach.

## **Staying Positive**

Today's fast-paced and competitive work environment is loaded with inconvenience, frustration, and even chaos. Maintaining a positive attitude and outlook has never been tougher—or more important. The How to Master Staying Positive Bundle is first aid for the stressed and stretched. Its courses provide guidance on managing stress, dealing with burnout and anger, time management—and, to keep you focused on opportunity and growth, applying emotional intelligence in the workplace.

## **Recognizing and Avoiding Burnout**

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## **Applying Emotional Intelligence in the Workplace**

Having logical intelligence will give you a good start in succeeding in your job. But to be more effective you must also develop your emotional intelligence. Using the two together, you will get along much better with your colleagues and know how to get ahead at work. You will learn how to handle your emotions and gear them towards a positive outcome. This course will teach you how to respond proactively, communicate more effectively, and inspire others to do the same.

## **Managing Stress**

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help you develop a systematic approach to eliminate stressors, manage your time, and implement short-term and long-term coping mechanisms. You'll develop a plan of action and learn how to avoid or address your own personal roadblocks.

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## **Supervision**

Supervisors in all functions face a daunting challenge as they bridge the gap between individual contributors and management. This Bundle addresses four critical competence areas, beginning with an overview of successful supervision and attacking three major supervisory responsibilities—leading meetings, managing projects, and delegating.

## **Delegating**

This course takes you through every step of the delegation process from beginning to end. You will learn how to define the task and determine to whom it should be given. There are tips and techniques for monitoring the project's progress without micromanaging, and methods for coaching and developing employees along the way. There are also tools and methods to help you get the most value from every assignment.

## **Leading Effective Meetings**

Meetings, meetings, meetings. You can't live with them and you can't live without them. Make sure that the meetings you lead are organized, focused, and productive.

## **Managing Projects**

"These days much of your work is probably organized around projects. How do you know who should do what by when? How do you make sure it gets done? Upon completion of this course a student should be able to:

- Organize the project.
- Establish the project baseline.
- Establish customer requirements.
- Plan the work.
- Approve the work plan and budget.
- Implement the work plan.
- Provide leadership.
- Ensure coordination and communication.
- Satisfy the customer.
- Monitor progress.
- Assess and adjust performance.
- Evaluate ongoing results.
- Address problems and opportunities.

## Succeeding as a Supervisor

A supervisor is a critical player in an organization's success. Here is where the most valuable resources, particularly the workforce, are either maximized or wasted. This course details the most important elements of successful supervision, with attention to both people and organizational skills. There are tools and techniques for making the most of the talents of the work group, personal skill assessments, and methods for organizing and managing the work flow.

## Team Building

Meeting business objectives and maximizing resources requires effective teamwork, and this Bundle will build the basic competencies that will ensure that your teams are organized, goal-oriented, and customer-focused. Together they provide a toolkit of effective techniques and strategies for building high-performing teams in any function or discipline.

## Appreciating Personality Differences

Ever wonder why some people act the way they do? You may sometimes think the world would be a much better place if everyone were more like me. But, in fact, it's each person's unique style that creates a more complete workplace! That's why it's important to identify both your own personality style and the differing styles of others. Understanding these style differences will enable you to adapt to others and create a more harmonious work environment.

## Becoming an Effective Team Member

The key to a team's success is the effort of each individual team member. As just one component of your team, it is up to you to do the best that you can for the team in order for it to achieve its goals and objectives. In this course, you will learn Tips and Key Points for developing a team-oriented attitude and learning to work with your teammates. You will soon see better team results as you develop communication skills, fulfill your roles and responsibilities, and encourage other team members to do the same.

## Building a Successful Team

Your team may just be forming, or you may be renewing your goals for the coming year. You may have just gotten a new team member or even lost a few. This course will take you through the various stages of a team's development and give you Strategies and Tips for guiding your team successfully through the

process. You will learn how to recognize and respond to your team's needs and help your teammates work together to build a successful and effective team.

## **Leading Effective Teams**

This practical, hands-on approach to team leadership addresses the three essential elements of creating an effective team: focusing on results, providing structure, and building positive interactions and teamwork. You will be given tools to help you document the purpose of your team and account for all the tasks that need to be done. You will learn techniques to help you keep the team on track, and tools to measure the productivity and effectiveness.

## **Managing Negative People**

Some people can be difficult to work with. They never seem excited about their work, and they create a general atmosphere of negativity. So how do you handle them? This course will help you identify what it is that makes certain people pessimistic and what you can do to help them. It will identify strategies you can use for boosting self-esteem, morale, and turn negativity into positivity.

## **Time Management**

Contains training materials on time management skills using Microsoft Outlook.

## **How to Master Time Management (MS Outlook 2002)**

The course is designed to show students how to use the tools of Microsoft Outlook 2002, such as the journal, tasks, notes, reminders, the Calendar and the Rules Wizard to plan their time. However, tips on how to use other time management tools, such as paper-based products, hand-held devices, and other applications will be included. The scope of the course includes understanding time management theory/philosophy, keeping a time log/diary, handling stress, developing a system of organization, identifying priorities, setting and achieving goals, creative problem solving, scheduling/managing a small project and timing teamwork. While this course focuses on teaching time management techniques to help people at work, it does not exclude way to manage one's time outside work. One of the exciting aspects of this course is that it combines the best of the old and new theories of research of time management. Students will be encouraged to understand their time management challenges and adapt the suggestions to fit their management style/needs.

## **Google Tools**

This contains the training and testing for a variety of Google docs and tools

## **Creating Google Documents**

This course teaches the basics of using Google Drawings. It discusses the different line options and how to add, move, and recolor them. The course then explains how to use and format autoshapes. Next, the course discusses the different ways text can be added to a drawing. Finally, it discusses how to insert images to enhance a drawing.

## **Creating Google Drawings**

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## **Creating Google Presentations**

This course teaches the basics of Google Presentations. It shows how to insert a slide and choose a predefined layout, how to add and edit text, the different ways multimedia images and video can be added, and how to change the theme or background of your presentation.

## **Google Earth**

This explores the basics of Google Earth, including how to download the Google Earth plug-in. It covers the features of Google Earth, such as zooming, moving, and looking, and discusses options such as viewing photos, videos, and Wikipedia entries associated with a location.

## **Google Sites**

This course describes how to use Google Sites to create a Web site. It discusses basic navigation and features, and then details how to create a site from a template, how to edit the site, and how to share it with others.

## **Sharing with Google Docs**

This course gives basic instruction on Google Documents. It teaches how to enter text and change fonts, how to apply paragraph styles, the basics of tables, and how to insert images into documents you create.

## **Working with Google Forms**

This course goes over the basics of Google Forms. It shows how to create a form, e-mail it to recipients, and collect and view data from the entries received.

## **Working with Google Spreadsheets**

This course goes over some basics of Google Spreadsheets. It talks about how to enter cell data, how to perform calculations on data, and how to graphically show results in a line chart.

## **IC3 - Digital Literacy (2005 Standard) Certification Preparation Courses**

These IC3 courses contain the training and testing materials for IC3 certification. These materials have been reviewed by a third party and approved by Certiport as approved courseware that prepares individuals for the IC3 credential.

## **IC3 – Internet and Computing Core Certification**

"This covers the skills outlined in all three sections of the IC3 Certification Exam. The Computing Fundamentals section explains different computer types, common hardware components, and basic types

and needs of software, as well as how software and hardware interact. It also addresses how to manage files and the Desktop. The Key Applications section is broken into four areas, including common elements of Windows applications, word processing applications, spreadsheet applications, and presentation applications. Some of the skills covered include starting applications; opening, saving, and closing files; accessing online help; formatting text, documents, worksheets, and slides; performing common print functions; adding tables, charts, and graphics to documents, worksheets, or slides; modifying worksheet data; sorting and manipulating data; creating and enhancing presentations, and modifying slide masters . The Living Online section looks at how computers affect our daily lives and how to keep computer data, hardware, and software safe. Skills covered include browsing the Web and bookmarking favorite sites, as well as composing, replying to, forwarding, attaching, deleting, and organizing e-mail.

**IC3 Computing Fundamentals** - This module covers the skills outlined in the Computing Fundamentals portion of the IC3 certification examination. It teaches the student to recognize different computer types, common hardware components, and basic types and needs of software. It also explains how software and hardware interact, such as the operating system's role in the booting process. Students will learn how to install software, find help, change basic system settings, and format disks. Additionally, this section covers how to use files, folders, and other Desktop objects on a Windows system, as well as how to customize the Windows operating system.

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**IC3 Key Applications** - This covers the skills outlined in the Key Applications portion of the IC3 certification exam, which addresses the skills and functions common to Microsoft Windows applications. It focuses on applying these common skills and functions using Microsoft Word, Microsoft Excel, and Microsoft PowerPoint. Some of the skills covered include starting applications; opening, saving, and closing files; identifying and using common on-screen elements; accessing online help; formatting text, documents, spreadsheets, and slides; editing documents, spreadsheets, and slides; using automatic formatting tools; performing common print functions; adding tables and graphics to documents, worksheets, and slides; modifying worksheet data; sorting and manipulating data; applying slide transitions; and utilizing slide masters.

## **Imaging and Multimedia**

Contains the training and testing for a variety of imaging and multimedia applications.

## **Audacity**

This course introduces Audacity, a free, open-source audio recording and editing software. This course explores how to use Audacity to record live audio, add multiple tracks to an audio file, add effects, edit tracks, and export an Audacity project to a WAV file. It also covers MP3s and discusses what is needed to create MP3s from audio files.

## **Flickr**

This course provides a general overview of the functions available on Flickr, an online photo sharing and management tool. It discusses how to navigate and search for photos within Flickr. The course also examines how to use some of the organizational features in Flickr, such as searchable tags and Creative Commons licenses. In addition, the course covers how to post, share, and download photos using Flickr.

## **Photoshop Elements 8**

This course discusses how to use many of the basic features of Photoshop Elements 8, starting with how to crop and sharpen an image. It also explores how you can use the Quick and Guided Edit modes to save time and effort. The course examines the Red Eye Reduction tool, Spot Healing Brush, and the Clone Stamp tool, and shows how they can be used to correct flaws in an image. In addition the course demonstrates how to use the Brush and Pencil tools to paint or draw an image, as well as how to fill areas with the Paint Bucket tool and how to use the Eraser tool. It covers how to select parts of a photo and how to create a photo book or slide show. Finally it discusses how to share and publish your photos.

## **Picasa 3**

This course covers some basic features and elements of Picasa 3, which allows you to share images. It explains how to manage folders and import images into Picasa. It also discusses how to reduce the file size of images, as well as how to crop them. It explores how to edit images by using the three areas of Picasa editing: Basic Fixes, Tuning, and Effects. Finally, it discusses using image tags, including facial recognition tagging and geotagging.

## **Windows Movie Maker**

This course explores MovieMaker and shows how to add video and photos to a new project, It also shows how to add text such as titles, captions, and credits; as well as how to include animations, effects, panning, and zooming. The course also explores how to add visual effects and sound to a movie. In addition, it demonstrates how to fine tune a movie using editing tools to adjust timings and split and trim the video. Finally, it discusses how to save and share a movie using YouTube.

## **Working with Digital Pictures**

This course is designed to introduce amateur photographers and interested business users to the basics of digital imaging. To accomplish this, students will look at how digital cameras create digital images; advantages and disadvantages of digital imaging; basic digital camera features; how to capture, view, and delete images with the camera; and how to download pictures from the camera directly into the computer. Students will also work with basic Adobe Photoshop Elements, doing things such as opening and naming images, selecting areas of images, zooming, cropping, correcting red-eye, printing images, and sharing them online.

## **Working With Digital Pictures Level 2**

This course was designed to give home and business users with basic digital imaging skills a closer look at what you can do with digital cameras and image editing software. To accomplish this, students will look at advanced camera features, lenses, automatic and creative controls, accessories, and basic color concepts. Using a camera, students will also zoom, record dates and times, and use red-eye reduction. Then, using Adobe Photoshop Elements, students learn how to brighten images, lighten shadows, work with color saturation, remove color, work in layers, use the clone tool, rotate images, and add artistic effects. Finally, students will look at ways digital images can be used, such as in documents, e-mail, and wallpapers, and then they'll create contact sheets and Web photo galleries.

## **Lotus Notes Courses**

### **Lotus Notes 5.0 Level 1**

This introductory course will teach students the basic features of Lotus Notes 5.0 so they can easily send and receive e-mail and manage databases. Specifically, students will learn the basics of sending and receiving e-mail, working with file attachments, formatting messages, and managing messages. Students will also learn how to use the calendar to schedule meetings and appointments, and how to use the to-do list to assign and keep up with tasks. All of these skills will be taught using true-life scenarios, examples, review exercises, and concept graphics to help reinforce the material presented.

### **Lotus Notes 5.0 Level 2**

This course enhances students' basic understanding of Lotus Notes 5.0 by introducing them to the advanced features of Lotus Notes 5.0. Students will work with many Lotus Notes features used in customizing e-mail messages and accessing database material. Some other topics that will be discussed include contact and calendar features, and personalization features. The material is presented through explanatory text, real-world scenarios, interactive steps, and questions to test and reinforce the material covered.

## **Microsoft Office 2002 Applications**

Contains the training and testing materials for Microsoft Office XP (2002).

### **Access 2002 Core (Microsoft Office Specialist Prescriptive Training)**

This course will introduce students to the new features in Microsoft Access 2002 that set it apart from Access 2000, including speech recognition and the new Task Pane, as well as the basic elements that compose an Access database, to broaden and develop their basic database design skills. After they learn how to create their own databases in Access, students will receive instruction in how to create and use the basic tools of the Access application: tables, forms, filters and sorts, queries, and reports. In addition, students will learn a variety of techniques designed to make data entry in Access databases faster, easier, and less error-prone.

## **Access 2002 Expert (Microsoft Office Specialist Prescriptive Training)**

This advanced course strives to broaden and develop the intermediate database design skills that students already possess. Students will gain a more complete understanding of how to effectively create and use the primary database objects in Access, including tables, queries, forms, reports, and data access pages. In addition, students will be introduced to advanced features that allow Access to be used as a development tool. The course also teaches strategies for protecting data by enacting various security measures and by controlling how data is entered into a database. Finally, various maintenance features are covered in the course, teaching students ways to better manage multi-user databases. The material is presented through explanatory text, real-world scenarios, interactive steps, and questions to test and reinforce the material covered.

## **Microsoft Office Access 2002 Level 1**

This course introduces students to the basic elements that compose an Access database. Students will learn what a database is and how an effective database should be designed and set up. After they learn how to create their own databases in Access, students will receive instruction in how to create and use the basic tools of the Access application: tables, forms, filters and sorts, queries, and reports. In addition, students will learn how to enter data in Access and how to manipulate and use that data. This course will also cover the new features in Access 2002 that set it apart from Access 2000, including speech recognition and the new Task Pane. The material is presented through explanatory text, real-world scenarios, and interactive steps.

## **Microsoft Office Access 2002 Level 2**

This intermediate course strives to broaden and develop the basic database design skills that students already possess. Students will gain a more complete understanding of how to effectively create and use the primary database objects in Access, including tables, queries, and forms, reports, and data access pages. The course also shows how to work with individual fields to ensure that overall database structure is consistent and correct. In addition, students will learn a variety of techniques designed to make data entry in Access databases faster, easier, and less error-prone. The material is presented through explanatory text, real-world scenarios, interactive steps, and questions to test and reinforce the material covered.

## **Microsoft Office Access 2002 Level 3**

This advanced course strives to broaden and develop the intermediate database design skills that students already possess. Students will gain a more complete understanding of how to effectively create and use the primary database objects in Access, including tables, queries, and forms, reports, and data access pages. In addition, students will be introduced to advanced features that allow Access to be used as a development tool. The course also teaches strategies for protecting data by enacting various security measures and by controlling how data is entered into a database. Finally, various maintenance features are covered; teaching students ways to better manage multi-user databases. The material is presented through explanatory text, real-world scenarios, interactive steps, and questions to test and reinforce the material covered.

## **Microsoft Office Excel 2002 Level 1**

This course introduces students to basic spreadsheet features and acquaints students with Microsoft Excel 2002 tools by using real-life scenarios and projects. Students will learn to manage workbooks, work with

cells and cell data, format and print worksheets, create and revise formulas and create charts from worksheet data. Students will also become familiar with Excel's introductory-level new features, such as smart tags and speech recognition.

### **Microsoft Office Excel 2002 Level 2**

This course introduces students to an additional set of basic spreadsheet features and acquaints students with the tools used in Microsoft Excel 2002. Students will learn to customize workbooks by changing worksheet attributes, use lists to store and organize worksheet data, use functions in financial and logical formulas, and format worksheets using AutoFormat and predefined styles. In addition, students will learn about objects and their role in worksheet development, 3-D references linking worksheets and workbooks, how to integrate workbooks and the Web, and how to use templates to create new worksheets.

### **Microsoft Office Excel 2002 Level 3**

This course teaches students a set of expert-level spreadsheet features. Students will learn about summarizing list data with outlining and subtotals, and they will learn how to create and remove custom filters; techniques for working with shared workbooks, including protecting workbooks from changes; track and review changes; and merge and consolidate data from worksheets. Finally, students will learn how to customize the Excel working screen with custom toolbars, menus and macros. The material is presented through explanatory text, real-world scenarios, interactive steps and questions to test and reinforce the material covered.

### **Microsoft Office FrontPage 2002 Core (MOS Prescriptive Training)**

This course is designed to familiarize users with key introductory features of Microsoft FrontPage, as well as introduce them to some of its new capabilities introduced with the 2002 version. Students will learn the tricks that will help them create, edit and manage Web pages easily. The skills taught include examining the working screen; getting familiar with the new Task Panes; creating new Webs; entering, modifying and formatting text; incorporating graphics; applying themes; managing Webs; and previewing and publishing Webs. All of these functionalities will be taught using true-to-life scenarios, examples, review exercises and concept graphics to help reinforce material presented.

### **Microsoft Office FrontPage 2002 Level 1 (1024x768)**

This course is designed to familiarize users with key introductory features of Microsoft FrontPage, as well as introduce them to some of its new capabilities introduced with the 2002 version. Students will learn the tricks that will help them create, edit and manage Web pages easily. The skills include examining the working screen; becoming familiar with the new Task Panes; creating new Webs; entering, modifying and formatting text; incorporating graphics; applying themes; managing Webs; and previewing and publishing Webs. All of these functionalities will be taught using true-to-life scenarios, examples, review exercises and concept graphics to help reinforce material presented.

### **Microsoft Office FrontPage 2002 Level 2**

This advanced course strives to broaden and develop the basic Web design skills that students already possess. Students will gain a more complete understanding of how to effectively create Webs, as well as discover some new capabilities introduced with the 2002 version. Because there are so many tools that

Microsoft FrontPage has to offer in the world of Web design and management, this level 2 course will touch on a few of the more advanced, but necessary tools. The skills we cover include structuring Webs; organizing and customizing pages; designing framesets; creating and modifying tables within a Web; working with forms; integrating Microsoft Access with databases in a Web; managing Web site security; working with reports; and publishing Web sites. All of these functionalities will be presented using explanatory text, real-world scenarios, interactive steps, and questions to test and reinforce the material covered. In the end, students will hone the skills that will help them create, edit, and manage Webs easily.

### **Microsoft Office Outlook 2002 Level 1**

This introductory course teaches students the basic features found in Microsoft Outlook 2002. Some skills students will learn include sending, receiving and managing e-mail messages; creating contacts, using the Calendar to schedule appointments and understanding and using tasks. Students will also learn shortcuts to the most commonly used tools in this application. All skills will be taught using true-life scenarios, examples, review exercises and concept graphics to help reinforce the material presented.

### **Microsoft Office Outlook 2002 Level 2**

This course covers intermediate skills for Microsoft Outlook 2002. Topics covered include working with signatures, using the Personal Address Book and specialized mail features, categorizing contacts and messages, archiving mail, working with events and meetings, using the journal and much more. Students will learn how to assign categories to mail messages, propose alternate meeting times and send task status reports.

### **Microsoft Office PowerPoint 2002 Level 1**

This course introduces students to the basic features of Microsoft PowerPoint 2002. Students will learn how to design PowerPoint presentations on their computers through examples and interactive exercises. In addition, students will learn how to use clip art images and drawing tools to enhance presentations. Students will also learn how to use templates, create tables and prepare a presentation for printing. Other topics that will be covered include creating presentations manually and by using the AutoContent Wizard; formatting text; and working in the Slide, Outline and Notes panes.

### **Microsoft Office PowerPoint 2002 Level 2**

This course is designed to familiarize students with the intermediate features of Microsoft PowerPoint 2002. This course will prepare students to design PowerPoint presentations on their computers through examples and interactive exercises. Students will also learn how to use WordArt, create clip art collections and apply animation effects. In addition, students will learn how to create and format speaker notes and handouts. Other topics that will be covered include designing moderately complicated presentations, importing Word outlines, working in the Outline pane and working with multiple slide masters.

### **Microsoft Office PowerPoint 2002 Level 3**

This course is designed to familiarize students with the advanced features of Microsoft PowerPoint 2002. Generally, students will learn how to apply advanced techniques to PowerPoint presentations, such as importing data from other Microsoft applications, adding video and sound clips and modifying charts and tables in presentations. Many of the skills learned pertain to using PowerPoint in team projects, such as

sending a presentation for review to another via e-mail and receiving and accepting or rejecting reviewer comments. Students will also learn how to customize PowerPoint to maximize its potential for the type of work they do, such as customizing toolbars, color schemes and indent settings. Finally, students will learn advanced presentation skills including how to create a custom show and agenda and summary slides.

### **Microsoft Office Project 2002 Level 1**

This course introduces the basics of Microsoft Project 2002. You'll enter task information, work with task relationships, examine various task types, define working times, assign resources to tasks, enter costs, and establish the project's baseline. Then, you'll simulate changes to the project by splitting tasks, changing durations, and assigning additional resources. Reports, views, multiple projects, and integrating Project with other applications and the Web will also be examined.

### **Microsoft Office Word 2002 Level 1**

This course is designed to familiarize students with key introductory features of Microsoft Word, as well as introduce them to some of its new capabilities introduced with the 2002 version. Students will learn the tricks that will help them create, edit and modify text-based documents easily. The skills taught include examining the working screen, getting familiar with the new Task Panes, creating new documents, changing font attributes, modifying bodies of text, formatting entire documents, using smart tags, accessing help for spelling and grammar, managing files and previewing and printing documents. All of these skills will be taught using true-life scenarios, examples, review exercises and concept graphics to help reinforce material presented.

### **Microsoft Office Word 2002 Level 2**

This course is designed to familiarize users with the intermediate features of Microsoft Word 2002 so they can enhance the look of their text-based documents. Some skills they will learn include formatting paragraphs by using indents, line spacing and tab stops; dividing the document into sections using margins, page breaks and columns; inserting symbols, numbered lists, watermarks, graphics, tables and charts into documents; exploring Web issues; and using basic revision tools. The material is presented through explanatory text, real-world scenarios, interactive steps and questions to test and reinforce the material covered.

### **Microsoft Office Word 2002 Level 3**

This course builds upon intermediate Word skills by teaching students skills in creating and managing large projects. Many of the skills learned deal with using Word 2002 in team projects, such as sending a document for review to another via e-mail. Users will also learn how to customize Word to maximize its potential for the type of work they do, such as customizing toolbars and menus and automating tasks. Students will also learn advanced formatting skills, such as how to format one part of a document differently than another and will gain insight into how Word can be combined with other Office applications such as Access. All of these skills will be taught using true-life scenarios, examples, review exercises and concept graphics to help reinforce the material presented.

## **Microsoft Office XP(2002) New Features**

This course introduces students to some of the new features of the Office XP suite. It covers the major new features that apply to all of the applications, including smart tags and Task Panes; as well as a few of the individual new features of Microsoft Word, Microsoft PowerPoint, Microsoft Excel, Microsoft Access and Microsoft Outlook. All skills will be taught using true-to-life scenarios, examples, review exercises and concept graphics to help reinforce material presented.

## **Microsoft Office Excel 2002 Core (Microsoft Office Specialist Prescriptive Training)**

This comprehensive course teaches students the basic and intermediate features of Microsoft Excel 2002 so they can easily create and modify spreadsheets. Students will become familiar with Excel's introductory-level new features, such as smart tags and speech recognition. Some skills users will acquire include learning to manage workbooks, working with cells and cell data, formatting and printing worksheets, creating and revising formulas, creating charts from worksheet data, learning about objects and their roles in worksheet development and discovering how to integrate workbooks and the Web. All of these skills will be taught using true-life scenarios, examples, review exercises, and concept graphics to help reinforce the material presented.

## **Microsoft Office Excel 2002 Expert (Microsoft Office Specialist Prescriptive Training)**

This course teaches students a set of expert-level spreadsheet features through real-life scenarios and projects. Students will learn about summarizing list data with outlining and subtotals; creating and removing custom filters; implementing techniques for working with shared workbooks, including protecting workbooks from changes; tracking and reviewing changes; and merging and consolidating data from worksheets. Finally, students will learn how to customize the Excel working screen with custom toolbars, menus and macros. The material is presented through explanatory text, interactive steps, and questions to test and reinforce the material covered.

## **Microsoft Office FrontPage 2002 (Microsoft Office Specialist Prescriptive Training)**

This course is designed to familiarize users with key introductory features of Microsoft FrontPage, as well as introduce them to some of its new capabilities introduced with the 2002 version. Students will learn the tricks that will help them create, edit, and manage Web pages easily. The skills taught include examining the working screen; getting familiar with the new Task Panes; creating new Webs; entering, modifying and formatting text; incorporating graphics; applying themes; managing Webs; and previewing and publishing Webs. All of these functionalities will be taught using true-to-life scenarios, examples, review exercises, and concept graphics to help reinforce material presented.

## **Microsoft Office Outlook 2002 (Microsoft Office Specialist Prescriptive Training)**

This course will cover the basic features of Microsoft Outlook 2002. Topics covered include composing messages, sending messages, replying to messages, forwarding messages, creating contacts, scheduling

appointments using the Calendar, entering tasks and creating notes. Students will learn how to customize Outlook to their personal preferences and manage time using the Calendar, task, and note functions.

### **Microsoft Office PowerPoint 2002 (Microsoft Office Specialist Prescriptive Training)**

This course is designed to teach students the basic, intermediate, and advanced features of Microsoft PowerPoint 2002 so they can not only create and modify simple presentations, but also much more elaborate ones, such as team projects. Some skills students will learn include using clip art images and drawing tools to enhance presentations, importing data from other Microsoft applications such as Word or Excel, adding video and sound clips and modifying charts and tables in PowerPoint presentations. Students will also learn how to customize PowerPoint to maximize its potential for the type of work they do, such as customizing toolbars, color schemes, and indent settings. Finally, students will learn advanced presentation skills, how to create a custom show and agenda and summary slides.

### **Microsoft Office Word 2002 Core (Microsoft Office Specialist Prescriptive Training)**

This comprehensive course teaches students the introductory and intermediate features of Microsoft Word 2002 so not only will they learn the basic steps to create and edit their text-based documents, they will also discover how to enhance the look and functionality of them. Some skills users will learn include changing font attributes; modifying bodies of text; using the spelling checker; formatting paragraphs using indents, line spacing and tab stops; dividing the document into sections using margins, page breaks and columns; and inserting symbols, numbered lists, watermarks, graphics, tables and charts into documents. All these skills will be taught using true-life scenarios, examples, review exercises, and concept graphics to help reinforce the material presented.

### **Microsoft Office Word 2002 Expert (Microsoft Office Specialist Prescriptive Training)**

This course builds upon intermediate Word skills by teaching students skills in creating and managing large projects. Many of the skills learned deal with using Word 2002 in team projects, such as sending a document for review to another via e-mail. Users will also learn how to customize Word to maximize its potential for the type of work they do, such as customizing toolbars and menus and automating tasks. Students will also learn advanced formatting skills, such as how to format one part of a document differently than another and gain insight into how Word can be combined with other Office applications such as Access. All of these skills will be taught using true-life scenarios, examples, review exercises, and concept graphics to help reinforce the material presented.

### **Microsoft Office 2003 Applications**

Contains the training and testing materials for the Microsoft Office 2003 suite.

### **Access 2003 (Microsoft Office Specialist Prescriptive Training)**

Contains testing and prescribes the training required to prepare for the Microsoft Office Access 2003 Microsoft Office Specialist exam.

## **Microsoft Office 2003 New Features**

This course introduces students to some of the new features of the Microsoft Office 2003 System. It covers the major new features that apply to all of the applications, including Microsoft SharePoint Services, Information Rights Management, new and enhanced XML integration, and the Research Task Pane. Also covered are some of the individual new features of Microsoft Office Word, Microsoft Office PowerPoint, Microsoft Office Excel, Microsoft Office Access, Microsoft Office Outlook, and Microsoft Office Publisher. Finally, this course touches upon three new applications that have been added to the new 2003 system: Microsoft InfoPath, Microsoft OneNote, and Microsoft Business Contact Manager.

## **Microsoft Office Access 2003 Level 1**

This course introduces students to the basic elements that comprise a Microsoft Office Access database. Students will learn what a database is and how an effective database should be designed and set up. After they learn how to manipulate the Access interface and create their own databases, students will receive instruction in how to create and use the basic tools of the Access application: tables, forms, filters and sorts, queries, and reports. In addition, students will learn how to enter data in Access and how to manipulate and use that data.

## **Microsoft Office Access 2003 Level 2**

Strives to broaden and develop the basic database design skills that students already possess. Students will gain a more complete understanding of how to effectively create and use the primary database objects in Microsoft Office Access 2003, including tables, queries, and forms, reports, and data access pages. The course also shows how to work with individual fields to ensure that overall database structure is consistent and correct. In addition, students will learn a variety of techniques designed to make data entry in Access databases faster, easier, and less error-prone. Finally, students will be introduced to a few methods of managing and backing up database files.

## **Microsoft Office Access 2003 Level 3**

This advanced course broadens the intermediate database design skills that students already possess. Students will gain a more complete understanding of how to effectively create and use the primary database objects in Microsoft Office Access, including tables, queries, and forms, reports, and data access pages. In addition, the course introduces students to advanced development features so that they can provide user-friendly databases to their users. The students will learn how to develop data entry tools and automated processes, how to enforce database security, and how to implement maintenance features. The material in the course is presented through explanatory text, real-world scenarios, interactive steps, and questions to test and reinforce the material covered.

## **Microsoft Office Excel 2003 (Microsoft Office Specialist Prescriptive Training)**

Contains testing and prescribes the training required to prepare for the Microsoft Office Excel 2003 Microsoft Office Specialist exam.

## **Microsoft Office Excel 2003 Level 1**

This course introduces students to basic spreadsheet features and acquaints students with Excel's tools by using real-life scenarios and projects. Students will learn to manage workbooks, work with cells and cell data, format and print worksheets, create and revise formulas, and create charts from worksheet data. Skills are taught using concepts, examples, and interactive steps.

## **Microsoft Office Excel 2003 Level 2**

This course introduces students to advanced spreadsheet features and acquaints students with Excel's tools by using real-life scenarios and projects. Students will learn to customize workbooks, use lists, use functions to create formulas, format worksheets, use 3-D references, ready workbooks for the Web, use templates to create workbooks, insert and manipulate objects into a spreadsheet. Skills are taught using concepts, examples, and interactive steps.

## **Microsoft Office Excel 2003 Level 3**

This Microsoft Office Excel 2003 Level 3 course teaches students a set of expert-level spreadsheet features. Students will learn how to summarize, outline, and subtotal list data, as well as how to use named ranges, list ranges, and Lookup Functions. They will apply conditional formatting and data validation. They will import and export data, and learn how to use XML to share, map, and reuse data. They will also discover how to create, format, and modify PivotTables and Pivot Charts to see just the information they need. They will use various worksheet auditing and analysis tools, such as Evaluate Formula, Watch Window, Solver, and scenarios. They will also create and remove custom filters, work with shared workbooks, protect workbooks, track and review changes, and merge and consolidate data from worksheets and customize the Excel working screen with custom toolbars, menus, and macros.

## **Microsoft Office FrontPage 2003 Level 1**

This course is designed to familiarize users with key introductory features of Microsoft Office FrontPage 2003. Students will learn skills that will help them create, navigate, edit, and manage Web pages easily. This includes examining the working screen; understanding the difference between Web pages and Web sites; creating new Web sites; entering, modifying, and formatting text; incorporating graphics and tables; creating text and graphic links; applying themes; managing sites using folders, reports, and tasks; and previewing and publishing Web sites. All of these functionalities are taught using true-to-life scenarios, examples, review exercises, and concept graphics to help reinforce material presented.

## **Microsoft Office Outlook 2003 (Microsoft Office Specialist Prescriptive Training)**

Contains all of the lessons required to pass the Microsoft Office Outlook 2003 Microsoft Office Specialist exam.

## **Microsoft Office Outlook 2003 Level 1**

This course introduces students to Microsoft Office Outlook 2003. As well as showing students how to create, send, and receive e-mail, this course looks at Outlook as a personal information management system. It examines how to add and organize all your contact information and how to manage your time with the calendar feature.

## **Microsoft Office Outlook 2003 Level 2**

This course builds upon skills taught in the first level of Microsoft Office Outlook 2003. Students will learn how to use the instant messaging feature integrated into Outlook; customize their outgoing messages with signatures, forms, themes, and stationery; use address books and distribution lists to address messages; use flags and delivery options; and organize and customize views for messages. Students will also learn to use Calendar customization and viewing options and use the Calendar and Tasks features for scheduling and responding to meeting requests and tasks. The Journal will also be delved into as a tool to help manage activities associated with contacts.

## **Microsoft Office PowerPoint 2003 (Microsoft Office Specialist Prescriptive Training)**

Contains testing and prescribes the training required to prepare for the Microsoft Office PowerPoint 2003 Microsoft Office Specialist exam.

## **Microsoft Office PowerPoint 2003 Level 1**

This course introduces students to the basic features of Microsoft Office PowerPoint 2003. Students will learn how to design PowerPoint presentations on their computers through examples and interactive exercises. They will learn to create presentations from scratch using slide layouts and design templates and by using the AutoContent wizard. In addition, students will learn how to use clip art images and drawing tools to enhance presentations. Students will also be shown how to create and edit tables, as well as how to prepare a presentation for printing. Other topics that will be covered include formatting text and working in the Slide, Outline, and Notes panes.

## **Microsoft Office PowerPoint 2003 Level 2**

This intermediate-level course builds upon the basic Microsoft Office PowerPoint skills taught in the Level 1 course. Students will learn to modify PowerPoint options to ensure that the application is configured to best meet their needs. They will also discover how to use existing information to create a presentation, including importing outlines from Word and inserting slides from other presentations. Students will explore the use of masters, including how to create, modify, and apply multiple masters in one presentation, as well as how to create Notes and Handouts masters. Students will work with and modify a variety of graphics, such as WordArt, AutoShapes, pictures, and clip art. They will also learn how to apply a variety of animation effects to both text and graphics. In addition, they will learn how to publish and save presentations as Web pages.

## **Microsoft Office PowerPoint 2003 Level 3**

This course is designed to familiarize students with the advanced features of Microsoft Office PowerPoint 2003. Generally, students will learn advanced skills for creating PowerPoint presentations, such as adding video and sound clips, modifying charts and tables, and customizing color schemes. Many of the skills pertain to using PowerPoint in team presentations, such as setting up review cycles, reviewing presentations, and accepting and rejecting reviewer comments. Students will also learn how to customize PowerPoint to maximize its potential for the type of work they do. For example, students will learn how to customize toolbars and modify indent settings. Finally, students will learn how to create a custom show and how to create agenda and summary slides.

## **Microsoft Office Word 2003 (Microsoft Office Specialist Prescriptive Training)**

Contains testing and prescribes the training required to prepare for the Microsoft Office Word 2003 Microsoft Office Specialist exam.

## **Microsoft Office Word 2003 (Microsoft Office Specialist)**

Contains all of the lessons required to pass the Microsoft Office Word 2003 Microsoft Office Specialist exam.

## **Microsoft Office Word 2003 Expert (Microsoft Office Specialist)**

Contains all of the lessons required to pass the Microsoft Office Word 2003 Microsoft Office Specialist Expert exam.

## **Microsoft Office Word 2003 Level 1**

This course is designed to familiarize students with key introductory features of Microsoft Office Word 2003, as well as introduce them to some of its new features. Students will learn the tricks that will help them create, edit, and modify text-based documents easily. The skills taught include examining the working screen; creating new documents; changing font attributes; selecting and replacing, copying, or moving text; applying and clearing character styles; modifying bodies of text; working with headers and footers; using smart tags; accessing spelling and grammar checks; managing files; understanding and using Save As; and previewing and printing documents.

## **Microsoft Office Word 2003 Level 2**

This intermediate-level course builds upon the basic Microsoft Office Word 2003 skills taught in the Level 1 course. Students will learn how to further enhance the look and functionality of their documents by adding items such as symbols, AutoText, outline numbered lists, hyperlinks, and information found with the new Research task pane. Paragraph formatting will also be examined, covering skills such as setting left, right, and special indents; changing line spacing and page orientation; working with and understanding tab stops; and applying paragraph styles. Students will also learn what sections are and what types of layout decisions are handled in sections, such as margins, breaks, and columns. They will also look at how to insert and modify clip art, graphics, tables, charts, and diagrams, as well as how to preview and save documents as Web pages. Finally, a number of revision tools will be handled, teaching skills such as inserting and modifying comments, sending documents for review, tracking changes, accepting or rejecting changes, and merging documents.

## **Microsoft Office Word 2003 Level 3**

This course builds upon intermediate Microsoft Office Word 2003 skills. Students will learn advanced formatting skills, such as how to control pagination, enhance graphics, embed objects, and apply themes and watermarks. They will also gain insight into how data from other Office applications, such as Access and Excel, can be used as source data for Word creations, enabling calculations and mail merges. Different ways of automating tasks will also be examined. This includes creating macros, using AutoSummarize and readability statistics, and generating tables of contents and indexes. Additionally, students will discover how to design and modify forms, protect documents and forms, use field reference, add captions, create Web

frames, restrict editing changes, manage larger documents with master documents, and customize Word. Finally, XML and how it works with Word will also be explored.

## **Microsoft Office 2007 Applications**

Contains the training and testing materials for the Microsoft Office 2007 suite.

### **Microsoft Office Access 2007 Level 1**

This entry-level course introduces students to the basic elements that comprise a Microsoft Office Access database. Students will learn what a database is and how an effective database should be designed and set up. They will learn the importance of establishing relationships, as well as how to establish and edit relationships and enforce referential integrity. After learning to manipulate the Access interface and create their own databases, students will discover how to create and use the basic tools of the Access application: tables, forms, filters, sorts, queries, and reports. In addition, students will learn how to enter data in Access and how to manipulate and use that data.

### **Microsoft Office Access 2007 Level 2**

Strives to broaden and develop the basic database design skills that students already possess. Students will gain a more complete understanding of how to create and use the primary database objects in Microsoft Office Access 2007, including tables, queries, forms, and reports. The course also shows how to work with individual fields to ensure that overall database structure is consistent and correct. In addition, students will learn a variety of techniques designed to make data entry in Access databases faster, easier, and less error-prone. Finally, students will be introduced to a few methods of managing and backing up database files.

### **Microsoft Office Excel 2007 Level 1**

This course introduces students to Microsoft Office Excel 2007. It covers basic spreadsheet features and acquaints students with Excel's tools. Students will learn to manage workbooks, work with cells and cell data, format and print worksheets, create and revise formulas, work with basic functions, use fills to save data entry time, and create and modify charts from worksheet data. They will also be introduced to the main interface changes of Microsoft Office 2007, such as the Ribbon, Quick Access toolbar, and the Mini toolbar. Finally, students will also learn how to access and use the Excel Help feature.

### **Microsoft Office Excel 2007 Level 2**

This course familiarizes students with intermediate-level spreadsheet features. Students will learn how to convert older workbooks to the new default XML-based file format; customize the Quick Access toolbar; use logical and financial functions; format worksheets using themes, styles, and page breaks; use 3-D references; ready workbooks for the Web; use templates to create workbooks; and insert and manipulate objects such as shapes and SmartArt diagrams into a spreadsheet. They will also learn how to customize workbooks by renaming worksheets; inserting, deleting, and hiding worksheets; and changing the color of worksheet tabs. In addition, the course points out how tables in Excel serve as databases and covers how to convert data ranges into tables, apply table styles, freeze and unfreeze rows and columns, sort tables, and use filters in tables.

## **Microsoft Office Outlook 2007 Level 1**

This course introduces students to Microsoft Office Outlook 2007 and its basic features. In it, students will learn how to create, send, preview, read, reply to, and forward e-mail messages. They'll also learn about recalling messages, attaching files to messages, resending messages, marking messages as unread, deleting messages, organizing messages into folders, and previewing and printing messages. Besides teaching these basic mail management skills, the course looks at Outlook as a personal information management system. It examines how to add and organize all your contact information and how to manage your time with the Calendar feature. Specifically, students will learn about adding new contacts, modifying contact records, and saving and modifying Electronic Business Cards. They'll also learn to schedule appointments, create recurring events, mark items as private, add tasks in the new To-Do Bar, update the status of tasks, mark tasks as complete, and create and modify notes. Finally, the Junk E-mail Filter will be explored, teaching skills such as marking messages as not junk, emptying the Junk E-mail folder, and specifying safe and blocked senders.

## **Microsoft Office Outlook 2007 Level 2**

This intermediate-level course builds upon the basic skills taught in the Level 1 course. Students will learn how to customize their outgoing messages by setting default message formats and fonts, as well as by adding signatures, themes, and stationery. They will also learn how to create, activate, and turn off Out of Office messages; set message importance and sensitivity; delay delivery of messages; request delivery receipts; and create e-mail polls. Mail management is enhanced as students learn to mark items for follow-up using Quick Click Flags, perform various mail management tasks using rules, and organize Outlook items using color categories and Search Folders. Furthermore, the course covers how to address messages using address books and distribution lists, send and respond to meeting and task requests, share Calendars over a network, publish Calendars to Office Online, send Calendar Snapshots, subscribe to Internet Calendars, and configure Outlook to handle other e-mail accounts, such as a Hotmail account.

## **Microsoft Office PowerPoint 2007 Level 1**

This course introduces students to the basic features of Microsoft Office PowerPoint 2007. Students will learn how to design PowerPoint presentations on their computers through examples and interactive exercises. They will learn about the key interface changes of Microsoft Office 2007, namely the Ribbon, Quick Access toolbar, Mini toolbar, and galleries. They will also discover how to create presentations from scratch using templates, as well as learn about slide layouts, themes, and slide masters. In addition, students will learn how to navigate through presentations, save presentations, preview slide shows, check spelling, use bulleted and numbered lists, and use clip art and shapes to enhance presentations. Students will also be shown how to create and edit tables, as well as how to prepare a presentation for printing. Other topics that will be covered include formatting text and working in the Slides and Outline tabs, as well as in the Notes pane.

## **Microsoft Office PowerPoint 2007 Level 2**

This intermediate-level course builds upon the basic Microsoft Office PowerPoint skills taught in the Level 1 course. For one, students will learn how to modify the Quick Access toolbar. They will also discover how to use existing information to create a presentation, including importing outlines from Word and inserting slides from other presentations. Students will further explore the use of masters, including how use multiple

masters and themes in one presentation, as well as how to create Notes and Handouts masters. Students will work with and modify a variety of graphics, such as WordArt, shapes, pictures and clip art. Additionally, they will learn about the new Photo Album feature, as well as how to apply a variety of animation effects to both text and graphics. Finally, they will learn how to publish and save presentations as Web pages.

## **Microsoft Office Word 2007 Level 1**

This course is designed to familiarize students with key introductory features of Microsoft Office Word 2007, as well as introduce them to some of its new interface features like the Ribbon, Mini toolbar, Quick Access toolbar, contextual tabs, and galleries. Students will learn the tricks that will help them create, edit, and modify text-based documents easily. The skills taught include examining the working screen; navigating, creating, and saving documents; changing font attributes; copying, moving, and replacing text; applying and clearing character styles; modifying paragraphs with alignment choices, borders, shading, and bullets; working with headers and footers; running spelling and grammar checks; using AutoCorrect; undoing and redoing changes; managing files with folders; marking documents as final; and previewing and printing documents.

## **Microsoft Office Word 2007 Level 2**

This intermediate-level course builds upon the basic Microsoft Office Word 2007 skills. Students will learn how to further enhance their documents by adding items such as symbols, AutoText, multilevel lists, hyperlinks, and information found using the Research task pane. Paragraph formatting will also be examined, covering skills such as setting left, right, and special indents; changing line spacing and page orientation; setting tab stops; applying paragraph styles; and using Quick Style sets. Students will also learn what sections are and what types of layout decisions are handled in sections, such as margins, breaks, and columns. They will also look at how to insert and modify clip art, graphics, shapes, tables, charts, and SmartArt diagrams, as well as how to preview and save documents as Web pages. Finally, a number of revision tools will be introduced, teaching students how to insert and modify comments, track changes, accept or reject changes, compare documents, and use the new Document Inspector.

## **Microsoft Office 2010 Applications**

Focusing on the functional upgrades from Office 2007. Contains the training and testing materials for the Microsoft Office 2010 suite.

## **Microsoft Access 2010 - Focusing on the functional upgrades from Office 2007**

Getting Started in Microsoft Access 2010, Creating Databases and Tables, Creating Forms, Entering and Working with Table Data, Examining Database Objects, Filtering and Sorting Data, Setting Table Relationships, Working with Queries, Working with Reports.

## **Microsoft Excel 2010 - Focusing on the functional upgrades from Office 2007**

Getting Started with Microsoft Excel 2010, Aligning Cell Content, Entering Data, Exploring Formula Basics, Finding Errors in Formulas, Formatting Cells, Inserting and Modifying Charts, Printing Worksheets, Using Tables, Working with Functions.

## **Microsoft Outlook 2010 - Focusing on the functional upgrades from Office 2007**

Getting Started with Microsoft Outlook 2010, Discussing Meetings, Exploring E-mail Message Options, Managing E-mail Messages, Organizing E-mail with Folders, Sending and Receiving E-mail Messages, Understanding Calendar Appointments and Events, Viewing E-mails, Working with Contacts, Working with the Calendar.

## **Microsoft PowerPoint 2010 - Focusing on the functional upgrades from Office 2007**

Getting Started with Microsoft PowerPoint 2010, Adding and Modifying Clip Art and Images, Adding, Rearranging, and Removing Slides, Applying Slide Layouts and Themes, Creating Presentations, Formatting Text, Using WordArt, Working with SmartArt, Shapes, and Charts, Working with Tables.

## **Microsoft Publisher 2010 - Focusing on the functional upgrades from Office 2007**

Select a Publication Type and Template, Add and Modify Text in Placeholders, Delete Placeholders, Insert and Format Text Boxes, Insert Illustrations and Images.

## **Microsoft Word 2010 - Focusing on the functional upgrades from Office 2007**

Getting Started in Microsoft Word 2010, Applying Paragraph Settings, Editing Documents, Entering and Revising Text, Formatting Text, Setting Up and Managing Documents, Using Headers and Footers, Working with Lists, Working with Tables.

## **Microsoft Office Project 2000 and 2002**

Training for Microsoft Office Project

### **Getting Started With Microsoft Office Project 2000**

"This course introduces students to some of the basic tools in Project 2000 that allow them to become more efficient project managers. Students will briefly explore the basics of project management, learn how to set a project's start date, work with task relationships, and examine various task types. Students will also learn how to set deadlines, allocate resources, and set project baselines. In addition, students will learn how to enter cost information, including variable and fixed costs, and costs per use.

Upon completion of this course a student should be able to:

- Set start dates and baselines for projects
- Work with tasks and task relationships
- Set deadlines
- Allocate resources
- Enter and interpret cost data"

## **Microsoft Office Project 2000 Level 1**

"This course introduces students to the various tools in Project 2000 that allow them to become more efficient project coordinators. Students will briefly explore the basics of project management, learn how to set a project's start date, work with task relationships, and examine various task types. Students will also learn how to work with multiple projects, learn how to combine them into one master project, and enter all information necessary (task, resource, etc.) for setting the master project baseline. Finally, students will learn how to combine Project 2000 with other Microsoft applications and the Web. Upon completion of this course a student should be able to:

- Set a project's start date and baseline
- Work with tasks and task relationships
- Manage multiple projects
- Combine multiple projects
- Prepare projects for viewing on the Web"

## **Microsoft Office Project 2000 Level 1 (Prescriptive Training)**

Contains testing and prescribes training for Microsoft Project 2000 Level 1.

## **Microsoft Office Project 2000 Level 1 Instructor Guide And Files**

"Contains the level 1 instructor-led training book for Microsoft Project 2000.

## **Microsoft Office Project 2000 Level 1 Pre-test**

## **Microsoft Office Project 2002 Level 1**

"This course introduces the basics of Microsoft Project 2002. We'll enter task information, work with task relationships, examine various task types, define working times, assign resources to tasks, enter costs, and establish the project's baseline. Then, we'll simulate changes to the project by splitting tasks, changing durations, and assigning additional resources. Reports, views, multiple projects, and integrating Project with other applications and the Web will also be examined. Upon completion of this course a student should be able to:

- Open and close a Project file
- Create new Project files
- Work with tasks
- Use task relationships
- Fine-tune timelines
- Assign resources
- Update progress
- View Project information
- Integrate Project with other applications
- Coordinate multiple projects
- Adjust and track projects

## **Microsoft Office Project 2002 Level 1 (Prescriptive Training)**

"Contains testing and prescribes training for Microsoft Project 2002 Level 1.

## **Microsoft Office Project 2002 Testing (Level 1)**

## **Microsoft Windows O/S**

Includes Windows O/S ME, 2000, NT, XP, Vista and Windows 7

## **Getting Started With and Level 1 Microsoft Windows XP (800x600)**

Contains the introductory and level 1 training material for Microsoft Windows XP.

## **Getting Started With Windows Millennium**

This course introduces students to the basic features in Windows Millennium Edition. This course will teach necessary skills like using the mouse, working on the Desktop, using windows and operating the Start menu and Taskbar. The course also includes lessons on customizing the Desktop using background colors, Web content, screen savers, and Desktop themes. The students will also gain an understanding of Windows' file system, including how to use Windows Explorer. In addition, this course covers how to use Windows Help program which now has an updated, Web-like appearance. Students will work with accessories like the calculator, games and the Maintenance Wizard and they will also learn how to use both the WordPad and Paint applications. Finally, the course will walk the students through formatting disks, printing documents and shutting down the computer.

## **Microsoft Windows 2000 Level 1**

This course introduces students to the basic features in Microsoft Windows 2000. Students will learn end-user necessary skills like using the mouse, working on the Desktop, using windows and operating the Start menu and Taskbar. The course also includes lessons on customizing the Desktop using background colors, Web content, screen savers and Desktop themes. Students will also gain an understanding of Windows' file system, including how to use Windows Explorer. In addition, this course covers how to use the Windows Help program. Students will work with accessories like the calculator and they will also learn how to use the WordPad application. Finally, the course will walk the students through shutting down the computer.

## **Microsoft Windows 7 Level 1**

This course prepares students to use the Microsoft Windows 7 operating system. It highlights some of the new features included in Windows 7, including the Aero desktop, the taskbar, and Jump Lists. It explains how to customize the desktop based on your preferences and how to use the Start menu and taskbar as a starting point for navigation.

## **Microsoft Windows 7 Level 2**

In this course, students will expand their understanding of Microsoft Windows 7 by exploring some more advanced concepts. They will gain an understanding of the file system in Windows, including how to use folder windows to copy and move files, create folders, and work with shortcuts. Students will learn about how to get more out of their PC through the Windows Media Center and Homegroup. Finally, they will explore steps they should take to keep their system running well.

## **Microsoft Windows NT 4.0 Introduction**

This course introduces students to the basic features of Microsoft Windows NT. Students will learn skills such as working on the Desktop, using windows, and operating the Start menu and Taskbar. The course also includes lessons on managing files by renaming, copying, and moving folders. In addition, students will learn how to understand and use networking resources. All these skills will be taught using true-life scenarios, examples, review exercises, and concept graphics to help reinforce the material presented.

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## **Microsoft Windows Vista Level 1**

This course introduces students to Microsoft Windows Vista. It discusses the editions available, including Windows Vista Home Basic, Home Premium, and Ultimate, and points out the differences between them. It also introduces some of the new features of Windows Vista, including the Sidebar, Windows Aero, and Windows Media Center. It teaches the user skills such as working on the Desktop, using windows, opening files and applications, and working with the Start menu and Taskbar. The course also includes lessons on customizing the Desktop using background colors, screen savers, and Desktop themes. Students will also gain an understanding of the file system in Windows, including how to use folder windows to copy and move files, create folders, and work with shortcuts. The course will also look at the media tools available with Windows Vista, as well as the applications available to help keep your family and computer safe while surfing the Internet. Finally, the course will walk students through using the Recycle Bin, backing up files, working with system tools, and shutting down the computer.

## **PC Fundamentals with Microsoft Windows XP (800x600)**

This course introduces students to the basics of personal computers. Students will learn what a computer is and how to identify and classify some basic components and peripherals. Students will also receive

instruction on how to turn on a computer and log on to Microsoft Windows XP. In addition, students will learn what Microsoft Windows XP is, how to use the mouse to access various essential screen elements, how to manipulate windows, what menus and toolbars are, and how to customize a Desktop with the use of backgrounds and screen savers. This course will also cover where to go for help with using Microsoft Windows XP, as well as how to safely turn off a computer. The material is presented through explanatory text, real-world scenarios, and interactive steps.

## **Microsoft Works Suite 2002**

### **Microsoft Works Suite 2002 Level 1**

This course will introduce students to the basic functionalities of Microsoft Works 2002. Students will learn how to organize their schedules and manage their time and money by using and editing spreadsheets and databases. Students will also learn to create, modify and save text documents using Microsoft Word. All these skills will be taught using true-life scenarios, examples, review exercises and concept graphics.

## **Online Publishing**

This section contains courses for 3 popular online applications that allow you to create your own blog on website on the Internet.

### **Blogger**

This course introduces Blogger and teaches some basic skills to help you use Blogger. It discusses how to set up a blog and publish posts that can be shared. It covers how to navigate Blogger and how to customize your blog by rearranging page elements. This course also teaches how to control the blog's content to provide a secure and safe communication environment.

### **PBworks**

This course provides information about some of the features of PBworks and how it can be used to create wiki pages. It looks at how to navigate in PBworks, including how to create a new wiki page, and how to incorporate plugins.

### **WordPress**

This course is designed to provide an introduction to WordPress and teach some basic skills to help you use WordPress. It looks at some features of WordPress, such as themes, storage, and privacy settings. It discusses how to set up a blog and publish posts that can be shared. It also covers how to customize your blog by adding widgets that can be used to enhance the information displayed. This course also teaches how to add authors and control the blog's content to provide a secure and safe communication environment.

## Palm O/S

### **How To Master Palm Organizer Level 1 Course & Tips and Tricks Course**

The introduction course is designed to familiarize users with the basic features of the Palm Organizer. The skills students will learn include getting around using the application buttons, learning how to enter text, creating appointments in the Date Book, attaching notes and alarms to records, setting Palm preferences, adding tasks in the To Do List, setting priorities, assigning due dates, categorizing records, saving vital contact information in the Address Book and recording ideas in the Note Pad in their own handwriting.

The Tips and Tricks course offers tips to help students take full advantage of the many features the Palm organizer offers them. Students will learn how to add and delete appointments in the Date Book; create lists to track what needs to be done; add, prioritize and mark those items as complete; keep valuable contact information in the Address Book; write notes down directly into the Note Pad; transfer Palm data to the computer for backup and enhanced manipulation; and create e-mail messages within the Palm and then send the e-mail by connecting the Palm to the computer.

### **Palm OS 4.0 Introduction Course & Tips and Tricks Course**

The introduction course is designed to familiarize users with the basic features of the Palm handheld, as well as the functionalities that come with Palm OS 4.0. The skills and concepts taught include getting around using the application buttons and Applications Launcher, learning how to enter text, creating appointments in the Date Book, attaching notes and alarms to records, setting Palm preferences, adding tasks in the To Do List, setting priorities, assigning due dates, categorizing records, saving vital contact information in the Address Book and recording ideas in the Note Pad in their own handwriting. Also, the Palm Desktop is explored and Hot-Syncing is discussed and used.

The Tips and Tricks course offers tips to help students take full advantage of the many features the Palm Organizer offers them and they will gain a better understanding of how they can use the Palm to organize their schedules. Students will learn how to add and delete appointments in the Date Book; create lists to track what needs to be done; add, prioritize and mark those items as complete; keep valuable contact information in the Address Book; write notes down directly into the Note Pad; transfer Palm data to the computer for backup and enhanced manipulation; beam information from one handheld to another using infrared technology; create e-mail messages within the Palm and then send the e-mail by connecting the Palm to the computer; receive e-mail waiting in the desktop computer's Inbox; and work with categories, Short-Cuts and passwords.

## Pocket PC

This course teaches students the basic features and functions of the Pocket PC and also provides tips to help students take full advantage of the many features the Pocket PC offers them.

### **Pocket PC Tips and Tricks**

This course teaches students the basic features and functions of the Pocket PC and also provides tips to help students take full advantage of the many features the Pocket PC offers them. Some skills students will learn include how to customize the Start menu; better ways to enter data, schedule tasks and create Word documents; how to connect and synchronize the Pocket PC to a computer; and how to use the Pocket PC for online communication. Upon completion of this course a student should be able to:

- Customize the Start menu
- Enter and edit data
- Schedule tasks
- Create Word documents
- Synchronize a Pocket PC with a computer

## Using The Internet

Courses that teach use of Internet Browsers and navigating the Internet

### **Browsing with Firefox 3.0**

This course helps users learn how to use Mozilla Firefox 3.0 to browse the Web. Users will learn basic search and navigation skills, how to use tabs, bookmarks, tags, smart folders, and add-ons. They will also learn about the privacy and security options in Firefox; how to save, copy, and print Web data; and how to find help in using the browser.

### **Introduction to Internet Explorer 6**

This course provides an overview of the Internet Explorer 6 Web browser. Skills covered include becoming familiar with the browser window and its functions, navigating the World Wide Web, creating and maintaining Favourites, using Web page data, and customizing the Internet Explorer browser to best suit your needs.

### **Introduction to Netscape 7**

This course introduces Netscape Navigator, a fast and functional Web browser. Students will learn how to explore the Web and find useful information. They will learn how to use bookmarks to keep track of their favourite Web pages, and how to use the Web data that they find. Finally students will learn how to customize Netscape Navigator, as well as learn about privacy and security concerns on the Web.

### **Navigating and Exploring the Internet 2002**

This introductory course teaches students the fundamental skills they need to know to use the Internet. Skills students will learn include connecting to the Internet, understanding and sending e-mail, learning

about the Web, and using browsers such as Internet Explorer and Netscape Navigator to view and search Web pages. All these skills will be taught using true-life scenarios, examples, review exercises, and concept graphics to help reinforce the material presented.

## **Utilizing The Internet**

Introduces students to the Internet and shows how to use the Internet to perform common tasks such as sending email, finding information, and using Internet services.

## **Working with Internet Explorer 8**

This course provides an overview of Internet Explorer 8. Fundamental Web browsing skills, such as how to search and navigate the Internet, will be taught. Other skills covered include creating and organizing Favorites, finding text, reusing Web page data, using accelerators, and staying updated with Web Slices. Printing Web pages, downloading files, and using plug-ins will also be covered. In addition, users will learn how to browse securely, as well as how to customize the browser.

